

NPCI/NFS/OC No. 126/2014-15

15th July, 2014

To,

All the Members of National Financial Switch (NFS)

Dear Sir / Madam,

Sub: ATM Cash Retraction and Original Equipment Manufacturer (OEM) responses

Objective:

The objective of issuing this circular is to update members on cash retraction status submitted by the members to NPCI and share information on handling cash retraction aspects pertaining to various OEMs.

Cash retraction status:

- NPCI collates the details from members and submit a monthly report to RBI on the progress of the cash retraction disablement activity.
- Further to various operating circulars issued by NPCI on cash retraction, banks have reported that 99.93% ATMs have been disabled on cash retraction.
- For the balance ATMs cash retraction is pending due to hardware and software issues and member banks have confirmed that such ATMs will be replaced in a phased manner. We would request the members to complete the process of replacing such ATMs so that the banks are not exposed to the frauds related to cash retraction.

Handling cash retraction aspects of various OEMs:

NPCI conducted a meeting with the OEMs to discuss Cash retraction enablement issues and their view point/suggestions are given below:

S. No	OEM	Response
1	Diebold	<ol style="list-style-type: none"> 1. Cash retraction disablement is controlled at switch level for Diebold ATMs. 2. It is important for member to check the settings at the switch level at regular frequency.
2.	NCR	<ol style="list-style-type: none"> 1. For new machines, cash retraction is disabled through software at the time of installation / making the ATM live. 2. For older machines, the functionality is disabled manually. <p><u>NCR Recommendations:</u></p> <ol style="list-style-type: none"> 1. If the cash retraction is enabled, message from ATM to switch will contain E*5 response. Once such response is received, the bank should immediately deactivate the ATM and make it offline & share details with service provider to disable cash retraction. Once cash retraction is disabled, ATM can be made operational. 2. Bank should keep track of such repeated incidences with card & account holder details.

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3.	Wincor	<ol style="list-style-type: none"> 1. For New machines, Cash retraction is disabled at software staging level. For these machines, cash retraction cannot be enabled as it is disabled by software. 2. For old machines, disabling can be done manually by site visit. Once disabled, cash retraction cannot be enabled as software doesn't allow enablement.
4.	Hyosung	Cash retraction cannot be enabled once their engineer runs the patch at the ATM level.
5.	Lipi	Cash retraction cannot be enabled once their engineer runs the patch. Banks should seek confirmation from service provider whether such patch had been run.
6.	Vortex	<ol style="list-style-type: none"> 1. Vortex ATMs are by default disabled on the cash retraction and cash retraction cannot be enabled by unauthorised persons. Only authorised persons have the right to enable cash retraction. 2. Authorised persons means the Vortex engineers. 3. In case it gets enabled, the same will be recorded in the EJ as "cash retraction enabled". 4. Once such message is recoded in the EJ, bank must deactivate the ATM and make it offline & share details with service provider to disable cash retraction. Once cash retraction is disabled, ATM can be made operational.
7	Perto	<ol style="list-style-type: none"> 1. Perto terminals are default disabled on the cash retraction. 2. Only Bank Operator i.e. engineer plus bank official can enable it through supervisor mode on terminal. 3. Since Perto terminal follow NDC protocol, cash retraction can be centrally monitored & Host can ask for 'Local Configuration Option Digits' through 'Terminal Commands' to monitor Cash Retraction Option. 4. If the cash retraction is enabled, message from ATM to switch will contain E*5 error. Once such error is received, the bank should immediately deactivate the ATM and make it offline & share details with service provider to disable cash retraction. Once cash retraction is disabled, ATM can be made operational.

Apart for the above mentioned recommendations bank should continuously monitor the ATMs where any suspect reversal is generated and share such details with service provider for immediate closure as it is the responsibility of bank to disable cash retraction at their ATMs.

We have compiled the above information from various OEMs and members are requested to relook, examine and verify the contents hereof with their respective OEMs. Members are requested to take suitable action with due consultation with the OEM in their own interest to prevent cash retraction at their ATMs.

Yours faithfully,



Ram Sundaresan

Head – NFS (Business & Operations)