



## **Technical Support Frequently Asked Questions - aXcess**

### **How do I Print a Previous Daily report?**

Click Money Order Reports  
Click Daily Report  
Enter Date (MMDDYYYY) Ex. **052819** for May 28<sup>th</sup>, 2019  
Press Ok

### **How do I Print a Cumulative Summary report?**

Click Money Order Reports  
Click Cumulative Report  
Enter Date (MMDDYYYY) Ex. **052819** for May 28<sup>th</sup>, 2019  
Press Ok

### **How do I Load Documents?**

Click Load/Unload Documents  
Click Load Document  
Enter 1<sup>st</sup> serial number plus number to the far right  
Enter the last serial number plus the number to the far right  
Click Ok  
Close printer door

### **How do I Void a Sold Document?**

Click Void Money Order  
Click Void Sold Document  
Type the Serial number and check digit  
Enter the amount and click ok

### **How do I Unload Documents (Required before loading New Docs)?**

Click Load/Unload Documents  
Click Unload  
Type your four digit passcode  
Click Ok

### **How do I Void Remaining Documents?**

(Must have 10 or less left)  
Click Admin  
Click Void All Documents  
Click ok if you are sure you want to void all documents

### **How do I Add Operator Passcodes?**

Click Admin  
Click Operator Passcode  
Type a four digit passcode, select IsActive and/or IsManager  
Click Add  
To enter another passcode  
Type a four digit passcode, select IsActive and/or IsManager  
Click Add  
Click back when done