

AGILYSYS TROUBLESHOOTING PROCEDURES: CASH DRAWERS

- 1 **PURPOSE** – To ensure a consistent level of quality service as it relates to Auxiliary Services IT Service Desk Agilysys Tapingo support
- 2 **STANDARD** – This policy will be frequently used.
- 3 **SCOPE**- Auxiliary Services: Service Desk Team & Systems Analyst
 - 3.1 Will be used for all Auxiliary Services Employees
 - 3.1.1 Hospitality
 - 3.1.1.1 Radisson
 - 3.1.2 Transportation
 - 3.1.3 Housing
 - 3.1.4 Administration
 - 3.1.4.1 Accounting/Finance, Design, HR and IT
 - 3.1.5 Bookstore
 - 3.1.6 LA Coliseum
- 4 **DEFINITIONS** –
- 5 **PROCEDURE** –
 - 5.1 Go to the Function menu and press the “ReInit Cash Drawer” button; you should hear a “clicking” noise that indicates the drawer is attempting to open.
 - 5.2 If the drawer is partially open, check for items that may be blocking the drawer from the inside like rolls of coins, or anything that may be under the drawer (like a pen), making it harder to open.
 - 5.3 If you continue to experience issues with the cash drawers, e-mail the Systems team with the Venue and Terminal ID Number.
- 6 **REFERENCES** –
- 7 **TRAINING / EVALUTION** – This policy fits best with on-the-job training. As long as the necessary procedures are followed, there should not be any issues.