

AMS-483-002	The Bank shall be provided with the following documentations before implementation: a. System backup	Mandatory
AMS-483-003	b. Database backup	Mandatory
AMS-483-004	c. Disaster recovery	Mandatory
AMS-483-005	d. Business continuity plan	Mandatory
AMS-483-006	e. Contingency plans	Mandatory
AMS-483-007	f. Implementation procedures	Mandatory
AMS-483-008	The system and agents shall be available 24 hours a day, 7 days a week	Mandatory
AMS-483-009	The agent shall automatically connect to the main server as soon as communication is available.	Mandatory

4.9 Audit Requirements

AMS-490-001	The system shall be able to log all users (i.e., Application Administration, Security Administrator, System Administrator) activities and information such as but not limited to the following: a. Date and time of User log-in and log-off	Mandatory
AMS-490-002	b. User ID	Mandatory
AMS-490-003	c. User Name	Recommended
AMS-490-004	d. Date and time of activity done in the system	Mandatory
AMS-490-005	e. Description of the activity done in the system (e.g., change of password, enrollment of users, etc.)	Mandatory
AMS-490-006	f. Target User ID	Mandatory
AMS-490-007	g. Terminal ID/IP Address/Computer Name (whichever is applicable)	Mandatory
AMS-490-008	h. Value before	Mandatory
AMS-490-009	i. Value after	Mandatory
AMS-490-010	j. Remarks/status (e.g., successful/failed login, locked ID, error code/description of error if activity was unsuccessful etc.)	Recommended
AMS-490-011	The system shall be able to log critical business user activities and information such as but not limited to the following: a. Creation of new terminal profile b. Creating/Updating/Closing of Tickets c. Escalation	Mandatory

AMS-490-012	The system shall be able to view/display and print audit trail report based on the range of the selected data.	Mandatory
AMS-490-013	The user shall be able to sort/filter the audit trail report based on the following criteria: a. Unsuccessful access of users based on the following details: i. Password is incorrect	Mandatory
AMS-490-014	ii. User ID is incorrect	Mandatory
AMS-490-015	iii. New password invalid	Mandatory
AMS-490-016	iv. Password expired	Mandatory
AMS-490-017	v. Password violation threshold exceeded	Mandatory
AMS-490-018	vi. User ID locked	Mandatory
AMS-490-019	b. User ID already signed on	Mandatory
AMS-490-020	c. User ID inactive too long	Mandatory
AMS-490-021	The system shall be able to generate reports on: a. Users that have been inactive for a specified period (i.e. 30 days, 60 days)	Recommended
AMS-490-022	b. User IDs automatically deleted/purged by the system due to inactivity	Recommended
AMS-490-023	The system shall be able to view/display and print audit trail report based on user's access/roles/profiles.	Mandatory
AMS-490-024	The system shall have the facility to archive Audit Trail data.	Mandatory
AMS-490-025	The system shall be able to log transactions, meaning all successful, cancelled and rejected transactions shall be accounted for.	Mandatory
AMS-490-026	The system shall have the facility to store and retrieve Audit Trail data of all user activities	Mandatory
AMS-490-027	The vendor shall comply with the Third Party assessment requirements of the Bank.	Mandatory
AMS-490-028	The system shall be able to capture the following logs from: a. All individual user accesses to cardholder data	Mandatory
AMS-490-029	b. All actions taken by any individual with root or administrative privileges	Mandatory
AMS-490-030	c. Access to audit trails	Mandatory
AMS-490-031	d. Invalid logical access attempts	Mandatory

AMS-490-032	e. Use of and changes to identification and authentication mechanism including but not limited to creation of new accounts and elevation of privileges and all changes, additions, or deletions to accounts with root or administrative privileges	Mandatory
AMS-490-033	f. Initialization, stopping or pausing of the audit logs	Mandatory
AMS-490-034	g. Creation and deletion of system level objects	Mandatory

4.10 Legal Requirements

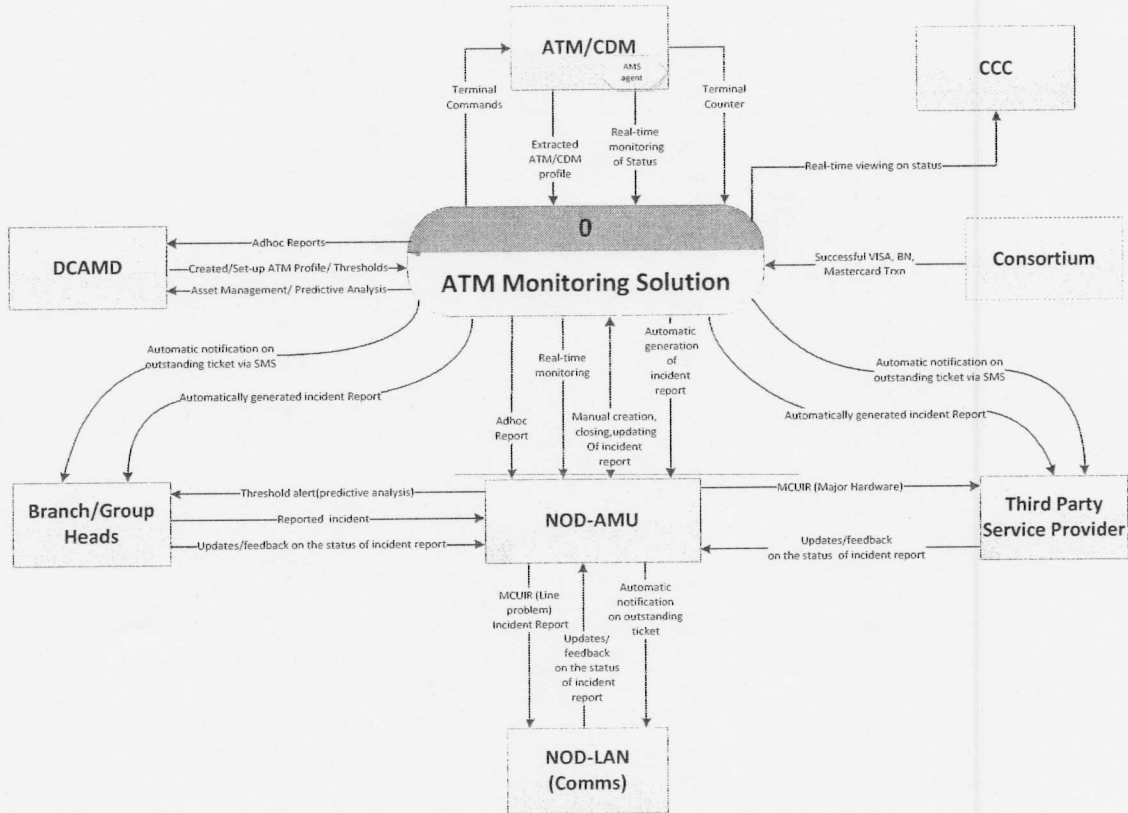
AMS-410-001	The system shall be compliant to PCI/PA DSS requirements: a. Mask / truncate card holder data (i.e. Card Number /Primary account number (PAN), cardholder name, expiration date or service code	Mandatory
AMS-410-002	b. Encrypt transmission of cardholder data across open, public networks thru: i. hard disk encryption ii. file encryption iii. database encryption	Mandatory
AMS-410-003	c. incorporate multi-factor authentication for: iv. All remote network access (both user and administrator, and including third-party access for support or maintenance) originating from outside the entity's network.	Mandatory
AMS-410-004	v. All Non-console access into the CDE for personnel with administrative access	Mandatory

4.110 Miscellaneous Requirements

AMS-4110-001	The vendor shall provide a certification that the system supports all existing types of ATM/CDM models in the market.	Mandatory
AMS-4110-002	The vendor shall provide license for Google Maps	Mandatory
AMS-4110-003	The vendor shall cover all brands of ATMs/CDMs available in the market for the next 5 years (estimate of 3,500 machines)	Mandatory
AMS-4110-004	The system shall have a facility to capture and display current ATM/CDM screens.	Recommended

4 Business Process Model

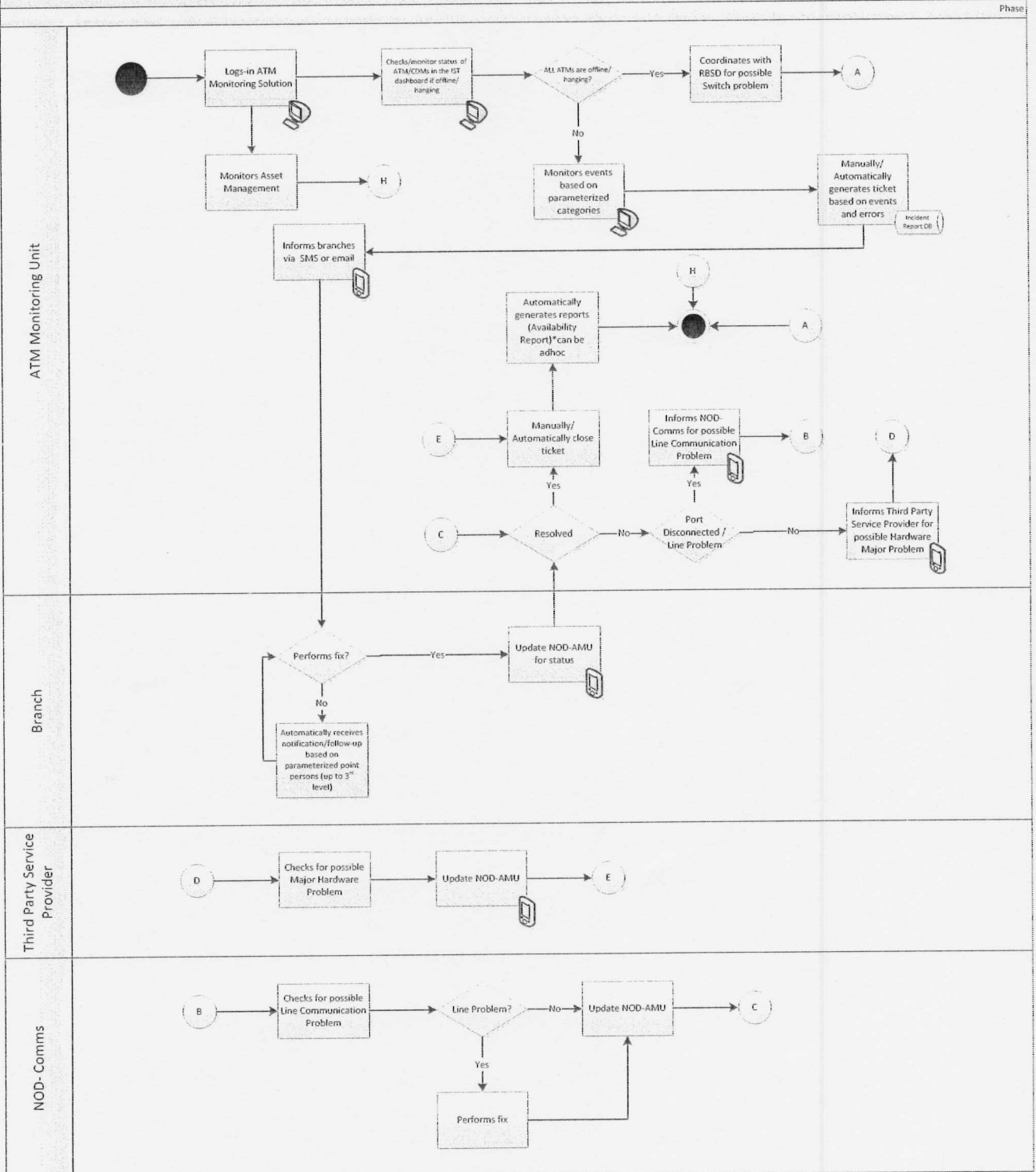
4.1.0 Data Flow Diagram





4.2.0 Process Flow

"To-Be" Process ATM Monitoring Solution



4.3.0 Process Description

Process Name	<i>ATM/CDM Monitoring</i>
Purpose	<i>To monitor status, events and errors in ATMs/CDMs</i>
Description	<i>This facility allows the AMU to have real time monitoring of ATM Units from different locations in a single view.</i>
Business Priority	<i>High</i>
Estimated Frequency / Duration	<i>Daily</i>

Process Name	<i>Incident Reporting/ Ticketing</i>
Purpose	<i>To report and escalate errors encountered by ATM/CDMs</i>
Description	<i>This facility provides both automated and manual generation of tickets and escalation of outstanding incident reports</i>
Business Priority	<i>High</i>
Estimated Frequency / Duration	<i>Daily, as it comes</i>

Process Name	<i>Asset Management</i>
Purpose	<i>To monitor ATM/CDM physical condition and notify in case consumable thresholds are reached</i>
Description	<i>This facility provides a state-of-health/predictive analysis facility that will monitor status of ATM/CDM parts/ devices/consumables which are worn out or close to reaching its maximum usability</i>
Business Priority	<i>High</i>
Estimated Frequency / Duration	<i>Daily, as it comes</i>

Process Name	<i>Adhoc Report Generation</i>
Purpose	<i>To generate reports that will serve as basis for references and possible process improvements</i>
Description	<i>Facility to generate reports per defined parameters</i>
Business Priority	<i>High</i>

Estimated Frequency / Duration	<i>As needed</i>
--------------------------------	------------------

4.4.0 Events

Process Name	Event Name	Event Description	Frequency
<i>ATM/CDM Monitoring</i>	<i>Status Monitoring</i>	<i>Checking of dashboard will display real time status of ATM/CMDs</i>	<i>As needed</i>
	<i>Event Monitoring</i>	<i>Checking of dashboard will display real time events based on defined parameters</i>	<i>As needed</i>
<i>Incident Reporting</i>	<i>Generation of tickets</i>	<ul style="list-style-type: none"> a. <i>Errors encountered during monitoring</i> b. <i>Errors reported by branches</i> 	<i>As needed</i>
	<i>Endorsement / Assignment of tickets</i>	<ul style="list-style-type: none"> a. <i>Manually and automatically generated tickets</i> b. <i>Unresolved tickets from previous assignee</i> 	<i>As needed</i>
	<i>Escalation/ Auto-notification of tickets</i>	<ul style="list-style-type: none"> a. <i>Tickets not resolved/updated within defined ticket expiration/duration</i> 	<i>As needed</i>
<i>Adhoc Reporting</i>	<i>Generation of reports</i>	<i>For investigation purposes</i>	<i>As needed</i>

6.1 Data Descriptions

Data Element Name	Attributes	Data Description
1. Terminal Counter	<i>Cash Level</i>	<i>Based on ATM/CDM – actual count of notes in the machine real time</i>
2. Electronic Journal	<i>ATM Availability based on transactions</i>	<i>Tracks the list transactions coming from ATM/CDM terminal</i>

5 Open Issues

N/A

Annex A - List of Error and Error Types

The following are examples of Errors and Error Types, but not limited to:

SPECIFIC HARDWARE ERROR	ERROR TYPES	VENDOR CODE
1ST CASSETTE COUNTER INACCURATE	DISPENSER	460007
1ST CASSETTE DENOMINATION ERROR	DISPENSER	460007
1ST CASSETTE FAULT	DISPENSER	460007
1ST CASSETTE IS EMPTY	DISPENSER	460007
1ST CASSETTE IS LOW	DISPENSER	460007
1ST CASSETTE UNDEFINED	DISPENSER	460007
2ND CASSETTE COUNTER INACCURATE	DISPENSER	460007
2ND CASSETTE DENOMINATION ERROR	DISPENSER	460007
2ND CASSETTE FAULT	DISPENSER	460007
2ND CASSETTE IS EMPTY	DISPENSER	460007
2ND CASSETTE IS LOW	DISPENSER	460007
2ND CASSETTE UNDEFINED	DISPENSER	460007
3RD CASSETTE DENOMINATION ERROR	DISPENSER	460007
3RD CASSETTE IS EMPTY	DISPENSER	460007
3RD CASSETTE IS LOW	DISPENSER	460007
3RD CASSETTE IS OUT OF BILLS	DISPENSER	460007
3RD CASSETTE UNDEFINED	DISPENSER	460007
4TH CASSETTE DENOMINATION ERROR	DISPENSER	460007
4TH CASSETTE IS EMPTY	DISPENSER	460007
4TH CASSETTE IS LOW	DISPENSER	460007
4TH CASSETTE IS OUT OF BILLS	DISPENSER	460007
4TH CASSETTE UNDEFINED	DISPENSER	460007
5TH CASSETTE DENOMINATION ERROR	DISPENSER	460007
5TH CASSETTE IS EMPTY	DISPENSER	460007
5TH CASSETTE IS LOW	DISPENSER	460007
5TH CASSETTE IS OUT OF BILLS	DISPENSER	460007
5TH CASSETTE UNDEFINED	DISPENSER	460007
6TH CASSETTE DENOMINATION ERROR	DISPENSER	460007
6TH CASSETTE IS EMPTY	DISPENSER	460007
6TH CASSETTE IS LOW	DISPENSER	460007
6TH CASSETTE IS OUT OF BILLS	DISPENSER	460007
6TH CASSETTE UNDEFINED	DISPENSER	460007
7TH CASSETTE DENOMINATION ERROR	DISPENSER	460007
7TH CASSETTE IS EMPTY	DISPENSER	460007
7TH CASSETTE IS LOW	DISPENSER	460007
7TH CASSETTE IS OUT OF BILLS	DISPENSER	460007
7TH CASSETTE UNDEFINED	DISPENSER	460007
ALARM STATUS	DISPENSER	460007
BAD COIN DISPENSE ERROR	UNIDENTIFIED	N/A
BNA BILLS DETECTED AT POWERUP	CASH ACCEPTOR	N/A
BNA BILLS REMAIN AT ESCROW	CASH ACCEPTOR	N/A
BNA BILLS STUCK	CASH ACCEPTOR	N/A
BNA CANCELLED OR TIMEOUT	CASH ACCEPTOR	N/A
BNA CASH RETRACT BOX FULL ERROR	CASH ACCEPTOR	N/A
BNA CASHIN BOX FIVE FULL ERROR	CASH ACCEPTOR	N/A
BNA CASHIN BOX FOUR FULL ERROR	CASH ACCEPTOR	N/A

Annex A - List of Error and Error Types

The following are examples of Errors and Error Types, but not limited to:

SPECIFIC HARDWARE ERROR	ERROR TYPES	VENDOR CODE
BNA CASHIN BOX ONE FULL ERROR	CASH ACCEPTOR	N/A
BNA CASHIN BOX SIX FULL ERROR	CASH ACCEPTOR	N/A
BNA CASHIN BOX THREE FULL ERROR	CASH ACCEPTOR	N/A
BNA CASHIN BOX TWO FULL ERROR	CASH ACCEPTOR	N/A
BNA DEPOSIT BIN NOT AVAIL	CASH ACCEPTOR	N/A
BNA DRUM FIVE FULL ERROR	CASH ACCEPTOR	N/A
BNA DRUM FOUR FULL ERROR	CASH ACCEPTOR	N/A
BNA DRUM ONE FULL ERROR	CASH ACCEPTOR	N/A
BNA DRUM SIX FULL ERROR	CASH ACCEPTOR	N/A
BNA DRUM THREE FULL ERROR	CASH ACCEPTOR	N/A
BNA DRUM TWO FULL ERROR	CASH ACCEPTOR	N/A
BNA ERROR REPORTED	CASH ACCEPTOR	N/A
BNA EXCEPTION REPORTED	CASH ACCEPTOR	N/A
BNA FAULT	CASH ACCEPTOR	N/A
BNA NO BILLS IN ESCROW	CASH ACCEPTOR	N/A
BNA SUSPECTED NOTES	CASH ACCEPTOR	N/A
BNA UNABLE TO MOVE BILLS	CASH ACCEPTOR	N/A
BNA VAULT FULL	CASH ACCEPTOR	N/A
CAMERA CONNECTED	CAMERA	N/A
CAMERA DISCONNECTED	CAMERA	N/A
CARD READER BIN IS OUT	CARD READER	800001
CARD READER ERROR	CARD READER	800001
CARD WRITER FAULT	CARD READER	800001
CASSETTE 1 REMOVED	DISPENSER	460007
CASSETTE 2 REMOVED	DISPENSER	460007
CASSETTE 3 REMOVED	DISPENSER	460007
CASSETTE 4 REMOVED	DISPENSER	460007
CASSETTE 5 REMOVED	DISPENSER	460007
CASSETTE 6 REMOVED	DISPENSER	460007
CASSETTE 7 REMOVED	DISPENSER	460007
CHEQUE ACCEPT ERROR	UNIDENTIFIED	N/A
CHEQUE BIN JAM ERROR	UNIDENTIFIED	N/A
CHEQUE CANCEL TIMEOUT ERROR	UNIDENTIFIED	N/A
CHEQUE CAPTURE ERROR	UNIDENTIFIED	N/A
CHEQUE CAPTURED	UNIDENTIFIED	N/A
CHEQUE DPT BIN EIGHT ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN EIGHT FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN EIGHT OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN ELEVEN ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN ELEVEN FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN ELEVEN OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN ERROR	UNIDENTIFIED	N/A
CHEQUE DPT BIN FIFTEEN ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN FIFTEEN FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN FIFTEEN OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN FIVE ALMOST FULL	UNIDENTIFIED	N/A

Annex A - List of Error and Error Types

The following are examples of Errors and Error Types, but not limited to:

SPECIFIC HARDWARE ERROR	ERROR TYPES	VENDOR CODE
CHEQUE DPT BIN FIVE FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN FIVE OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN FOUR ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN FOUR FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN FOUR OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN FOURTEEN ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN FOURTEEN FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN FOURTEEN OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN NINE ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN NINE FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN NINE OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN ONE ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN ONE FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN ONE OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN SEVEN ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN SEVEN FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN SEVEN OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN SIX ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN SIX FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN SIX OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN TEN ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN TEN FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN TEN OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN THIRTEEN ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN THIRTEEN FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN THIRTEEN OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN THREE ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN THREE FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN THREE OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN TWELVE ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN TWELVE FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN TWELVE OUT	UNIDENTIFIED	N/A
CHEQUE DPT BIN TWO ALMOST FULL	UNIDENTIFIED	N/A
CHEQUE DPT BIN TWO FULL	UNIDENTIFIED	N/A
CHEQUE DPT CASSETTE FULL ERROR	UNIDENTIFIED	N/A
CHEQUE DPT DISABLE ERROR	UNIDENTIFIED	N/A
CHEQUE DPT DOC RETAIN ERROR	UNIDENTIFIED	N/A
CHEQUE DPT DOC SIZE ERROR	UNIDENTIFIED	N/A
CHEQUE DPT ERROR	UNIDENTIFIED	N/A
CHEQUE DPT FATAL ERROR	UNIDENTIFIED	N/A
CHEQUE DPT FITNESS ERROR	UNIDENTIFIED	N/A
CHEQUE DPT HARDWARE ERROR	UNIDENTIFIED	N/A
CHEQUE DPT INCOMPLETE ERROR	UNIDENTIFIED	N/A
CHEQUE DPT INITIAL ERROR	UNIDENTIFIED	N/A
CHEQUE DPT MICR HARDWARE ERROR	UNIDENTIFIED	N/A
CHEQUE DPT MICR PRINT ERROR	UNIDENTIFIED	N/A

Annex A - List of Error and Error Types

The following are examples of Errors and Error Types, but not limited to:

SPECIFIC HARDWARE ERROR	ERROR TYPES	VENDOR CODE
CHEQUE DPT SCANNER ERROR	UNIDENTIFIED	N/A
CHEQUE DPT SOFT ERROR	UNIDENTIFIED	N/A
CHEQUE DPT STAMPER ERROR	UNIDENTIFIED	N/A
CHEQUE DPT TIMEOUT ERROR	UNIDENTIFIED	N/A
CHEQUE DPT WARNING	UNIDENTIFIED	N/A
CHEQUE EJECT ERROR	UNIDENTIFIED	N/A
CHEQUE EJECTING ERROR	UNIDENTIFIED	N/A
CHEQUE ENDROSE ERROR	UNIDENTIFIED	N/A
CHEQUE ENTRY RENRTY ERROR	UNIDENTIFIED	N/A
CHEQUE EXCEPTION OCCURRED	UNIDENTIFIED	N/A
CHEQUE FLUSHING ERROR	UNIDENTIFIED	N/A
CHEQUE FOUND AT POWER UP	UNIDENTIFIED	N/A
CHEQUE IMAGE LIFT ERROR	UNIDENTIFIED	N/A
CHEQUE NO ACCESS ERROR ON BIN	UNIDENTIFIED	N/A
CHEQUE NO ERROR	UNIDENTIFIED	N/A
CHEQUE PROCESS FAIL ERROR	UNIDENTIFIED	N/A
CHEQUE RETRACT BIN FILLED ERROR	UNIDENTIFIED	N/A
CHEQUE STORING ERROR	UNIDENTIFIED	N/A
COIN DISPENSE CORE COMPONENT ERROR	UNIDENTIFIED	N/A
COIN DISPENSE CORE COMPONENT WARN	UNIDENTIFIED	N/A
COIN DISPENSE EXCEPTION OCCURRED	UNIDENTIFIED	N/A
COIN DISPENSE FAILED ERROR	UNIDENTIFIED	N/A
COIN DISPENSE FATAL ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER1 EMPTY ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER1 ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER1 LOW WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER1 WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER2 EMPTY ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER2 ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER2 LOW WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER2 WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER3 EMPTY ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER3 ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER3 LOW WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER3 WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER4 EMPTY ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER4 ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER4 LOW WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER4 WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER5 EMPTY ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER5 ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER5 LOW WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER5 WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER6 EMPTY ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER6 ERROR	UNIDENTIFIED	N/A

Annex A - List of Error and Error Types

The following are examples of Errors and Error Types, but not limited to:

SPECIFIC HARDWARE ERROR	ERROR TYPES	VENDOR CODE
COIN DISPENSE HOPPER6 LOW WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER6 WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER7 EMPTY ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER7 ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER7 LOW WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER7 WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER8 EMPTY ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER8 ERROR	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER8 LOW WARN	UNIDENTIFIED	N/A
COIN DISPENSE HOPPER8 WARN	UNIDENTIFIED	N/A
COIN DISPENSE JAM ERROR	UNIDENTIFIED	N/A
COIN DISPENSE LOW THRESHOLD	UNIDENTIFIED	N/A
COIN DISPENSE NOT POSSIBLE ERROR	UNIDENTIFIED	N/A
COIN DISPENSE SENSOR BLOCKED ERROR	UNIDENTIFIED	N/A
COIN DISPENSE TAMPER ERROR	UNIDENTIFIED	N/A
COIN DISPENSER DENOMINATION ERROR	UNIDENTIFIED	N/A
COIN DISPENSER DENOMINATON/RAM ERROR	UNIDENTIFIED	N/A
COIN DISPENSER DOCKED	UNIDENTIFIED	N/A
COIN DISPENSER FEED MODULE ERROR	UNIDENTIFIED	N/A
COIN DISPENSER FEED MODULE JAM	UNIDENTIFIED	N/A
COIN DISPENSER FEED MODULE SENSOR STUCK	UNIDENTIFIED	N/A
COIN DISPENSER PICKER AND SENSOR JAM	UNIDENTIFIED	N/A
COIN DISPENSER RAM ERROR	UNIDENTIFIED	N/A
COIN DISPENSER SENSOR BLOCKED	UNIDENTIFIED	N/A
COMMUNICATION TIMEOUT ERROR	UNIDENTIFIED	N/A
DEPOSIT BIN IS OUT	UNIDENTIFIED	N/A
DEPOSIT DOOR TIMEOUT	UNIDENTIFIED	N/A
DISPENSER PRINTER FAULT	DISPENSER	460007
DEPOSITORY FAULT	UNIDENTIFIED	N/A
DEPOSITORY IS FULL	UNIDENTIFIED	N/A
DEPOSITORY JAM	UNIDENTIFIED	N/A
DEPOSITORY NO REVERSE CYCLE	UNIDENTIFIED	N/A
DISPENSER DELIVERY BLOCKED	DISPENSER	460007
DISPENSER DELIVERY PRESENTER WITH CASH	DISPENSER	460007
DISPENSER DELIVERT TIMEOUT	DISPENSER	460007
DISPENSER DOOR IS OPEN	DISPENSER	460007
DISPENSER ERROR	DISPENSER	460007
DISPENSER FAULT	DISPENSER	460007
DISPENSER IS JAMMED	DISPENSER	460007
DISPENSER NO NOTES DISPENSED	DISPENSER	460007
DISPENSER PRESENTED CASH TO CARDHOLDER	DISPENSER	460007
DISPENSER RETRACTED CASH	DISPENSER	460007
DIVERT CASSETTE IS FULL	DISPENSER	460007
ELECTRONIC JOURNAL LOW SPACE	ELECTRONIC JOURNAL	N/A
ENCRYPTOR ERROR	KEYPAD	N/A
ENCRYPTOR WARNING	KEYPAD	N/A

Annex A - List of Error and Error Types

The following are examples of Errors and Error Types, but not limited to:

SPECIFIC HARDWARE ERROR	ERROR TYPES	VENDOR CODE
EXIT SUPERVISORY MODE	MAINTENANCE ACTIVITIES	N/A
EXIT SUPERVISORY MODE	MAINTENANCE ACTIVITIES	N/A
FEED FAILURE FOR MODULE1	DISPENSER	460007
FEED FAILURE FOR MODULE2	DISPENSER	460007
FEED FAILURE FOR MODULE3	DISPENSER	460007
FEED FAILURE FOR MODULE4	DISPENSER	460007
FRAUD DEVICE DETECTED	CARD READER	800001
ICC FAULT	UNIDENTIFIED	N/A
IN SUPERVISORY MODE	MAINTENANCE ACTIVITIES	N/A
IN SUPPLY MODE	MAINTENANCE ACTIVITIES	N/A
INTERNAL COMM ERROR	DISPENSER	460007
INTERNAL RAM DATA LOSS	UNIDENTIFIED	N/A
INVALID COUNTER	UNIDENTIFIED	N/A
ITEMS PRESENT IN DELIVERY AREA	UNIDENTIFIED	N/A
JAM FAILURE FOR MODULE1	DISPENSER	460007
JAM FAILURE FOR MODULE2	DISPENSER	460007
JAM FAILURE FOR MODULE3	DISPENSER	460007
JAM FAILURE FOR MODULE4	DISPENSER	460007
JOURNAL PRINTER IS JAMMED	ELECTRONIC JOURNAL	N/A
JOURNAL PAPER IS LOW	ELECTRONIC JOURNAL	N/A
JOURNAL PRINTER FAULT	ELECTRONIC JOURNAL	N/A
JOURNAL PRINTER IS OUT OF PAPER	ELECTRONIC JOURNAL	N/A
LOAD FAILED	STATE STATUS	N/A
LOW DIVERTER FULL	DISPENSER	460007
NO CASH IN DRAWER	UNIDENTIFIED	N/A
NO DEPOSIT BIN IN ATM	UNIDENTIFIED	N/A
NO ERROR	UNIDENTIFIED	N/A
NULL	UNIDENTIFIED	N/A
OUT OF SERVICE	MAINTENANCE ACTIVITIES	N/A
POWER FAILURE REQUEST EXECUTED	TERMINAL RESET STATUS	N/A
POWER FAILURE REQUEST RECEIVED	TERMINAL RESET STATUS	N/A
READER LIMIT	CARD READER	800001
RECEIPT PRINTER FAULT	RECEIPT PRINTER	N/A
RECEIPT PRINTER IS JAMMED	RECEIPT PRINTER	N/A
RECEIPT PRINTER IS OUT OF PAPER	RECEIPT PRINTER	N/A
RECEIPT PRINTER LOW	RECEIPT PRINTER	N/A
REJECTED BILLS BIN IS OUT	DISPENSER	460007
SAFE DOOR IS CLOSED	VAULT ACTIVITIES	N/A
SAFE DOOR IS OPEN	VAULT ACTIVITIES	N/A
SENSOR DOOR CONTACT IS ACTIVE	DISPENSER	460007
SENSOR ELECTRONICS ENCLOSURE IS ACTIVE	DISPENSER	460007
SENSOR SILENT SIGNAL IS ACTIVE	DISPENSER	460007
SENSOR STUCK FOR MODULE1	DISPENSER	460007
SENSOR STUCK FOR MODULE2	DISPENSER	460007
SENSOR STUCK FOR MODULE3	DISPENSER	460007
SENSOR STUCK FOR MODULE4	DISPENSER	460007

Annex A - List of Error and Error Types

The following are examples of Errors and Error Types, but not limited to:

SPECIFIC HARDWARE ERROR	ERROR TYPES	VENDOR CODE
SENSOR TRAP IS ACTIVE	DISPENSER	460007
SENSOR VIBRATION OR HEAT IS ACTIVE	DISPENSER	460007
STATEMENT PRINTER BIN OVERFILL	UNIDENTIFIED	N/A
STATEMENT PRINTER CUT FAILURE	UNIDENTIFIED	N/A
STATEMENT PRINTER FAULT	UNIDENTIFIED	N/A
STATEMENT PRINTER PAPER LOW	UNIDENTIFIED	N/A
STATEMENT PRINTER PAPER OUT	UNIDENTIFIED	N/A
STATEMENT PRINTER REPLACE HEAD	UNIDENTIFIED	N/A
STATEMENT PRINTER REPLACE HEAD	UNIDENTIFIED	N/A
STATEMENT PRINTER REPLACE KNIFE	UNIDENTIFIED	N/A
STATEMENT PRINTER REPLACE KNIFE	UNIDENTIFIED	N/A
STATEMENT PRINTER REPLACE RIBBON	UNIDENTIFIED	N/A
STATEMENT PRINTER REPLACE RIBBON	UNIDENTIFIED	N/A
TERMINAL DOOR IS OPEN	UNIDENTIFIED	N/A
TOO MANY COINS DISPENSED ERROR	UNIDENTIFIED	N/A
UNIT REQUIRES TO BE LOAD	UNIDENTIFIED	N/A
UNSOLICITED COIN FEED MODULE1 WARN	UNIDENTIFIED	N/A
UNSOLICITED COIN FEED MODULE2 WARN	UNIDENTIFIED	N/A
UNSOLICITED COIN FEED MODULE3 WARN	UNIDENTIFIED	N/A
UNSOLICITED COIN FEED MODULE4 WARN	UNIDENTIFIED	N/A
VANDAL DOOR IS OPEN	UNIDENTIFIED	N/A
VOICE AUDIO CARD IS INACCESSABLE	UNIDENTIFIED	N/A
VOICE AUDIO HEADSET IS CONNECTED	UNIDENTIFIED	N/A
VOICE AUDIO JACK IS NOT PRESENT	UNIDENTIFIED	N/A
VOICE GUIDANCE ERROR	UNIDENTIFIED	N/A
VOICE GUIDANCE FATAL	UNIDENTIFIED	N/A
VOICE GUIDANCE WARN	UNIDENTIFIED	N/A
WINCORE GENERAL ERROR	UNIDENTIFIED	N/A

Annex B – Sample List of ATM/CDM Commands

The following are examples of ATM/CDM Commands, but not limited to

I. ATM Server Commands

1. Show Bill Table
2. Show Device
3. Show State Table
4. Update Fitness
5. Update Bill Table
6. Mark idle
7. Show Cassette
8. Show Status
9. Update ATM
10. Update Op Key
11. Update Cassette
12. Show Route
13. Denomination table
14. Show Fitness
15. Update Group
16. Update Host St
19. Load Date
20. Load Misc
21. Load state
22. Load Selmac
23. Get counters
24. Get Supplies D...
25. Stop EJ

II. ATM Commands

1. Info Service
2. Clear Fitness
3. Load EMV
4. Load Screen
5. Load Fmttemps
6. Load KPE
7. Get Hardware Configuration
8. Get BNA Def
9. BNA Supply Co...
10. Out of Service
11. Load All
12. Load Fitness
13. Load Screen Set
14. Load Mac
15. Load Key
16. Get Fitness Data
17. Start EJ
18. Clear Status