



# 8 BENEFITS OF FRONT COUNTER TELLER CAPTURE ALL BANKING EXECUTIVES MUST KNOW.

*And how financial institutions are using it to reduce costs by 68%.*

## What is Teller Capture?

Teller Capture is the process of capturing checks and related items on a scanner at the teller window in the branch of a bank or credit union. Any errors encountered during the capture are corrected by the teller. Then the data is sent electronically to a teller system and other upstream processing systems.

The majority of work performed by a teller is related to processing checks. Teller Capture makes substantial improvements in branch operations and has a direct impact to a branch's bottom line and has emerged as the optimal model for financial institutions.

## The Case for Teller Capture

**Overview:** Institutions can find themselves facing two options: capture the images and truncate them by the batch in the back shop at the branch or a centralized location, or capture them at the teller line as the transaction is occurring. Those who are worried about slowing down the action at the window, where tellers might better spend their time providing personal service rather than scanning checks, prefer the back shop option, and that's where most credit unions are now in the Check 21 process.

**Pain:** Branch back counter ultimately creates more work for the branch (10-20% by some reports) as scanning and any correction and balancing functions are decoupled from and incremental to what is already performed by the teller. One of the limitations of branch back counter is its inability to contribute to risk mitigation initiatives. With branch back counter, the customer has already left the branch before the transaction is processed.

### **Concern: Slowing down the service at the teller line.**

Research found that the opposite has occurred, as the scanners eliminate time-consuming keystrokes and data entry, allowing for more teller cross-selling and member service.

### **Concern: Branch front counter will increase teller training requirements.**

Straightforward, streamlined transaction workflows afforded by front counters ultimately reduce training requirements. Training modules previously performed by tellers are now performed automatically by the software (recognizing various items, applying funds availability rules, entering transaction codes, identifying unacceptable items, etc.). Branch front counter reduces the ramp up time required to get new tellers fully productive.

## The 8 Benefits of Teller Capture

Since Check 21 and the mass movement to image exchange, banks are rapidly building up image infrastructure to support item truncation as early as possible. Teller Capture is often considered to be "the last frontier" to complete image enablement, and all the benefits that come with it. While the initial investment to deploy Teller Capture is usually higher than branch capture at the back counter, Teller Capture consistently demonstrates more substantial return on investment for financial institutions.

### **Operational efficiency and cost reduction**

Immediate transaction verification reduces manual data entry, prevents errors and increases the overall efficiency and accuracy of your operation.

### **Immediate check verification and fraud prevention**

Items needing verification are presented back to the teller for immediate correction or rejection due to fraud, while the customer is still present.

### **Real-time processing and balancing**

Transactions are interactively balanced at the teller line and branch transactions balance at the end of the day, saving time and reducing teller overtime and day-end bottlenecks.

### **Transaction integrity**

Capturing of items at the point-of-presentment keeps all items together, ensuring transaction integrity. Each check is uniquely identifiable and digitally stapled to transaction identifier. This identifier can be virtually endorsed on the item at the time of scanning to establish an audit trail.

### **Improved customer satisfaction**

Increased teller "heads up" time. Later deposit deadlines. Reduced errors through reduced keying and system detection of addition and transposition errors. Confirmed transaction receipts. Earlier access to data. More efficient branch research capabilities

### **Hardware is less expensive**

Branch front counter on a per seat basis is much less expensive than branch back counter and deployment across all teller workstations in a branch provides built in redundancy if a single scanner or workstation goes down.

### **Reduced paper ticket costs**

Branch front counter eliminates the insertion of multiple paper tickets with check deposits by automatically inserting "electronic tickets" in the transaction.

### **Other benefits**

Improves float and funds availability. Increases research capabilities. Supports "Green IT" initiatives.

# Examples of Printers and Cost Savings from FCTC

## Scanner Example of 50-Branch Bank with Canon CR-180 Check Scanners

The typical Next Day On-Site service plan is going to cost \$500 per year. Placing this maintenance plan on each scanner will cost you \$25,000 per year. Your branch will still be down during the time it takes to receive your scanner exchange. Multiply \$25,000 by each year you delay upgrading your equipment. **Upgrading your equipment will save you thousands.** New equipment involves little to no down time, no need for service plans, and with the proper preventative maintenance training from UniLink, your equipment will work flawlessly for years. Worst case scenario? Send your scanner in to UniLink for a repair based on time and materials and pay approximately \$180.

## Printer Example of 50-Branch Bank with Epson TMU-375 Receipt Printers

Due to the age of this equipment, approximately 1/3 of your fleet will require repair each year. The average repair cost for one Epson TMU-375 receipt printer is \$125, costing you over \$2,083 in repairs per year. **Upgrading your equipment will save you thousands.** Not only will you save counter space by placing new printers under check scanners at the teller station, thermal and inkjet printers involve little to no down time. Their reliability is much higher than their predecessors. Newer technology allows you to clearly print targeted marketing messages for customers to take with them after the transaction is complete.

**Click here to contact UniLink to learn more about Front Counter Teller Capture and how it can optimize your financial institution.**

