



# SecureCash<sup>®</sup>

*Let Us Do Your Banking*

## **Online Services User Manual**

**1300 SECURE**

[customers@securecash.com.au](mailto:customers@securecash.com.au)

# Content Page

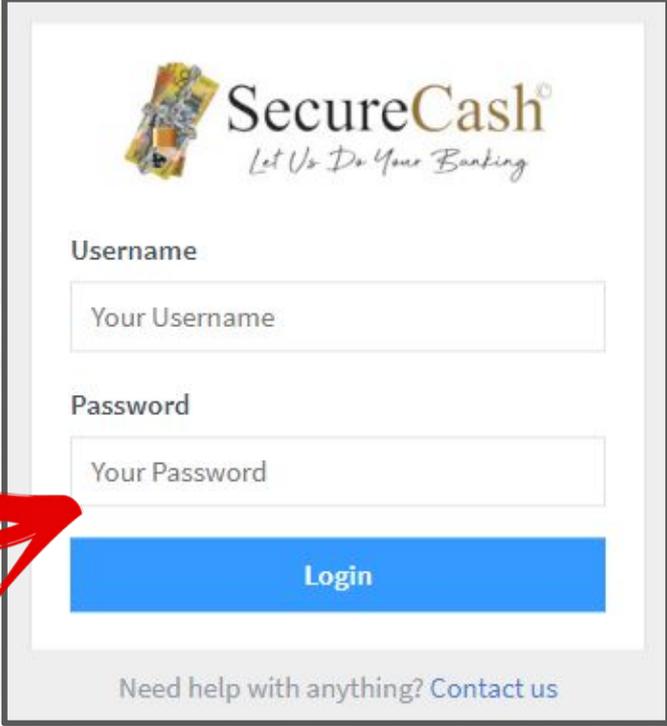
<b>Login .....</b>	<b>1 - 2</b>
<b>Site Overview .....</b>	<b>3</b>
<b>Service Timeline .....</b>	<b>4</b>
<b>Dockets .....</b>	<b>5</b>
<b>Service Menu .....</b>	<b>6</b>
<b>Extra Pickup .....</b>	<b>7</b>
<b>Change Order .....</b>	<b>8</b>
<b>Cancellation .....</b>	<b>9</b>
<b>Authorised Banking Couriers .....</b>	<b>10</b>
<b>Help.....</b>	<b>11</b>

**Images used in this booklet are for example purposes only  
and may vary from what is received.**

# Login

[service.securecash.com.au](https://service.securecash.com.au)

Enter Username and  
Password



The login screen features the SecureCash logo at the top, followed by two input fields: 'Username' with the placeholder 'Your Username' and 'Password' with the placeholder 'Your Password'. A blue 'Login' button is positioned below the fields. At the bottom, there is a link that says 'Need help with anything? Contact us'.

*Login screen*

## Terms & Conditions

You can [Download](#) or [Print](#) this document.

### TERMS AND CONDITIONS OF USE

#### 1. About the Application

- Welcome to eDockets (the 'Application'). The Application for collection and depositing of banking (the 'Services').
- The Application is operated by Digital Dockets Pty Ltd (ABN 73 635 682 067) . Access to and use of the Application, or any of its associated Products or Services, is provided by Digital Dockets. Please read these terms and conditions (the 'Terms') carefully. By using, browsing and/or reading the Application, this signifies that you have read, understood and agree to be bound by the Terms. If you do not agree with the Terms, you must cease usage of the Application, or any of its Services, immediately.
- Digital Dockets reserves the right to review and change any of the Terms by updating this page at its sole discretion. When Digital Dockets updates the Terms, it will use reasonable endeavours to provide you with notice of updates to the Terms. Any changes to the Terms take immediate effect from the date of their publication. Before you continue, we recommend you keep a copy of the Terms for your records.

#### 2. Acceptance of the Terms

- You accept the Terms by using or browsing the Application. You may also accept the Terms by clicking to accept or agree to the Terms where this option is made available to you by Digital Dockets in the user interface.

#### 3. Registration to use the Services

- In order to access the Services, you must first register for an account through the Application (the 'Account').
- As part of the registration process, or as part of your continued use of the Services, you may be required to provide personal information about yourself (such as identification or contact details), including:

*User Terms and Conditions*

The first time you login, you will need to  
accept the **'User Terms and Conditions'**

# Login

## Login details

To login to SecureCash Online Services you will need to enter in your Username and Password which was supplied by SecureCash HQ or alternatively your own Head Office.

## How can I change my password or username?

To change your username or password please contact SecureCash via email or phone.



customers@securecash.com.au



1300 SECURE (1300 732 873)

## What to do if I can't log in?

Are you receiving an error message "Authentication failed."? In that case please double check you entered in your case sensitive username and password correctly.

Should you still not be able to login please contact the SecureCash Customer Service Team for help resetting your password.

## What devices does Online Services work on?

We do not currently offer a mobile version for Online Services, although this is something we plan to offer in the future. For the best experience please use a desktop computer and open our Online Services in;



©Google Chrome



© Firefox



© Microsoft Edge

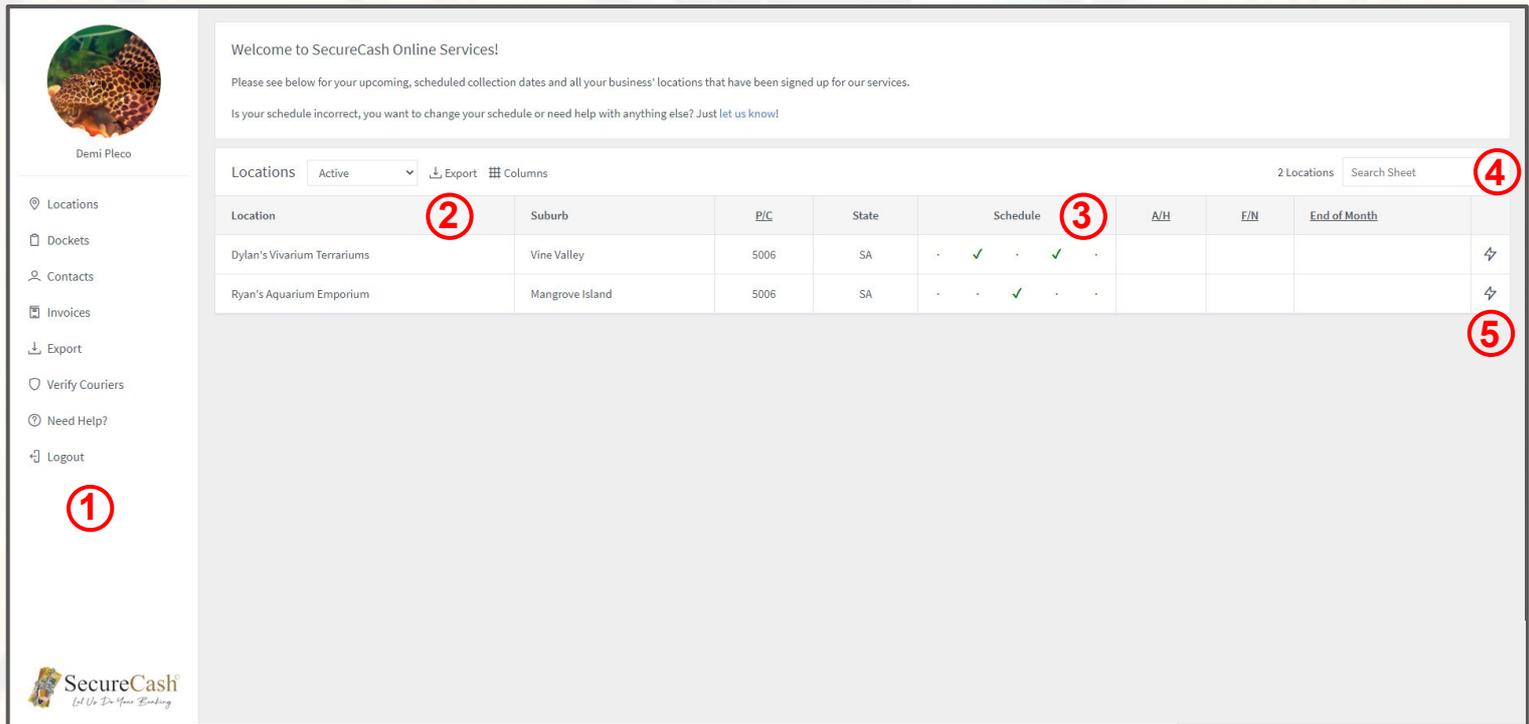
## What can I do if I experience problems?

Should the application be stuck, hang or not display correctly please press Ctrl + Shift + R and try to log in again. In most cases this will fix the problem. Should you still experience problems please email or call SecureCash's Customer Support on 1300 SECURE.

# Site Overview

Site Overview is the main screen that will come up once you have logged in as a single site.

On this page you will find:



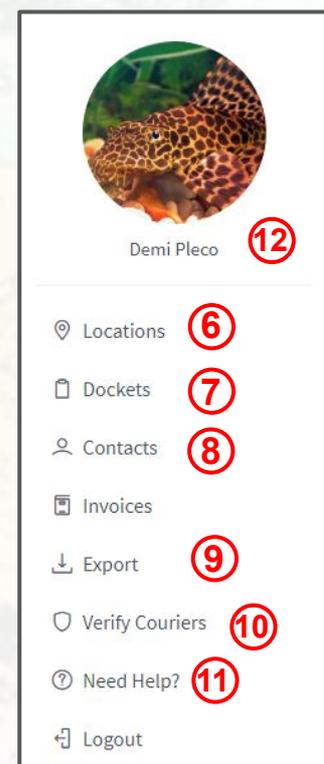
The screenshot shows the 'Site Overview' page for user 'Demi Pleco'. It features a navigation menu on the left (1), a welcome message, a list of locations (2), a table of location schedules (3), a search bar (4), and a services menu (5).

Location	Suburb	P/C	State	Schedule	A/H	E/N	End of Month
Dylan's Vivarium Terrariums	Vine Valley	5006	SA	- ✓ - ✓ -			↕
Ryan's Aquarium Emporium	Mangrove Island	5006	SA	- - ✓ - -			↕

1. Navigation Menu
2. List of Locations your credentials are linked to
3. Location's current Schedule
4. Search Bar to filter what you are looking for
5. Services Menu

## Navigation Menu

6. Locations you are assigned to
7. Transaction history
8. List of Contacts for your location/s
9. Export your data to a spreadsheet
10. Authorise the courier performing your services
11. Get help at any time
12. Your profile

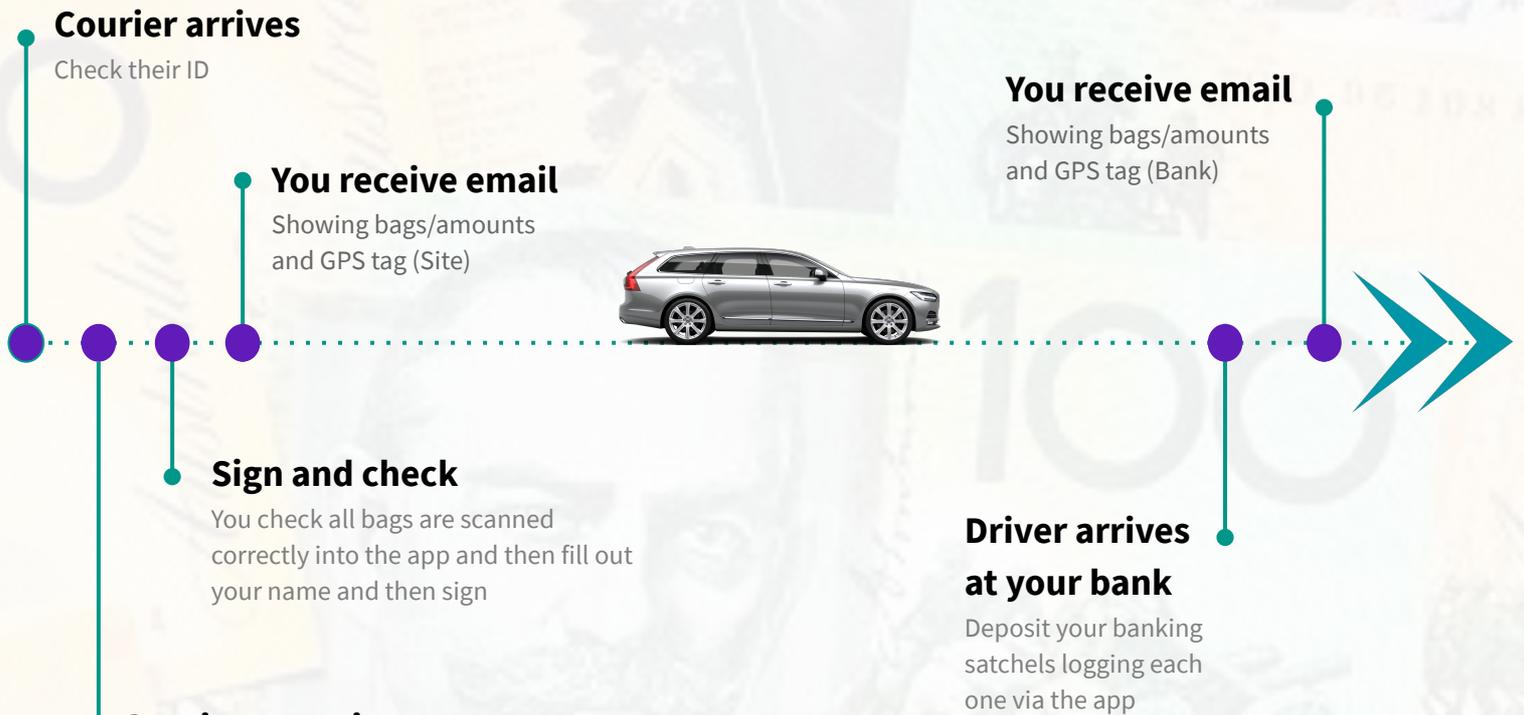


The navigation menu includes the following items:

- Locations (6)
- Dockets (7)
- Contacts (8)
- Invoices
- Export (9)
- Verify Couriers (10)
- Need Help? (11)
- Logout

If there is ever something you would like to update or change on your overview page (i.e. your schedule dates, location, adding/taking off contacts) please call out office on 1300 SECURE and our friendly staff will help you out.

# Service Timeline

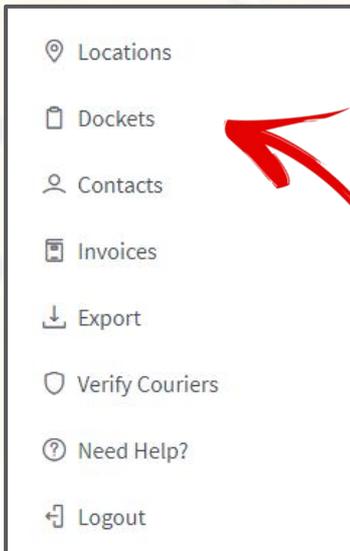


**Drivers eDocket App on their phone**



1. Driver selects when they are collecting customers banking.
2. Driver selects when they are depositing banking that they have already collected to the bank.
3. Help button for Driver.
4. Driver's ID and QR code
5. Shows driver what he has collected so they don't go over their carry limit.

# Dockets



This page is where you will find every eDocket that has been picked up and dropped off at the bank.

1. Click the 'Dockets' icon located in the Navigation Bar to the left of the page.

You will find:

- Every eDocket ID number
- Time and date of when service was done.
- Time, date and where your banking was deposited.
- The total amount that was collected, along with any change orders that were delivered.
- Your staff's signature that handled the transaction with the courier.
- The drivers name that conducted the service



Demi Pleco

- Locations
- Dockets
- Contacts
- Invoices
- Export
- Verify Couriers
- Need Help?
- Logout

Your eDockets & Transactions

On this page you can see all your eDockets. You can filter transactions by date through the form below and search the sheet or filter columns by clicking on the column header.

Click the right hand lightning icon to access the "Action Menu" and see more details about your transactions, or click on any of the links in the table rows.

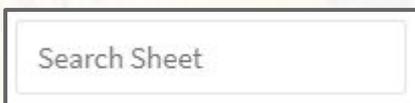
Dockets  -  Refresh Columns 16 Dockets

#	Location	Suburb	State	Attendance	Deposit	Bank	Service	Amount	
90079	Dylan's Vivarium Terrariums	Vine Valley	SA	25-10-19, Fr	25-10-19, Fr	ANZ	Both	\$1,368.00	⚡
90078	Ryan's Aquarium Emporium	Mangrove Island	SA	25-10-19, Fr	25-10-19, Fr	ANZ	Pickup	\$1,332.00	⚡
90073	Ryan's Aquarium Emporium	Mangrove Island	SA	25-10-19, Fr	-		Pickup	\$3,456.00	⚡
90072	Ryan's Aquarium Emporium	Mangrove Island	SA	25-10-19, Fr	-		Pickup	\$45,566.00	⚡
90071	Dylan's Vivarium Terrariums	Vine Valley	SA	25-10-19, Fr	-		Both	\$1,453.00	⚡
90060	Ryan's Aquarium Emporium	Mangrove Island	SA	23-10-19, We	-		Pickup	\$5,045.00	⚡
90059	Dylan's Vivarium Terrariums	Vine Valley	SA	23-10-19, We	23-10-19, We	BSA	Pickup	\$6,100.00	⚡



Dockets  -  Refresh Columns

You can enter specific dates to filter for the exact docket you are looking for. Once you have entered your dates hit refresh to the right to apply your search.



Search Sheet

There is also a 'Search Sheet' box on the right hand side of the page where you can search for any specific eDocket.



Selecting the 'action menu' icon located on the right side of the page will allow you to download any Edocket as a PDF or CSV for your personal use if required.



Attendance  
Deposit

You can view a map of where the money was collected from and where it was deposited by clicking on the date/time under 'Attendance' and 'Deposit'.

5

# Services Menu



Demi Pleco

- ⚡ Services ①
- 📅 Extra Pickup ②
- 💰 Change Order ③
- 🚫 Cancellation ④

1. Click the 'Services' icon located in the Navigation Bar to the left of the page to drop down your services options
2. To book an extra pickup select "Extra Pickup"
3. To book a change order select "Change Order"
4. To cancel a scheduled collection select "Cancellation"

📍 Locations

📄 Dockets

👤 Contacts

📄 Invoices

⬇️ Export

🛡️ Verify Couriers

❓ Need Help?

🚪 Logout



If you manage multiple locations, you can navigate to the services menu for the location you need by selecting the lightning bolt to the far right of the location under the "Locations" tab

## Services

- 📅 Extra Pickup ②
- 💰 Change Order ③
- 🚫 Cancellation ④

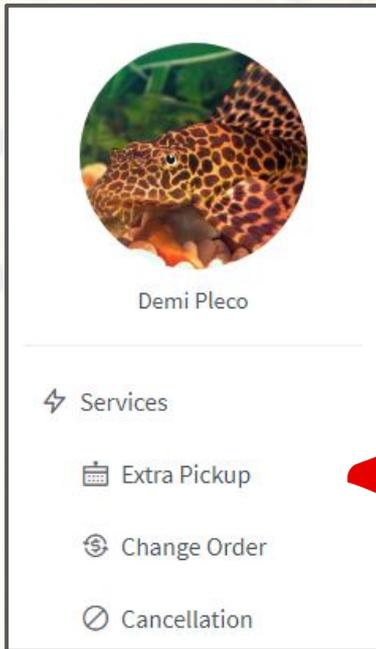
## Particulars

- 📄 Dockets
- 👤 Contacts
- 📄 Invoices



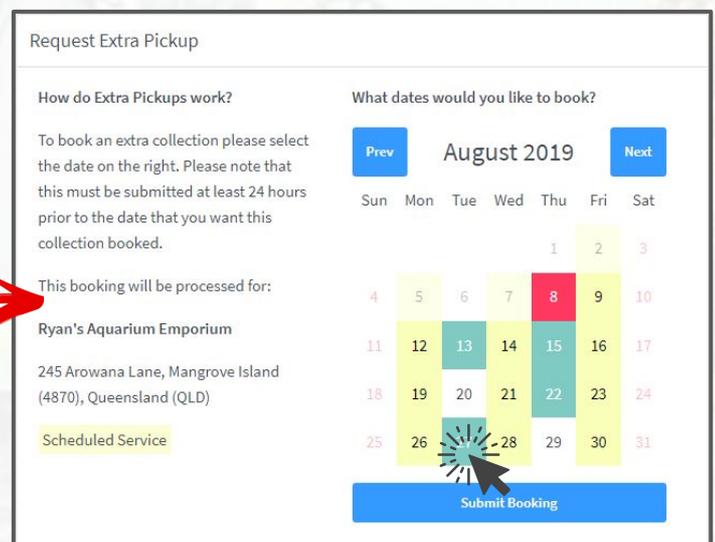
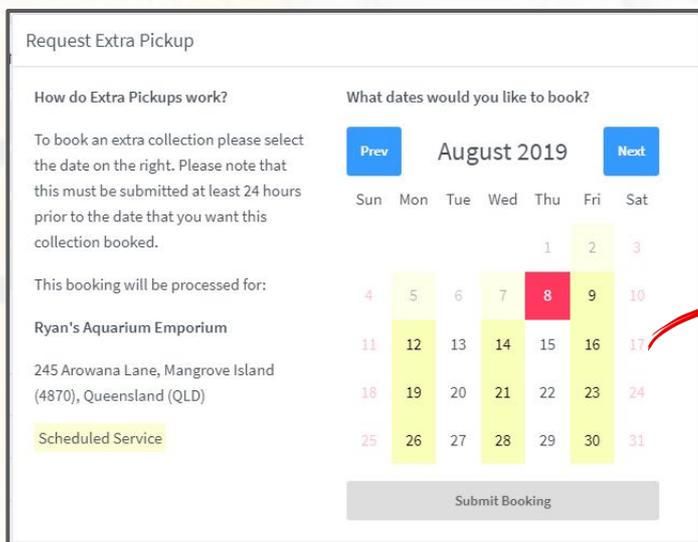
Location	Suburb	P/C	State	Schedule	A/H	F/N	End of Month	
Dylan's Vivarium Terrariums	Vine Valley	5006	SA	• ✓ • ✓ •				⚡
Ryan's Aquarium Emporium	Mangrove Island	5006	SA	• • ✓ • •				⚡

# Extra Pickup



Extra pickup allows you to book an extra booking on your chosen day

1. Hover over the 'Services' icon located at the top of the page.
2. Select 'Extra Pickup'
3. The 'Request Extra Pickup' pop up will appear. By using the calendar provided, select your month and day/s that you would like to have your banking collected on.  
(Any day in yellow is your current service schedule)



Once you have submitted your extra pick up you will get a pop up notification to say you will receive a confirmation email (please be sure to submit your extra pickup at least by lunchtime the day before the requested date).

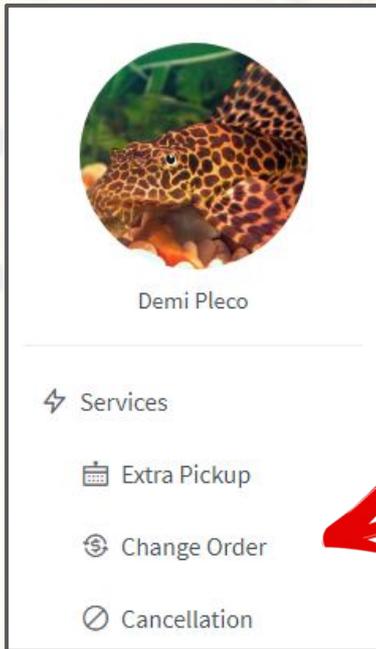
**Your inquiry / booking was sent and you should receive a confirmation email shortly.**

If you don't receive a confirmation email or the information is not correct, Please call us on 1300 SECURE and our friendly team will help you out.

When ordering extra pickup, please ensure:

- It is not over \$50,000
- There is no more than 10 express bags to collect
- The collection weighs no more than 3kg

# Change Order



This page is where you can order your change.

1. Hover over the 'Services' icon located at the top of the page.
2. Select 'Change Order'.
3. The 'Arrange Change Order' pop up will appear, from here you can select what you need in each denomination.

**Arrange Change Order**

This change order will be processed for: **Ryan's Aquarium Emporium**  
 245 Arowana Lane, Mangrove Island (4870), Queensland (QLD)

Reimbursement Method:

You reimburse the driver with cash upon delivery of your funds, this only applies to orders up to \$1000.

Change orders must be submitted at least two business days in advance, this is at the request of the banks to ensure they can provide the change on time.

Total value of notes and coins:	
\$100	0.00
\$50	400
\$20	200
\$10	50
\$5	80
\$2	40
\$1	20
50c	5
20c	5
10c	0.00
5c	0.00
<b>Notes Total:</b>	<b>\$730.00</b>
<b>Coins Total:</b>	<b>\$70.00</b>
<b>Grand Total:</b>	<b>\$800.00</b>

What date do you want your change delivered?  
 Prev **August 2019** Next

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

**Submit Change Order**

Please remember to double check that all your information is correct before submitting (i.e. business address, reimbursement method (if required), the value of change and the change delivery date (please be sure to submit your change order two business days in advance of day needed)).

Once you have clicked 'Submit Change Order' you will get a pop up notification that you will receive a confirmation email. If you do not receive a confirmation email please contact the SecureCash office on 1300 SECURE to clarify if it has gone through and why it was not sent to you.

**Your inquiry / booking was sent and you should receive a confirmation email shortly.**

If you submit your change order and realise it was incorrect, please call 1300 SECURE and we will cancel that order for you, then you can do a new one with the correct amount. You can submit more than one change order

When ordering change, please ensure:

- It is not over \$50,000
  - The order weighs no more than 5kg
  - Orders must be under \$1000.00
- If above \$1000.00 funds have to be EFT'd to our holding account,

# Cancellation

Demi Pleco

- Services
- Extra Pickup
- Change Order
- Cancellation

This page is where you can cancel any upcoming scheduled day of service.

1. Hover over the 'Services' icon located at the top of the page.
2. Select 'Cancellation'
3. The 'Request Cancellation' pop up will appear, select the correct month and day/s that you want to cancel (Any day in yellow is your current service schedule)

Request Cancellation

How do Cancellations work?  
If you would like to cancel a scheduled collection then please select the date to the right. Please note that this must be submitted at least 24 hours prior to the date that you want to cancel.

This cancellation will be processed for:  
Ryan's Aquarium Emporium  
245 Arowana Lane, Mangrove Island (4870), Queensland (QLD)  
Scheduled Service

What dates would you like to cancel?

Prev August 2019 Next

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Submit Cancellation

Request Cancellation

How do Cancellations work?  
If you would like to cancel a scheduled collection then please select the date to the right. Please note that this must be submitted at least 24 hours prior to the date that you want to cancel.

This cancellation will be processed for:  
Ryan's Aquarium Emporium  
245 Arowana Lane, Mangrove Island (4870), Queensland (QLD)  
Scheduled Service

What dates would you like to cancel?

Prev August 2019 Next

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Submit Cancellation

Once you have checked all your business details are correct and have selected the correct day to be cancelled, select 'Submit Cancellation'. You will get a pop up notification that says you will receive a confirmation email.

If you do not receive a confirmation email or you have selected the incorrect cancellation date please call our office on 1300 SECURE and our friendly team will be able to help you.

When ordering extra pickup, please ensure:

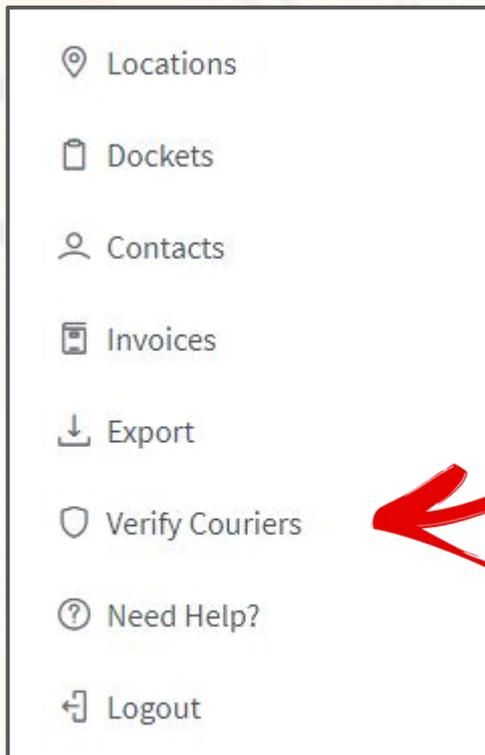
- All cancellations are placed the day before the scheduled service

service.securecash.com.au says

Your inquiry/booking has been sent and you should have received a copy/confirmation email!

OK

# Authorised Banking Couriers



The Authorised Banking Couriers list allows you check to see if a driver is authorised to collect your banking from you premises to book an extra booking on your chosen day.

1. Click the 'Couriers' icon located at the top of the page.

On this page you can see the live list of all Authorised SecureCash Banking Couriers. It is very important that you verify if a courier is authorised on every collection before handing over any cash.

To check to see if a driver is on the Authorised Banking Couriers list either scroll down to find their name or alternatively search their name in the search bar located to the right of the screen. Make sure you search the correct spelling of their name.



Authorised Banking Couriers			1 Driver
Photo		Name	
	Authorised	Megan Tree	Report Courier

You can also verify a courier by:

- Scanning their QR Code on their Digital SecureCash ID

OR

- Calling 1300 SECURE and speaking to one of our lovely staff who will verifying the courier over the phone



For more information on each verification method please refer to "How to verify your courier?" on the left side of the Authorised Banking Couriers Page.

Should any of our SecureCash couriers ever behave irresponsible, rude, impolite or the complete opposite and you would like to let us know how wonderful the courier is. Simply send us a report against the responsible courier, by clicking on "[Report Courier](#)" located to the far right of the screen to the courier's name.

## Need Help

If at any time you need help please contact us on any of the following



**1300 SECURE (1300 732 873)**



**customers@securecash.com.au**

**jivochat**

**Via our website**

Chat to one of our team live instantly





SecureCash<sup>®</sup>

Let Us Do Your Banking



100% Australian Owned

