

Quick Overview of Benefits

- ✓ Cost Reductions
- ✓ Branch Efficiency Gains
- ✓ Increased Revenue Opportunity
- ✓ Improved Customer Satisfaction
- ✓ Risk Mitigation



TELLER IMAGE CAPTURE

OVERVIEW

In today's competitive environment key factors to ensure the success of financial institutions is the ability to enhance the customer experience and operate efficiently. Teller image capture has allowed financial institutions to achieve these objectives.

Most financial institutions have instituted some type of branch image capture. Initially, there was a transition from centralized image capture to branch back counter image capture. Recently, there has been acceleration in the movement from branch back counter image capture to teller image capture.

Since each organization is different, important factors must be examined to determine if capturing images and truncating them at the back counter or at the teller line is better. The initial capital outlay for hardware and software to implement teller image capture is normally more than offset by reaping the benefits of teller image capture.

HARD DOLLAR BENEFITS

- Promotes a "paperless" environment by reducing the need to print internal forms.

- Eliminates or trims the costs of a courier service.
- All paper items are converted to virtual tickets when presented at the teller window eliminating keying errors, duplicate document handling, costly deposit correction notices, and risk of document misplacement – all compromising the transaction integrity.
- Reduced Day 1 staffing.
- Reduction in fraud and identity theft through safeguards included in many software platforms to combat and help prevent these activities. At the point of presentment, the validation of the routing number, non-MICR ink, on-us account number, non-issued positive pay checks, exceeded CTR limits and stop payment matches alert tellers and suggests steps of resolution – all while the customer is at the teller window.
- Accelerates check clearing and minimizes exceptions, improves branch research capabilities and reduces adjustments.
- Teller work can be completed throughout the day eliminating a backload of work that can stack up at the end of the day.

- Tellers are also able to balance throughout the day which eases another end of the day issue.

SOFT DOLLAR BENEFITS

- Less teller involvement in processing the transaction changes the focus to the customer and enables the employee to cross-sell other products and services.
- Improved customer experience through the more dedicated service the customer will receive, extended availability deadlines and confirmed transaction receipts.
- Reduced employee training costs.
- Ability to integrate ID capture and authentication software for verification of customer credentials.

MYTHS

There is a perception that the wait in teller lines will be longer while a teller scans and balances a large number of checks; but users of teller capture have found this not to be true for the following reasons:

- Tellers are scanning and not keying any information which account for half the transaction work.
- Allowing tellers to defer larger deposits by recording the information at the initial transaction time but recalling and scanning supporting documentation at a later time when the customer rush has subsided.
- Scanners have improved and are now proficient in speed, document handling, cost and better paper handling.

An additional note, customers routinely making very large deposits could be candidates for remote deposit capture or a lockbox.

IT'S YOUR ORGANIZATION'S DECISION

Again, there is no clear option that fits the needs of every financial institution and a myriad of factors – costs of hardware, software, implementation, support



and training – must be considered before opting to teller image capture for your organization. But the pros outweigh the cons and although the initial capital investment of teller image capture is higher, it improves the practices of a financial institution's front and back office, generating a higher return on investment that comes from cost reductions, increased branch efficiencies, earlier funds availability, instantly available and auditable transactions, reduction in fraud, and maximizes a teller's "heads up" time with the customer enabling them to uncover new cross-sell opportunities and improving the customer experience overall.

BLM YOUR TELLER IMAGE CAPTURE PARTNER

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TELLER IMAGE CAPTURE

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