

Albert

Cash Counter App User Guide.



Contents

Introducing Cash Counter	3
1. Getting Started	4
Finding your way around the app	4
2. Entering Cash Amounts	5
Registering cash amounts	5
Saving cash amounts	5
3. Generating Reports	6
Generating average reports	6
Viewing cash reports by period for all terminals	7
Viewing cash reports by period for one terminal	8
Emailing cash reports	9
Need help?	10

Introducing Cash Counter.

Welcome to Cash Counter — a handy business app for keeping track of your sales and cash flow.

1

Easy

Keep track of all your cash sales for multiple terminals in just a few clicks.

2

Portable

Cash Counter comes pre-installed on your Albert device, so you can use it anywhere.

3

Smart

View daily, weekly or yearly cash reports on your Albert screen or via email.



We're here to help

If you need help using the Cash Counter app, call **1800 230 177**, 24 hours a day, 7 days a week.

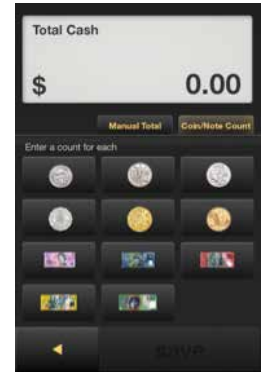
I. Getting Started

Cash Counter comes pre-installed on your Albert device, so you can get started straight away.

Finding your way around the app

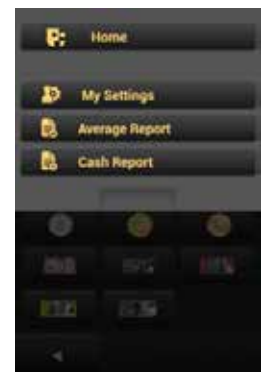
Rear View

1. Tap the **Cash Counter app** icon to access the Cash Counter home screen.
2. Tap **Manual Total** to input a cash amount as a total.
3. Tap **Coin/Note Count** to input a cash amount based on a coin or note denomination (see **Section 2**).
4. Press the **Merchant Context Menu** button or swipe down the screen to open the Merchant Context Menu.



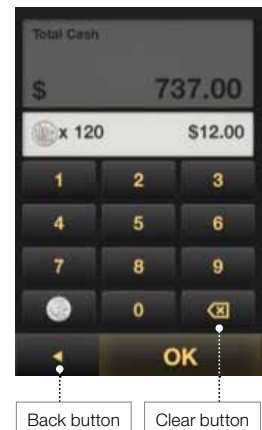
Merchant Context Menu

1. Press the **Merchant Context Menu** button or two finger swipe down the screen to open the Merchant Context Menu. Tap **My Settings** or view reports using **Average Report** or **Cash Report** (see **Section 3**).
2. Tap **Home** to exit the Cash Counter app.
3. Press the **Merchant Context Menu** button or tap the bottom bar and two finger swipe upwards to exit the Merchant Context Menu.



Useful Buttons

- ◆ **Back button:** Tap the **Back** button to return to the previous screen. If you haven't saved inputs, they will be cleared.
- ◆ **Clear button:** Tap the Clear button once to clear one digit.
- ◆ **Note:** Some buttons are disabled and appear faded until you enter the required data.



2. Entering cash amounts

Cash Counter offers manual and automatic options for entering cash amounts.

Registering cash amounts

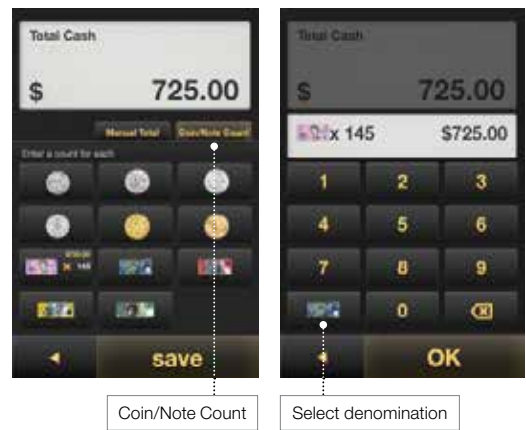
Manual Total

1. Tap the **Manual Total** button on the Cash Counter home screen.
2. Input the total cash amount on the touch screen keypad.
3. Tap the **Save** button.



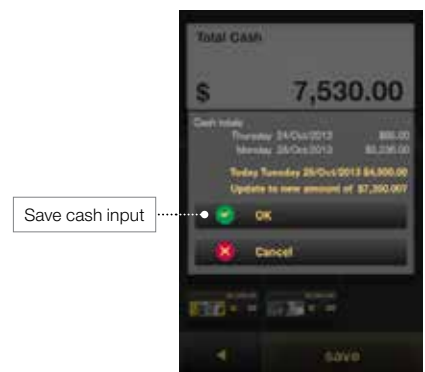
Coin/Note Amount

1. Tap the **Coin/Note Count** button on the Cash Counter home screen.
2. Choose a coin or note denomination to count first. Enter the number of coins or notes for that denomination and tap **OK**. Repeat for all denominations. Or, add all denomination totals on the one screen by tapping the coin/note image on the bottom left. When you've entered all amounts, tap **OK**.
3. If you want to edit an amount, tap the coin or note image. Tap **Clear** to re-enter the amount.



Saving cash amounts

1. Tap **Save** to save the cash amount.
2. Enter the float amount. Tap **Save**.
3. A dialog screen confirms the total cash amount minus the float amount. It also shows total cash amounts for previous days. Tap **OK** to save or **Cancel** to re-enter the cash amount.



Tips

- ♦ If there's already a cash amount saved for the current day, you'll be prompted to override and update that amount.
- ♦ The float amount is subtracted from the total cash amount. You can enter a float amount of \$0.00.

3. Generating reports

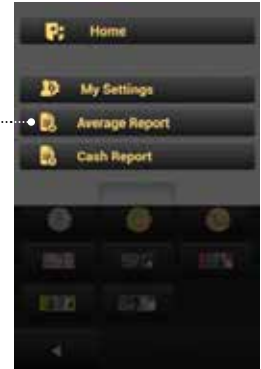
Get instant cash reports sent straight to your inbox.

Generating average reports

Manual Total

1. Press the **Merchant Context Menu** button on the Cash Counter home screen or swipe down the screen to open the Merchant Context Menu.
2. Tap **Average Report** to show averages for various periods in the past year.
3. View the report on the screen, or tap **Email** to send it to an email address (see **Emailing cash reports**).

Average Report button



Tips

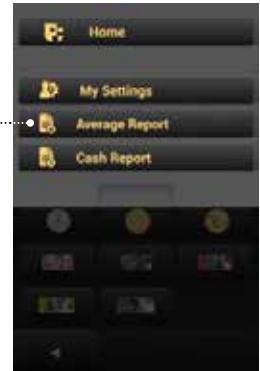
- ♦ Averages are based off the number of days that cash has been entered over the period. For example, if a store is open five days a week, the weekly average is based on five days rather than seven.
- ♦ Reports are emailed as .csv attachments that open in Microsoft Excel.

Viewing cash reports by period for all terminals

Manual Total

1. Press the **Merchant Context Menu** button on the Cash Counter home screen or two finger swipe down the screen to open the Merchant Context Menu.
2. Tap **Cash Report** to show daily cash amounts for multiple terminals.
3. Select a timeframe to view the report on screen by tapping **This Week**, **This Month** or **This Year**, or choose a specific period using the **Select Date Range** tab.
4. The **Select Date Range** tab can show up to 13 months of past data. To change the date range, tap + or – then tap **OK**.
5. View the report on screen, or tap **Email** to send it to an email address (see **Emailing cash reports**).

Cash Report button



Timeframe options



Custom date range



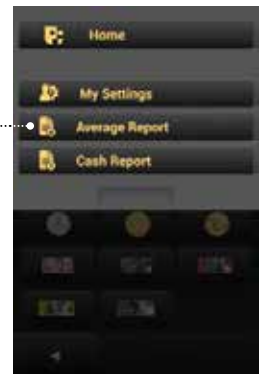
Tip

- ◆ Reports are emailed as .csv attachments that open in Microsoft Excel.

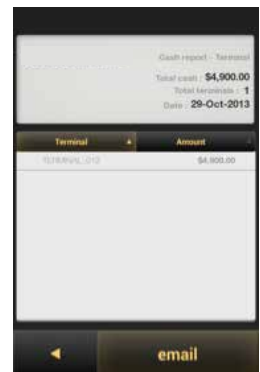
Viewing cash reports by period for one terminal

1. Press the **Merchant Context Menu** button on the Cash Counter home screen or two finger swipe down the screen to open the Merchant Context Menu.
2. Tap **Cash Report** to show daily cash amounts for multiple terminals.
3. Tap any line item to show one terminal cash report for the selected date.
4. View the report on screen, or tap **Email** to send it to an email address (see **Emailing cash reports**).

Cash Report button



List of daily cash accounts



Tip

- ◆ Reports are emailed as .csv attachments that open in Microsoft Excel.

Emailing cash reports

1. Tap **Email** when viewing the report on screen.
2. Tap the input field to bring up the touch screen keypad. Enter an email address.
3. The default email content is **Thank you**. The default subject line is as follows, depending on the report type:
 - a. **Average report:** Cash Counter – Average Report.
 - b. **Cash report by period for all terminals:** Cash Counter – Merchant Level Cash Report (from {date} to {date}).
 - c. **Cash report by period for one terminal:** Cash Counter – Terminal Level Cash Report ({date}).
4. Tap **Done** when email entered, then tap Send.

Note: Email will not work unless the outgoing email address has been set up in Albert's Email settings. Please refer to **Albert User Guide**.

For help, contact our help desk on 1800 230 177.



Emailed report attachment

Time Span	Average Days	Amount
This Week	2	\$79.10
This Month	3	\$94.40
This Quarter	3	\$94.40
This Half Year	3	\$94.40
This Year	3	\$94.40

Need help?

We're here to assist — whenever you need us.

Help with Albert, App bank and CommBank apps

1800 230 177

Commonwealth Bank Business Service Centre
24 hours a day, 7 days a week

www.commbank.com.au/merchantsupport

Help with third party apps

1. On Albert, tap the App bank app, or visit piappbank.com.au
 2. Select **Apps**, then search the relevant app name. Click into the app to see **App Details** and expand **Support** to see the contact details for the responsible developer.
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