

Teller Suite Newsletter

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REMINDER:

The current **Savings Bond tables** are valid through May, 2007.

New tables must be downloaded and installed **prior to June 1, 2007**. Tables are available at:

www.treasurydirect.gov/indiv/tools/tools_savingsbondvalues.htm

User controls audit report

Starting with version 7.1.13, BranchConnect Teller Suite tracks changes made to User controls through Teller Suite Utilities (passwords, permission settings, etc.).

A new report, User Settings Changes, is available in Teller Suite Utilities. Select the File menu → Print → User Settings Changes option and then specify selection criteria to view the selected

changes. From that display, click the "print" button to print a report.

You can select a date range, specific teller/user records or all changes for all tellers/users. You can also apply a filter to select only certain changes such as password changes, supervisor status, etc., or filter for a specific user who made changes.

CONTROL:
The User Settings Changes Report produces an audit trail of User Control changes.

Epson TM-U Series USB Support

Epson TM-U series printers (TM-U325, TM-U375, TM-U675) are available with USB connections for newer PCs without serial ports.

To get the most from Epson TM-U series printers with USB connections, use the Epson TMCOMUSB Serial Emulation Driver for Windows, available from your authorized Epson dealer.

This driver will make the Epson TM-U printer appear to the PC as a serial printer attached to a "virtual" serial port.

All standard features such as Auto Print and MICR reading (TM-U675 models with this feature) are supported in BranchConnect Teller Suite. Setup is the same as for a standard serial printer in the printer settings dialog.

FLEXIBILITY:
Use the Epson TMCOMUSB driver with Teller Suite for Epson USB printers



**Productivity.
Flexibility.
Control.**



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Ending Cash Count form control

A special Architect variable setting can be used to control whether the Teller Suite Workstation Cash Balancing cash counter form is cleared when it is displayed from the Ending Cash transaction data entry form.

Clearing this form enables the bank to require tellers to count all of the cash for an accurate count and prevent possible errors that may arise when modifying or simply accepting existing previous counts.

CONTROL:
Enforce full recount
of ending cash with
this option

The option is controlled using a special User-Defined Field

Object in your Architect transaction set definitions. Define a field named ECCOUNTOPT with a Format as text and a length of one (1) character. A value of 0 is the default and the Cash Balancing cash form will not be cleared. A value of 1 will clear the Cash Balancing cash counter form.

This option does not affect (clear) the Cash Balancing cash counter form when selected from the Balance Drawer option (function pad key: 0-2, or menu: Cash Drawer → Balance Drawer). These alternate cash count options are normally used for trial cash drawer balancing.

Teller Ending Cash balancing tips

If your cash drawer count is out of balance with your Teller Suite ending cash total, here some common reasons and some things you should look for (after counting your drawer again):

Transactions involving cash that should have been reversed but weren't.

Tip: If your count is over, look for duplicate cash out or sell cash transactions that should have been reversed. If your count is short, look for cash in or buy cash transactions that should have been reversed.

PRODUCTIVITY:
The Transaction Journal
has tools to help with
balancing

Transactions involving cash that were reversed or rejected but not re-entered.

Tip: If your count is over, look for reversed or rejected cash in or buy cash transactions that should have been re-entered but weren't. If your count is short, look for cash out or sell cash transactions that were reversed or rejected and should have been re-entered. (Rejected and reversed transactions are highlighted in red on the Journal display.)

Transposed digits in a cash amount.

Tip: if the difference is evenly divisible by 9, this is the likely cause. Do a quick scan of all cash transactions and check the amounts.

Buy or sell cash transactions that were not recorded.

Tip: If your count is over, make sure all buy cash transactions were recorded. If your count is short, make sure all sell cash transactions were recorded. (Note: you should always record buy and sell cash transactions when they occur!)

Transactions involving cash that were set aside for later entry.

Tip: If your count is over, make sure all cash in transactions were recorded. If your count is short, make sure all cash out transactions were recorded. (Note: transactions should always be entered at the time they occur!)

More help...

For more help researching out of balance conditions, the Teller Suite Transaction Journal (function pad key: 0-3, menu: Transactions → Journal) "Search" button provides a variety of ways to search the transaction journal for cash amounts, transaction types, etc. You can also specify to display only rejected and reversed transactions.

Tip: To display all accepted cash transactions, use the Transaction Totals function (menu: Transactions → Totals) and click the "Cash in" button to see all transactions involving cash in, and/or the "Cash out" button to see all cash-out transactions. You can also print (or view) a transactions report (menu: File → Print → Transactions Report).