

Opal Top Up and Single Trip Ticket Machine

Topic 6 – Cash Handling Management Process

Frontline Operators should not attempt to remove cash from the machine, this includes if a customer complains of a jammed note:

- 1** LOOSE CASH FOUND WITHIN THE MACHINE IS TO BE INSERTED INTO A SACHEL (PROVIDED)
- 2** WRITE ON THE SACHEL:
 - DEVICE ID
 - LOCATION
 - DATE/TIME CASH FOUND
 - AMOUNT AND DENOMINATION
 - STAFF CONTACT NAME
- 3** PLACE IN PLASTIC SLEEVE LOCATED ON THE INSIDE OF THE TOTM DOOR.
- 4** THE CASH COLLECTION AGENCY WILL COLLECT THE SACHEL ON THE NEXT SCHEDULED VISIT.

If no envelope / satchel is located inside the TOTM door:

- 1** LEAVE THE LOOSE CASH IN THE LOCATION FOUND
- 2** CLOSE AND LOCK THE TOTM DOOR IN ACCORDANCE WITH ESTABLISHED PROCEDURES
- 3** REPORT IT TO THE PEARL SERVICE DESK

SACHELS CAN BE ORDERED FROM THE PEARL SERVICE DESK
PHONE: 9751 9999 AND FOLLOW THE PROMPTS; OR
EMAIL: ETSSERVICE@CUBIC.COM