

## Cash N Go

### FAQ'S (Frequently Asked Questions)

Q: *My screen is reporting that I have an error, but I can't get into Management Functions to clear it. How do I get into Management Functions?*

A: Press the RESET button or On/Off switch to power off for 10 seconds then power on again. The ATM will re-boot and give you the option to RESET ERROR or go to MANAGEMENT FUNCTIONS.  
**DO NOT UNPLUG THE ATM**

Q: *What are some of the common Error Codes?*

A: **Error Code 182: Currency Cassette Low**

Your ATM dispensed all of the money it could before the low currency sensor told the ATM to stop dispensing. Reload the cash cassette then reset the error.

**Error Code 33: Feed Failure**

Ensure the dispenser is free of any blockages, check currency level. Clear any jams or reload the cash cassette as needed then reset the error.

**Error Code 101: Dispenser Error**

Similar to Error code 33, ensure the dispenser is free of any blockages, check currency level. Clear any jams or reload the cash cassette as needed then reset the error.

**Error Code 139: Printer Error**

Check printer for paper jams and paper level. Clear jam or reload paper. Ensure Blue Lever on printer is in the fully locked position. *Don't forget to call Cash N Go for more receipt rolls if you have replaced your last one.*

**Error Code 151: Electronic Journal Full**

If you have not been printing your journals, the ATM will not erase its Journal memory. The electronic journal can store a maximum of 2500 transactions before it fills up. Print the journal (WARNING: May take a long time) reset error then begin printing the journal daily.

**Error Code 195: Receipt Paper Low**

Change the receipt roll and reset the error. *Don't forget to call Cash N Go for more receipt rolls if you have replaced your last one.*

**Error Code 196: Card Reader Failure**

Your card reader may have some debris in it (toothpick/tape/paper) or some one may have left their card in too long. Check for foreign objects in card slot then reset error. Card readers should last for about 3 years, however blockages, heavy usage, spilled drinks or excessive dirt shorten the lives of ATM card readers.

Q: *Why do I have a "Negative" cash amount on my Cassette Close or Trial Cassette Close receipts?*

A: At some point the Cassette Close key was pressed, but a new bill amount was not entered or a new bill amount was entered but Cassette Close was not pressed. This will NOT affect your bank deposits, we recommend you count the cash in your cassette, enter that amount and print a journal. Contact us if you need any help balancing.

Q: *Why aren't all the transactions surcharged?*

A: A large portion of "Cirrus" cards cannot be surcharged because of an agreement with the Canadian Payments Association. We have to accept these cards as part of a package to gain access to the Shared Cash Network. Our Network average for these non-surcharged transactions is about 2%

Q: *What happens when a customer complains about their Transaction?*

A: The customer should contact Cash N Go about any concerns or inquiries; our toll-free number is posted on the ATM. **IF A CUSTOMER COMPLAINS THEY DID NOT GET THEIR MONEY FROM THE ATM DO NOT GIVE THEM MONEY FROM THE TILL OR ATM, CALL US FIRST.**