



ARCA Vero Operations Manual

ADD-ON TECHNOLOGIES TRAINING GUIDE



[AddOnTechnologies.com](https://www.AddOnTechnologies.com)



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Icon Key



Located in the top right of the Configuration menu, clicking this icon opens a window with information about DynaCore™ including the TCR model, Subscription Period, etc.



Warnings exist. Hovering over this icon will let you see what warnings are currently registered in DynaCore™.



The toggle icon allows you to switch between viewing certain options. For example, in the View Inventory screen it switches between showing the notes in dollar amounts and number of notes.



Cassette is missing



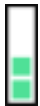
Cassette is in a manipulated state



Cassette is empty



Cassette inventory is between 1% and 25%



Cassette inventory is between 26% and 50%



Cassette inventory is between 51% and 75%

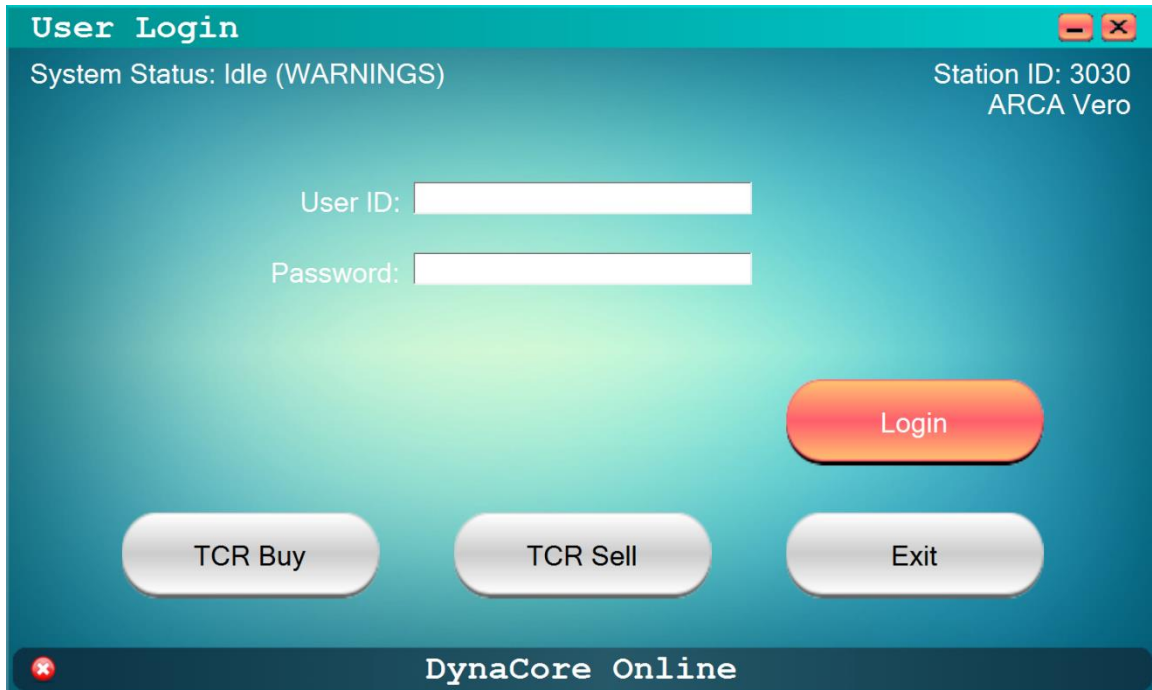


Cassette inventory is between 76% and 100%



User Login Screen

When you first launch DynaCore, you will see the Use Login screen. To log into DynaCore, type your username and password into the fields provided and click Login or press Enter.



➤ PARTS OF THE MENU

System Status – In the top left of the Login screen there is a message displaying the System Status for the DynaCore appliance. In the example shown above the DynaCore appliance is shown as “Idle”, meaning it is not currently performing any functions and is available for use. Additionally, the “(WARNINGS)” added to the end shows that there are one or more issues with the system; these can be checked in the Warnings menu after you have logged in. The System Status can also show as “Busy”, indicating the system is currently performing some function and cannot respond immediately. This “Busy” signal will be followed by the User ID of the person currently occupying DynaCore, or “System Initializing” which indicates that the DynaCore appliance is still booting up.



Station ID – In the top right of the Login screen there is a message displaying the Station ID, a unique alphanumeric identifier given to each DynaCore appliance on your network, and the type of Teller Cash Recycler (TCR) this instance of DynaCore is programmed to connect to.

Connectivity – The message across the bottom of the Login screen shows the connection status of the DynaCore console software on the teller workstation with the DynaCore appliance. In the example shown above the message displays DynaCore Online, indicating that the DynaCore appliance is connected to the DynaCore console software. If the message displays DynaCore Offline this indicates that the DynaCore console software is unable to connect to the DynaCore appliance or the DynaCore appliance is turned off.

TCR Buy – The TCR Buy button available on the Login Screen allows a user to take cash out of the TCR without affecting a customer account. To do a TCR Buy from the login screen type your user credentials into the User ID and Password login fields, **DO NOT** click Login, and instead click TCR Buy. See the [TCR Transactions](#) section beginning on page 15 of this manual for more information on performing a TCR Buy.

TCR Sell – The TCR Sell button available on the Login Screen allows a user to put cash in the TCR without affecting a customer account. To do a TCR Sell from the login screen type your user credentials into the User ID and Password login fields, **DO NOT** click Login, and instead click TCR Sell. See the [TCR Transactions](#) section beginning on page 15 of this manual for more information on performing a TCR Sell.



Online Transactions

DynaCore uses hotkeys that the teller can press on their keyboard to trigger deposits and withdrawals. The online transaction functions are intended to integrate the TCR into your existing infrastructure (i.e., teller application, bill discriminator, etc.) as seamlessly as possible. Each function will require one or more screens in your teller application to be on your computer monitor to work properly.

For example, the deposit hotkey is used to activate a cash-in transaction with the TCR, so you might configure your online deposits to work with any screen where you enter a deposit amount. That way, whenever you do a deposit transaction in your teller application, you can hit your deposit hotkey and place the deposited cash directly into the TCR.

The withdrawal hotkey can be used to do cash-out transactions with a specific mixture of denominations (denominated) or, if you do not denominate the dispense, the notes will be dispensed according to a predefined denomination AutoMix preference. Pressing the Withdrawal hotkey pops up a window with the cash amount shown as an available balance; the teller then selects the number of bills of each denomination from a list or completes the transaction with the AutoMix settings.

Online transactions can also be configured to autofill the total amount and/or individual denomination amounts in your teller application. If configured properly, DynaCore will enter the pertinent information into the teller application automatically once an online transaction is complete, eliminating the need for double entry of these numbers. Additionally, you can attach an alphanumeric memo of up to 30 characters to any online transactions in case additional information about a transaction should be recorded.

The Withdrawal and Deposit hotkeys are set with the DynaConfig utility during initial system setup. Please contact your DynaCore dealer if you wish to change your hotkeys.



Online Deposits

Use the Online Deposit Hotkey on the designated screen in your teller application to open the Deposit window. This screen will let you store notes in the TCR as part of a customer transaction.

Deposit

Type	Deposit	Verified	Drawer	Total
\$100	0.00	0.00	0.00	0.00
\$50	0.00	0.00	0.00	0.00
\$20	0.00	0.00	0.00	0.00
\$10	0.00	0.00	0.00	0.00
\$5	0.00	0.00	0.00	0.00
\$2	0.00	0.00	0.00	0.00
\$1	0.00	0.00	0.00	0.00
Coin	0.00	0.00	0.00	0.00
Total:	0.00	0.00	0.00	0.00

Verified

Clear

Clear

Memo:


Reverse

Quit

Place Notes In TCR Entrance

➤ PARTS OF THE MENU


Type – The Type column is on the left of the Deposit screen, and it shows the denominations that can be stored in the TCR. This column also displays a Relative Fullness Indicator next to each denomination. This indicator shows about how full of dispensable bills of each denomination the TCR is.

Deposit – The Deposit column shows notes that have been stored in the TCR as part of this transaction. You can use the  icon to switch this column between showing bill counts or total value amounts.

Verified – The Verified column shows notes and coins that have been run through a bill discriminator or coin sorter connected to DynaCore. For example, if there were strapped bundles of notes as part of the deposit but you did not want to put them into the TCR, you could verify the amounts and enter them here to record them as part of the deposit even though you are not putting them into the TCR. After the notes have been verified



by the discriminator, use the print option on the discriminator to send the totals over to DynaCore. They will automatically fill the appropriate spots on the column. Once the totals have been filled into the Verified column you can clear the values back to 0 by clicking either the Bills Clear button and/or Coin Clear button as appropriate. These totals are not part of the teller's End of Day Buy/Sell and should be considered part of the teller's drawer. Talk to your DynaCore dealer for information on connecting a bill discriminator or coin sorter to DynaCore.

Drawer – The Drawer column shows notes that are part of the deposit but will not be stored in the TCR. This could include notes that the TCR will not accept, notes your TCR is not programmed to store (e.g., \$2s), etc. These notes could instead be stored in a teller drawer or somewhere similar instead of in the TCR vault. Any bills that are part of the deposit but are not stored in the TCR will have to be manually typed into this column. They are not included in the teller's End of Day Buy/Sell. You can clear the totals in this column by clicking the  icon in the column header.

Total – The Total column shows the grand total of all notes involved in the deposit. It is a sum of the Deposit, Verified, and Drawer columns.

Bills Clear – This button will only be present if the DynaCore Controller is configured to work with a bill discriminator. If there are bill totals in the Verified column, clicking this button will clear those bill totals.

Coin Clear – This button will only be present if the DynaCore Controller is configured to work with a coin sorter. If there is a coin total in the Verified column, clicking this button will clear that coin total.

Memo – The Memo field can be used to record any notes or additional information about the transaction you are doing.

Reverse – The Reverse button is only functional when there are notes stored in the TCR as part of a deposit. When you click the button the TCR will dispense all the notes it has taken in as part of that deposit.

Quit/Accept – The Quit/Accept button in the bottom right of the screen will change between those two options depending on whether you have totals in any of the columns. If all columns are empty the button will say “Quit” and will terminate the deposit. If you have totals entered in any of the columns the button will say “Accept” and will end and record the transaction.



How to Use the Deposit Hotkey

When you are doing a cash-in transaction for a customer and are ready to store notes in the TCR as part of the transaction, make sure your teller application is front and focused, then press the Deposit Hot Key. This will open the Deposit window, shown below.

Deposit

Type	Deposit	Verified	Drawer	Total
\$100	0.00	0.00	0.00	0.00
\$50	0.00	0.00	0.00	0.00
\$20	0.00	0.00	0.00	0.00
\$10	0.00	0.00	0.00	0.00
\$5	0.00	0.00	0.00	0.00
\$2	0.00	0.00	0.00	0.00
\$1	0.00	0.00	0.00	0.00
Coin	0.00	0.00	0.00	0.00
Total:	0.00	0.00	0.00	0.00

Verified

Clear

Clear

Memo:

Reverse

Quit

Place Notes In TCR Entrance

Place any notes you want stored in the TCR onto the hopper on top of the machine. They will be taken into the TCR, counted, sorted, and stored in the vault. The counted totals will be shown in the Deposit column. If you have rejected notes in the exit, you will be prompted to remove them by a message at the bottom of the Deposit window.

Remove Rejected Notes From Exit

Anything that is part of this deposit but will not be stored in the TCR (e.g., loose coin, mutilated notes, etc.) can be stored in your teller drawer and typed into the Drawer column.

If you have bills you want to verify and include as part of this deposit but do not want to store them in the TCR, you can run them through a bill discriminator connected to DynaCore, hit print on the discriminator, and the totals will be filled into the Verified column.

If you would like to record any notes or additional information about your transaction, you can do so by typing into the Memo field. When you are satisfied with the transaction click Accept to finalize and record it.



Online Withdrawals

Use the Online Withdrawal Hotkey on the designated screen in your teller application to open the Withdrawal window. This screen will let you use the notes in the TCR as part of a customer cash-out transaction.

Type	Inventory	Amount
\$100	0	0.00
\$50	0	0.00
\$20	5	0.00
\$10	4	0.00
\$5	8	0.00
\$1	20	0.00
Used:		0.00
Balance:		123.89

Amount: 123.89

Use Bundles

Drawer Cash:

Memo:

Cancel


Dispense

Waiting to dispense

➤ PARTS OF THE MENU

Type – The Type column is on the left of the Withdrawal screen, and it shows the denominations stored in the TCR. This column also displays a Relative Fullness Indicator next to each denomination. This indicator shows about how full of dispensable bills of each denomination the TCR is.

Inventory – The Inventory column shows the number of notes of each denomination available to be dispensed from the TCR.

Amount/Quantity – The column Amount/Quantity lets you denominate the withdrawal amount. Type into the fields in this column how many of each denomination you want the TCR to give you as part of the withdrawal. You can use the  icon to switch this column between showing total value (Amount) or bill counts (Quantity).

Amount – The Amount field in the top right of the menu shows the amount to be withdrawn from the TCR. When doing an Online Withdrawal with the Withdrawal hotkey the Amount field will be prefilled with an amount it read from the designated screen in your teller application so make sure it is the correct amount before proceeding with the transaction. You will not be able to alter this field while doing an Online Withdrawal.



Use Bundles – The Use Bundles option will cause notes to be dispensed from the TCR in predetermined amounts. If you request a number of notes of a given denomination that exceeds your bundle size the TCR will dispense one bundle of the denomination, wait for you to remove it, then dispense another bundle worth of notes and wait for you to remove it, and then repeat this process until the full amount is dispensed. The number of bills in a bundle of a given denomination is controlled by the Teller Bundle Size setting and is set during initial system setup; please speak to your DynaCore dealer if you wish to change your bundle sizes.

Drawer Cash – The Drawer Cash option on the right side of the menu is where you would list any money that is part of the withdrawal but is not being taken out of the TCR. Rolled coins, stamps, etc. would all need to be manually typed into the Drawer Cash field. For example, if a customer wanted to withdraw \$100 with 4 \$20 notes and the rest in rolled quarters the transaction would look like this.

Type	Inventory	Amount
\$100	0	0.00
\$50	0	0.00
\$20	5	80.00
\$10	4	0.00
\$5	8	0.00
\$1	20	0.00
Used:		100.00
Balance:		0.00

Amount: 100.00
 Use Bundles
Drawer Cash: 20.00
Memo:
Cancel
Dispense

Waiting to dispense...

By listing the \$20 as Drawer Cash, DynaCore knows not to dispense that portion of the total amount shown in the top right.

Memo – The Memo field can be used to record any notes or additional information about the transaction you are doing.

Cancel – The Cancel button will terminate the transaction and close the Withdrawal window.

Dispense – The Dispense button will end and record the transaction and begin dispensing the amounts entered in the Amount/Quantity column or, if you left these fields blank, according to the AutoMix settings.



How to Use the Withdrawal Hotkey

When you are doing a cash-out transaction with a customer and are ready to remove notes from the TCR as part of the transaction, make sure your teller application is front and focused, then press the Withdrawal Hot Key. This will bring up the Withdrawal window, shown below.

Type	Inventory	Amount
\$100	0	0.00
\$50	0	0.00
\$20	5	0.00
\$10	4	0.00
\$5	8	0.00
\$1	20	0.00
Used:		0.00
Balance:		123.89

Amount: 123.89

Use Bundles

Drawer Cash:

Memo:

Cancel

Dispense

Waiting to dispense

DynaCore will pull the amount of the withdrawal from your teller application and prefill it into the Amount field in the top right of the menu.

Type the breakdown of denominations you want from the TCR in the Amount column. If you prefer to enter the number of notes for each denomination instead of the total value, click the icon to change the column to Quantity. Or you can leave the Amount / Quantity column blank and the TCR will dispense notes to fulfill the transaction according to the AutoMix settings saved in DynaCore.

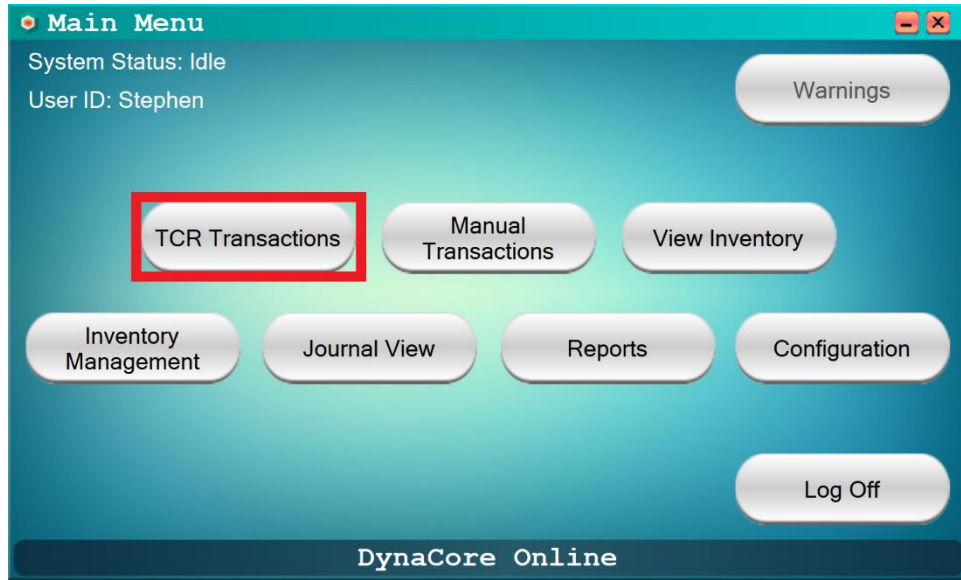
If you want the notes dispensed in Teller Bundles check the Use Bundles box. If you want part of the withdrawal amount to be filled with something other than notes from the TCR (e.g., rolled coin) you can type the amount into the Drawer Cash field. If you would like to record any notes or additional information about your transaction, you can do so by typing into the Memo field.

When you are satisfied and ready for the notes to be dispensed, click the Dispense button. DynaCore will then finalize and record the transaction.

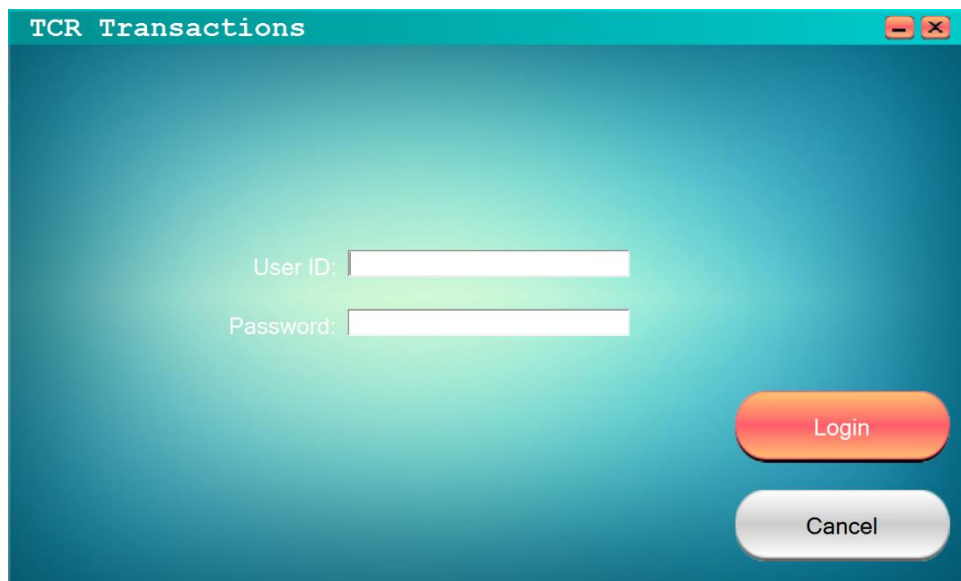


TCR Transactions

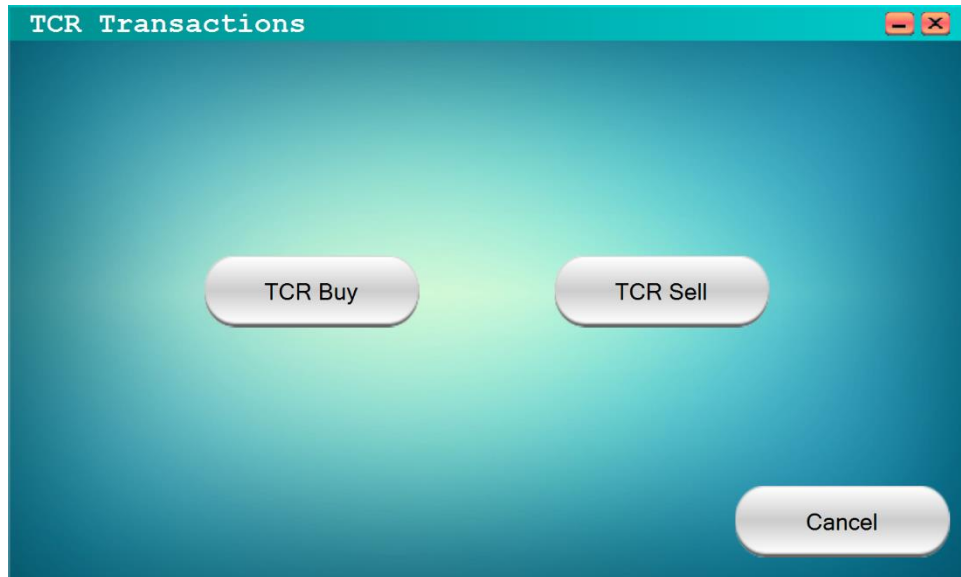
The TCR Transactions functions in DynaCore allow tellers to move money between their teller drawers and the TCR without interacting with a customer's account. These functions are identical to the TCR Buy and TCR Sell functions available on the Login Screen.



To do a TCR Buy or TCR Sell from the DynaCore main screen, select the option highlighted above. This will take you to a login screen for the TCR transactions. Enter your user credentials here and click Login. The TCR transaction will be attributed to whomever logs into this screen, not the user that logged into the primary DynaCore login screen.



This will take you to a screen where you can choose between performing a TCR Buy or a TCR Sell, pictured below. Click TCR Buy to remove notes from the TCR and TCR Sell to put notes into the TCR.



Note that this method will only work for TCR Transactions from the DynaCore base screen. Please see the [User Login Screen](#) section on page 6 of this manual for information on how to access TCR Buys/Sells from the login screen.



TCR Buy

The TCR Buy screen lets a user remove notes from the TCR to resupply a teller drawer. TCR Buys are tracked as part of a teller's User Totals. This means that multiple TCR Buys can be done throughout the day and only require the teller to balance once at the end of the day by checking their User Totals. Please see page 82 for more information on [User Totals](#) and page 117 for more information on end of day [Balancing](#).

To do a TCR Buy, enter your user log in credentials on the Log In screen, then click the TCR Buy button. This will bring you to the TCR Buy screen pictured below.

The screenshot shows the TCR Buy interface. It features a table with columns for Type, Inventory, and Amount. The table lists denominations from \$100 down to \$1. The total amount is 100.00. To the right of the table, there is a field for Amount (100.00), a checkbox for Use Bundles, and a Memo field. At the bottom right, there are buttons for Cancel and Dispense. A status bar at the bottom indicates 'Waiting to dispense...'

Type	Inventory	Amount
\$100	0	0.00
\$50	0	0.00
\$20	5	40.00
\$10	4	20.00
\$5	8	20.00
\$1	20	20.00
Used:		100.00
Balance:		0.00

Type the total dollar amount you want to remove from the TCR in the field at the top right labeled "Amount:" and press "Enter" on your keyboard. Then, fill in the Amount column with the amount of each denomination you want as part of the transaction. If you do not fully use the amount you entered and have a remaining balance, as in the example shown above, you **WILL NOT** be able to complete the TCR Buy. You must fully denominate out the dispense amount you entered in the top right "Amount:" field.

You also have the option to have the TCR Buy dispense as Bundles by checking the box next to Use Bundles in the top right corner of the screen. The number of bills in a bundle for each denomination is controlled by the Teller Bundles setting under Inventory Control in the Configuration screen. Please see page 101 of this manual for more information on [Bundles](#).



TCR Sell

The TCR Sell screen lets a user put notes into the TCR from their teller drawer without affecting a customer's account. TCR Sells are tracked as part of a teller's User Totals. This means that multiple TCR Sells can be done throughout the day and only require the teller to balance once at the end of the day by checking their User Totals. Please see page 82 for more information on [User Totals](#) and page 117 for more information on end of day [Balancing](#).

To do a TCR Sell, enter your user log in credentials on the Log In screen, then click the TCR Sell button. This will bring you to the TCR Sell screen pictured below. From here the TCR is ready to take in notes as soon as you place them on the hopper.

The screenshot shows the 'TCR Sell' interface. It features a table with columns for Type, Deposited, Verified, Drawer, and Total. The rows list denominations from \$100 down to \$1, with a 'Total' row at the bottom. All values in the Deposited, Verified, and Drawer columns are 0.00. To the right of the table is a 'Memo:' field and two buttons: 'Reverse' and 'Quit'. At the bottom of the screen, a yellow warning icon is followed by the text 'Place Notes In TCR Entrance'.

Type	Deposited	Verified	Drawer	Total
\$100	0.00	0.00	0.00	0.00
\$50	0.00	0.00	0.00	0.00
\$20	0.00	0.00	0.00	0.00
\$10	0.00	0.00	0.00	0.00
\$5	0.00	0.00	0.00	0.00
\$2	0.00	0.00	0.00	0.00
\$1	0.00	0.00	0.00	0.00
Total:	0.00	0.00	0.00	0.00

Memo:

Reverse

Quit

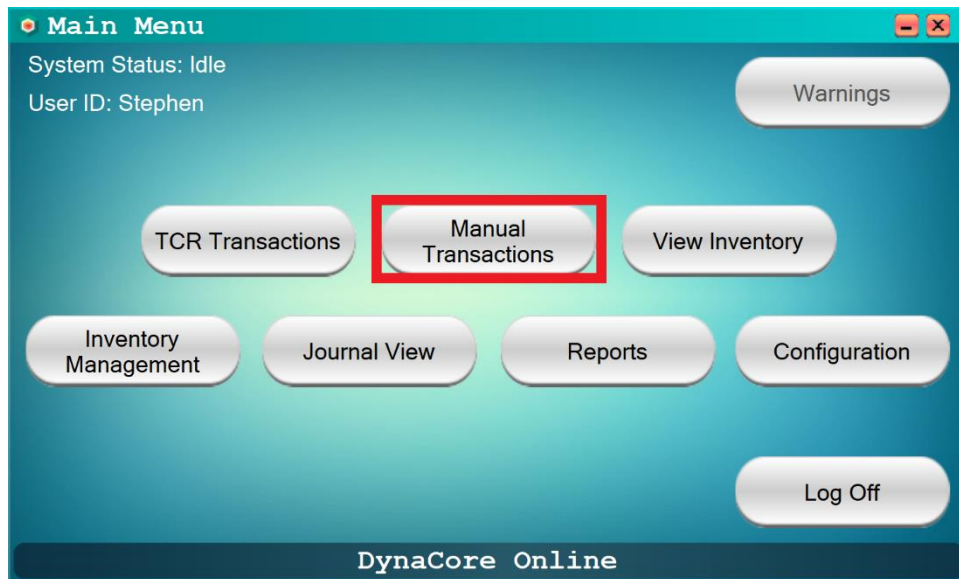
Place Notes In TCR Entrance

Once you have loaded notes into the TCR the amounts of each denomination will be displayed in the Deposited and Total columns, as shown above. After the money has been loaded, you can add more to the TCR Sell by simply putting more notes onto the hopper. You also have the option to remove ALL the notes you put into the TCR by clicking the Reverse button on the right side of the screen.

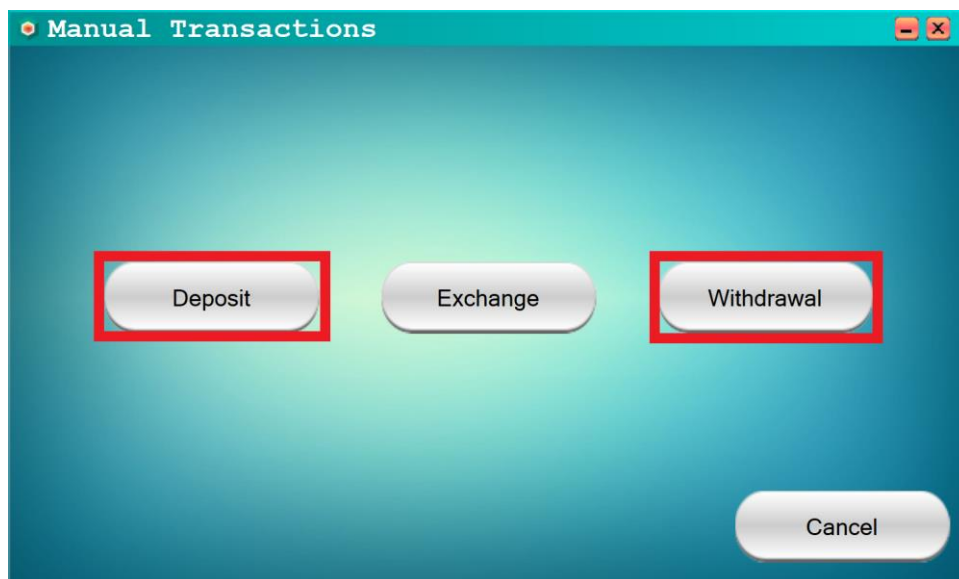
When you are satisfied with the amount loaded into the TCR you can complete the TCR Sell by clicking Accept on the right side of the screen.

Manual Transactions

The Manual Transactions menu gives tellers an option to do deposits or withdrawals without having to use the keyboard hotkeys or have a specific screen on their monitor.



Click on the Manual Transactions button from the base menu, shown above, and you will be given the option to perform either a Deposit or a Withdrawal, as shown below.



From here, you will be taken to either the Manual Deposit or Withdrawal screen. These are nearly identical to [the Online Transactions](#) screens discussed beginning on page 8 of this manual, with a few minor differences.



The first difference between Manual and Online transactions is that manual transactions do not require you to have a certain screen on your monitor or to use the keyboard hotkeys at all. Simply navigate to the Manual Transactions screen in DynaCore and perform the desired transaction. Additionally, you can assign an Online transaction hotkey to open the Manual Transactions window. This option also does not interact directly with your teller application.

Further, unlike Online Transactions, Manual Transactions cannot autofill any numbers into your teller application. This is a result of Manual Transactions not requiring any specific screen to be on your computer monitor. One of the primary intended purposes on the Manual Transactions is as a sort of second chance if you complete a customer transaction but forget to use your Online Transaction hotkeys. In such a situation you can complete the customer transaction as normal and use the Manual Transaction functions to add or remove bills from the TCR. Additionally, if your financial institution allows it, Manual transactions can be used in the event your teller application cannot be accessed, allowing you to continue processing transactions. You can then go back and run the transactions in your teller application once it is available again.

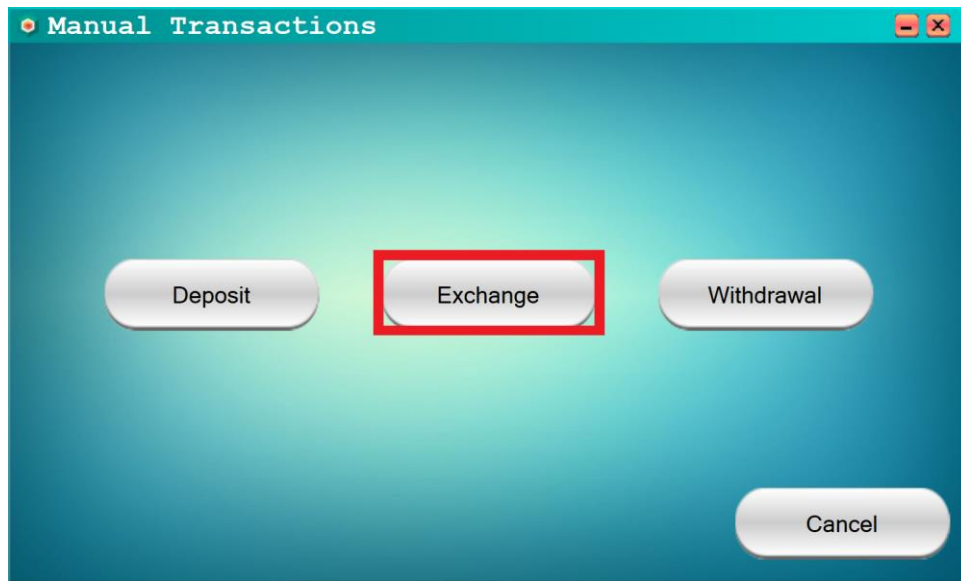
Additionally, you can attach an alphanumeric memo of up to 30 characters to any manual transactions in case additional information about a transaction should be recorded.

Finally, if you do a Manual Withdrawal the amount of the withdrawal will not be automatically filled in as it is with an Online Withdrawal. You will need to type the amount of the withdrawal into the Amount field in the top right of the menu and hit Enter on your keyboard. Once you do this you will not be able to change the amount. To change the amount, you will have to cancel the withdrawal and start a new transaction.

For more information on how to use the Manual Transaction functions please reference the [Online Transactions](#) section beginning on page 8 of this manual. Apart from the differences mentioned above the Manual Transactions function identically to the Online Transactions.

Exchange

There is a third type of Manual Transaction, called a bill exchange. The purpose of the exchange feature is to allow a teller to convert a sum of cash from one denomination breakdown to another, e.g., converting a \$100 bill into 100 \$1 bills, as shown in the example below.



The first step of performing a bill exchange is to open the Manual Transactions menu and click the Exchange button. This will take you to a special deposit screen, as shown below.



The screenshot shows the "Exchange Deposit" screen with a teal header. It features a table with the following columns: Type, Deposit, Verified, Drawer, and Total. The "Drawer" column has a value of 0.00. To the right of the table are buttons for "Verified", "Clear", "Memo:", "Reverse", and "Accept". At the bottom, there is a warning icon and the text "Add More Notes, Accept, Or Reverse".

Type	Deposit	Verified	Drawer	Total
\$100	100.00	0.00	0.00	100.00
\$50	0.00	0.00	0.00	0.00
\$20	0.00	0.00	0.00	0.00
\$10	0.00	0.00	0.00	0.00
\$5	0.00	0.00	0.00	0.00
\$2	0.00	0.00	0.00	0.00
\$1	0.00	0.00	0.00	0.00
Coin	0.00	0.00	0.00	0.00
Total:	100.00	0.00	0.00	100.00

This Exchange Deposit screen functions the same as a Manual Deposit, except that it will automatically take you to a withdrawal screen when you click Accept.



Exchange Withdrawal

Type	Inventory	Amount
\$100	200.00	0.00
\$50	100.00	0.00
\$20	280.00	0.00
\$10	200.00	0.00
\$5	200.00	0.00
\$1	198.00	100.00
Used:		100.00
Balance:		0.00

Amount: 100.00
 Use Bundles
Memo:
Cancel
Dispense

Waiting to dispense...

The Exchange Withdrawal screen will have the amount you deposited into the TCR on the previous screen prefilled into the Amount field in the top right corner. This amount cannot be changed. Here, the teller can denominate how they want the cash to come out of the TCR, then click dispense. If the teller doesn't fill out the denomination totals the TCR will fall back to the AutoMix settings, just as it does with a regular withdrawal.

After the bill exchange transaction is complete, it will be recorded in the Journal View as two separate transactions, and "Exchange – Deposit" followed by an "Exchange – Dispense", as shown in the example to the right. All of the usual information for transactions, including the active user, date and time, cash breakdown, and any memos are included in the journal record of the exchange.

```
-----
(Exchange - Deposit)
Transaction #                10
12/29/23 11:03 AM
Test
Inventory Snapshot          1078.00

Denom      Pieces      Value
$100             1      100.00
Machine Total      100.00
Deposit Total      100.00
-----

(Exchange - Dispense)
Transaction #                11
12/29/23 11:06 AM
Test
Inventory Snapshot          1178.00

Denom      Pieces      Value
$1             100      100.00

Amount Tendered              100.00
-----
Station: GLR100 12/29/2023
```



Banks

Banks are predetermined bill mixes that can be quickly dispensed to streamline distributing funds to employees. They are primarily intended for use outside of the traditional banking environment. Banks may not be available at your financial institution. Consult with your DynaCore system administrator or DynaCore hardware provider on whether your DynaCore system is configured to use Banks.

If the Banks feature is enabled, it will take the place of manual withdrawals, i.e., if you can dispense banks then you cannot perform a manual withdrawal as described earlier in this manual. Refer to the [Manual Withdrawal](#) section beginning on page 19 of this manual for more information on the subject.

Withdrawal

Type	Inventory	Quantity	Bank Name
\$100		4	0
\$50		2	0
\$20		25	0
\$10		137	0
\$5		115	0
\$1		848	0
Used:			0.00
Balance:			0.00

Bank Name:
Memo:

Buttons: Cancel, Dispense

Status: Waiting to dispense...

As shown in the example above, you cannot type in an amount to be dispensed or how to denominate the sum during a Manual Withdrawal if you are using banks. You can only select one of the predetermined Banks to be dispensed.



Duress Transactions

A duress dispense, there is no duress deposit, is a transaction that the teller triggers during a robbery scenario by pressing a special dedicated hotkey. When a teller is logged into DynaCore, the duress hotkey can be triggered from any screen, or even if the program is minimized on the taskbar. When a duress dispense is triggered, a predetermined amount of money will be sent to the exit on the TCR, the same as if the teller performed a regular withdrawal transaction. When the duress dispense is recorded in the Journal View it will look like the example shown below.

```
Bank Inc
123 fake street
DynaCore City, NC
Drive up

Station:          78
Branch:           1
Region:           2

Logon:            Stephen
02/01/24 01:08 PM

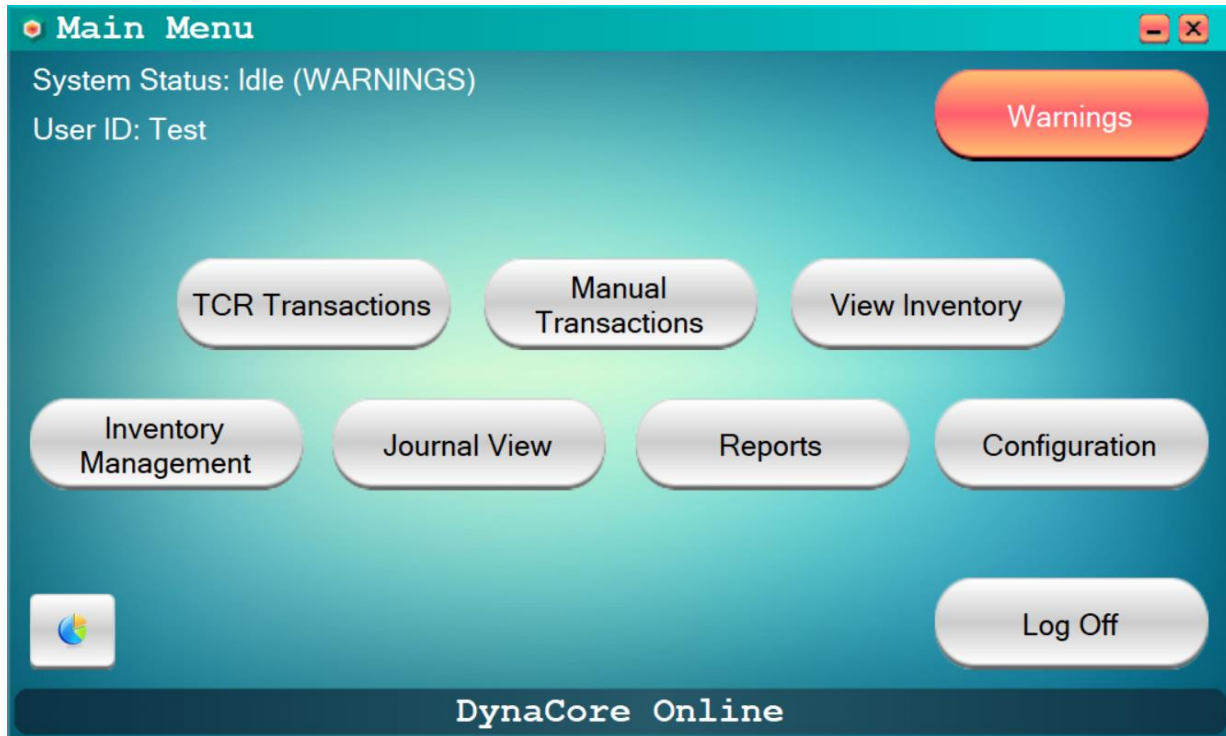
(Duress Dispense)
Transaction #     2
02/01/24 01:08 PM
Stephen
Inventory Snapshot 3994.00

Denom      Pieces      Value
$1         10         10.00

Amount Tendered 10.00
-----
Station: 78 02/01/2024
```

The transaction is labeled as a “Duress Dispense” and records all the same information as a standard withdrawal.

Additional Duress Dispense Options – By default, the only way to trigger a duress dispense is to hit the duress hotkey that is set in the DynaCore configuration. However, there is an additional optional way to trigger a duress dispense. As shown below, if you enable the Duress button it will be in the bottom left corner of the main DynaCore menu.



Clicking this button will have the same effect as hitting the duress hotkey, following all the same parameters set in the DynaCore configuration.

Additionally, the duress dispense can be set to trigger the TCR's silent alarm, if it is connected to your alarm system, as well as locking the machine so that no additional funds can be withdrawn until the lockout is released. Please see the [Security](#) section on page 102 of this manual for more information on these options and how to configure them.



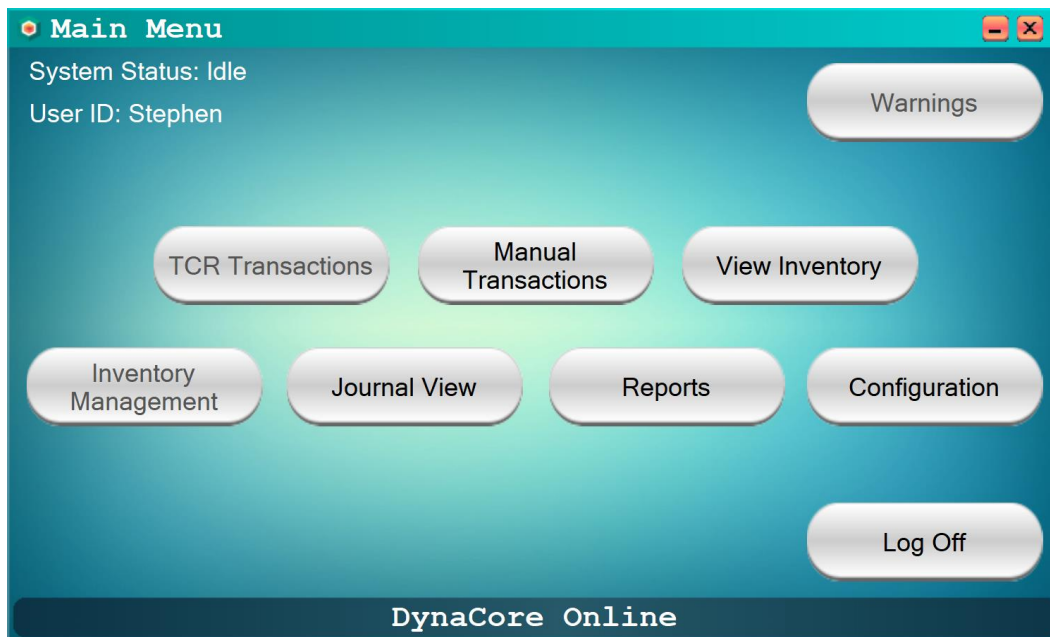
Remote Queue Transactions

Remote Queue Transactions may not be available at your financial institution. Consult with your DynaCore system administrator or DynaCore hardware provider on whether your DynaCore system is set up for Remote Queue Transactions.

Remote Queue Transactions function almost identically to the [Manual Transactions](#) discussed beginning on page 19 of this manual. The only difference is that for a Remote transaction the user initiates the Deposit or Withdrawal transaction at the DynaCore Remote Queue Client Station and completes the transaction at a separate location, the DynaCore Base Station.

The DynaCore Remote Client is usually installed on a user's normal workstation. For example, a Customer Service Representative (CSR) might work primarily in an office away from the standard teller line and have the DynaCore Remote Client installed on their office PC so that they can initiate transactions without leaving their office. The DynaCore Base Station is usually installed on a device that is physically close to the TCR. With this arrangement, the CSR would initiate either a deposit or withdrawal in their office at the DynaCore Remote Queue Client Station, then leave their office and go to the TCR to finalize the transaction at the DynaCore Base Station.

To do a Remote Queue Transaction, first log into the DynaCore Remote Queue Client.



The DynaCore Remote Client only supports Manual Transactions, so some functions of DynaCore will be disabled, including the TCR Transactions and Inventory Management



buttons that are disabled in the above image. Click the Manual Transactions button to initiate a queued Deposit or Withdrawal transaction. In this example, a Manual Withdrawal is performed at the Remote Client station.

Type	Inventory	Amount
\$100	0	0.00
\$50	0	0.00
\$20	5	0.00
\$10	4	0.00
\$5	8	0.00
\$1	20	0.00
Used:		0.00
Balance:		100.00

Amount: 100.00

Use Bundles

Drawer Cash:

Memo:

Cancel

Dispense

Waiting to dispense

Complete the dispense as explained in the [Manual Transactions](#) section on page 19 of this manual. You may either denominate the transaction at this point or wait until you are at the DynaCore Base Station to complete the transaction before you denominate it. When you are ready, click Dispense to put the transaction in the Remote Queue.

Manual Transactions

Dispense Queued

Your dispense request is queued and waiting to be processed at the base station. You may cancel the request at any time before the transaction is initiated.

Cancel

Cancel



After sending the dispense or deposit request from the Remote Queue Client Station, the user should see a status message that informs the user that the transaction is in the queue and that the request may be cancelled at any point before the user initiates the transaction at the DynaCore Base Station. To complete the transaction, go to the DynaCore Base Station and login using the Queue Login button instead of the normal Login button, as shown below.



At the DynaCore Base Station, the user will enter the same credentials that they used when initially logging into the DynaCore Remote Queue Client Station. It is important to select the Queue Login option rather than selecting Login or pressing ENTER to accept the login credentials as this may cause a Redundant User warning message to appear.

Note: The number of queued transactions will display in parentheses on the Queue Login option. When there are no queued transactions, the parentheses will not appear next to Queue Login.

Withdrawal

Type	Inventory	Amount
\$100	0	0.00
\$50	0	0.00
\$20	5	0.00
\$10	4	0.00
\$5	8	0.00
\$1	20	0.00
Used:		0.00
Balance:		100.00

Amount:

Use Bundles

Drawer Cash:

Memo:

⚠ **Waiting to dispense**

Upon logging in, the user will see either a Withdrawal or Deposit screen. The functionality is identical to a standard Manual Withdrawal or Manual Deposit transaction. At the DynaCore Remote Queue Client station, the status message will change to inform the user that the transaction is processing at the Base Station and upon completion will return to the main DynaCore hub screen.

Optionally, the DynaCore controller can be set to give out a PIN number that is required to release a transaction, rather than a specific teller's login credentials. If you set the DynaCore Remote Queue to require a PIN number, the user will be given a pop-up like the one shown below when they send their transaction to the queue. They will then need to enter the PIN number at the DynaCore base station to release the transaction.

i

Deposit Queued

👁

PIN: 7891

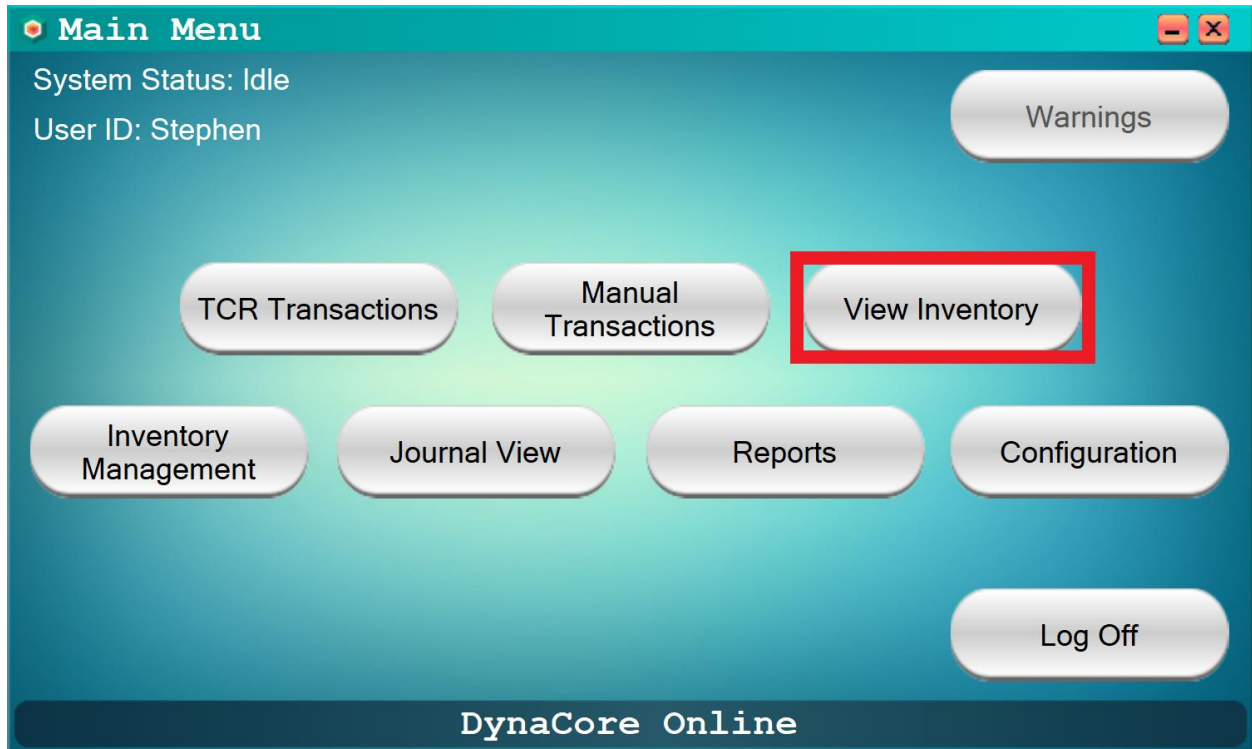
Your deposit request is queued and waiting to be processed at the base station. You may cancel the request at any time before the transaction is initiated.

Speak to your DynaCore dealer about enabling this option.



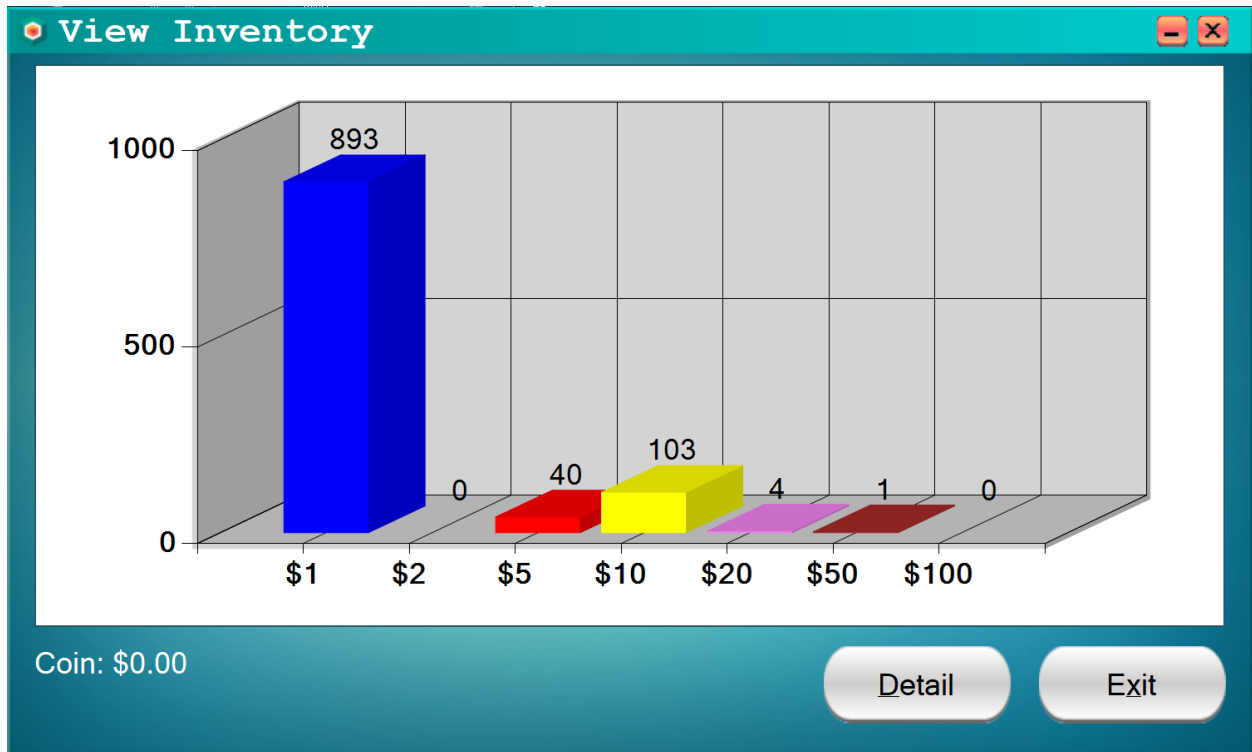
View Inventory

You can check the inventory in your TCR from the Main Screen by clicking the View Inventory button



Inventory Screen

On the Inventory screen there is a bar chart illustrating the inventory in the TCR.



Each denomination is represented with a different colored bar. Their heights are relative to each other, not the capacity of the machine. For example, in the above chart the \$10s (yellow bar) is over halfway up the chart because of its relation to how many bills there are of the other denominations even though the \$10s cassette is less than halfway full.

Additionally, if you have a coin dispenser attached to DynaCore you can see that inventory in the bottom left corner of the Inventory screen.

If you want a more detailed accounting of the TCR's inventory, click the Detail button in the lower right of the screen.



Inventory Detail

Type	Ops Cass.	Rejects	Dispensable	Amount
\$100	0.00	0.00	100.00	100.00
\$50	0.00	0.00	50.00	50.00
\$20	0.00	0.00	80.00	80.00
\$10	0.00	0.00	1,030.00	1,030.00
\$5	0.00	0.00	200.00	200.00
\$2	0.00	0.00	0.00	0.00
\$1	0.00	0.00	893.00	893.00
Total:	0.00	0.00	2,353.00	2,353.00

Cassette View
Coin: \$0.00

Print Back Exit

➤ PARTS OF THE MENU


Type – The Type column shows the available denominations used by the TCR. To the left of the denomination type there is an indicator that shows how full each cassette is with the given denomination.

Ops Cass. – The Ops Cassette column shows what notes are held in the Operations Cassette. These notes cannot be dispensed as part of a regular withdrawal or TCR Buy. Please see the [Special Notes](#) section on page 48 of this manual for information on how to remove these notes from the TCR.

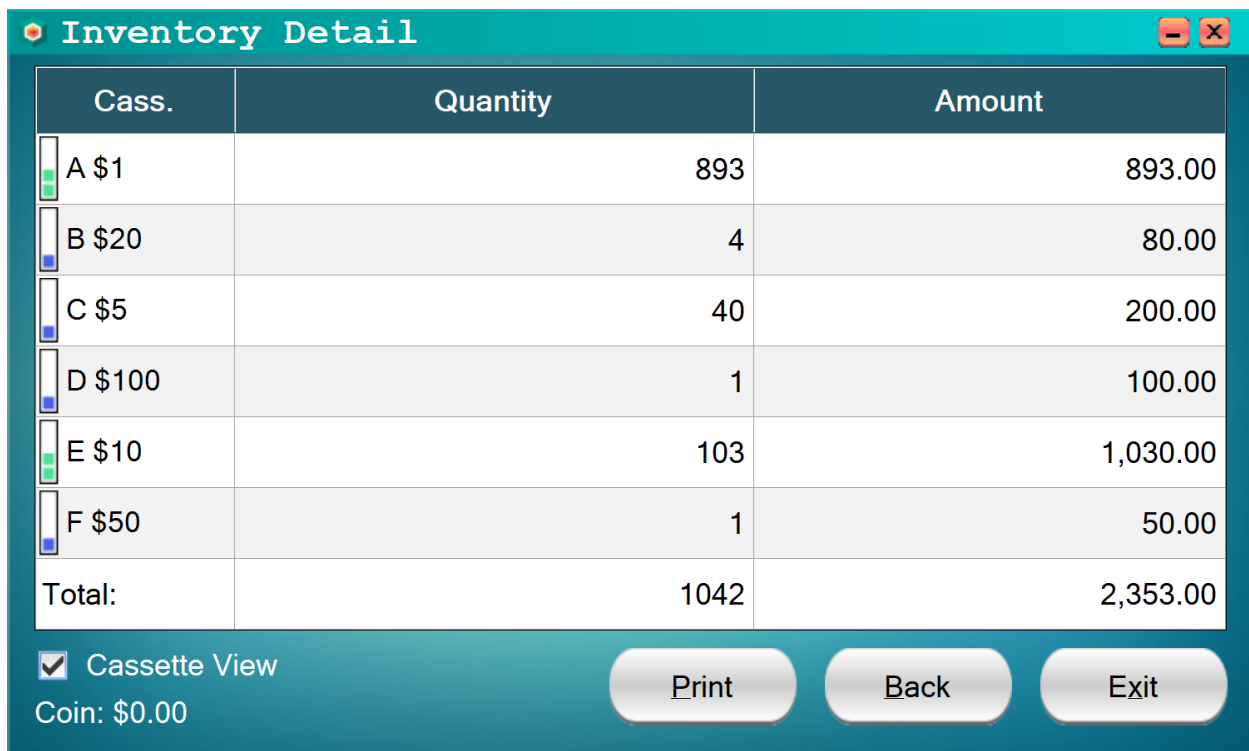
Rejects – The Rejects column shows what notes are held in the Reject Bin. These notes cannot be dispensed as part of a regular withdrawal or TCR Buy. Please see the [Special Notes](#) section on page 48 of this manual for information on how to remove these notes from the TCR.



Dispensable – The Dispensable column shows what notes in the TCR are available for withdrawals and TCR buys.

Amount – The Amount column shows the dollar value of all bills of the given denomination stored in the machine. The number shown in this column should equal the Ops Cassette, Rejects Cassette, and Dispensable columns combined. You can click the  icon to change this column to show Quantity. This will make all columns display the total number of bills instead of the dollar amount.

Cassette View – By default, the current TCR inventory is displayed based on the denominations in total. However, the Cassette View checkbox will show the current inventory in the TCR based on where it is stored in the TCR, as shown below. The column on the left indicates both the cassette’s position in the TCR and what denomination it holds, while the two columns to the right indicate the total number of bills and the total value of those bills in each cassette.



Cass.	Quantity	Amount
A \$1	893	893.00
B \$20	4	80.00
C \$5	40	200.00
D \$100	1	100.00
E \$10	103	1,030.00
F \$50	1	50.00
Total:	1042	2,353.00

Cassette View
Coin: \$0.00

Print Back Exit

Coin – You can see the Coin inventory saved into DynaCore at the bottom left of the screen.



Print – The Print button at the bottom of the screen sends a detailed inventory report to a designated printer. Below is an example of what this report looks like from the Inventory Detail menu.

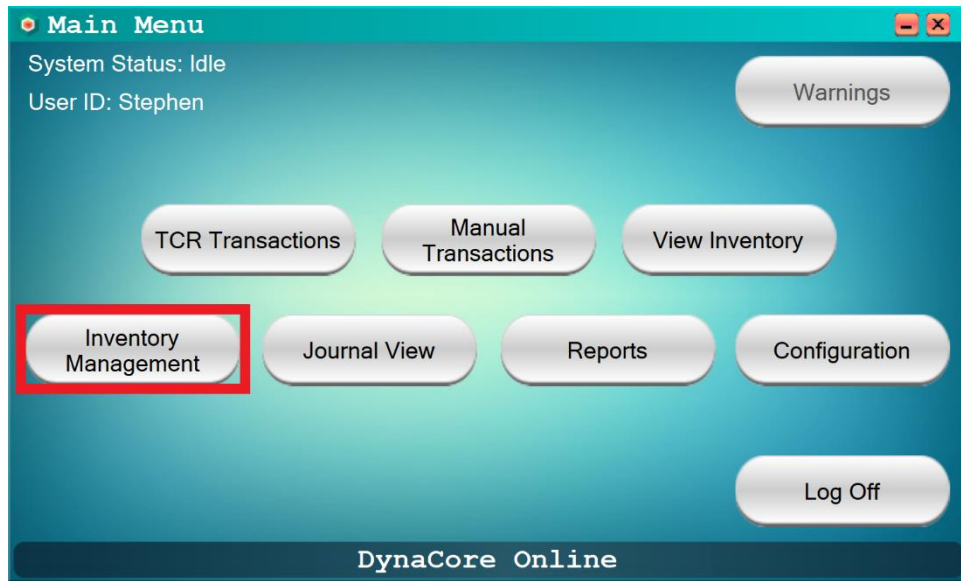
DynaCore - Inventory Detail (Station ID: Demo 231)

Type	Ops Cass.	Rejects	Dispensable	Amount
\$100	1,000.00	0.00	23,100.00	24,100.00
\$50	0.00	0.00	15,000.00	15,000.00
\$20	0.00	0.00	2,680.00	2,680.00
\$10	0.00	50.00	1,210.00	1,260.00
\$5	0.00	0.00	620.00	620.00
\$2	0.00	0.00	0.00	0.00
\$1	0.00	0.00	223.00	223.00

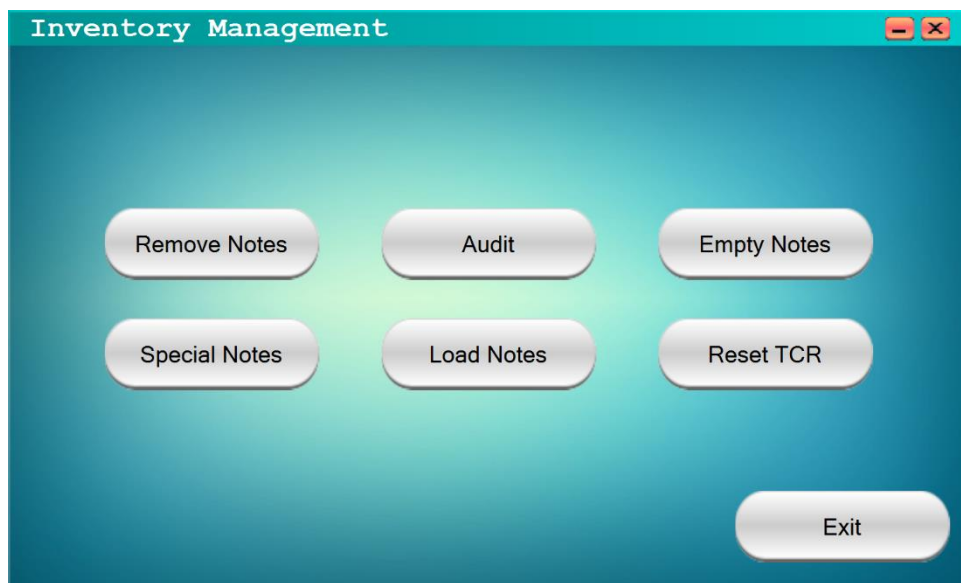
Coin: \$0.00

Inventory Management

The Inventory Management screen allows a user with the appropriate permissions to add or remove notes from the TCR without affecting a customer's account or a teller's user totals. To access these functions, click the Inventory Management button on the DynaCore main screen.



From the Inventory Screen you have the following options: Remove Notes, Audit, Empty Notes, Special Notes, Load Notes, and Reset TCR





Remove Notes

The Remove Notes screen allows you to remove a specific amount and mixture of bills from the TCR to make sure the inventory is not too high. They can be sent to the exit, the Ops Cassette, and can even be removed in predetermined, ready to strap bundles.

Remove Notes				
Type	Current Qty	Current Amt	Amount	Removed
\$1	98	98.00	0.00	0.00
\$5	154	770.00	0.00	0.00
\$10	270	2,700.00	0.00	0.00
\$20	22	440.00	0.00	0.00
\$50	272	13,600.00	0.00	0.00
\$100	502	50,200.00	0.00	0.00

Reset TCR Use Bundles Use Ops Cassette Start Exit

Waiting to remove notes..


➤ PARTS OF THE MENU

Type – The Type column is on the left of the Remove Notes screen, and it shows the denominations available in the TCR. This column also displays a relative fullness indicator next to each denomination. This indicator shows about how full of dispensable bills of each denomination the TCR is.

Current Quantity – The Current Quantity column shows how many dispensable bills of each denomination are stored in the TCR.

Current Amount – The Current Amount column shows the total value of dispensable bills of each denomination stored in the TCR.



Quantity/Amount – The next column over, shown above as Quantity, can be set to list Amount instead by clicking the Green Arrow Icon . Enter in this column how many or what value of bills, depending on whether it is set to Quantity or Amount, you want to remove from the TCR.

Removed – The last column is Removed, and it lists the amount of money that has been removed from the TCR during the current transaction.

Use Bundles – The Use Bundles option causes cash removed to come out in predetermined amounts. For example, if you have your \$1s bundle set to \$100 and you remove \$500 notes the first \$100 will dispense and wait for you to collect it from the exit before dispensing the next \$100. Use this option when you want to strap notes immediately after they are dispensed.

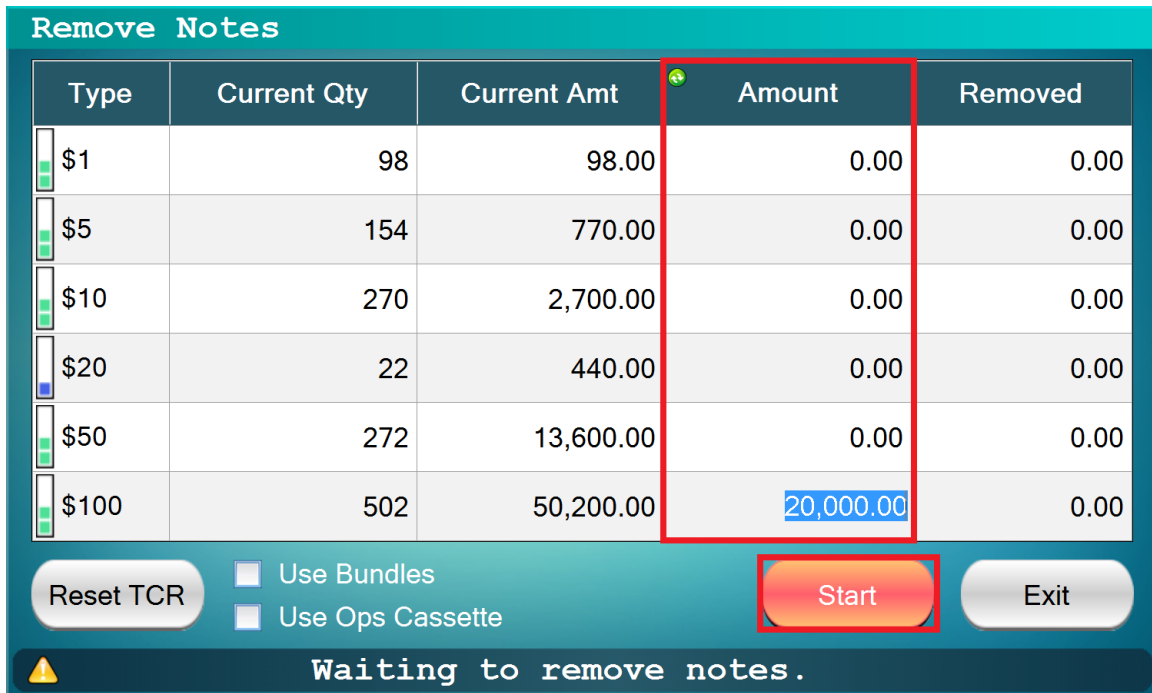
Use Ops Cassette – The Use Ops Cassette checkbox causes notes to be removed and placed directly into the Ops Cassette in the vault of the TCR rather than being sent to the exit on the front of the TCR. It can only be used if the Ops Cassette is empty.

Reset TCR – This button sends a reset command to the TCR to help the unit recover from an error state.



How to Remove Notes

Click in the Amount/Quantity column and type in how much you want to remove of each denomination, as shown below. Make sure you have any options such as Use Bundles or Use Ops Cassette checked if you want to use them. When everything is ready click the Start button and the notes will begin coming out of the TCR.

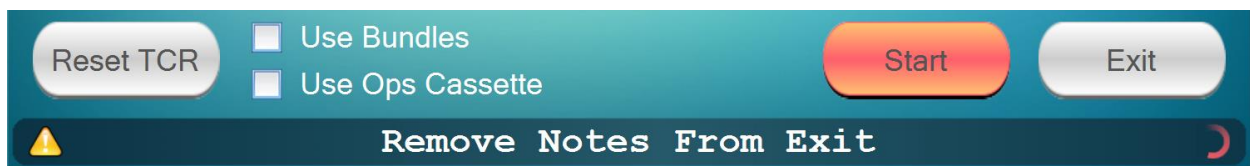


Type	Current Qty	Current Amt	Amount	Removed
\$1	98	98.00	0.00	0.00
\$5	154	770.00	0.00	0.00
\$10	270	2,700.00	0.00	0.00
\$20	22	440.00	0.00	0.00
\$50	272	13,600.00	0.00	0.00
\$100	502	50,200.00	20,000.00	0.00

Reset TCR Use Bundles Use Ops Cassette **Start** Exit

⚠️ **Waiting to remove notes.**

When the notes are done coming out of the TCR there will be a prompt at the bottom of the screen telling you to remove them from the exit.



Reset TCR Use Bundles Use Ops Cassette **Start** Exit

⚠️ **Remove Notes From Exit**

If you are using Bundles, you will have to attend to the machine as it dispenses the bills to remove them and keep it processing.

If you are using the Ops Cassette, the bills will not come out of the exit. Instead, they will be sent to the Ops Cassette and can be collected from there. Please see the [Special Notes](#) section on page 48 of this manual for more information on removing notes from the Ops Cassette.



Audit

The Audit function makes the TCR count its inventory, giving you the ability to verify what is stored in the TCR without having to empty it and do a bill count by hand. To do an Audit, choose the option in the Inventory Management menu and you will be taken to the screen shown below.

Audit

Cassette	Expected Qty	Expected Amt	Audit	Actual Qty	Actual Amt	Difference
A \$1	893	893.00	<input type="checkbox"/>	0	0.00	0.00
B \$20	4	80.00	<input type="checkbox"/>	0	0.00	0.00
C \$5	40	200.00	<input type="checkbox"/>	0	0.00	0.00
D \$100	1	100.00	<input type="checkbox"/>	0	0.00	0.00
E \$10	103	1,030.00	<input type="checkbox"/>	0	0.00	0.00
F \$50	1	50.00	<input type="checkbox"/>	0	0.00	0.00

View Report

Select modules to audit..

➤ PARTS OF THE MENU

Cassette – The Cassette column is on the left of the Audit screen and shows what denomination is stored in each cassette in the TCR. This column also displays a relative fullness indicator next to each cassette. This indicator shows about how full each cassette is.

Expected Qty – The Expected Quantity column lists the current dispensable inventory in the TCR as a total bill count for each denomination. For example, in the picture shown above the Expected Quantity column shows 97 for the \$20s cassette. This means that there are 97 \$20 bills in that cassette. Note that any bills in the Rejects Cassette will not be shown here.



Expected Amt – The Expected Amount column shows the current dispensable inventory in the TCR as a dollar value for each denomination. For example, in the picture shown above the Expected Amount column shows 1,940.00 in the \$20s cassette. This means that there is \$1,940.00 worth of \$20 bills in that cassette. Note that any bills in the Rejects Cassette will not be shown here.

Audit – The Audit column has a series of checkboxes, click each one that corresponds to a cassette you want to audit. Any cassettes with unchecked boxes will not be audited. If you want to audit the entire TCR inventory, then click the Audit All button in the bottom left of the screen. This will select every cassette to be audited.

Actual Qty – Similar to Expected Quantity, the Actual Quantity column shows the results of the audit on a certain cassette as a total bill count. The number shown here is how many bills of a given denomination were actually in the cassette after being counted. Note that any bills that were rejected during the audit may have been sent to the Rejects Cassette. Such bills will not be shown here but are still considered part of the TCR's inventory.

Actual Amt – Similar to Expected Amount, the Actual Amount column shows the results of the audit on a certain cassette as a dollar value. The number shown here is the total value of the bills actually stored in a certain cassette after being counted. Note that any bills that were rejected during the audit may have been sent to the Rejects Cassette. Such bills will not be shown here but are still considered part of the TCR's inventory.

Difference – The Difference column shows any discrepancy between the Expected Amount and the Actual amount columns. If the number here is anything other than 0.00, then your audit has detected a difference between what the TCR was listing as inventory and what it actually has available for dispensing.

Note that any bills that were rejected during the audit may have been sent to the Rejects Cassette. Such bills may account for any discrepancy listed in the Difference column. For this reason, you should process your Rejects Cassette before and after doing an audit if possible. That way you know at the end of an audit that any bills in the Rejects Cassette were sent there because of the audit and can then be handled appropriately. This will help ensure an accurate count of the TCR's inventory.

Reset TCR – This button sends a reset command to the TCR to help the unit recover from an error state.

View Report – If you select this checkbox before running the Audit, you will be given a printable report summarizing the results of the audit once the process has been completed. In the example shown on the next page, the TCR is completely empty except for \$10s, which are the only denomination audited.



How to Do an Audit

Before you do an audit, you should process any bills in the Rejects Cassette first so that you can get an accurate count of the TCR's entire inventory. Additionally, you will not be able to do an audit if there are bills in the Ops Cassette. Please see the [Special Notes](#) section on page 48 of this manual for information on how to empty the Rejects Cassette and Ops Cassette. When you are sure the Rejects Cassette and Ops Cassette are both empty, print an inventory report so that you will have a record of the TCR's inventory before the audit. Please see the [Reports](#) section on page 70 of this manual for information on how to do this. After these steps are done, you can proceed with the audit as outlined below.

Audit

Cassette	Expected Qty	Expected Amt	Audit	Actual Qty	Actual Amt	Difference
<input type="checkbox"/> A \$1	893	893.00	<input type="checkbox"/>	0	0.00	0.00
<input type="checkbox"/> B \$20	4	80.00	<input type="checkbox"/>	0	0.00	0.00
<input type="checkbox"/> C \$5	40	200.00	<input type="checkbox"/>	0	0.00	0.00
<input type="checkbox"/> D \$100	1	100.00	<input type="checkbox"/>	0	0.00	0.00
<input type="checkbox"/> E \$10	103	1,030.00	<input type="checkbox"/>	0	0.00	0.00
<input type="checkbox"/> F \$50	1	50.00	<input type="checkbox"/>	0	0.00	0.00

View Report

Select modules to audit..

You have the option to audit the entire TCR's inventory or to just audit certain cassettes. To audit the entire TCR, click the Audit All button and the audit will begin immediately. To audit specific cassettes, click any checkboxes in the Audit column that correspond to a cassette you want to audit. After you have all the cassettes you want to audit checked, click the Start button to begin the audit as shown on the next page.



Audit

Cassette	Expected Qty	Expected Amt	Audit	Actual Qty	Actual Amt	Difference
A \$1	893	893.00	<input checked="" type="checkbox"/>	0	0.00	0.00
B \$20	4	80.00	<input checked="" type="checkbox"/>	0	0.00	0.00
C \$5	40	200.00	<input type="checkbox"/>	0	0.00	0.00
D \$100	1	100.00	<input type="checkbox"/>	0	0.00	0.00
E \$10	103	1,030.00	<input type="checkbox"/>	0	0.00	0.00
F \$50	1	50.00	<input type="checkbox"/>	0	0.00	0.00

Audit All Reset TCR View Report **Start** Exit

Select modules to audit

While the audit is in process, there will be a message displayed at the bottom of the screen telling you which cassette is currently being audited.

Audit All Reset TCR View Report **Start** Exit

Audit Counting \$1 Please Wait...

When all cassettes have finished auditing the results will be shown in the Actual Qty and Actual Amt columns of the Audit screen. If the audit detected any discrepancy between the expected and actual counts, the cassette in question will be highlighted red and the discrepancy will be shown in the Difference column, as shown on the next page.



Audit

Cassette	Expected Qty	Expected Amt	Audit	Actual Qty	Actual Amt	Difference
<input checked="" type="checkbox"/> A \$1	270	270.00	<input checked="" type="checkbox"/>	258	258.00	-12.00
<input checked="" type="checkbox"/> B \$20	97	1,940.00	<input checked="" type="checkbox"/>	97	1,940.00	0.00
<input type="checkbox"/> C \$5	154	770.00	<input type="checkbox"/>	0	0.00	0.00
<input type="checkbox"/> D \$100	502	50,200.00	<input type="checkbox"/>	0	0.00	0.00
<input type="checkbox"/> E \$10	270	2,700.00	<input type="checkbox"/>	0	0.00	0.00
<input type="checkbox"/> F \$50	372	18,600.00	<input type="checkbox"/>	0	0.00	0.00

Audit All Reset TCR Start Exit

Select modules to audit.

If you stopped the audit without finishing an audit on each cassette you chose, any cassette that were audited will have a **Green** check mark in the Audit column and any cassettes that weren't audited will have a **Red** check mark instead, as shown in the picture above.



Empty Notes

The Empty Notes screen allows you to quickly remove one or more denominations from the TCR at once.

Cassette	Current Qty	Current Amt	Empty	Removed Qty	Removed Amt
A \$1	98	98.00	<input type="checkbox"/>	0	0.00
B \$20	22	440.00	<input type="checkbox"/>	0	0.00
C \$5	154	770.00	<input type="checkbox"/>	0	0.00
D \$100	502	50,200.00	<input type="checkbox"/>	0	0.00
E \$10	270	2,700.00	<input type="checkbox"/>	0	0.00
F \$50	272	13,600.00	<input type="checkbox"/>	0	0.00

Empty All Reset TCR Manual Removal Start Exit

Select modules to empty.

➤ PARTS OF THE MENU

Cassette – The Cassette column is on the left of the Empty Notes screen, and it shows the denominations available in the TCR. This column also displays a relative fullness indicator next to each denomination. This indicator shows about how full of dispensable bills of each denomination the TCR is.

Current Qty – The Current Qty column shows how many dispensable bills of each denomination are in the TCR.

Current Amt – The Current Amt column shows the total value of notes of each denomination in the TCR.



Empty – The Empty column allows you to select individual cassettes to be emptied or you can use the Empty All button to select all cassettes.

Removed Qty – The Removed Qty column shows the number of notes that have been removed from the TCR.

Removed Amt – The Removed Amt column shows the total value of bills that have been removed from the TCR.

Reset TCR – This button sends a reset command to the TCR to help the unit recover from an error state

Manual Removal – The Manual Removal option is for taking notes out of the TCR by hand.



How to Empty Notes

To completely empty a cassette of all the notes in it, click the checkbox in the Empty column for that cassette. Do this for each cassette you wish to empty. Or, if you want to completely empty the TCR, click the Empty All button.

Once you have selected all the cassettes you want to empty click the Start button to begin the emptying process.

The screenshot shows the 'Empty Notes' interface. It features a table with the following data:

Cassette	Current Qty	Current Amt	Empty	Removed Qty	Removed Amt
A \$1	98	98.00	<input type="checkbox"/>	0	0.00
B \$20	22	440.00	<input type="checkbox"/>	0	0.00
C \$5	154	770.00	<input checked="" type="checkbox"/>	0	0.00
D \$100	501	50,100.00	<input checked="" type="checkbox"/>	0	0.00
E \$10	270	2,700.00	<input type="checkbox"/>	0	0.00
F \$50	272	13,600.00	<input type="checkbox"/>	0	0.00

Below the table are buttons for 'Empty All', 'Reset TCR', 'Manual Removal' (checkbox), 'Start', and 'Exit'. A status bar at the bottom reads 'Select modules to empty...'.

After a cassette is emptied, if there are any more you selected that still need to be emptied, you will be given a prompt asking whether to begin emptying the next cassette. Clicking No here will cause the TCR to stop emptying the remaining cassettes.

The screenshot shows a 'DynaCore Message' dialog box. The message text reads: 'Cassette emptied. Proceed to the next cassette?'. At the bottom of the dialog are two buttons: 'Yes' and 'No'.

Click **Yes** to move onto the next cassette to be emptied. Once all the desired cassettes have been emptied you can Exit the Empty Notes screen.



Manual Removal and Emergency Mode

While using your TCR you may need to open the vault and remove a cassette. If you do this the TCR will know that its inventory has been tampered with and will go into “Emergency Mode”. While the TCR is in Emergency Mode you will not be able to withdraw cash from the affected cassettes, these will be indicated with an exclamation point next to the cassette on the TCR touchscreen.

To remove the TCR from Emergency Mode and get it fully operational again you will need to verify the amount in the affected cassettes. To do this go to the Empty Notes screen, click the Manual Removal checkbox, and then click Start. You will be given a prompt at the bottom of the screen telling you to open the vault door, as shown below.



Open the vault on the TCR, roll out the rack, remove the affected cassettes, open them, and remove ALL the notes inside by hand. Once you have removed all the notes from the affected cassettes, close the cassettes again, put them back into the vault, then close and lock the vault door. You will see the Empty Notes screen updated to reflect the removed inventory, as shown below.

Cassette	Current Qty	Current Amt	Empty	Removed Qty	Removed Amt
A \$1	0	0.00	<input type="checkbox"/>	256	256.00
B \$20	97	1,940.00	<input type="checkbox"/>	0	0.00
C \$5	154	770.00	<input type="checkbox"/>	0	0.00
D \$100	502	50,200.00	<input type="checkbox"/>	0	0.00
E \$10	270	2,700.00	<input type="checkbox"/>	0	0.00
F \$50	372	18,600.00	<input type="checkbox"/>	0	0.00

Empty All Reset TCR Manual Removal Start Exit

⚠ Select modules to empty..

Now that you have manually removed the notes you can go to the Load Notes screen and load them back into the TCR. This process will verify the inventory in the cassettes affected by the Emergency Mode and help guarantee that there are no missing notes.



Special Notes

There are a few issues that can arise during normal use of the TCR that will create what are called Special Notes. These Special Notes are stored in the Rejects Cassette and the Ops Cassette. They need to be accounted for in the Special Notes menu to keep the TCR and the tellers using it in balance.

Special Notes						
Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference	
\$100	0	5	0	0	0	
\$50	100	0	0	0	0	
\$20	0	0	0	0	0	
\$10	0	0	0	0	0	
\$5	0	0	0	0	0	
\$2	0	0	0	0	0	
\$1	0	0	0	0	0	

Process Rejects Cassette Process Ops Cassette Manual Empty Complete Cancel

Waiting to process notes..

➤ PARTS OF THE MENU

Type – The Type column is on the left of the Special Notes screen, and it shows the denominations available for processing. This column also displays a relative fullness indicator next to each denomination. This indicator shows about how full of dispensable bills of each denomination the TCR is.

Rejects Cass. – The Rejects Cassette is in the back of the upper unit and is used for storing any notes that fail the TCR note checking procedure during a withdrawal. Any notes stored in the Rejects Cassette will be listed in this column.



Ops Cass. – The Ops Cassette is the frontmost cassette in the TCR vault. It is used for various functions, including adding or removing inventory, storing notes during an audit, and storing overflow inventory that cannot fit into the appropriate cassette. Any notes stored in the Ops Cassette will be listed in this column.

Recycled – When you process the various kinds of special notes on the TCR you may want to load them back into the machine to keep them in the TCR’s inventory. Notes that have been processed and loaded back into the TCR’s inventory are listed in the Recycled column.

Removed – If you do not recycle the Special Notes you process, then they will need to be manually entered in the Removed column to indicate they have been removed from the TCR’s inventory.

Difference – Any notes that have been processed but have not been loaded back into the machine or listed in the Removed column will show up in the Difference column. Anything listed in the Difference column will need to be entered into the Removed column.

Process Rejects Cassette – This button will begin the process for removing and reconciling any notes from the Rejects Cassette

Process Ops Cassette – This button will begin the process for removing and reconciling any notes from the Ops Cassette.

Manual Removal – This checkbox allows you to process either the Rejects or Ops cassette by removing the notes in them by hand, rather than having the TCR dispense them for you. If a cassette is in a manipulated state, i.e., the TCR is in Emergency Mode, then you will have to use this option.



Special Notes Reports

If you have notes in the Rejects or Ops Cassettes, they will be listed in your inventory and activity reports, as shown below. Please see the [Reports](#) section on page 70 of this manual for more information on these reports.

The screenshot shows a software window titled "Reports" with a teal header. The main content area displays a report titled "Op Cassette Notes" with a table of values. To the right of the table is a control panel with a "View Report" dropdown menu set to "Inventory", a "User ID" input field, and three buttons: "Refresh", "Print", and "Exit". The table data is as follows:

Denomination	Count	Value
\$100	0	.00
\$50	0	.00
\$20	0	.00
\$10	0	.00
\$5	0	.00
\$2	0	.00
\$1	10	10.00
Total Op Cassette Notes		10.00

Inventory Report

The screenshot shows a software window titled "Reports" with a teal header. The main content area displays a report titled "Reject Cassette Notes" with a table of values. To the right of the table is a control panel with a "View Report" dropdown menu set to "Inventory", a "User ID" input field, and three buttons: "Refresh", "Print", and "Exit". The table data is as follows:

Denomination	Count	Value
\$100	5	500.00
Total Reject Notes		500.00
CST-A \$1	278	278.00
CST-B \$20	101	2020.00
CST-C \$5	154	770.00
CST-D \$100	496	49600.00
CST-E \$10	270	2700.00

Inventory Report



Process Rejects Cassette

Notes are usually stored in the Rejects Cassette because they failed the TCR's note checking process during a withdrawal. If you have notes in the Rejects Cassette, you can remove them by going to the Special Notes screen and clicking the Process Rejects Cassette button at the bottom left of the screen, as shown below.

The screenshot shows the 'Special Notes' interface. It features a table with columns for 'Type', 'Rejects Cass.', 'Ops Cass.', 'Recycled', 'Removed', and 'Difference'. The 'Rejects Cass.' column is highlighted with a red box. Below the table are buttons for 'Process Rejects Cassette', 'Process Ops Cassette', 'Manual Empty', 'Complete', and 'Cancel'. A status bar at the bottom indicates 'Waiting to process notes..'.

Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference
\$100	5	0	0	0	0
\$50	0	0	0	0	0
\$20	0	0	0	0	0
\$10	0	0	0	0	0
\$5	0	0	0	0	0
\$2	0	0	0	0	0
\$1	0	0	0	0	0

Once the notes have been removed from the Rejects Cassette, they will be sent to the exit on the front of the TCR. From there, you have the option to either recycle the notes by loading them back into the TCR or to remove them from the TCR's inventory entirely. To recycle the notes, simply place them on the hopper on the front of the TCR. This will load them back into the TCR and list them in the Recycled column, as shown below.

Special Notes

Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference
\$100	5	0	5	0	0
\$50	0	0	0	0	0
\$20	0	0	0	0	0
\$10	0	0	0	0	0
\$5	0	0	0	0	0
\$2	0	0	0	0	0
\$1	0	0	0	0	0

Manual Empty

Waiting to process notes

However, if the notes are of low quality, which is likely do to them being placed in the Rejects cassette in the first place, then you have the option to remove them from the TCR’s inventory entirely. To do this, click into the relevant field in the Removed column and type in the number of notes removed of each denomination, as shown below.

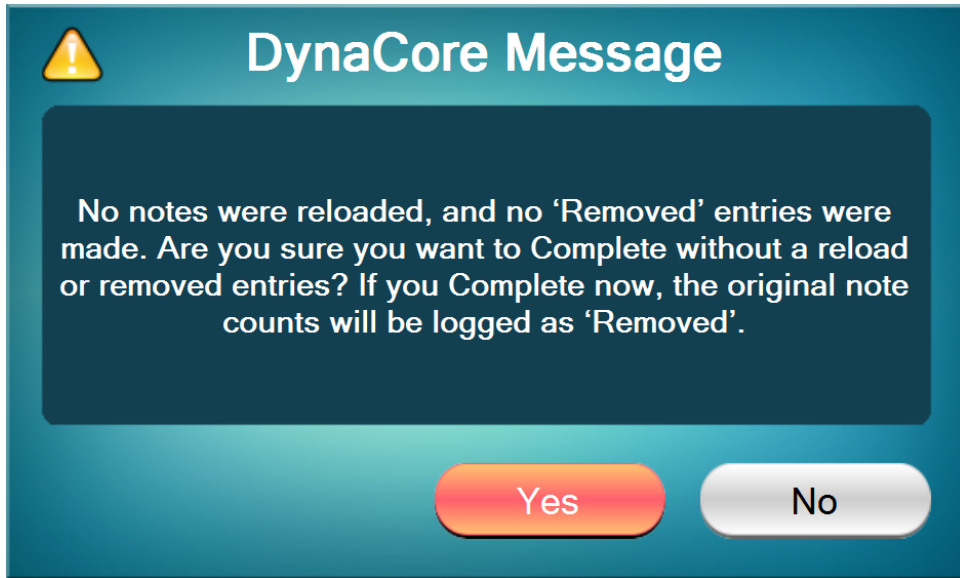
Special Notes

Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference
\$100	5	0	0	5	0
\$50	0	0	0	0	0
\$20	0	0	0	0	0
\$10	0	0	0	0	0
\$5	0	0	0	0	0
\$2	0	0	0	0	0
\$1	0	0	0	0	0

Manual Empty

Place Notes In TCR Entrance

If you process the Rejects Cassette and click Complete without recycling or removing all of the rejected notes, you will be shown the following message warning you of the error.



As noted in the message, clicking Yes here will cause all the rejected notes that were not either Recycled or Removed to be listed as Removed and processing the Rejects Cassette will be considered complete. However, if you click No on the above message, you will be taken back into the Special Notes screen and given the chance to Recycle or make Removed entries for any notes for which you did not previously account. Any unaccounted-for notes will be listed in the Difference column during this process, as shown below.

Special Notes

Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference
\$100	5	0	0	0	-5
\$50	0	0	0	0	0
\$20	0	0	0	0	0
\$10	0	0	0	0	0
\$5	0	0	0	0	0
\$2	0	0	0	0	0
\$1	0	0	0	0	0

Process Rejects Cassette Process Ops Cassette Manual Empty Complete Exit

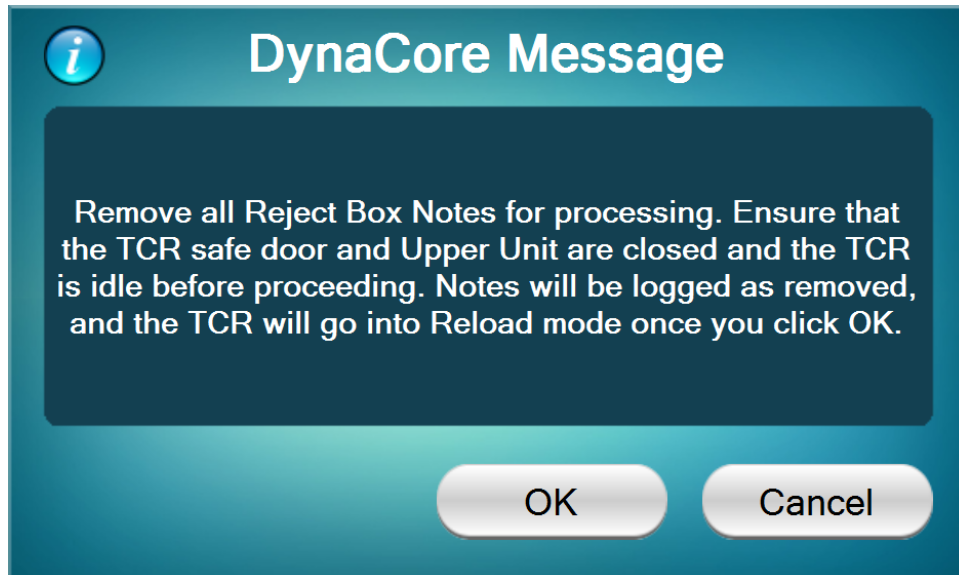
Waiting to process notes



Additionally, you have the option to remove the notes in the Reject Cassette by hand. To do so, make sure the Manual Empty option is checked before selecting Process Rejects Cassette, as shown below.



If you choose this method for emptying the Rejects cassette, you will be shown the following message.



Follow the instructions on this message while it is on the screen. Unrack the upper unit and manually remove the notes from the Rejects Cassette on the back of the upper unit, then close the rejects cassette and slide the upper unit back into position. You will then be able to recycle the notes by placing them on the hopper to be loaded back into the TCR or by listing them in the Removed column as normal.



Process Ops Cassette

Notes can be stored in the Ops Cassette for many reasons: they were overflowing inventory that could not fit into the cassette assigned to that denomination, they were specifically put there with the Remove Notes feature, etc. If you have notes in the Ops Cassette, you can remove them by going to the Special Notes screen and clicking the Process Ops Cassette button at the bottom left of the screen, as shown below.

Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference
\$100	0	0	0	0	0
\$50	0	0	0	0	0
\$20	0	0	0	0	0
\$10	0	0	0	0	0
\$5	0	10	0	0	0
\$2	0	0	0	0	0
\$1	0	0	0	0	0

Process Rejects Cassette **Process Ops Cassette** Manual Empty Complete Cancel

Waiting to process notes

Once the notes have been removed from the Ops Cassette, they will be sent to the exit on the front of the TCR. From there, you have the option to either recycle the notes by loading them back into the TCR or to remove them from the TCR's inventory entirely. To recycle the notes, simply place them on the hopper on the front of the TCR. This will load them back into the TCR and list them in the Recycled column, as shown below.

Special Notes

Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference
\$100	0	0	0	0	0
\$50	0	0	0	0	0
\$20	0	0	0	0	0
\$10	0	0	0	0	0
\$5	0	10	10	0	0
\$2	0	0	0	0	0
\$1	0	0	0	0	0

Manual Empty

Reload TCR Or Accept Transaction

However, you also have the option to remove them from the TCR's inventory entirely. To do this, click into the relevant field in the Removed column and type in the number of notes removed of each denomination, as shown below.


Special Notes

Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference
\$100	0	0	0	0	0
\$50	0	0	0	0	0
\$20	0	0	0	0	0
\$10	0	0	0	0	0
\$5	0	10	0	10	0
\$2	0	0	0	0	0
\$1	0	0	0	0	0

Manual Empty

Place Notes In TCR Entrance

If you process the Ops Cassette and click Complete without recycling or removing all of the rejected notes, you will be shown the following message warning you of the error.



DynaCore Message

No notes were reloaded, and no 'Removed' entries were made. Are you sure you want to Complete without a reload or removed entries? If you Complete now, the original note counts will be logged as 'Removed'.


Yes
No

As noted in the message, clicking Yes here will cause all the rejected notes that were not either Recycled or Removed to be listed as Removed and processing the Ops Cassette will be considered complete. However, if you click No on the above message, you will be taken back into the Special Notes screen and given the chance to Recycle or make Removed entries for any notes for which you did not previously account. Any unaccounted-for notes will be listed in the Difference column during this process, as shown below.

Special Notes

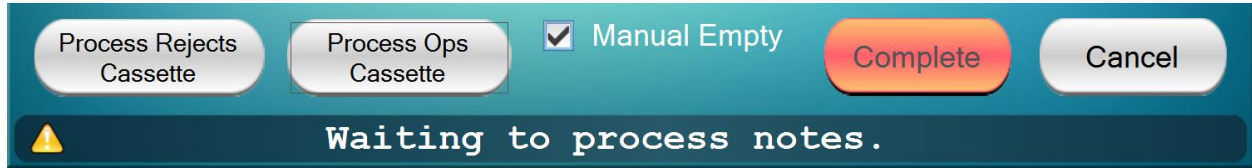
Type	Rejects Cass.	Ops Cass.	Recycled	Removed	Difference
\$100	0	0	0	0	0
\$50	0	0	0	0	0
\$20	0	0	0	0	0
\$10	0	0	0	0	0
\$5	0	10	0	0	-10
\$2	0	0	0	0	0
\$1	0	0	0	0	0

Process Rejects Cassette
Process Ops Cassette
 Manual Empty
Complete
Exit

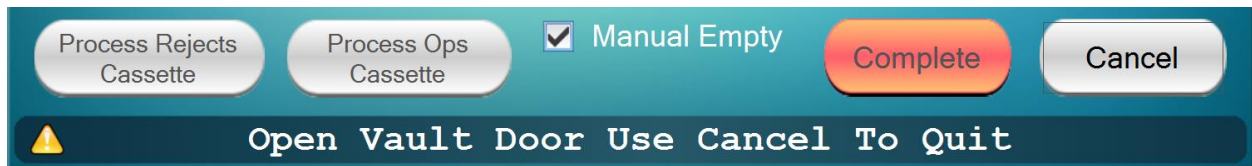
 Waiting to process notes.



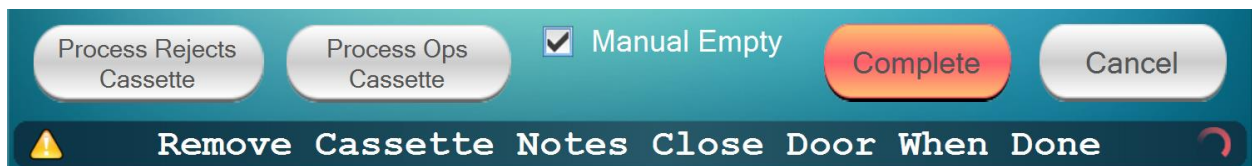
Additionally, you have the option to remove the notes in the Ops Cassette by hand. To do so, make sure the Manual Empty option is checked before selecting Process Rejects Cassette, as shown below.



When you process the Ops Cassette in this way, directions will display across the bottom of the DynaCore screen. Follow these instructions as they appear on screen.



The first step is to open the vault door. Once this is done you will be instructed to remove the notes from the Ops Cassette and close the vault door when you are done.



Be sure to remove all the notes in the Ops Cassette before returning it to the front of the lower unit. Once the notes are removed, the cassette is back in place, and the vault door is closed, you will be able to recycle or remove the notes as usual.



Load Notes

You can use the Load Notes screen to add notes to the TCR without affecting a teller's daily User Totals. This allows a manager to add more inventory to the TCR without affecting how any tellers balance at the end of the day.

Type	Starting Total	Deposit	Ending Total
\$100	50,100.00	0.00	50,100.00
\$50	13,600.00	0.00	13,600.00
\$20	2,020.00	0.00	2,020.00
\$10	2,700.00	0.00	2,700.00
\$5	770.00	0.00	770.00
\$2	0.00	0.00	0.00
\$1	278.00	0.00	278.00
Total:	69,468.00	0.00	69,468.00

Use Ops

Start

Reverse

Quit

Reset TCR Coin

Waiting to load notes

➤ PARTS OF THE MENU

Type – The Type column is on the left of the Load Notes screen, and it shows the denominations held in the TCR. This column also displays a Relative Fullness Indicator next to each denomination. This indicator shows about how full of dispensable bills of each denomination the TCR is.

Starting Total – The Starting Total column shows the dollar value of each denomination stored in the TCR before anything is loaded into the Machine.

Deposited – The Deposited column shows how much of each denomination you have loaded into the TCR as part of this transaction.



Ending Total – The Ending Total column shows how much of each denomination will be in the TCR once you have finished loading notes.

Use Ops – The Use Ops option lets you load notes into the TCR via the Ops Cassette. This can provide additional security as it allows you to load notes into the TCR without having to expose them during the process.

Start – The Start button will begin the process of loading notes into the TCR from the hopper on top of the machine.

Reverse – The Reverse button will cause any notes that have been loaded into the TCR to be removed again.

Reset TCR – The Reset TCR button sends a reset command to the TCR to help the unit recover if there is an error.

Coin – The Coin button allows you to add or remove coin inventory to DynaCore.



How to Load Notes

When you click the Start button you will be prompted by a message at the bottom of the screen to load notes onto the hopper at the front of the TCR.



Once you place the notes onto the hopper the TCR will immediately begin pulling them into the machine. They do not need to be in any particular order or orientation, the TCR will sort, count, and store the notes according to their respective denominations regardless of how they are mixed.

When the TCR finishes taking in notes you will be able to see what it counted in the Deposit column as shown below.

Type	Starting Total	Deposit	Ending Total
\$100	50,100.00	0.00	50,100.00
\$50	13,600.00	1,150.00	14,750.00
\$20	2,020.00	340.00	2,360.00
\$10	2,700.00	0.00	2,700.00
\$5	770.00	0.00	770.00
\$2	0.00	0.00	0.00
\$1	278.00	9.00	287.00
Total:	69,468.00	1,499.00	70,967.00

From here you can add more notes to the hopper, and they will also be loaded into the TCR. If the amount shown in the Deposit column is incorrect you can click the Reverse button to remove all the notes you just loaded. Or, if the amount shown is correct and you are done loading the TCR, click the Accept button to finish the transaction.



Using the Ops Cassette

You have the option to load notes into the TCR by using the Ops Cassette. This can be a good option for increasing security so that you don't have to expose notes during the loading process. To load notes into the TCR with the Ops Cassette you should first make sure the Ops cassette is empty. Please see the [Process Ops Cassette](#) section on page 55 of this manual for more information on emptying the cassette.

When the Ops Cassette is empty, you can open the vault on the TCR and remove it. It is the frontmost cassette in the vault. You can then close the vault and take the Ops Cassette to a secure location and fill it with any notes you want to load into the TCR. Then, return the Ops Cassette to the frontmost position in the vault. Open the Load Notes menu and click the Use Ops option on the right side of the menu.

The screenshot shows the 'Load Notes' interface. It features a table with columns for Type, Starting Total, Deposit, and Ending Total. The 'Use Ops' checkbox is checked. The 'Start' button is highlighted in orange. Below the table are buttons for 'Reset TCR', 'Coin', 'Reverse', and 'Quit'. A status bar at the bottom indicates 'Waiting to load notes' with a warning icon.

Type	Starting Total	Deposit	Ending Total
\$100	50,100.00	0.00	50,100.00
\$50	14,750.00	0.00	14,750.00
\$20	2,360.00	0.00	2,360.00
\$10	2,700.00	0.00	2,700.00
\$5	770.00	0.00	770.00
\$2	0.00	0.00	0.00
\$1	287.00	0.00	287.00
Total:	70,967.00	0.00	70,967.00

Use Ops

Start

Reverse

Quit

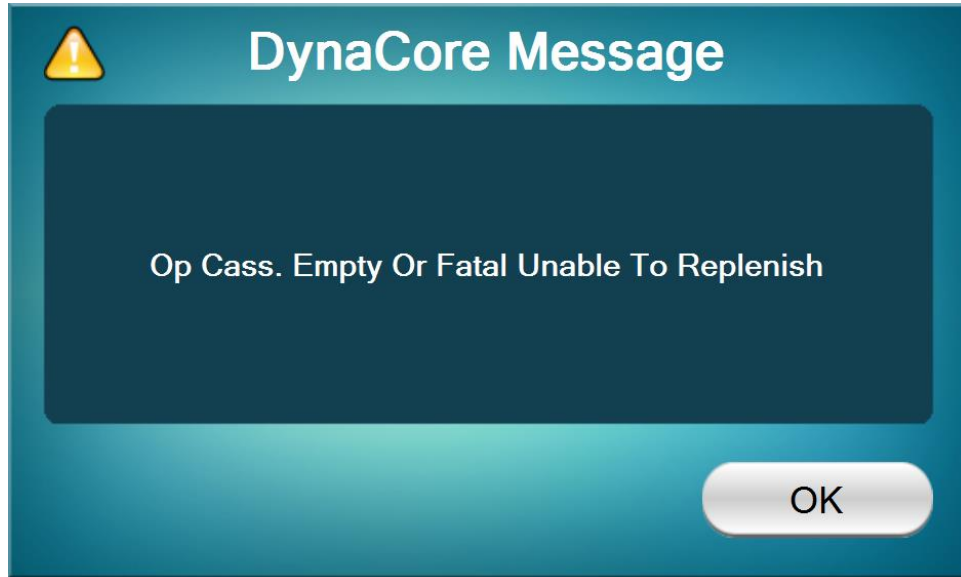
Reset TCR Coin

⚠️ Waiting to load notes

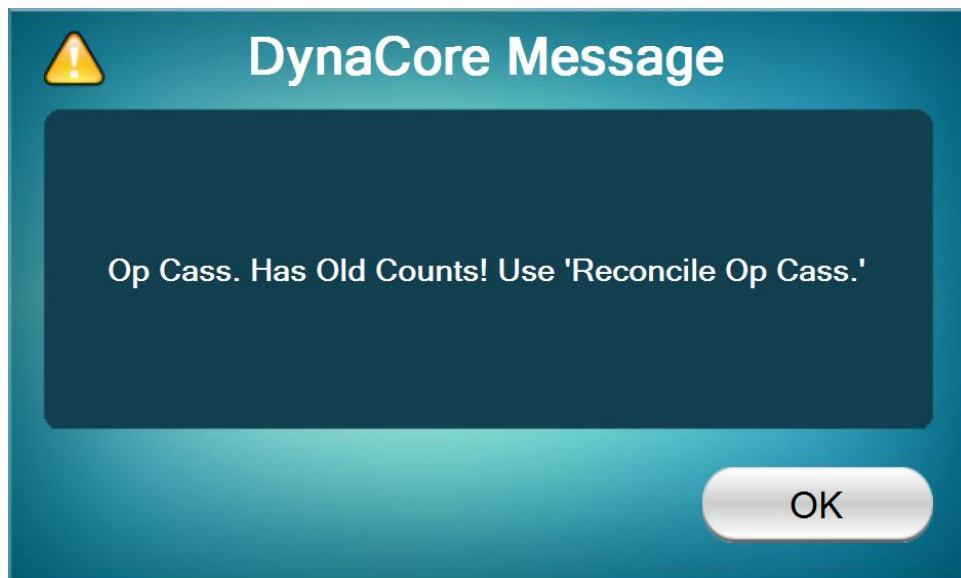
When you click Start, the TCR will take the notes loaded in the Ops Cassette and move them into their appropriate cassettes.



If you try to load notes into the TCR with the Ops Cassette while it is empty or in an error state, DynaCore will stop the process and warn you that there is an issue with the Ops Cassette, as shown in the message below.

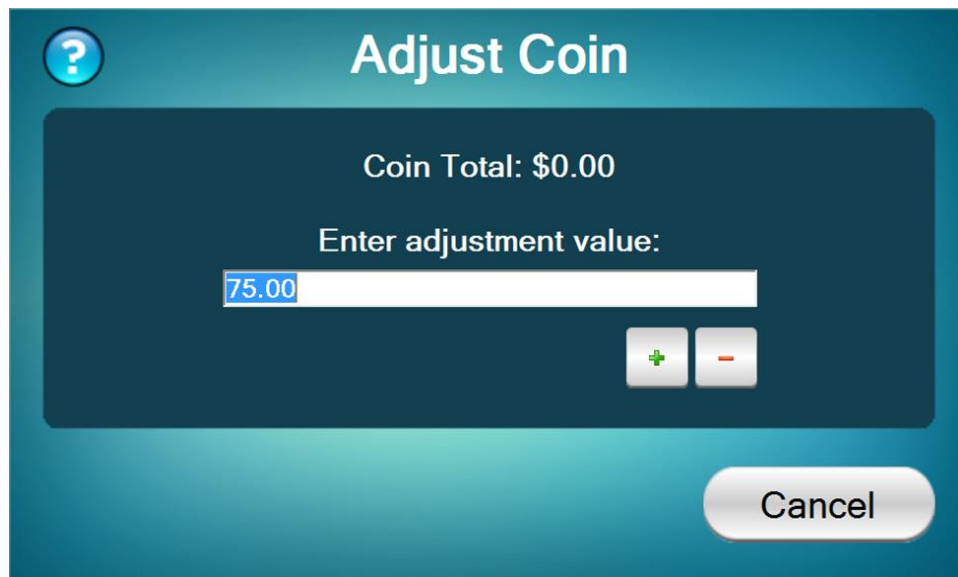


If you try to load notes into the TCR with the Ops Cassette while it has notes from previous activity in it, DynaCore will stop the process and warn you of the issue. Please see the [Process Ops Cassette](#) section on page 55 of this manual for more information on clearing the Ops Cassette.





How to Load Coin

If you are using a coin machine in conjunction with your TCR you will need to tell DynaCore how much inventory is in the coin machine. To do this, click the Coin button on the Load Notes screen to open the screen shown below.



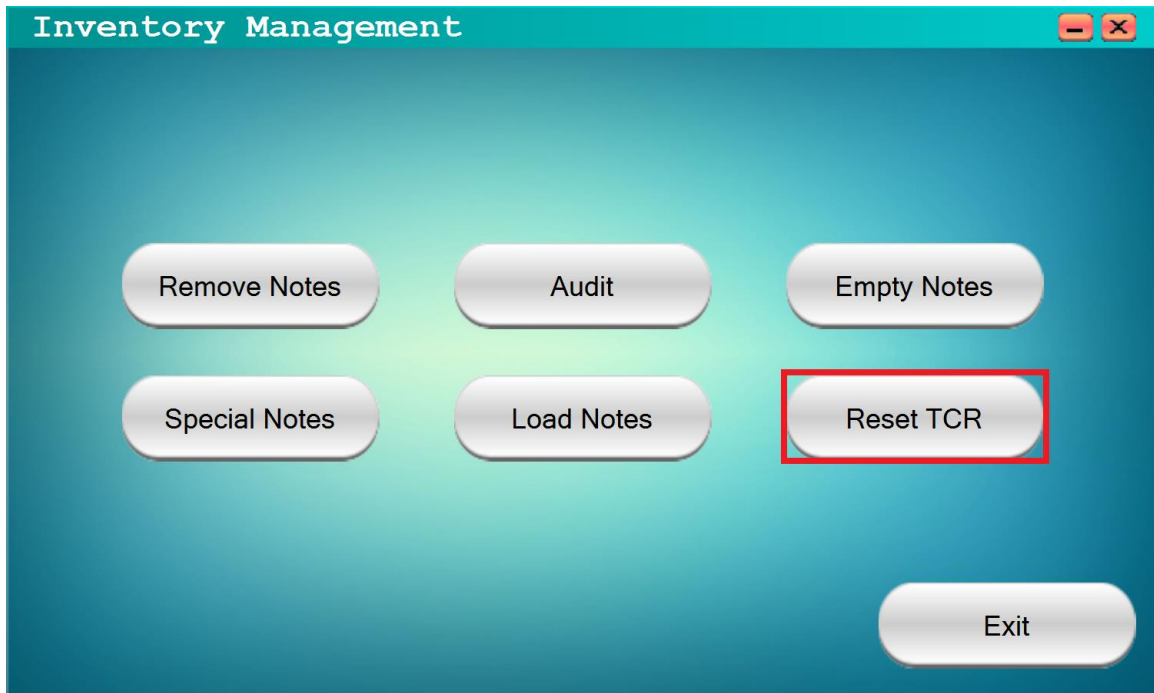
The image shows a mobile application screen titled "Adjust Coin". At the top left is a blue circular icon with a white question mark. The title "Adjust Coin" is centered at the top in white. Below the title, the text "Coin Total: \$0.00" is displayed. Underneath, the prompt "Enter adjustment value:" is shown above a white text input field containing "75.00". To the right of the input field are two buttons: a green "+" button and a red "-" button. At the bottom right of the screen is a white "Cancel" button with a blue shadow.

To add or subtract coin, type the desired amount in the available field (where \$75 is in the above example) and use the  button to add or the  button to subtract that amount from the available coin inventory. DynaCore does not discriminate coin denominations so you will need to add or subtract amounts as a single lump sum.



Reset TCR

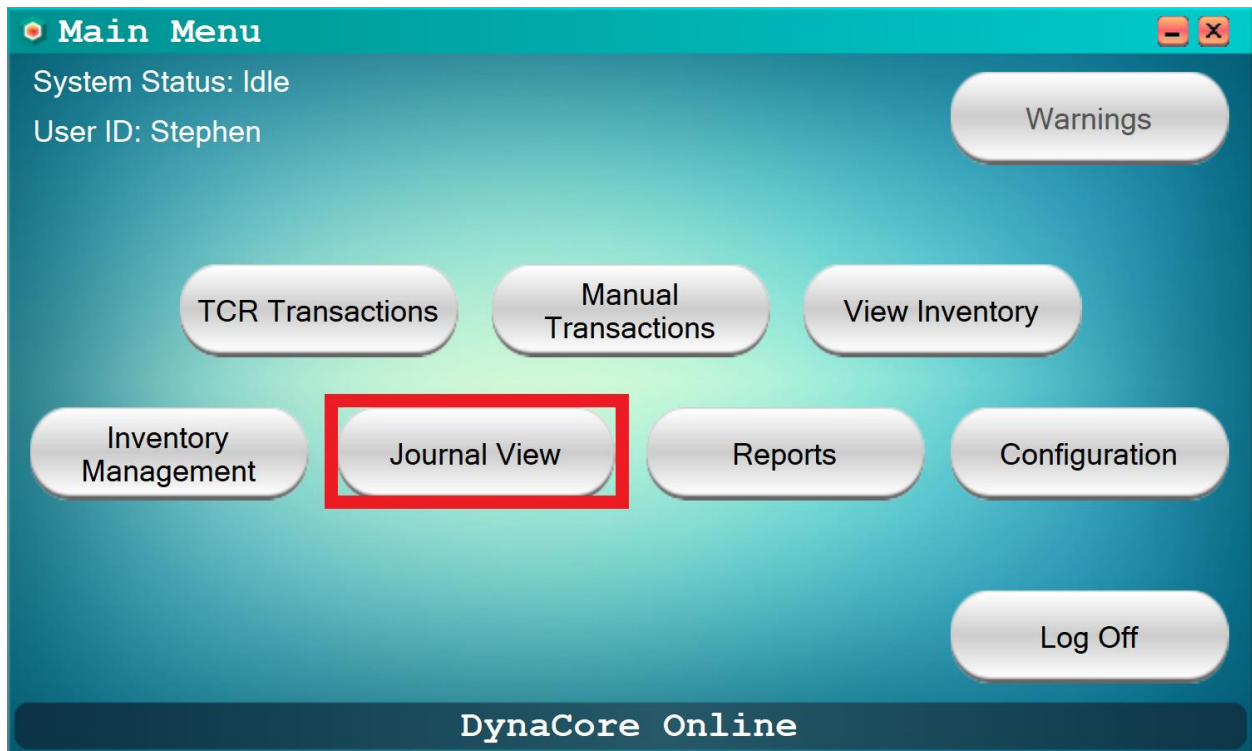
The Reset TCR command in the Inventory Management menu sends a reset command to the TCR to help it recover from an error state.





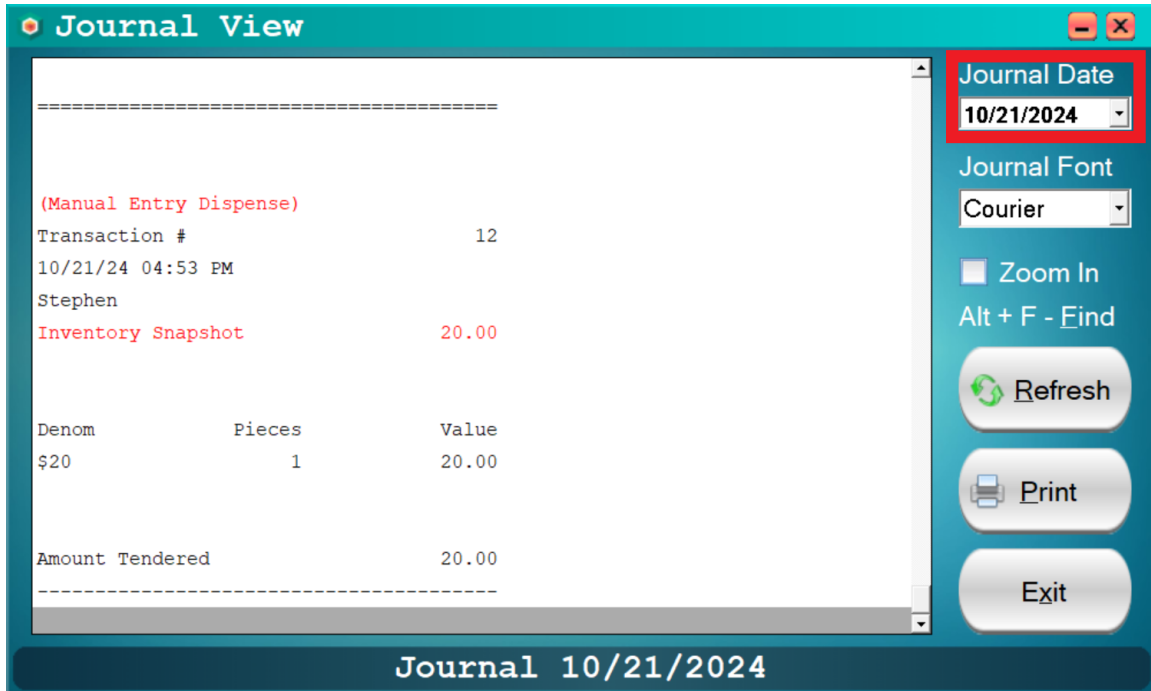
Journal View

The Journal View is available from the DynaCore base screen and allows you to see a detailed log of everything that has occurred with DynaCore including, but not limited to, users logging on/off, all transactions, configuration setting changes, and reports that have been run. This information is available for four months before being removed from memory.

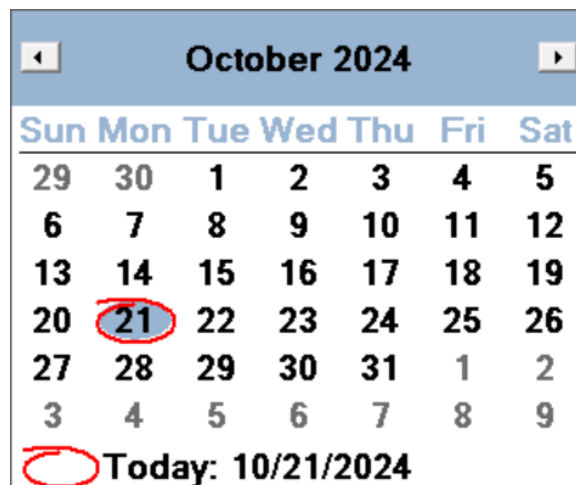




In the Journal View screen there is a large text box that displays in chronological order everything that happened with DynaCore on a given day. Approximately the last 90 days of activity are available to view in the Journal. The day you are looking at is displayed across the bottom of the screen. You can scroll through the displayed activity with the bar on the side of the text box.



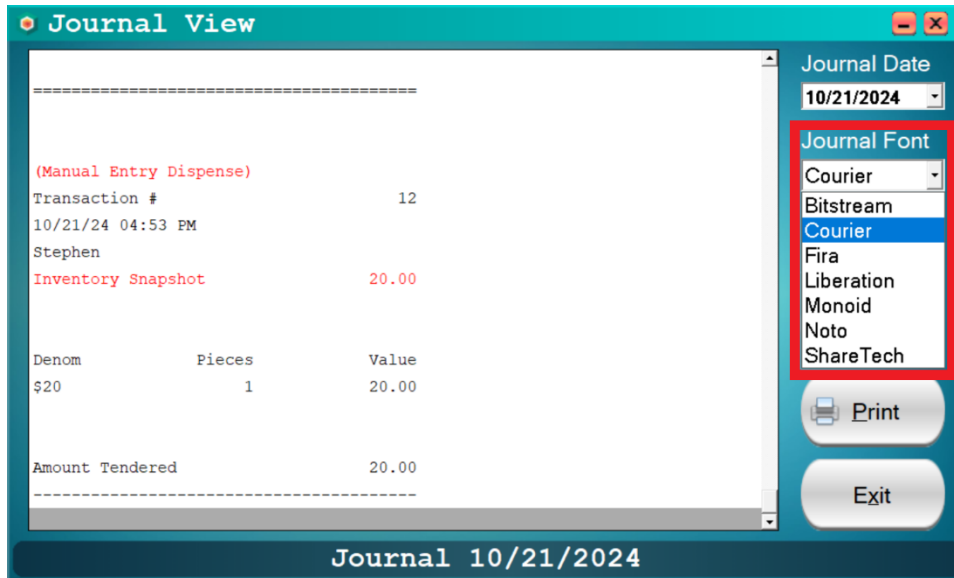
There is a box labeled Journal Date in the top right corner, highlighted in the above example in red. When you click on this box it opens a calendar that you can use to set what day you want to look at. If you want to scroll to a different month, use the arrows on either side of the month and year shown at the top of the calendar.



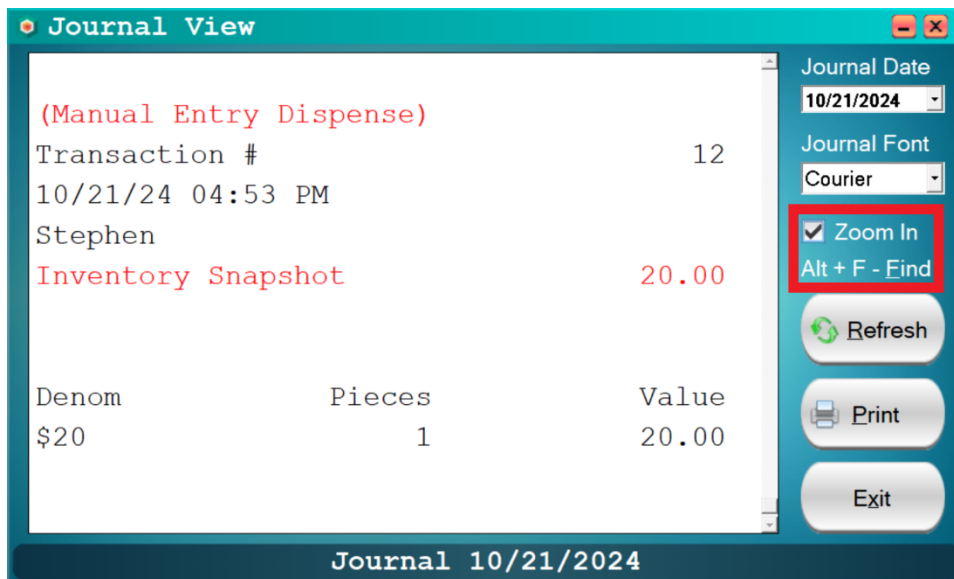
To change the day shown simply click on the day you wish to see and then click the Refresh button on the right side of the screen.



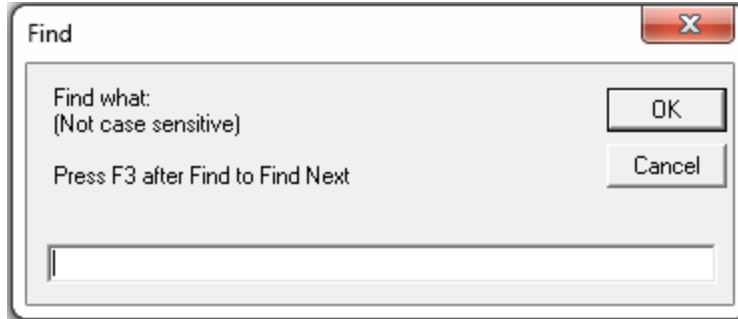
Additionally, you can change the font for the Journal View, the top and bottom banners in on the DynaCore Console software, as well as the various reports by selecting from those listed on the right side of the Journal View screen, as shown below.



If the text in the Journal View is too small, you can use the Zoom In checkbox to make it larger and easier to read. However, this will result in less text being onscreen at one time, possibly making it so you must scroll to see a single transaction in full. This Zoom In option also controls whether the text in the Reports menu will be zoomed in or out.



If you right-click in the white area of the journal it will open the search box shown below.



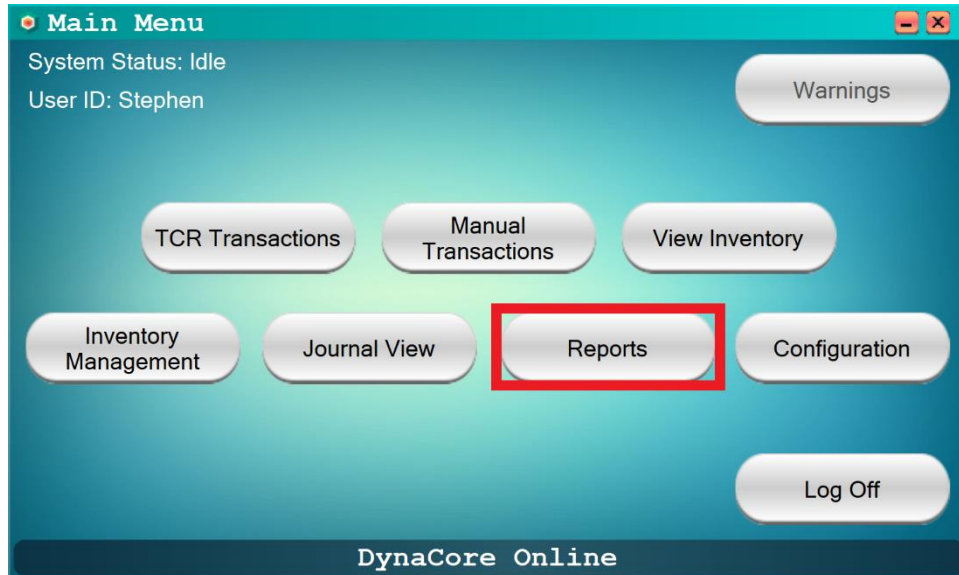
Type in your search term, click OK, and the Journal will scroll to and highlight the earliest occurrence of that term. If you hit F3 on your keyboard it will take you to the next occurrence of that term in the journal for that day. After you reach the last occurrence of your search term, pressing F3 again will result in a pop-up message informing you that it could not find what you were searching for. The search function will always start at the top of the journal and scan down to find your search term, there is no option for scanning up through the journal.



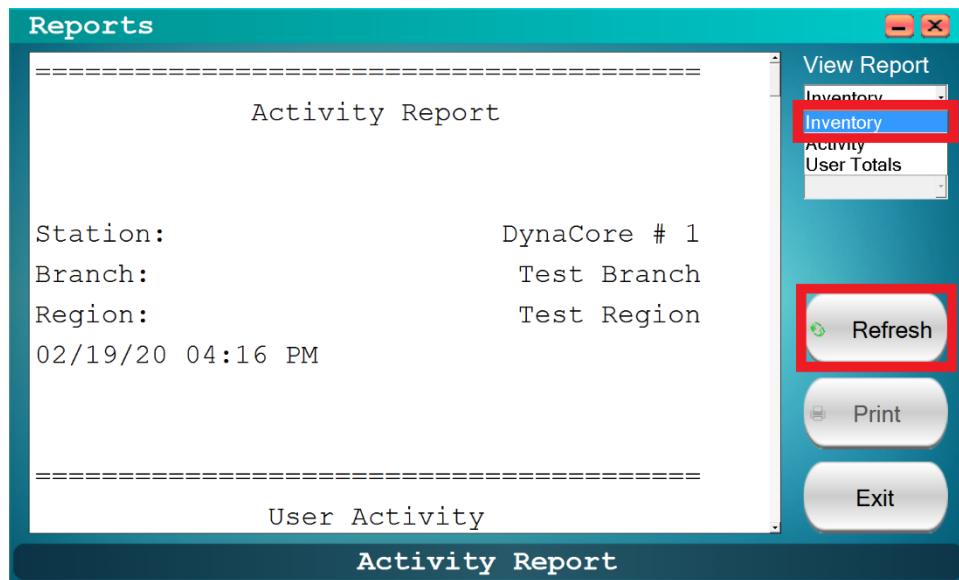
Reports

The DynaCore console contains three kinds of reports. The Activity reports are comprehensive reports of all DynaCore activities. The Inventory report gives a breakdown of the TCR's inventory. The User Totals will display all activity associated with a given user.

To view these reports, select Reports from the main menu.



Once you are in the Reports menu you can change what report is displayed by opening the drop-down menu in the top right corner, selecting the report you wish to see, then clicking the Refresh button, as shown below.





Inventory

Once you are in the Reports menu you will see that DynaCore defaults to showing you the Inventory Report. If you wish to print out a copy of the Inventory Report just click the "Print" button on the right side of the screen and select the printer you want to send the document to. Note that the Inventory Report is also listed as part of the Activity Report.

Station:	Demo 231	
Branch:	Branch ID	
Region:	Region ID	
Denom	Pieces	Value
\$100	501	50100.00
\$50	372	18600.00
\$20	118	2360.00
\$10	270	2700.00
\$5	154	770.00



Sample Inventory Report

```

=====
                          Inventory
-----
Station:                   Demo 231
Branch:                    Branch ID
Region:                    Region ID
Denom      Pieces      Value
$100             502      50200.00
$50              372      18600.00
$20               97       1940.00
$10              270      2700.00
$5                154       770.00
$2                 0         .00
$1                280      280.00
Coin                          .00

Starting Inventory          74393.00
Net Adjustments             50.00
Total Inventory            74490.00
  
```

The first section of the inventory report gives a detailed account of the notes stored in the TCR. It will tell you what the inventory in the TCR was at the beginning of the day, called "Starting Inventory", as well as what net changes have occurred in the inventory over the course of the day, and what the current Total Inventory is.

```

-----
                          Dispensable Notes
-----
$100             502      50200.00
$50              372      18600.00
$20               97       1940.00
$10              270      2700.00
$5                154       770.00
$1                270       270.00
Total Dispensable Notes    74480.00
  
```

The next part of the Inventory Report shows the Dispensable Notes. These are notes stored in the TCR that are available for transactions.

```

-----
                          Op Cassette Notes
-----
$100              0         .00
$50               0         .00
$20               0         .00
$10              0         .00
$5                0         .00
$2               0         .00
$1               5         5.00
Total Op Cassette Notes    5.00
  
```

Next is the Ops Cassette Notes part of the Inventory Report. This section tells you what notes are stored in the Ops Cassette in the TCR's vault. These notes cannot be dispensed for a regular transaction.

```

-----
                          Reject Cassette Notes
-----
$1                5         5.00
Total Reject Notes        5.00
  
```

Then there is the Reject Cassette Notes. It tells you what notes are stored in the Reject Cassette at the back of the TCR's upper unit. These notes cannot be dispensed for a regular transaction

```

CST-A  $1      270      270.00
CST-B  $20     97       1940.00
  
```



CST-C	\$5	154	770.00
CST-D	\$100	502	50200.00
CST-E	\$10	270	2700.00
CST-F	\$50	372	18600.00

CST-B Low			

Finally, each cassette is assigned a letter. This last section tells you which denomination is held in each cassette, as well as the inventory in each cassette.



Activity

The Activity Report is the most detailed reporting option available in DynaCore. It provides a detailed account of everything that has happened with the TCR since the last time the activity was cleared for a new business day, as well as grand total dispensed/deposited information for each teller and shows current inventory and dispensed totals for all denominations and coin.

Reports

=====
Activity Report
=====
Station: Demo 231
Branch: Branch ID
Region: Region ID
06/04/20 03:36 PM
=====
User Activity
=====
Activity Report

View Report
Activity
User ID
Refresh
Print
Exit



Sample Activity Report

```
=====
                        Activity Report
=====

Station:                Demo 231
Branch:                 Branch ID
Region:                 Region ID
06/08/20 06:59 AM

=====
                        User Activity
=====

josh
# of Deposits          1
# of Withdrawals       0

Denom      Pieces      Value
$100             1      100.00

Deposit Total                100.00

Withdrawal Total              .00

Net Total                    +100.00
=====

Stephen
# of Deposits          1
# of Withdrawals       1

Denom      Pieces      Value
$1             1      1.00

Deposit Total                1.00

Denom      Pieces      Value
$1             1      1.00

Withdrawal Total              1.00

Net Total                    In Balance
=====

Grand Total Deposited
=====

Machine Deposits
```

The first section of the Activity Report is User Activity and is like the User Totals Report. It gives a brief account of the deposits and withdrawals done by each teller. Unlike the User Totals report, rather than showing a single teller's activity this section of the Activity report has an entry for each teller that has activity on file.

You can see here that after the Net Total for the prior user we start a new section for another teller. Each teller with activity on file will be shown this way



Denom	Pieces	Value
\$100	1	100.00
\$50	0	.00
\$20	0	.00
\$10	0	.00
\$5	0	.00
\$2	0	.00
\$1	1	1.00

Other Cash Deposits

\$100	0	.00
\$50	0	.00
\$20	0	.00
\$10	0	.00
\$5	0	.00
\$2	0	.00
\$1	0	.00

Other Coin .00

Other Cash Deposited .00
 Machine Total 101.00
 Total Deposited 101.00
 # of Deposits 2

Grand Total Dispensed

Denom	Pieces	Value
\$100	0	.00
\$50	0	.00
\$20	0	.00
\$10	0	.00
\$5	0	.00
\$1	1	1.00
Coin		.00

Total Dispensed 1.00
 # of Withdrawals 1

Net Cash Usage

Denom	Pieces	Value
\$100	1	+100.00
\$50	0	.00
\$20	0	.00
\$10	0	.00

The next section of the Activity Report is Grand Total Deposited. Whereas the previous section gave individual totals for each teller, this section shows how much all the tellers together have deposited into the TCR

The Other Cash Deposits section of the Activity Report lists any totals that were part of a deposit but were not put into the TCR. This includes anything listed in the Verified or Drawer columns in the deposit screen.

After Grand Total Deposited is the Grand Total Dispensed section. This section shows how much all the tellers together have withdrawn from the TCR.

The Net Cash Usage section shows the net change in inventory for each denomination in the TCR. For Example, if you deposit two \$10s and withdraw four you will see a net negative of \$20, as shown in the example at the top of the next page.



\$5	0	.00
\$2	0	.00
\$1	0	.00
Coin		.00

Net Total +100.00

Inventory

Denom	Pieces	Value
\$100	502	50200.00
\$50	372	18600.00
\$20	97	1940.00
\$10	270	2700.00
\$5	154	770.00
\$2	0	.00
\$1	280	280.00
Coin		.00

Starting Inventory 74393.00
 Net Adjustments 50.00
 Total Inventory 74490.00

Dispensable Notes

\$100	502	50200.00
\$50	372	18600.00
\$20	97	1940.00
\$10	270	2700.00
\$5	154	770.00
\$1	270	270.00
Total Dispensable Notes		74480.00

Op Cassette Notes

\$100	0	.00
\$50	0	.00
\$20	0	.00
\$10	0	.00
\$5	0	.00
\$2	0	.00
\$1	5	5.00
Total Op Cassette Notes		5.00

Reject Cassette Notes

\$1	5	5.00
Total Reject Notes		5.00

The Inventory section of the Activity Report is identical to the Inventory Report covered earlier in this manual. It begins with a detailed account of the notes stored in the TCR. It will also tell you what the inventory in the TCR was at the beginning of the day, called "Starting Inventory", as well as what net changes have occurred in the inventory over the course of the day, and what the current Total Inventory is. Please note that the Total Inventory here includes both the Dispensable Bills and any bills stored in the Ops Cassette and Rejects Cassette.

The next section of the Inventory Report shows the Dispensable Notes. These are notes stored in the TCR that are available for transactions.

The Ops Cassette Notes portion of the Inventory Report tells you what notes are stored in the Ops Cassette in the TCR's vault. These notes cannot be dispensed for a regular transaction.

The Reject Cassette Notes section tells you what notes are stored in the Reject Cassette at the back of the TCR's upper unit. These notes cannot be dispensed for regular transactions.



CST-A	\$1	270	270.00
CST-B	\$20	97	1940.00
CST-C	\$5	154	770.00
CST-D	\$100	502	50200.00
CST-E	\$10	270	2700.00
CST-F	\$50	372	18600.00

CST-B Low

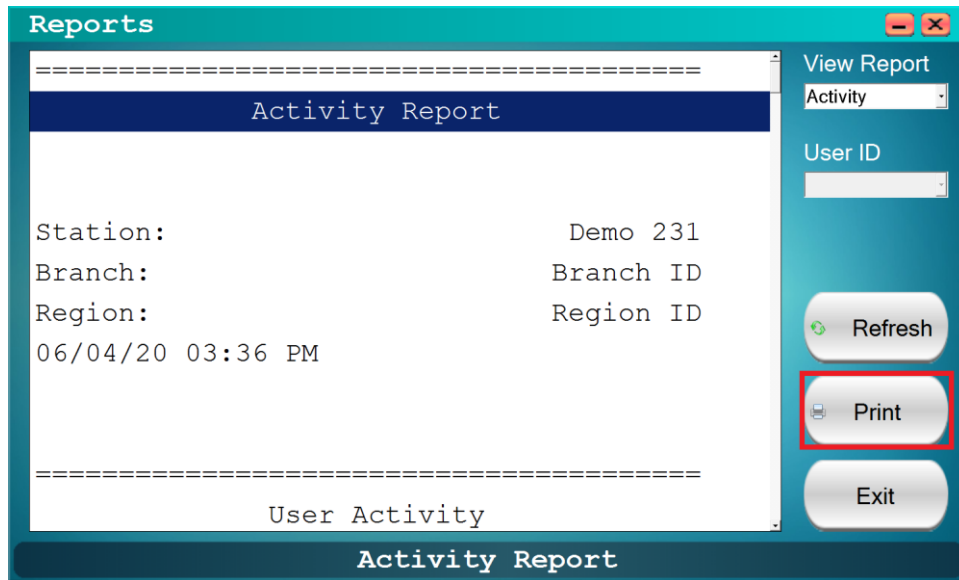
The last part of the Activity Report shows what denomination is stored in each cassette. Any status issues for specific cassettes will be shown in red at the bottom of the report.



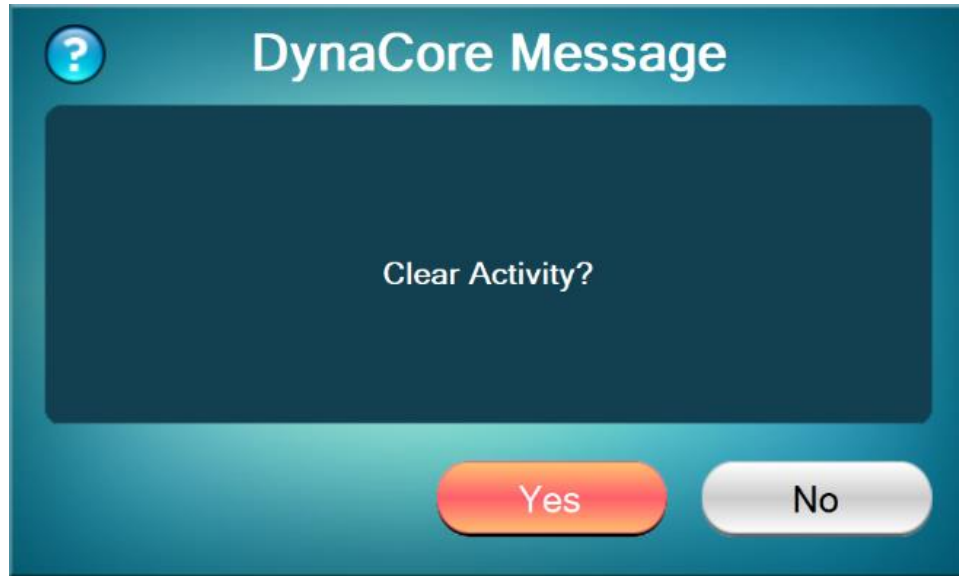
Clearing Activity

Clearing activity is the process for ending and starting a new day's business. Clearing Activity clears all User Totals for the day (unless teller batching is being used). To avoid issues with teller/machine balancing you will need to clear the activity saved in DynaCore daily and only when certain you are ready to balance the recycler.

To clear activity first click the Print button as shown below.

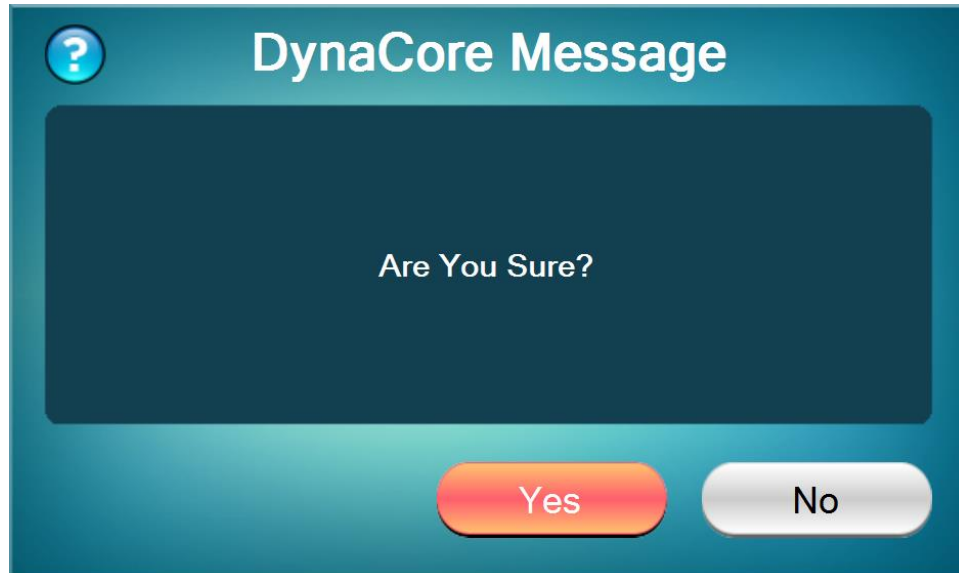


Canceling out of the printer selection screen will allow you to clear activity without printing a physical or digital copy of the activity report. After the Activity Report is printed or canceled from the printer selection window the option to Clear Activity will be displayed.



If you click No on this screen, you will be returned to the Reports menu without clearing the activity. Do this if you want to print a copy of the Activity Report but do not intend to balance the Tellers/TCR immediately after.

However, if you click Yes on the above screen, you will be given a second prompt verifying that you want to clear the saved activity.



Clicking Yes on this screen will clear all activity saved in DynaCore including the User Totals for individual tellers (unless teller batching is enabled) and return you to the Reports screen. Typically, you will only want to do this at the end of the day **AFTER** all tellers using DynaCore have balanced, **NEVER** before they finish balancing.



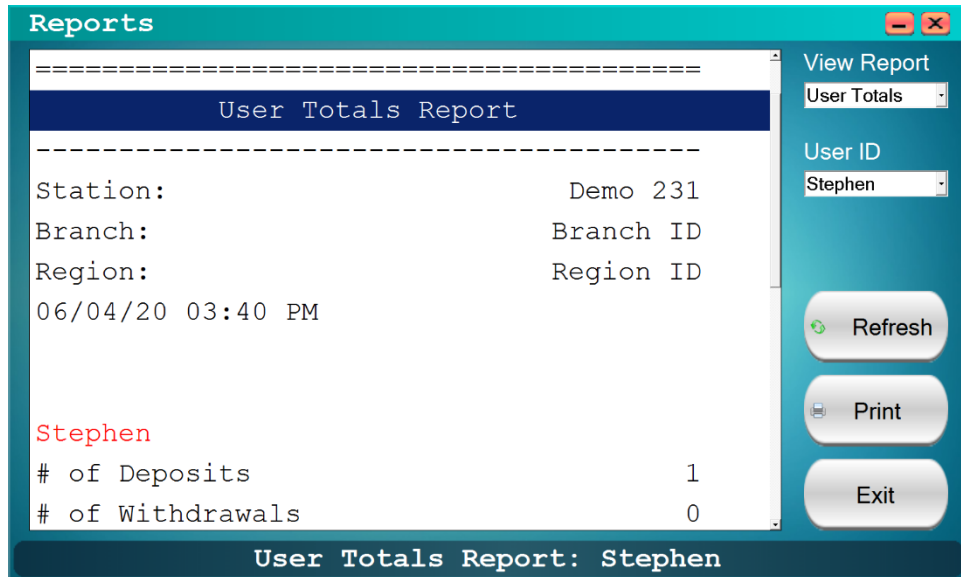
Here are a few things to note about clearing the **Activity Report**:

- If no tellers ran transactions the report will print “No Teller Transactions” where the teller activity section would normally be printed.
- “Teller Batching” is a feature which gets enabled or disabled at system installation time.
- *If Teller Batching is not enabled*, clearing the activity clears the individual teller activity log, the machine dispensed totals, and the transaction history log. Since teller totals get cleared, this serves to clear the accumulation toward the teller day limits too (a new "day" begins).
- *If Teller Batching is enabled*, clearing the activity clears the individual teller grand total activity log, and the machine dispensed totals. However, tellers have their own individual batch level activity record, which can be accessed through the User Totals report. Teller batch records are cleared separately from the Activity Report. If you clear the Activity Report without clearing the User Totals for each teller with batch activity, you will be warned that you have “Open Batches” in the DynaLog Viewer program at the bottom of the Activity Report.
- If a teller who currently has totals is to be deleted from the system, management will need to print this report and clear the activity totals and the batch level records for that teller, before the deletion can be done. Inventory totals do not need to be cleared to do teller admin functions.

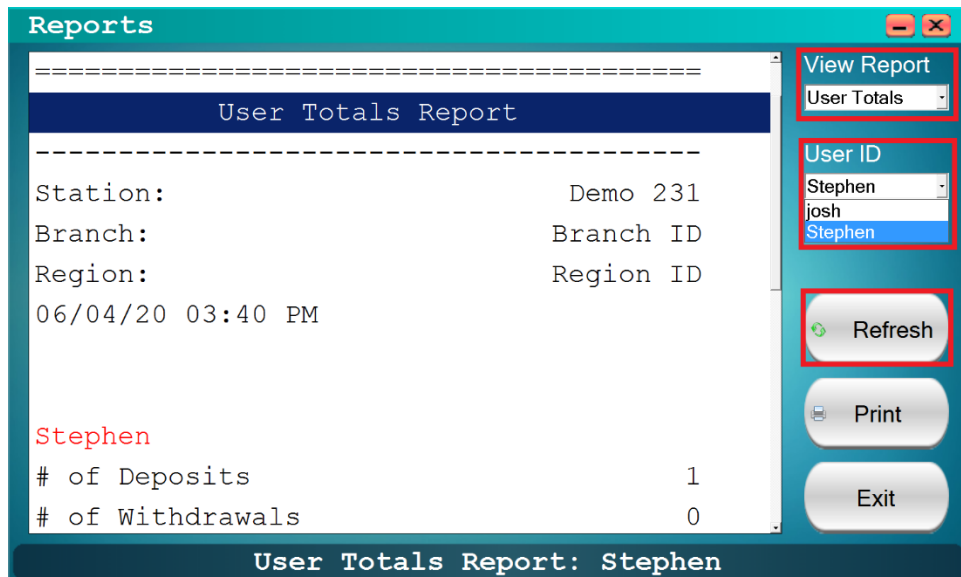


User Totals

The User Totals Report gives a detailed account of every cent a given teller has taken in or out of the TCR. It is also where tellers will need to look to find out what ticket they need to run to balance at the end of the day.



To see the User Totals for a specific teller first set the View Report option in the top right to User Totals and click Refresh, then click on the User ID drop-down menu and select the user you want to see, then click refresh again. The picture below highlights the areas you will need.





Sample User Totals Report

User Totals Report

Station: 123
Branch: Test Branch
Region: Test Region
02/18/20 05:55 PM

The first part of the User Totals report contains the identifying information for the DynaCore controller, as well as the date and time when the report was generated and the User ID of the teller the report is on.

Ray
of Deposits 2
of Withdrawals 3

Next, it shows the total number of each type of transaction performed by the teller.

Denom	Pieces	Value
\$20	2	40.00
\$10	2	20.00
\$5	2	10.00

The next section gives you a detailed account of how much of each denomination the user has deposited into the TCR, as well as the total amount deposited.

Deposit Total 70.00

Denom	Pieces	Value
\$20	14	280.00
\$10	8	80.00
\$5	5	25.00
\$1	5	5.00

Following that, there is a section that gives you the same break down for money withdrawn from the TCR.

Withdrawal Total 390.00

Buy 320.00

The last part of the User totals report shows you in red what ticket the user needs to run to balance their drawer. In the example here, the user needs to run a ticket saying they are buying \$320 from the TCR to balance for the end of the day.

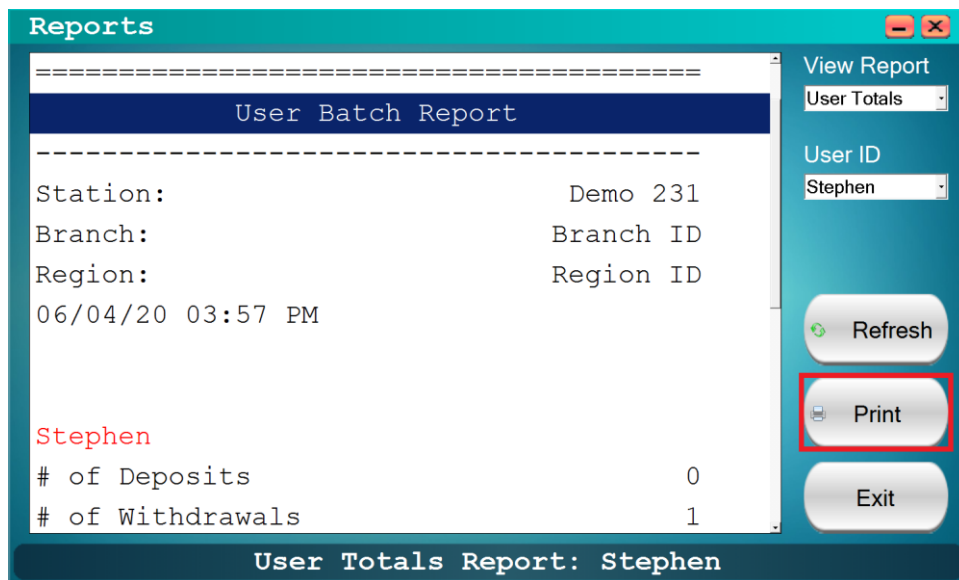


Teller Batching

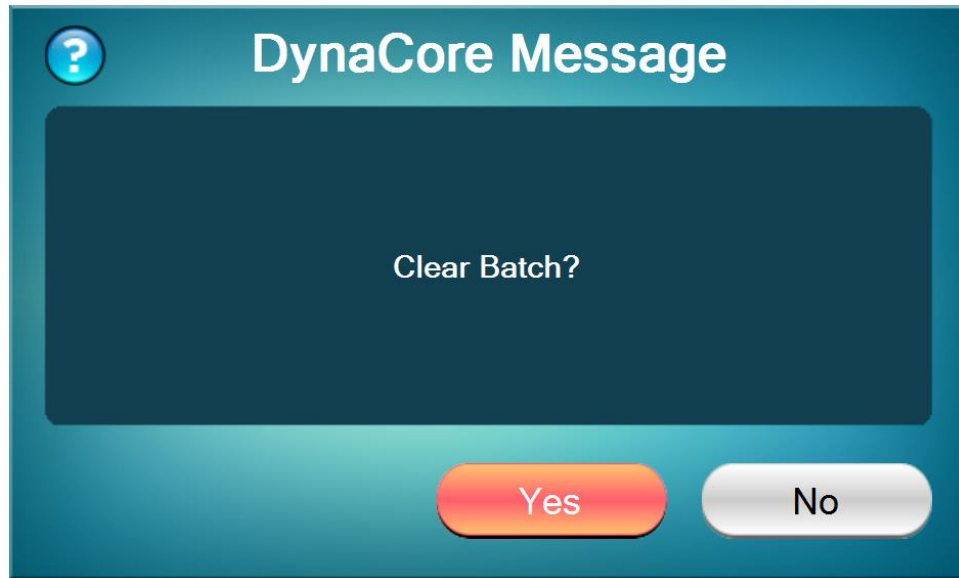
Teller Batching is an optional feature that is turned on/off during system installation. It allows individual tellers to print and clear their own User Totals multiple times per day, rather than all teller activity being cleared a single time when the Activity Report is printed, and activity is cleared. This feature lets tellers balance their drawers throughout the day rather than just once at the end of the day.

To clear a teller's batch, first open the User Totals Report for the desired teller. Notice that when Teller Batching is enabled the User Totals report will instead be called the "User Batch Report" in the report itself, but it is still listed as User Totals in the View Report drop down menu.

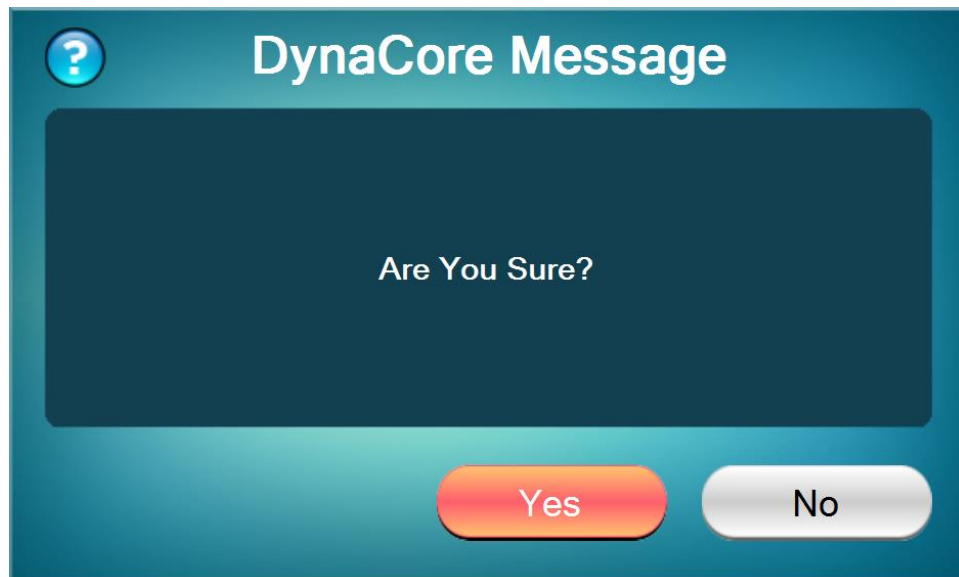
Once the desired teller's User Totals are shown, click the Print button as shown below.



You will then be given a prompt asking if you want to clear the teller's batch.



If you click No on this screen, you will be returned to the Reports menu without clearing the teller's batch activity. However, if you click Yes on the above screen, you will be given a second prompt verifying that you want to clear the teller's batch activity.



Clicking Yes on this screen will clear the teller's batch activity saved in DynaCore and set their User Totals to zero.

If you use Teller Batching, you will need to make sure each teller's batch activity is cleared at the end of each day when you clear the Activity Report. Failing to do so can result in balancing issues on the following day.



Include Manager Totals

Include Manager Totals is an optional feature that can be enabled during the initial system setup. It will combine all a user's transactions, including those performed in the Inventory Management menu, as part of the teller's User Totals Report. Typically, only deposits and withdrawals are included in this report, but the Include Manager Totals option will include any cash loads or removals performed by the teller when determining their end-of-day balancing totals, as shown below.

```

=====
User Totals Report
-----
Station:                               3030
Branch:                               Test Branch
Region:                               Test Region
10/04/24 10:36 AM
By:                                    Stephen

Stephen
# of Deposits                          3
# of Withdrawals                       2
# of Loads                              3
# of Removals                          3

Denom      Pieces      Value
$100       2           200.00
$20        15          300.00
$10        10          100.00
$5         18          90.00
$1         10          10.00

Deposit Total                          700.00

Denom      Pieces      Value
$100       1           100.00
$20        10          200.00
$10        10          100.00
$5         18          90.00
Withdrawal Total                       500.00

Denom      Pieces      Value
$100       2           200.00
$20        15          300.00
$10        15          150.00
$5         29          145.00
$1         15          15.00

Total Loaded                          810.00

Denom      Pieces      Value
$100       2           200.00
$20        15          300.00
$10        10          100.00
$5         19          95.00
$1         10          10.00

Total Removed                          705.00
Net Adjustments                       105.00
-----
Sell                                    305.00
=====

```

The first part of the User Totals report contains the identifying information for the DynaCore controller, as well as the date and time when the report was generated and the User ID of the

Next, it shows the total number of each type of transaction performed by the teller.

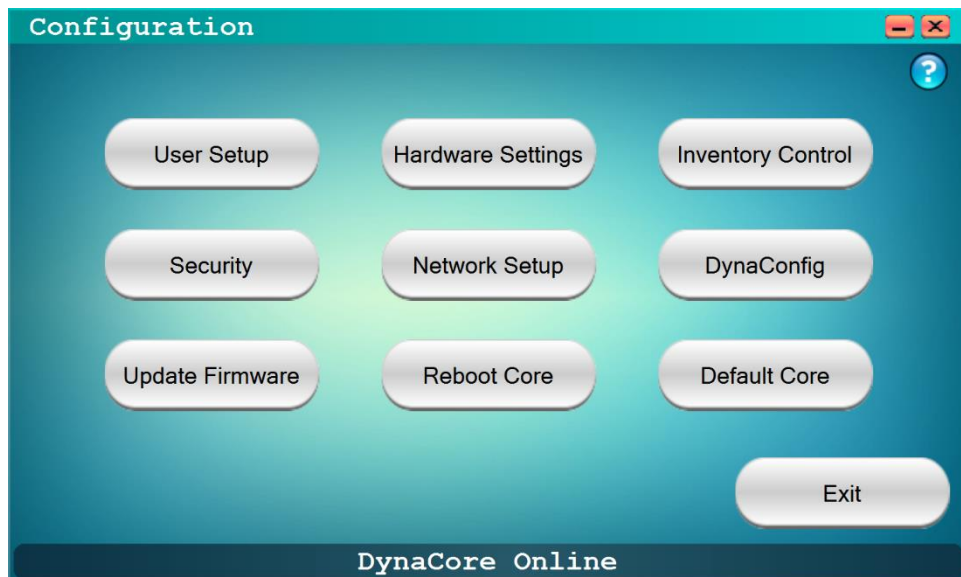
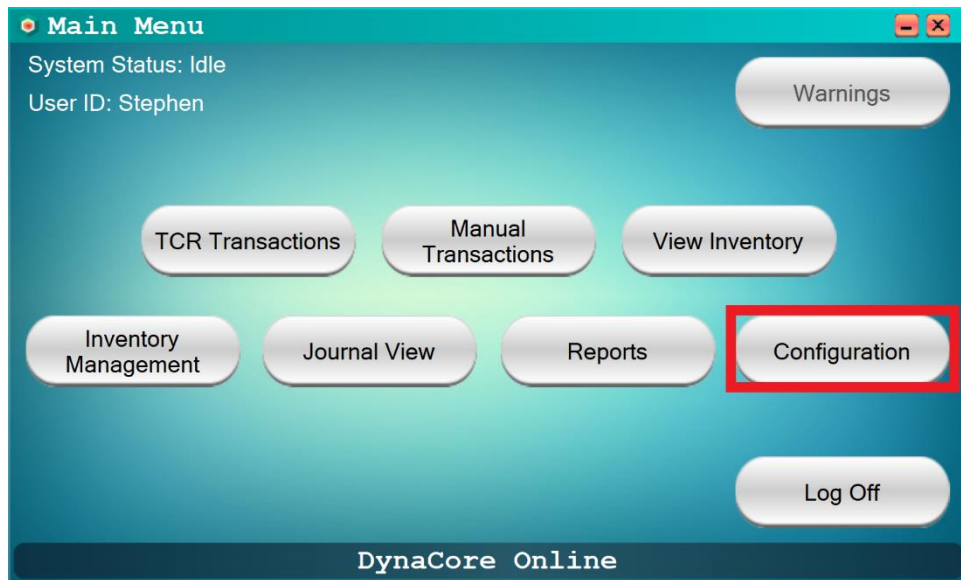
The next section gives you a detailed account of how much of each denomination the user has deposited into the TCR, as well as the total amount deposited. Following that is a similar breakdown for how much the teller has withdrawn from the TCR, as well as sections for the cash loaded and removed through the inventory

The last part of the User totals report shows you in red what ticket the user needs to run to balance their drawer. This is calculated as the net total of all cash in and cash out transactions shown on the User Totals Report. In the example here, the user needs to do a cash movement in their teller core showing them buying \$305 from



DynaCore Configuration Settings

The Configuration menu is available from the DynaCore home screen. From this screen you can navigate to various pages which control DynaCore's functionality.





PARTS OF THE MENU

Group/User Permissions – To access certain pages from the configuration menu you must be logged in as a user that is a member of a group with those permissions. Below is a list of each page available from the Configuration menu and what permissions are necessary to access them.

User Setup (Must have either User or Group Management Permission) – This menu allows you to create groups, give them rights in DynaCore, create users, and make them members of groups so they will have the corresponding rights.

Hardware Settings (Must have Hardware Setup Permission) – These settings allow you to set the details of the TCR and various peripherals the DynaCore appliance will connect to.

Inventory Control (Must have Inventory Control Permission) – This menu allows you to set the parameters for how money is dispensed from the TCR, as well as setting warnings for when the inventory of a denomination is too high or low.

Security (Must have Security Setup Permission) – This menu lets you set hours of operation for DynaCore and the details for how the Duress mode functions.

Network Setup (Must have Network Setup Permission) – This menu lets you set the IP information for the DynaCore appliance and DynaLog server, as well as the header details for printing reports from DynaLog.

DynaConfig – This option opens a window that allows you to map the various functions of DynaCore onto the different screens of your teller application.

Update Firmware (Must have Update Firmware Permission) – This option allows you to upload new firmware to the DynaCore appliance. You will have to be able to navigate to the desired firmware on your PC. Updating Firmware will erase user totals, but the users, groups, and other settings will remain unchanged.

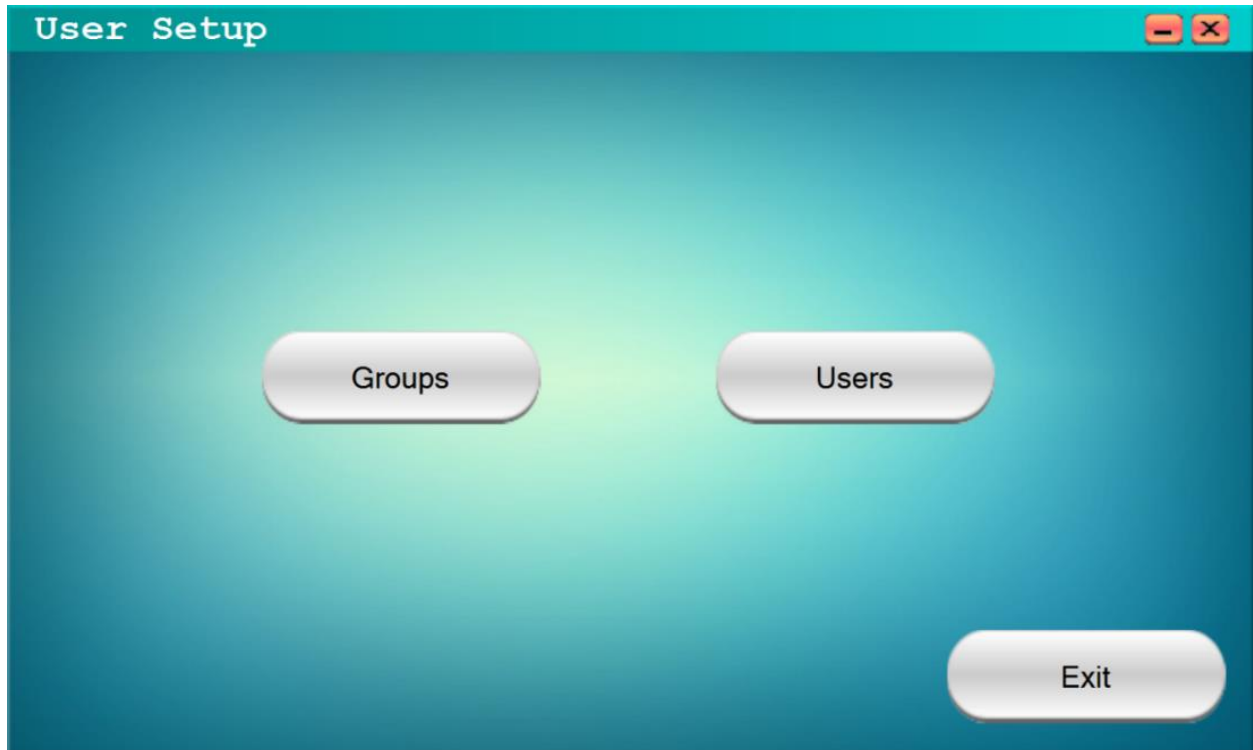
Reboot Core (Must have Reboot System Permission) – Rebooting the system will terminate and restart the operating system on the DynaCore appliance.

Default Core (Must have Default System Permission) – Defaulting the system will erase user totals, coin inventory, and stored transaction history. However, the onboard record of the DynaLog Electronic Journal will not be erased, nor will your users and their groups.



User Setup (Must have either User or Group Management Permission)

The User Setup page of DynaCore Console controls how DynaCore will determine user logon information and permissions for individual users.



➤ User Mode


There are two ways DynaCore can determine user credentials and permissions, Local Users and Active Directory. Which user mode is used is determined at initial system setup, but it can be changed later.

Local Users: When DynaCore Console's user mode is set to Local Users it will take the information manually set in the Users and Groups pages available from the User Setup page. This option will be disabled when User Mode is set to Active Directory.

Active Directory: When DynaCore Console is set for Active Directory, it will pull user and group information from Windows' Active Directory feature and match it to the information set in the Groups page available from the User Setup page. DynaCore will match the groups listed in the AD to the permissions set in the DynaCore Groups page to determine what individual users are permitted to do in DynaCore. The Active Directory domain location must be set in the DynaCore.ini file.

Group Settings

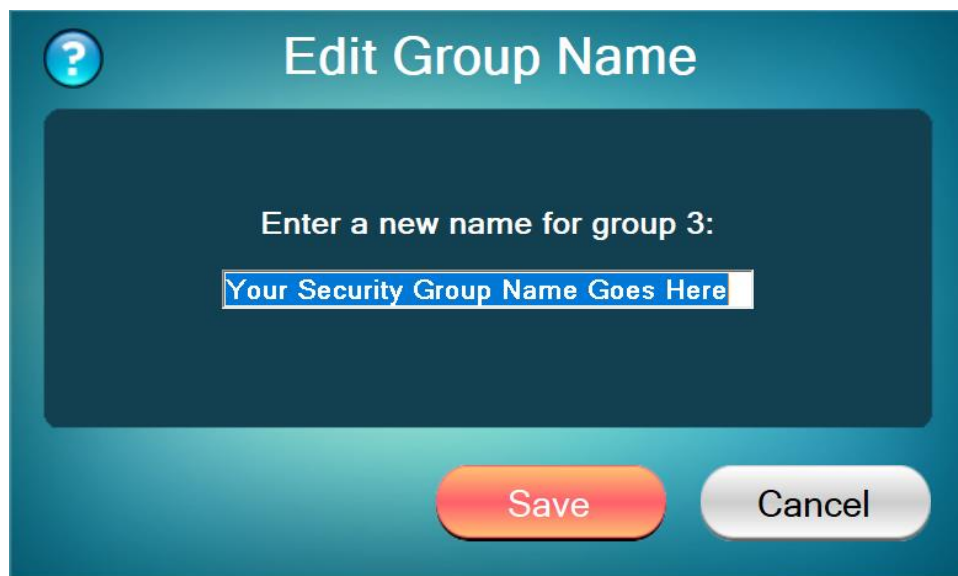
The Group Settings menu allows you to set what permissions each security group has.



Dual Control	Function	Teller	Manager	Admin	Group 4	Group 5
<input type="checkbox"/>	ONLINE WITHDRAWAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	ONLINE DEPOSIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	MANUAL WITHDRAWAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	MANUAL DEPOSIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	VIEW OWN REPORTS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	VIEW ALL REPORTS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	CLEAR ACTIVITY REPORT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	LOAD NOTES / ADJUST COIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Buttons: Save, Print, Cancel

Group Names – The group names, listed above as “Group 1”, “Group 2” etc., can all be changed by double clicking on them to bring up this window:



Edit Group Name

Enter a new name for group 3:

Buttons: Save, Cancel



The Group Names can be set to whatever you want, with a maximum of 64 characters apiece. However, longer group names may be cut off due to space limitations in the group names display.

For the permissions set here to work correctly with Active Directory security groups you should give both sets of groups the same names. For example, if you want to use the Active Directory function in DynaCore and you want your tellers to have the permissions set for Group 1 in DynaCore, then you should have your tellers be part of a security group in Active Directory called “Group 1”. DynaCore will see this security group in Active Directory and correspond its members with the permissions set for “Group 1” in DynaCore.

Functions – Beneath each group name is a column of check boxes that intersect with the rows next to each function. If the check box at the intersection of a group’s column and a function’s row is checked, then that group will have permission to perform that function.

Dual Control – The column on the far left of the Group Settings screen determines whether dual control (a second user giving approval by entering their credentials) will be needed to perform a given function in DynaCore. It can be turned on or off for each function listed on this screen.

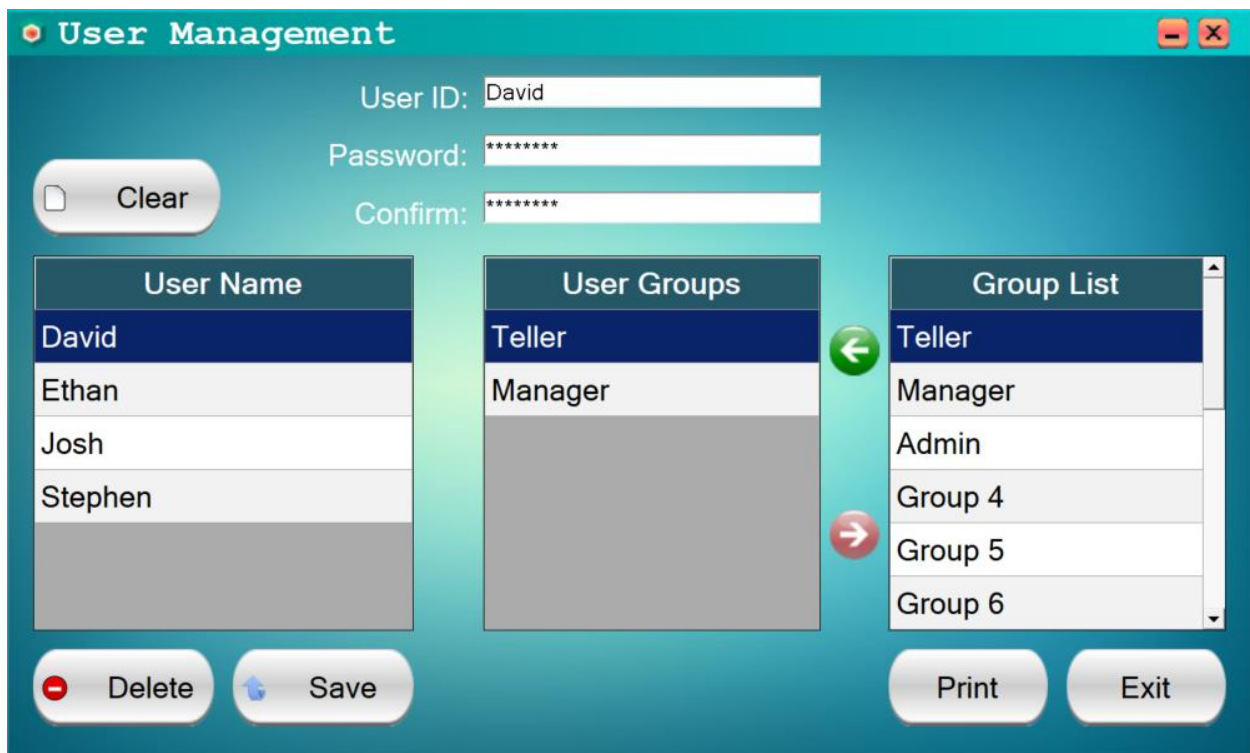
Group Limits – When you click on a User Group you will open the day limit and transaction limit for that group at the bottom of the page. These limits determine how much money a user can withdraw from the TCR. If a user is part of multiple groups with different day and transaction limits, whatever group has the highest limit will take precedence as the limit for that user.

Day Limit – The day limit determines the maximum amount that can be dispensed by a teller in a single business day. Exceeding this limit will require a user with “Limit Overrides” permission to enter their credentials.

Trans. Limit – The Transaction limit determines the maximum amount that can be dispensed as part of a single transaction. Exceeding this limit will require a user with “Limit Overrides” permission to enter their credentials.

User Management

The User Management screen controls local users only and is available from the User Setup screen. If your DynaCore system is set to use Active Directory this screen will not be available. The field on the left side of the screen titled User Name displays the users that are currently saved in the system. The user currently logged in will be highlighted in pink, the user that is currently selected in the field will be highlighted in dark blue.



The screenshot shows the 'User Management' window with the following fields and controls:

- User ID:** David
- Password:** [masked]
- Confirm:** [masked]
- Clear** button (top left)
- User Name** list: David (highlighted in dark blue), Ethan, Josh, Stephen
- User Groups** list: Teller (highlighted in dark blue), Manager
- Group List** list: Teller (highlighted in dark blue), Manager, Admin, Group 4, Group 5, Group 6
- Delete** button (bottom left)
- Save** button (bottom left)
- Print** button (bottom right)
- Exit** button (bottom right)

Navigation arrows are visible between the lists: a green arrow points from the Group List to the User Groups list, and a red arrow points from the User Groups list to the Group List.

Adding Users – To add a new local user, click the Clear button at the top left of the screen. This will clear out everything from the User ID, Password, Confirm, and User Groups fields. Start by entering the User ID, this will be used to identify the user at log on and in various reports. Next, fill in the Password and Confirm fields. Be sure that these two fields match identically. Then determine which groups the user will be a member of. Select the group or groups you want them to be part of in the Group List field, then click the green arrow pointing at the User Groups field to add them. Finally, be sure to click Save when you are done with each user before you attempt to add any more or exit.



Editing Users – To edit a local user, select them in the User Name field. This will fill their information into the fields in the center of the screen. From here you can change their password by entering a new one into the Password and Confirm fields. Be sure these fields match. You can also edit what groups they are a member of. To add them to a group, select a group or groups in the Group List field on the right side of the screen then click the green arrow pointing at User Groups to add them as a member of that group. To remove them from a group, select the groups you no longer wish them to be part of in the User Groups field then click the red arrow pointing at the Group List field. When you are done editing a user be sure to click Save before you Exit the User Management screen.

Deleting Users – To delete a local user, select them in the User Name field then click the Delete button in the bottom left of the screen. You will be presented with a prompt asking if you are sure you want to delete that user so that they are not removed by accident. After you have deleted a user, be sure to click Save next to the Delete button before you Exit the User Management screen. You cannot delete users that have active totals on file, any such users will have to have their totals cleared before they can be deleted.

Change Own Password – As previously mentioned, you typically need User Management permission to access the User Management screen explained above. However, giving a group User Management permission allows everyone in that group to access and change every user’s credentials, posing a potential security issue. There is, however, an option in the Group Settings menu that will allow a user to change their password without causing a security issue. If a user is in a group with Change Own Password permission, then they can access the User Management screen as outlined above, but they can only change their own password, not other user’s passwords or what groups various users are in.



Hardware Settings (Must have Hardware Setup Permission)

Machine Settings

Machine Type – This section indicates the model of TCR that DynaCore is configured for. This cannot be edited from the DynaCore Console, it is hardcoded into the firmware loaded into the DynaCore Appliance.

IP Address –The “IP Address” entry indicates that of the TCR that DynaCore is connected to. It can be edited by typing directly into the field.

Port – This section lists the port or ports that DynaCore will try to use when establishing a connection to the TCR. As with the “Machine Type” entry this is hardcoded into the firmware and cannot be edited from the Hardware Settings menu.

Max Dispense Per Pass – This setting determines the maximum amount of bills that can come out of the TCR in a single pass. If a transaction requires more bills than the



Max Dispense Per Pass allows, then the TCR will give you bills until the max dispense number is met, wait for you to remove those bills, and then begin dispensing bills again until the max dispense number is met again until the remainder of the dispense has been fulfilled.

Machine Uses – This setting determines which LAN port on the DynaCore appliance the connection to the TCR will be established on. It can be set to either Primary LAN or Auxiliary LAN. The Primary LAN option should be used when both the DynaCore appliance and the TCR are connected to the local network. The Auxiliary LAN option should be used when there is only one LAN port available that the DynaCore appliance is connected to and there is a LAN connection directly between the appliance and the TCR or the financial institution would like to keep a LAN-linked TCR isolated off their local area network for security reasons.

Discriminator – The “Discriminator” option allows you to set what type of bill discriminator, if any, is being used with DynaCore. (If the desired bill discriminator is not listed, please contact your DynaCore vendor regarding implementation).

Note: The DynaCore appliance will need to be power cycled after updating the setting change to detect the connected device.

Coin Sorter – The “Coin Sorter” option allows you to set what type of coin sorter, if any, is being used with DynaCore. (If the desired coin sorter is not listed, please contact your DynaCore vendor regarding implementation).

Note: The DynaCore appliance will need to be power cycled after updating the setting change to detect the connected device.



Printer Settings

Use Printer – This setting determines whether the DynaCore system will be connected to a Bixolon receipt printer. For further questions regarding the Bixolon receipt printer, please contact your DynaCore vendor for more information.

Report Tear Off Lines – This setting determines the number of blank lines after a report in your Electronic Journal records. This will determine how far the paper feeds through the printer after it is done printing so that it can be torn off without losing information.

Transaction Tear Off Lines – This setting determines the number of blank lines after each transaction in your Electronic Journal records. This will determine how far the paper feeds through the printer after it is done printing so that it can be torn off without losing information.

Coin Settings

Coin Dispenser – This setting determines what, if any, coin dispenser can be connected to the DynaCore appliance. It can also be set to track the total amount of coin that the machine requests a teller to dispense from their drawer, or to not track coin at all.

Shared Coin – If you are using a single InstaChange or Telequip Single Cup coin dispenser, you can have two or more tellers use the same coin dispenser. To set this up the coin cable must be plugged into Coin Port 1 and “Shared Coin” must be turned on.



Inventory Control (Must have Inventory Control Permission)

Type	Weight	Mix 1 < 301	Mix 2 < 601	Mix 3 > 601	No Odds	Low	High	Teller Bundle	Manager Bundle
\$100	6	2	0	0	<input type="checkbox"/>	50	2000	100	100
\$50	5	0	2	2	<input checked="" type="checkbox"/>	50	2000	100	100
\$20	1	5	10	10	<input type="checkbox"/>	50	2000	100	100
\$10	2	0	0	0	<input type="checkbox"/>	50	2000	100	100
\$5	3	0	0	0	<input type="checkbox"/>	50	2000	100	100
\$1	4	0	0	0	<input type="checkbox"/>	50	2000	100	100

Mix 1 Max:
Mix 2 Max:

AutoMix Settings

The highlighted section of the picture above contains the Inventory Control settings that collectively make up the AutoMix settings. The AutoMix determines what mixture of bills will be dispensed when a teller performs a dispense without specifying the exact combination of bills they want.

How the AutoMix Works

Mix Weighting - The AutoMix first takes into consideration the “Weighting” of the different denominations. The Weighting determines the order in which bills are picked to fulfill the dispense amount. Here are some examples of denomination weightings:

- A \$20’s first weighting has an order of \$20>\$10>\$5>\$1>\$50>\$100.
- Low to High weighting has an order of \$1>\$5>\$10>\$20>\$50>\$100.
- High to Low weighting has an order of \$100>\$50>\$20>\$10>\$5>\$1.

Any denominations that are unused are simply skipped in the order.

Mix 1 Max and Mix 2 Max– The value of the bills to be dispensed determines what mix is used for that dispense. DynaCore uses a “3 tier” preferred bill mix arrangement where



a low dollar dispense can have a different preferred bill mix than a high dollar dispense. DynaCore uses 2 “cutoff” amounts to determine which mix preference to use. The Mix 1 quantities will be used for dispensing amounts from \$5 up to the amount set for Mix 1 Max. Any dispensable amount greater than the Mix 1 Max but not greater than the Mix 2 Max will use the Mix 2 preferred mix quantities. Any dispense greater than the Mix 2 Max will use the Mix 3 quantities. For example, with cutoffs set at \$300 and \$600 as in the picture above, Mix 1 would be for dispenses from \$5 - \$300, Mix 2 would be for dispenses from \$300.01 - \$600, and Mix 3 would be for a dispense of \$600.01 and up.

Denomination Mix Settings – Each denomination can have a piece count of bills set to determine how many bills of that denomination are selected to be dispensed before it moves to the next denomination in the Weighting order. Assuming the system will have \$1, \$5, \$10, \$20, \$50, and \$100 bills, there are preferred quantity settings for each of these denominations for each of the 3 mixes – a total of 18 quantity entries.

No Odds – While this option is selected the DynaCore system will not dispense any odd number of the selected denomination unless it is specifically requested.

Additional Details

- Any remaining amount larger than the combined mix setup for the active mix tier will dispense with the fewest bills possible.
- However, if “no odds” is checked for \$50s, an example dispense of \$50 will come out as 2 \$20s and 1 \$10 bill.
- If all the mix quantities are set at 0, the entire dispense will use the fewest bills (highest denominations) it can.



Example 1 Mix Settings

- **Low to High Weighting** \$1>\$5>\$10>\$20>\$50>\$100
- **Mix 1 Max at \$100 & Mix 2 Max at \$1000**

Type	Mix 1(\$5-\$100)	Mix 2(\$100.01-\$1000)	Mix 3(\$1000.01 up)
\$1	5	0	0
\$5	1	2	0
\$10	1	1	0
\$20	4	4	0
\$50	0	2	2
\$100	0	0	0

Example Dispense 1 - \$87.00

In this example, the \$87 dispense is < \$100.01 so it is going to fall under Mix 1.

Because the Low to High Weighting is set, the first denomination that will be picked from is the \$1's. It will select 5 - \$1, decrease the amount left to \$82 and move on to the \$5. It then selects 1 - \$5, and decreases the amount left to \$77. It then selects 1 - \$10, and decreases the amount left to \$67. It then selects 3 - \$20, and decreases the amount left to \$7. The \$7 is picked as least bills which is 2 more \$1, and 1 more \$5. The dispense ends up being:

7 - \$1, 2 - \$5, 1 - \$10, & 3 - \$20

Example 2 Mix Settings

- **\$20's First Weighting** \$20>\$10>\$5>\$1>\$50>\$100
- **Mix 1 Max at \$100 & Mix 2 Max \$1000**

Type	Mix 1(\$5-\$100)	Mix 2(\$100.01-\$1000)	Mix 3(\$1000.01 up)
\$1	5	0	0
\$5	1	2	0
\$10	1	1	0
\$20	4	4	0
\$50	0	2	2
\$100	0	0	0



Example Dispense 2 - \$275.00 - In this example, the \$275 dispense is going to fall under Mix 2.

Since \$20's First Weighting is being used, the first denomination that will be picked from is the \$20's. It will select 4 - \$20, decrease the amount left to \$195 and move on to the \$10. It then selects 1 - \$10, and decreases the amount left to \$185. It then selects 2 - \$5, and decreases the amount left to \$175. It then selects 2 - \$50, and decreases the amount left to \$75. The \$75, if it were to be picked as least bills, would cause a single \$50 to be dispensed. Since we only dispense the \$50 denomination in pairs, it is picked as 3 - \$20, 1 - \$10, and 1 - \$5. The dispense ends up being: 3 - \$5, 2 - \$10, 7 - \$20 & 2 - \$50

Example 3 Mix Settings

- **High to Low Weighting** \$100>\$50>\$20>\$10>\$5>\$1
- **Mix 1 Max at \$100 & Mix 2 Max at \$1000**

Type	Mix 1(\$5-\$100)	Mix 2(\$100.01-\$1000)	Mix 3(\$1000.01 up)
\$1	5	0	0
\$5	1	2	0
\$10	1	1	0
\$20	4	4	0
\$50	0	2	2
\$100	0	0	0

Example Dispense 3 - \$1300.00 - In this example, the \$1300 dispense is going to fall under Mix 3.

Because the High to Low Weighting is set, the first denomination that will be picked from is the \$100's. \$100's are set at Zero so it will move on to the \$50's. It will select 2 - \$50, and decrease the amount left to \$1200. Since all the other denominations at Tier 3 are zero, it will dispense \$1200 as least bills, or 12 - \$100. The dispense ends up being: 2 - \$50, & 12 - \$100



Other Inventory Control Features

Inventory Control

Type	Weight	Mix 1 < 301	Mix 2 < 601	Mix 3 > 601	No Odds	Low	High	Teller Bundle	Manager Bundle
\$100	6	2	0	0	<input type="checkbox"/>	50	2000	100	100
\$50	5	0	2	2	<input checked="" type="checkbox"/>	50	2000	100	100
\$20	1	5	10	10	<input type="checkbox"/>	50	2000	100	100
\$10	2	0	0	0	<input type="checkbox"/>	50	2000	100	100
\$5	3	0	0	0	<input type="checkbox"/>	50	2000	100	100
\$1	4	0	0	0	<input type="checkbox"/>	50	2000	100	100

Mix 1 Max:
Mix 2 Max:

Low – This column sets the point at which DynaCore will warn users that the TCR inventory has gone below the listed number of notes of a certain denomination.

Near Full – This column sets the point at which DynaCore will warn users that the TCR inventory has gone above the listed number of notes of a certain denomination.

Teller Bundle – This column sets the number of bills that will be dispensed for each grouping of bills when “Use Bundles” is selected during a teller transaction.

Manager Bundle – This column sets the number of bills that will be dispensed for each grouping of bills when “Use Bundles” is selected in the Inventory Management screen



Security (Must have Security Setup Permission)

The Security screen controls the times when DynaCore can be used as well as the Duress dispense settings.

Vault Timer		
Day	Start Time	End Time
Sunday	Locked	Locked
Monday	8:00 AM	5:00 PM
Tuesday	8:00 AM	5:00 PM
Wednesday	8:00 AM	5:00 PM
Thursday	8:00 AM	5:00 PM
Friday	8:00 AM	5:00 PM
Saturday	8:00 AM	1:00 PM

Duress	
Type	Pieces
\$1	50
\$5	10
\$10	10
\$20	10
\$50	10
\$100	10

Amount: Lockout
 TCR Alarm
 Core Alarm

Save Print Cancel

Vault Timer

The “Vault Timer” function sets the hours of operation during which the DynaCore system can be used to take money in or out of the TCR. The DynaCore system will still be functional but withdrawals and deposits cannot be made outside of these times. Instead of setting times, you can select “Locked” so that DynaCore will be unavailable for the entire day. You can also disable the Vault Timer if you do not want to use it by selecting “No Timer” in the drop-down menu of each time slot. See the example below:

Start Time

- No Timer
- No Timer
- Locked
- 12:00 AM
- 12:30 AM



Duress Settings

The DynaCore system can trigger an emergency dispense if prompted by a teller hitting the appropriate keyboard hot key. This dispense can either be for a predetermined mixture of bills or just a set amount.

Duress Mix Settings – If you want the TCR to dispense an exact mixture of bills you can enter the number of bills of each denomination into the grid labeled “Type/Pieces”.

Amount – If you just want the TCR to dispense a certain amount and do not care about the mixture of bills you can enter the total amount into the field labeled “Amount” and leave the Pieces entries blank in the grid above it.

Lockout – You can set the DynaCore system to enter a mandatory Lockout whenever a Duress dispense is activated. If this option is selected the DynaCore system will be unable to withdraw anything from the TCR. Any attempt to do so will be met with a warning message that says “Link Error X” until a user with the necessary credentials overrides the Lockout by processing the Duress warning in the Warnings screen. During this Lockout deposits into the TCR will still be possible, as well as any functions in the Inventory Management screen.

See the [Releasing Duress Lockout](#) section on page 114 of this manual for instructions on how to unlock the TCR after a Duress dispense with the Lockout feature.

TCR Alarm – If the TCR is connected to the financial institution’s alarm panel you can set the DynaCore system to activate the TCR’s alarm whenever a Duress dispense is triggered. DynaCore will not trigger the TCR’s alarm unless this option is selected.

Core Alarm – If the DynaCore system itself is connected to the financial institution’s alarm panel then selecting this option will cause DynaCore to activate the bank’s alarm when a Duress dispense is triggered.



Network Setup (Must have Network Setup Permission)

Network Setup

Enable LAN Use DHCP

Setting	LAN 1
IP Address	192.168.1.78
Net Mask	255.255.255.0
Gateway	192.168.1.1
MAC Address	00:03:f4:0f:c3:b3
DNS 1	0.0.0.0
DNS 2	0.0.0.0
EJ Server	0.0.0.0
EJ Port	9007
NTP Server	0.0.0.0

Time Zone: GMT-05:00 Eastern Time

Electronic Journal: Disabled

Setting	Audit Header
Institution	DynaCore Test Bank
Address 1	DynaCore Ave.
Address 2	DynaCore City
Station ID	3030
Location ID	Drive Through Window
Branch ID	Test Branch
Region ID	Test Region


Save **Print** **Cancel**

➤ PARTS OF THE MENU

Enable LAN – This option must be selected for the DynaCore appliance to communicate via LAN. If it is not selected both LAN ports will be disabled and the DynaCore appliance will default to USB communication. You will have to restart the DynaCore console to reestablish connection with the appliance via USB.

Use DHCP – This option will cause the DynaCore appliance to use DHCP when communicating via LAN. DynaCore requires a MAC address reservation to be set up so that it will always have the same IP address in the DynaCore.ini file. If DynaCore cannot resolve a connection with the DHCP server within 6 seconds it will default to whatever address is assigned to LAN 1, so it is a good practice to put the reserved IP information into LAN 1 even though it is not required while operating in a DHCP environment.



LAN Settings – The LAN settings section, on the left side of the screen, shows what IP information is assigned to the two different ethernet adapters built into the DynaCore controller box. In the image shown above, it is currently displaying the information for the “LAN 1” port. You can toggle between this information and the same information for the “Auxiliary LAN” port by clicking this symbol .

The LAN 1 port, labeled “LAN 1” on the front of the DynaCore controller, is the primary LAN port on the DynaCore controller and corresponds to the “Primary LAN” setting in the DynaCore Hardware Settings menu. While the LAN settings section of the menu is labeled LAN 1, you can edit the static IP address, netmask, and gateway for the LAN 1 port in the grid below the button. The MAC address for the LAN 1 port will also be displayed beneath these fields. The LAN 1 port can support up to 2 DNS servers in the provided spaces.

The LAN 1 port is intended to connect the DynaCore Controller to the local network, allowing communication between the Controller and teller workstations running the DynaCore Console software, as well as the DynaLog Server that stores transaction history. If you do not connect the LAN 1 port to the local network you will not be able to use the DynaLog Server or Viewer programs, but you can still log into DynaCore Console by making a USB connection from the teller workstations to the USB 1 and USB 2 ports on the front of the Controller. This method will limit you to 2 active users at once, as opposed to the 6 active users allowed with a LAN connection.

The Auxiliary LAN port, labeled “TCR LAN” on the back of the DynaCore controller, is the secondary LAN port on the DynaCore controller and corresponds to the “Auxiliary LAN” setting in the DynaCore Hardware Settings menu. While the LAN settings section of the menu is labeled Auxiliary LAN, you can edit the static IP address, netmask, and gateway for the LAN 1 port in the grid below the button. The MAC address for the Auxiliary LAN port will also be displayed beneath these fields. The Auxiliary LAN port can support up to 2 DNS servers in the provided spaces.

The Auxiliary LAN port is intended to connect the TCR directly to the DynaCore controller, by passing the financial institution’s local network. This is the standardly recommended way of connecting most TCRs that can communicate over LAN to the TCR. It reduces the likelihood of something on their network causing interference with the communication between the two devices, thereby making the connection between DynaCore and the TCR more stable.

Server Settings – Separate from the LAN settings, there are three fields that provision space for information about servers the DynaCore controller will connect to.



EJ Server – The DynaLog Server program runs as a service on any windows device on the financial institution’s network. It monitors the activity in DynaCore and records a duplicate record of all transaction information on the FI’s network, acting as a backup of the data stored locally on the DynaCore controller. Enter the IP address of the device hosting DynaLog Server in this field and set the “Electronic Journal” option in the top right corner to “DynaLog” for DynaCore to write all transaction data to the DynaLog Server.

EJ Port – By default, the DynaCore controller will connect to the DynaLog server over port 9007, also using port 9008 as a maintenance port. Both ports need to be open for DynaCore to communicate with DynaLog Server. This communication port can be changed, but if it is changed in the DynaCore controller configuration, then it must also be changed on the DynaLog server side. Speak to your DynaCore dealer about making the needed configurations to the DynaLog server if needed, but the default port of 9007 is recommended for the best results.

NTP Server – The Network Time Protocol Server field is where you would plug in the IP address of an NTP server you want DynaCore to synchronize with. Alternatively, you can use the NTP server’s hostname if the DynaCore Controller has DNS enabled, either by adding a Static IP address for the DNS Servers, or by having DNS Server IP addresses assign by way of DHCP. This feature is optional, you can leave this field blank and the DynaCore controller will synchronize its time with the first teller workstation to connect to it in a 24-hour period.

Time Zone – Use this field to account for the time difference if the NTP server you are connecting to is in a different time zone. You should set this field as the time zone of the DynaCore controller.

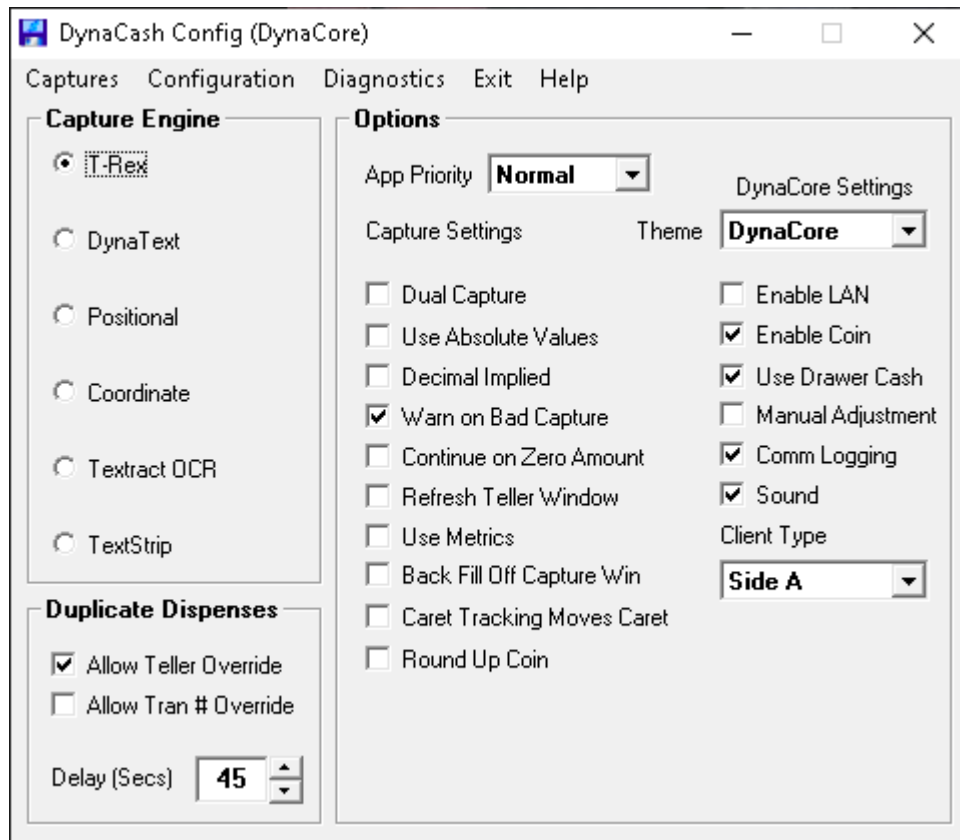
Electronic Journal – This drop-down menu will let you choose whether you use a DynaLog server or to disable the feature.

Audit Header – By typing directly into the fields of the grid available you can change the header information that will appear at the top of the DynaLog print stream from a power cycle or new day. All entries are alphanumeric capable.



DynaConfig

The DynaConfig utility is used to set up the screen markings that allow DynaCore to communicate with the user's teller application, as well as controlling other variables about how DynaCore functions. Access to this part of the program is usually gated behind a security password. Please consult with your DynaCore hardware provider for more information about the DynaConfig utility.





Update Firmware (Must have Update Firmware Permission)

This menu option allows you to upload new firmware onto the DynaCore appliance.

Click on the Update firmware button to open the window shown below. If you click the folder icon to the right of the UNC path field, it will let you browse your computer or network for firmware to upload. This browser feature will default to looking in the AutoUpdate folder within the DynaCore directory on your computer.

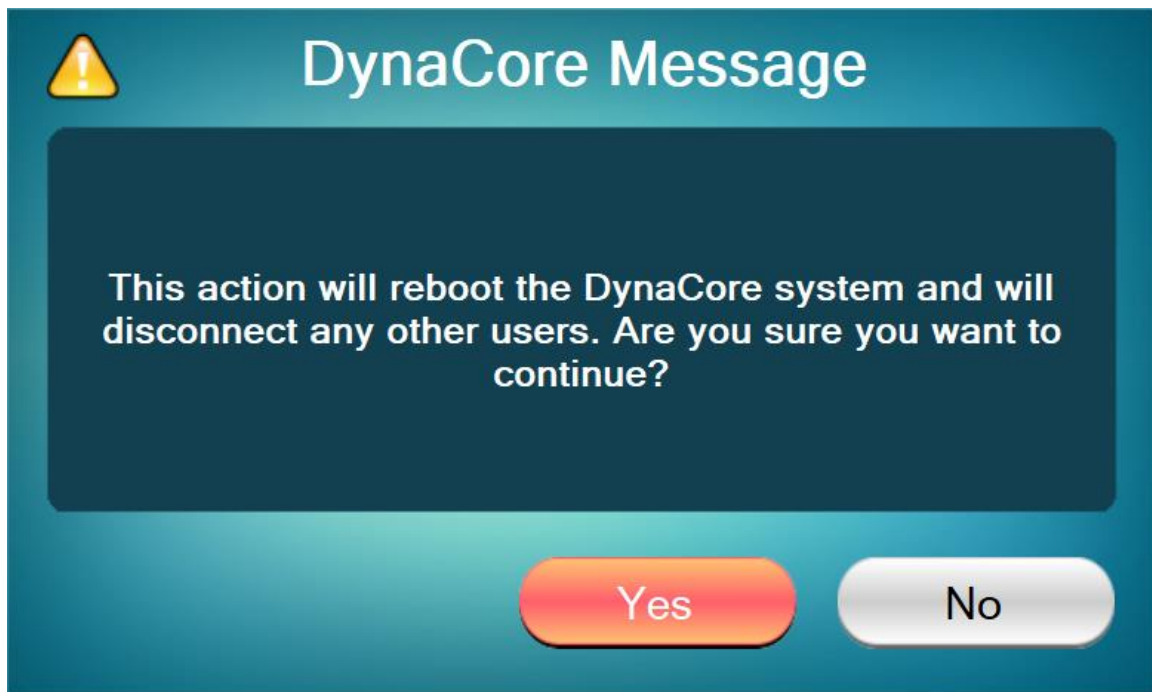


Depending on whether your DynaCore appliance is currently running firmware older than 10.03.302, you may need to reconfigure the DynaCore desktop software to complete the firmware update procedure. If your DynaCore appliance is running firmware version 10.03.302 or later, consult with your DynaCore hardware provider about updating the firmware.



Reboot Core (Must have Reboot System Permission)

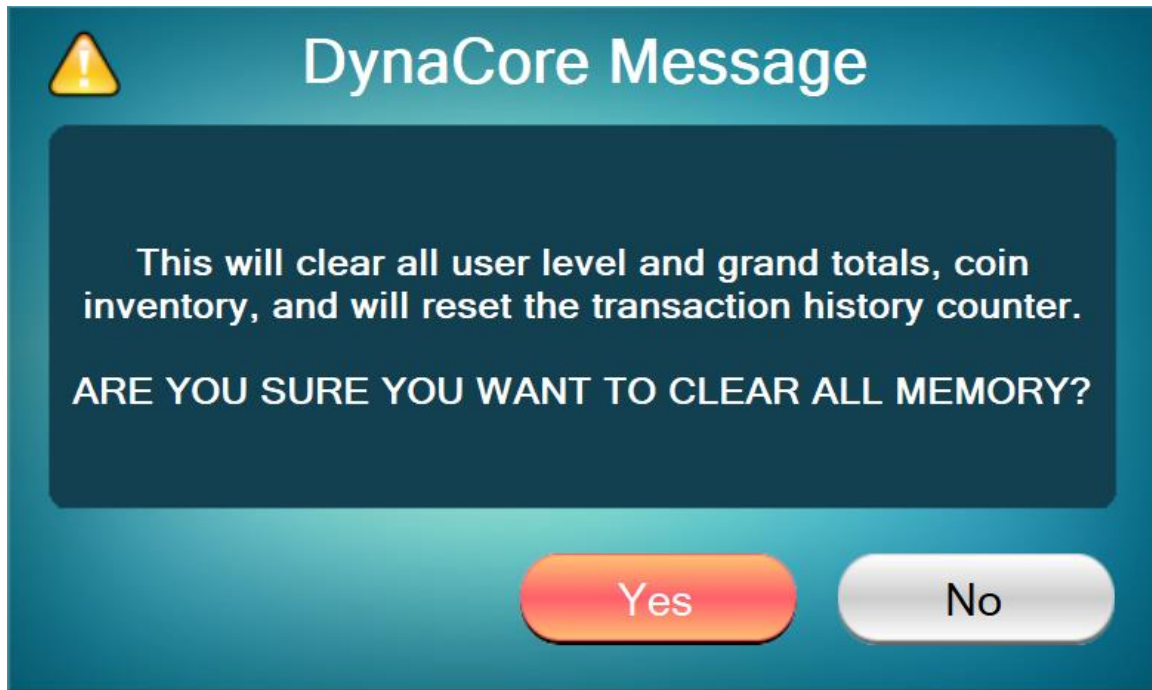
This option will reboot the DynaCore appliance without having to physically manage the device. It will sever connection with the DynaCore console, all users currently logged on, and the DynaLog server, if the DynaLog feature is enabled. If you select this menu option, you will get the below message asking if you are sure that you want to do so. You may need to close out of the DynaCore console and reopen it to reestablish the connection.





Default Core (Must have Default System Permission)



This option will completely erase all user totals, coin inventory, and your stored transaction history. However, the onboard record of the DynaLog Electronic Journal will not be erased, nor will your users and their groups. If you select this menu option, you will get the message below asking if you are sure you want to erase this information.

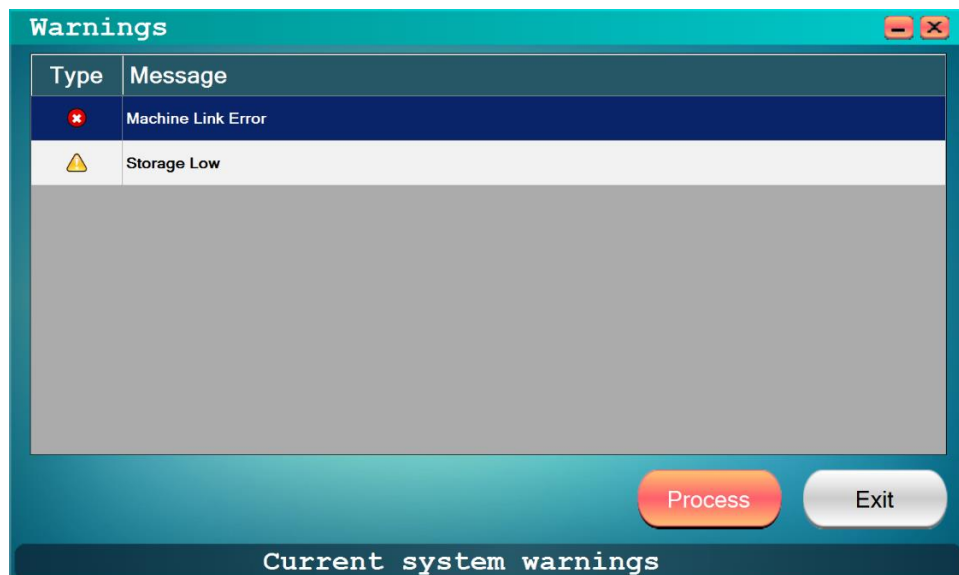



Warnings


The Warnings menu is available in the top right of the DynaCore base menu.



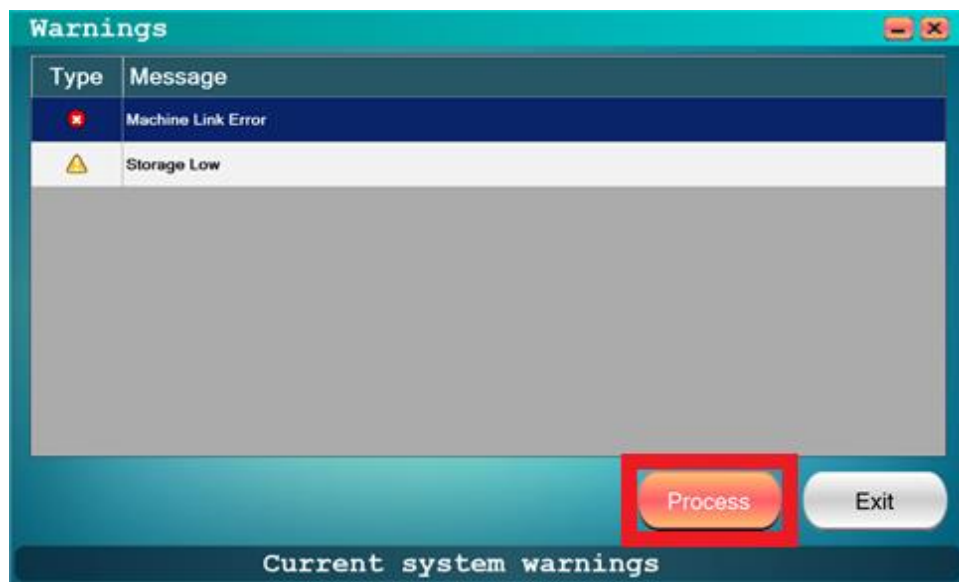
The warnings menu will show you what errors DynaCore and the TCR have encountered. High priority warnings will be shown with , while low priority warnings will be indicated with .




Some of the things listed in the Warnings menu will just be cautionary. For example, the  Storage Low warning shown above is just an indicator that one or more cassettes in the TCR is running low on notes. This kind of warning doesn't require any immediate action, it's just to let you know in advance so you aren't caught unaware.

However, sometimes an item in the Warnings menu will require immediate action before you can continue using the TCR. For example, in the above example you would have to resolve the  Machine Link Error warning before you could do any transactions with the TCR.

To resolve an issue like this, click the warning you want to resolve, then click the Process button. DynaCore will attempt whatever corrective action is necessary to resolve the issue.





Some issues listed in the Warnings Menu may require you to take corrective action outside of DynaCore. For example, in the illustration provided above the Machine Link Error warning would require you to make sure both DynaCore and the TCR were online and able to communicate with each other.

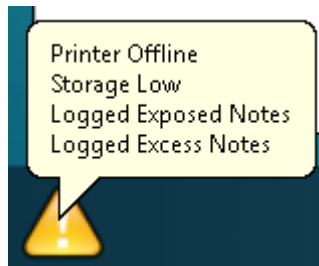
There are some menus in DynaCore, such as the Empty Notes menu under Inventory Management, where you will see a  warning icon in the bottom left of the menu.

Empty Notes					
Cassette	Current Qty	Current Amt	Empty	Removed Qty	Removed Amt
A \$1	283	283.00	<input type="checkbox"/>	0	0.00
B \$20	0	0.00	<input type="checkbox"/>	0	0.00
C \$5	154	770.00	<input type="checkbox"/>	0	0.00
D \$100	501	50,100.00	<input type="checkbox"/>	0	0.00
E \$10	270	2,700.00	<input type="checkbox"/>	0	0.00
F \$50	372	18,600.00	<input type="checkbox"/>	0	0.00

Manual Removal

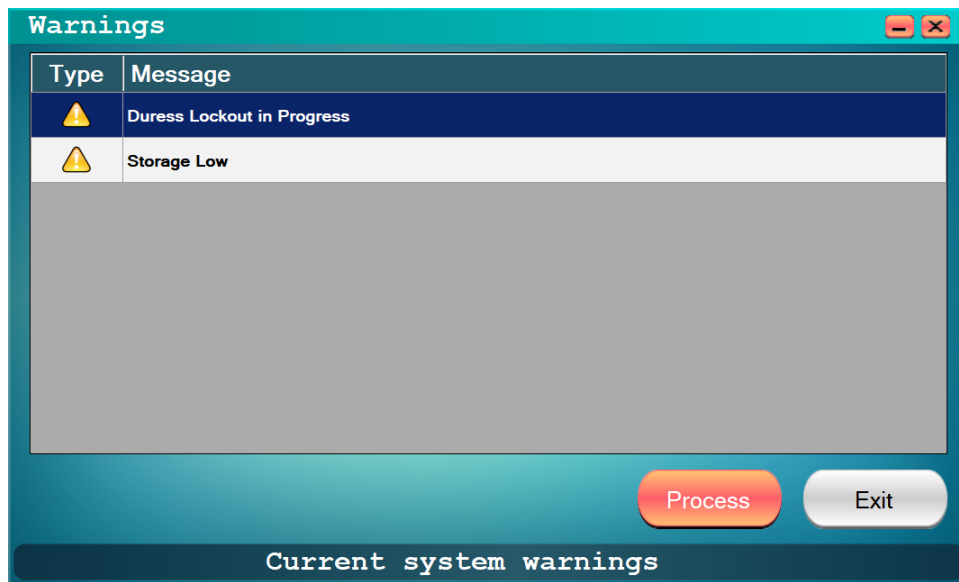
 Select modules to empty...

On screens like this if you hover your mouse over the  warning icon you will be able to see what warnings are currently registered in DynaCore, as shown below.



Releasing Duress Lockout (Requires Duress Mode Exit Permission)

If the Duress Lockout feature is enabled and a teller does a Duress dispense the TCR will complete the dispense, then go into a locked mode where it will not be able to dispense bills until the lockout is cleared in the Warnings screen. To release a Duress Lockout, you will need to be in a security group with Duress Mode Exit permission. Go into the Warnings Screen and select the Duress message, as shown below:



When you have the “Duress Lockout in Progress” message selected, click the Process button in the bottom right of the screen. If you have Duress Mode Exit permission, you will be given a message saying the TCR is unlocked.

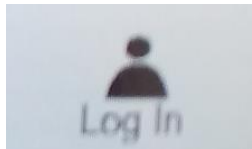


TCR Communication Settings

For the Vero with T Main ver. 17.02.03.001 or later, three settings need to be changed for DynaCore to properly connect to the recycler.

First Step

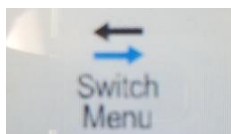
First, cut off “Encryption Mode”. To do so, click the “Log In” button from the main screen on the recycler.



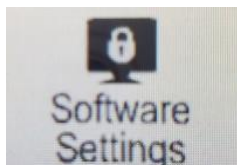
Enter in the log in information provided by your Vero distributor.



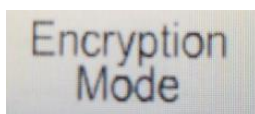
Once logged in, press the Switch Menu button.



Click on “Software Settings” button.



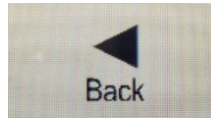
Click on “Encryption Mode”.



Encryption mode should read:

Current mode : Disabled

Click the “Back” button.



Second Step

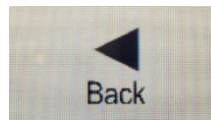
After pressing back in the last step, select the “RSP type Mode” button.

RSP type Mode (Still under the “Software settings”)

Under the Response Data Type Setting the current mode should read 85_data.

Current mode : 85_data

Click the “Back” button.



Third Step

After pressing back in the previous step select the “Single heartbeat” option.

Single heartbeat (Still under the “Software settings”)

Under the Single heartbeat option, the “Current mode” should be set to single.

Current mode : Single

Click the “Back” button  and log off.

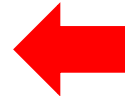
When you log off the recycler will reset itself.



Balancing Teller Balancing

1. Before counting your drawer, the teller should open the DynaCore Reports menu and pull up their User Totals Report.
2. Within your teller application, either Buy or Sell the amount in red at the bottom of the report to or from the recycler ID within the teller application, processing any tickets just like you would between another teller or vault and yourself. *
3. From this point balance your cash drawer and end your day as normal.

User Totals Report		
Station:		123
Branch:		Test Branch
Region:		Test Region
02/18/20 06:25 PM		
Ray		
# of Deposits		0
# of Withdrawals		1
Deposit Total		.00
Denom	Pieces	Value
\$20	5	100.00
Withdrawal Total		100.00
Buy		100.00



*If your teller application does not allow your teller drawer to go negative, it may be necessary to perform a "Virtual Buy" at the beginning of your Shift. This is done to inflate your teller drawer to allow you to use the cash-in the recycler without having to process multiple "Buy" tickets throughout the day. After you have run the buy or sell on the teller report you will need to either reverse the "Virtual Buy" from the beginning of the day or perform a "Virtual Sell" for the same amount. You will want to process the User Totals Buy/Sell before you undo the "Virtual Buy" to prevent a negative drawer situation that may prevent you from running your DynaCore Buy/Sell.

Trial or mock balancing throughout the day can be done at any time. The teller would just need to trial balance their drawer as normal, taking into account any "Virtual Buys" that may have needed to be done. When the drawer has been added up the teller should have an outage showing either over or short, depending on the Cash-In's and Cash Out's they have done. This shortage should match the Buy or Sell in your User Totals.

Manager Balancing

A Manager will need to login to DynaCore and go to the Reports Menu to print out the Activity Report. Once the Activity Report is printed (Physically or to DynaLog) they will then be prompted to clear the totals. This should only be done after all the tellers have already balanced their drawers for the day. Once the totals are cleared the system will be ready to be used for the next business day. Finally, the recycler custodian will need to process the opposite/counter buy/sell tickets that the tellers processed to balance their drawer. The Activity Report's Inventory section can then be used to balance the recycler's drawer in the teller application.