

Teller Suite Newsletter

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TECH NOTES:

Epson TM-H6000III printers have been certified with Teller Suite. This Epson printer includes thermal printing for the journal and impact printing for validation and check printing.

Windows 7, Windows Server 2008, and SQL Server 2008 have all been tested and certified with Teller Suite version 7.3 or later.

New! Teller Suite v8 to include support for cash recycling machines and teller image capture.

Teller Suite Architect Customization Tips

Teller Suite Architect is the built-in customization tool used to tailor Teller Suite according to your bank's policies and procedures. It is used to define transaction menus, transaction types, input prompts and processing options, the format of printed receipts and other documents, and many other options.

Architect specifications are typically collected during the "site survey" phase of the implementation process. Your Teller Suite installer then uses Architect to customize Teller Suite according to your bank's requirements.

As time passes and enhancements are made, additional tailoring may be of interest. Here are some ideas:

- Put a limit on the amount for a Money Order sale. You can specify a limit as to the dollar amount for the Money Order. If a teller attempts to sell a Money Order over the limit, a message can be displayed and the transaction will not be processed with the incorrect amount.
- Include a reason for waiving the fee for transactions that include a fee to the customer. If a teller does not charge a fee and does not include a reason a message will be displayed and the transaction will not be processed without either a fee charged or a reason for waiving the fee. The Fee Reports will show any reason given for not charging the standard fee.

- Mask printing the full customer account number on receipts. You can have the account number formatted to print only a portion of the account number or insert spaces and/or dashes in the printed account number. For example, XXXXXX7890 or ***7890.

Flexibility and Control:
Architect is used to customize menus, transactions, documents, and more to meet the unique needs of your bank.

- Include a message with Cashier Checks, etc. as a reminder to record the transaction in the Monetary

Instruments Log if the Cash In exceeds a specified value, e.g. \$3,000.00. Keep in mind one of the Teller Suite reports in Branch Manager or Enterprise Manager may be useful to assist with gathering the data for the Monetary Instruments Log. The Cash Transactions Report can be specified to only show a single transaction type, e.g. Cashier Checks. The report would list all cashier checks but can be used to identify those with cash in over \$3,000.00.

Teller Suite customizations can be implemented by BranchConnect personnel, by your provider, or by a qualified technician at the bank. The Teller Suite Architect module is included in the distribution of the Teller Suite product.

Note that it is critically important to keep backup copies of your Architect object database (source file) in a safe place. This file is required should you need to make any changes or rebuild your Teller Suite installation for whatever reason. It is also important to make a backup before attempting any changes in case you have to start over. Contact BranchConnect for assistance.



Productivity.
Flexibility.
Control.



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User Preference Settings Control

Teller Suite enables Teller Suite Administrators to control which users can make changes to the User Preference Settings in Teller Suite Workstation. User Preference settings include the automatic display of cash count prompts for cash in, cash out/back, and counting the cash drawer when balancing.

MANAGEMENT CONTROL:
Identify user permissions for changing Teller Suite Workstation User Preferences.

Use the Teller Suite Utilities, User Controls, to specify which users you want to be able to make changes to the User Preference settings in Teller Suite Workstation.

On-Line Help

All Teller Suite programs include on-line help. The on-line help contains everything in the documentation except for the appendices, which are generally setup and configuration details. When viewing any Teller Suite screen you can press the F1 key on the

Productivity:
Press F1 while viewing any Teller Suite screen for on-line help.

keyboard to bring up help. In most cases, the help will be context-sensitive to the screen you are viewing. You can also use the Help menu, Contents option to display the main on-line help screen for the Teller Suite module you are using.

Transaction Journal Detail View

The Teller Suite transaction journal and detail views are available in Teller Suite Workstation, Branch Manager, and Enterprise Manager. In Teller Suite Workstation, tellers can view the current transactions and one day of historical transactions. In Branch Manager and Enterprise Manager, all transactions, current and historical can be viewed, depending on the retention of historical data.

Transaction Detail Views are available in Teller Suite Workstation, Branch Manager, and Enterprise Manager.

While viewing journal transactions, you can drill-down to view (and print) the transaction detail. Teller Suite has detailed information for every transaction. The data retained for each transaction depends on the type of transaction, how the transaction is defined, and how the transaction data is defined for retention. The transaction detail is very useful when researching an issue that has arisen with a transaction.

Every transaction will retain the date (actual PC date), business date (date the transaction is posted for processing), time; bank, branch, and teller numbers; sequence number; transaction code/

short description; transaction amount; cash in, cash out, checks in, checks out amounts (if applicable); as well as whether the transaction was accepted/successful, if it was on-line to the core banking system, if it was reversed; the supervisor ID of the person approving the transaction (if a supervisor override was required); the computer name of the PC on which the transaction was processed; how long it took to process the transaction, and more.

Additional detail is also available. For example, if counting cash in or cashout/back, you can click on the Cash(I)n and Cash(O)ut labels to display the amount the teller recorded for the counts. For savings bond redemption transactions, you can click on the Tran Amt label to see a list of the savings bonds redeemed. For a transaction with a list of checks, you can click on the Ch(k)s In label to see a list of the checks. For an Ending Cash transaction, click on the Tran Amt label to display the cash drawer counts by denomination, loose and strap/rolled.