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## TECH NOTES:

Teller Suite Version 7.2 and later supports Microsoft SQL Server 2005

Teller Suite Version 7.3 will support Microsoft Vista Business Edition. (Earlier versions can run with UAC disabled, but this is not recommended).

## Technology highlight:

### Teller Suite in a Thin Client environment

BranchConnect Teller Suite provides unparalleled flexibility for deployment in a variety of operating environment, including support for the Microsoft Terminal Services "thin client" environment.

The advantages of thin client include centralized installation, maintenance, and control of applications such as Teller Suite and reduced network bandwidth requirements for local and remote workstations, which access one copy of the software running on a centralized Terminal Services (or Citrix) server, or multiple servers in a clustered, load-balanced setup.

Thin client eliminates the need to install or update applications on individual workstations, and allows use of less powerful, less expensive workstations or specialized, low-cost thin-client terminals. It also allows use of a centralized SQL Server database without the higher bandwidth requirement for standard client/server workstations.

The disadvantage is that local "safe mode" fallback processing is not available in the event of a server or network outage. For this reason, we

**FLEXIBILITY and CONTROL:**  
Thin Client installation provides centralized management and control of Teller Suite software

recommend that banks considering thin client configuration ensure they have reliable servers and networks with high

availability and uptime. Note, however, that Teller Suite supports mixed thin client and standard client/server installations. Thin client also requires significantly more server resources due to the work traditionally spread across multiple PC workstations being concentrated on one server. A separate server is also required for SQL Server, as per Microsoft recommendations.

More information and details on installing and configuring Teller Suite for a thin client environment are available from your authorized BranchConnect Teller Suite representative.

### Large Cash Transaction Report

Teller Suite Enterprise Reporting's Large Cash Transactions Report can assist with the analysis of cash transactions by account number or tax id for CTR Reporting or Negotiable Instruments over \$3,000 for BSA.

**MANAGEMENT CONTROL:**  
Monitor large cash transactions by account or tax ID

number or tax ID. You can also select transactions for specific accounts or tax IDs.

The report can also provide a summary comparison where the business date cash totals for each

You can report on the entire bank or a selected account or tax ID are greater than or equal to a specified cash amount.



**Productivity.  
Flexibility.  
Control.**



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Teller Suite Newsletter is a publication of BranchConnect Financial Systems, Inc. for users of BranchConnect Teller Suite™. Please let us know if you have questions or comments, or if you have suggestions for topics you would like to see covered in the next issue. Contact us if you would like us to e-mail a PDF version of this newsletter for distribution at your bank.

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## Laser Check Printing with Teller Suite

Banks who are manually typing official checks or using impact printers and pre-printed check forms at the teller line might be interested in BranchConnect Teller Suite's official check printing capabilities.

BranchConnect has partnered with TJC Software Solutions, Inc. to offer their Teller Suite Edition of The Laser Check Writer System™ as an optional, separately priced module that is fully integrated with Teller Suite to automatically produce cashier's checks and money orders.

Offered with special pricing for Teller Suite users, The Laser Check Writer System™ Teller Suite Edition prints official

**PRODUCTIVITY and CONTROL:**  
Enhance productivity and security  
with laser check printing.

checks on inexpensive blank stock using a standard laser printer with a special MICR ink cartridge, eliminating the need for pre-printed check stock. This solution enhances productivity and provides a more secure check printing solution. It also enables use of quieter, more compact inkjet transaction printers by eliminating the need for impact printers at the teller line.

Expanded, full-featured versions of The Laser Check Writer System™ by TJC Software Solutions, Inc. are also available which include the capability to produce other types of documents such as loan coupons, starter checks, and more. Contact your authorized BranchConnect representative for more information.

## Teller Suite End of Day Processing and Checklist

Each bank has its own policy and procedures for end of day balancing and closeout, and in most instances, cutover to next day's business. Teller Suite provides a number of functions to streamline the process, and handles a variety of end of day scenarios, as explained in the following.

In any End of Day, Next Day Cutover Procedure, there are several steps that should nearly always be performed, whether at next business day cutover or at actual end of day. Depending on bank policy, these steps will include:

- **Process/print proof bundles** (if bank policy)
- **Forward offline transactions**
- **Balance drawer with Ending Cash transaction** (If bank policy indicates the cash drawer is not counted midday during cutover then the Counted Total of cash at that time should be whatever Teller Suite shows as the System Total.)
- **Print the counted cash amounts** (if bank policy)
- **Complete the Ending Cash transaction** (with possible over/under adjustment).
- **Print your Teller Totals** (if bank policy)
- **Perform the End of Day procedure** to clear out all cash ins and outs, reset opening cash and ending cash to be the same, and move all current transaction to the transaction history. You will also be prompted to **Set the Next Business Day's Date**.

**PRODUCTIVITY, FLEXIBILITY,  
and CONTROL:**  
Flexible Teller Suite  
procedures streamline cash  
balancing and end of day  
closeout

cash drawer at that time due to time constraints, then the Ending Cash Transaction should usually be performed twice a day. The first time will be at cutover, at which time the "Counted Cash" will be the same as the "System Total" cash. The second time will be when the cash drawer is actually counted and the "Counted Cash" will be the actual cash count, which could differ from the "System Total" if there is an overage or shortage.

Additional items to note when performing Teller Suite End of Day:

- A warning will appear if there are transactions still to be bundled for proof. You will not be able to print or reprint proof totals after end of day.
- A warning will appear if there are offline transactions that need to be forwarded to the host banking system. These transactions will not be available for memo posting after end of day.
- A warning will appear if an Ending Cash transaction has not been performed. Teller cash balancing reports will not be accurate if an ending cash transaction is not recorded.

Heed these warnings. Do not proceed. Cancel the End of Day procedure and perform the procedure(s) indicated by the warning(s) first.

As always, refer to and follow your bank's specific policies and procedures to ensure proper cash balancing and end of day closeout.

Note: If your bank cuts over to a new business day during the day (for example at 2PM), and bank policy is to not balance your