

October 10, 2011




Our Favorite Reports

Teller

by
Barb Cooper
Your Teller CMS Expert

Analyze your teller line
activity and increase
your business

CU*BASE Report Overview



“These reports can give Head Tellers or Branch Managers vital statistics on teller activity and allows for setting baseline goals for tracking.”

Barb Cooper
Vice President
Professional Services

Teller Activity Reports

Teller Activity by Time of Day

Practical Uses of this Report

Use this report to analyze your monthly teller activity by time of day. This option creates an online inquiry that gives you a quick visual of when the bulk of your teller activity happens. It can be viewed by branch and supplies member totals and transaction parameters.

How do I create the report?

Use MNHTLA #1 Teller Activity by Time of Day to create this report. Generate a printed report of this online data by using F14-Print.

Teller Activity by Day of Week

Practical Uses of this Report

Use this report to analyze your teller activity by day of week. This option creates an online report to tell what the effect is for a month that has five Mondays instead of four, or if Mondays in February are the same as Mondays in September.

How do I create the report?

Use MNHTLA #2 Teller Activity by Day of Week to create this report. Generate a printed report of this online data by using F14-Print.

Teller Activity by Day of Month

Practical Uses of this Report

Use this report to analyze your teller activity by day of month. This option creates an online report to determine the day with the most teller activity.

How do I create the report?

Use MNHTLA #3 Teller Activity by Day of Month to view this report. Generate a printed report of this online data by using F14-Print.

CU*BASE Report Overview

Teller Activity by Time of Day

Session 0 CUM*BASE GOLD - Teller Activity by Time of Day

Date: Oct 2000 [MMYYYY]
Branch: 00 = All Branches All Branches

Summary Transactions Members Transactions Per Member

Time Frame	# of Transactions	% of Transactions	# of Members	Transactions Per Member	# of Tellers	Members Per Teller	Transactions Per Teller
Open to 9:00	7,139	5.7	1,703	4.2	42	40.5	110.0
9:00 to 10:00	9,481	7.5	2,649	3.6	47	56.4	201.7
10:00 to 11:00	15,482	12.3	4,180	3.7	44	95.0	351.9
11:00 to 12:00	16,046	12.8	4,330	3.7	47	92.1	341.4
12:00 to 1:00	14,063	11.0	3,887	3.8	46	84.5	323.1
1:00 to 2:00	12,065	9.6	3,343	3.6	48	69.6	251.4
2:00 to 3:00	12,132	9.6	3,343	3.6	46	72.7	263.7
3:00 to 4:00	16,130	12.8	4,060	4.0	45	90.2	358.4
4:00 to 5:00	16,473	13.1	4,023	4.1	42	95.0	392.2
5:00 to 6:00	5,828	4.6	1,526	3.8	41	37.2	142.1
6:00 to 7:00	123	.1	46	2.7	20	2.3	6.2
7:00 to Close	0	.0	0	.0	0	2.3	6.2
Totals	125,762		33,090	3.8			
Baseline	0		0				

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Teller Activity by Day of Week

Session 0 CUM*BASE GOLD - Teller Activity by Day of Week

Month/Year: Oct 2000 [MMYYYY]
Branch: 00 = All Branches
Graph: C = Combined

Summary Transactions Avg Daily Transactions Members Transactions Per Member

Day of Week	Freq	%	Total Trx	Avg Daily Trx	# of Members	Trx / Mbr	# of Tels	Mbr / Tlr	Trans / Tr		
Mon	3	12.2	15,351	0	5,117	0	4,283	3.6	35	118.4	426.4
Tue	4	13.8	17,377	0	4,344	0	4,502	3.9	36	125.1	482.7
Wed	5	16.0	20,178	0	4,035	0	4,941	4.1	37	133.5	545.4
Thu	5	19.4	24,364	0	4,872	0	5,222	4.7	34	153.6	716.6
Fri	5	30.7	38,613	0	7,722	0	7,197	5.4	42	171.4	919.4
Sat	4	7.9	9,879	0	2,469	0	2,964	3.3	29	102.2	340.7
Sun	0	.0	0	0	0	0	0	.0	0	.0	.0
Totals			125,762	28,559	29,089	4.3					
Baseline			0	0	0						

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Teller Activity by Day of Month

Session 0 CUM*BASE GOLD - Teller Activity by Day of Month

Date: Oct 2000 [MMYYYY]
Branch: 00 = All Branches All Branches

Summary Transactions Members Transactions Per Member

Day of Month	Weekday	# of Transactions	% of Transactions	# of Members	Transactions Per Member	# of Tellers	Members Per Teller	Transactions Per Teller
10/01/2000	Wednesday	4,607	3.7	1,624	2.8	28	53.0	164.5
10/02/2000	Thursday	5,312	4.2	1,872	2.8	28	66.9	189.7
10/03/2000	Friday	7,874	6.3	2,643	3.0	29	91.1	271.5
10/04/2000	Saturday	2,664	2.1	1,016	2.6	17	59.8	156.7
10/06/2000	Monday	5,295	4.2	1,879	2.8	29	64.8	182.6
10/07/2000	Tuesday	3,663	2.9	1,325	2.8	28	47.3	130.8
10/08/2000	Wednesday	4,105	3.3	1,485	2.8	28	53.0	146.6
10/09/2000	Thursday	4,648	3.7	1,656	2.8	30	55.2	154.9
10/10/2000	Friday	7,643	6.1	2,617	2.9	31	84.4	246.5
10/11/2000	Saturday	2,232	1.8	882	2.5	16	55.1	139.5
10/14/2000	Tuesday	6,733	5.4	2,246	3.0	29	77.4	232.2
10/15/2000	Wednesday	4,555	3.6	1,638	2.8	29	56.5	157.1
Totals		125,762		44,567	2.8			
Baseline		0		0				

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CU*BASE Report Overview

"I recommend using this report if you are thinking of changing branch hours."

Stephanie Raven
Account Executive
Client Services

Teller Activity Analysis Report

Use this report:

- To analyze teller activity by time of day if you are considering altering your branch hours or considering opening or closing a new branch
- To determine when you should schedule your part-time staff
- To print out the range of the data into smaller segments such as every 15 or 30 minutes
- To view transactions of a specific teller ID

Practical Uses of this Report

This report can be used to analyze teller activity for a certain period of time. This report only reports on transactions performed through the teller drawer. Transfers and check/money order withdrawals are not included.

How do I create the report?

MNHTLA #5 Teller Activity Analysis allows you to select the beginning and ending time of the report and also select its breakdown further by one hour, 30 minute, or 15 minute increments. Choose to print a Summary or Detail Report.

Report Sample

2/19/08 16:10:10

WESTERN DISTRICTS CREDIT UNION
TELLER ACTIVITY ANALYSIS - DETAIL
2/01/08 TO 2/01/08

LTEACTAP1

PAGE 1

BRANCH: 01 MAIN OFFICE

T = # OF TRANSACTIONS PROCESSED, M = # OF MEMBERS SERVED

DATE: Friday, February 01, 2008

Teller ID	8:00 to 8:59	9:00 to 9:59	10:00 to 10:59	11:00 to 11:59	12:00 to 13:00	Totals
15 T	00	00	00	00	00	0
M	00	00	00	00	00	0
19 T	07	00	34	41	12	94
M	03	00	13	16	04	36
20 T	15	18	06	52	19	110
M	05	06	02	13	06	32
21 T	05	44	46	16	69	180
M	01	12	15	05	19	52
Totals	27	62	86	109	100	384
Members	9	18	30	34	29	120
Trx/Mbr	3.0	3.4	2.9	3.2	3.4	3.2

CU*BASE Report Overview

“Want to know who is overriding transactions and why? This is a great audit report!”

Stephanie Raven
Account Executive
Client Services

Member Transaction Override Report

Use this report:

- To monitor both the teller and override employee on account transactions
- To determine if employee education is needed to educate tellers about the importance to close par value accounts
- To tell what type of override was processed: Par Value, Secured Funds, Frozen Accounts or Uncollected Funds
- To review employee security access to this override function

Practical uses of this report

Use this report to view transactions that required an override to be performed, such as transactions on a frozen account. This report allows you to keep an eye on your teller transaction overrides to ensure that this authorization is supported by credit union policies.

How do I create the report?

MNADJ #27 Member Transaction Override Rpt prints a three page report. The first page lists a detail of the transactions, the second page includes a summary by transaction type and the third page lists the employees who authorized the overrides.

Report Sample

2/19/08
11:30:20

CU*BASE CREDIT UNION
OVERRIDE TRANSACTION REGISTER
REPORT AS OF 2/19/08

LTRANO

Page 1
ALYCIAM

ALL TYPES

PROCESS MONTH/YEAR - 2/08

Account Number	Trans Id	Tran Date	Tr Tp	Deposit/Principal	Interest Payment	Withdraw/Disburse	Current Balance	Description	Draft #	Tracer Acct #	Br Id	Tl Id	Over Type
1037-000/SH	01074	2/13/08	37			3902.81	.00	PHONE OPERATOR CHECK			1	20	PAR FRZ
1069-000/SH	01631	2/08/08	31			5.00	.00	SHARES CASH W/D			2	06	PAR FRZ
1104-011/SH	05952	2/06/08	31			300.00	292.32	SUB SHARES CASH W/D			2	01	PAR FRZ
1448-000/SH	00550	2/08/08	31			228.67	.00	SHARES CASH W/D			2	24	PAR FRZ
4468-000/SH	00310	2/07/08	31			13.54	.00	SHARES CASH W/D			2	24	PAR FRZ
20032-000/SH	01279	2/15/08	31			228.80	.00	SHARES CASH W/D			2	08	PAR FRZ
548407-002/SD	11927	2/07/08	92			950.00	231.08-	CLEAR CHECK	1177		1	20	SEC
** FINAL TOTAL **				361.68	.00	8387.63	**						

* AMOUNTS FOLLOWED BY AN ASTERISK ARE NOT INCLUDED IN FINAL TOTAL

CU*BASE Report Overview

“This report is great to make sure that you are in compliance!”

Barb Cooper
Vice President
Professional Services

Bank Secrecy Act Summary Report

Use this report:

- To ensure your auditors that you are in compliance with the BSA
- To ensure that tellers complete the proper documentation when deposits and withdrawals meet the requirements for the Federal Reserve
- To monitor transactions above and below a certain dollar amount

Practical Uses of this Report

This report allows you to review BSA records from a range of dates, for all members, or for a single SSN/TIN. Use this report if you want to look for a pattern of suspicious activity over time for a particular member, or to review a month's worth of activity at the same time. Verify that required transactions are reported and/or tracked by your credit union and that all the necessary forms have been filed.

How do I create the report?

MNRPTD #25 Bank Secrecy Act Report allows you to select a month end reporting period. Optional date ranges (from and to) and SSN/TIN can also be selected.

Report Sample

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2/19/08 15:18.06
DATE RANGE: 2/01/2008 TO 2/04/2008
CU*BASE CREDIT UNION
BANK SECRECY ACT CASH REPORTING AS OF 02/19/2008
LBSAFIL
PAGE 1
USER ALYCIAM

SOC. SEC. # MEMBER NAME
374-54-1212 MEMBER MARRY
374-54-1212 MEMBER MARRY
390-99-9999 TESTPERSON MARK
390-99-9999 SAMPLE JESSICA
39-1999999 ABC COMPANY INC

ACCOUNT BASE TRANS AMOUNT TRANS DATE TRANS TYPE TELLER ID TOTAL AMT MESSAGE
L 530884 3200.00 2/04/2008 CASH BACK 20 10200.00 EXCEEDS $10,000
L 550495 3822.00 2/01/2008 CASH BACK 21 12822.00 EXCEEDS $10,000
1007038 4999.00 10/16/2006 OUTS CHECK 18 4999.00
390-99-9999 SAMPLE JESSICA J 6100.00
7718 6100.00 10/21/2006 OUTS CHECK 27 6100.00
999999 12019.78 10/16/2006 CASH IN 27 12019.78 EXCEEDS $10,000

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CU*BASE Report Overview

“This Teller Audit Summary is great for verifying cash counts, over and short totals, and outside check deposits.”

Barb Cooper
Vice President
Professional Services

Head Teller Audit Summary Report

Use this report:

- To research over and short totals
- To know where the drawer actually stood on system
- As an excellent research tool for teller balancing issues
- To verify outside check deposits

Practical Uses of this Report

This report provides a summary of all teller totals. Check deposit activity is then totaled at the bottom of the report.

How do I create the report?

Use the Teller category in CU*SPY to find the Head Teller Audit Summary Report (LHTAU2). An on demand report containing the same data can also be generated at MNHTEL #16 Change Fund Audit Report.

Report Sample

6/16/08 26.36		CREDIT UNION										LHTAU2	PAGE	1
RUN ON: 6/17/08		HEAD TELLER AUDIT SUMMARY REPORT										USER		
		FOR 6/16/08												
TELLER *	C	A	S	H	F	L	O	W	+	+	+	CHECKS	DRAFTS	CASH
ID	BEGIN DAY	+/-	VLTS	TCD	MBR	IN/OUT	DSB/WDR	END DAY	+	+	+	CASHED	CASHED	SHORT
* INACTIVE TELLERS 01 - MAIN OFFICE														
15	6739.18	.00	.00	.00	.00	.00	.00	6739.18	.00	.00	.00	.00	.00	.00
21	2589.02	.00	.00	.00	.00	.00	.00	2589.02	.00	.00	.00	.00	.00	.00
46	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
61	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
62	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
66	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
89	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
90	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
92	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
T -01	9328.20	.00	.00	.00	.00	.00	.00	9328.20	.00	.00	.00	.00	.00	.00
* ACTIVE TELLERS 01 - MAIN OFFICE														
19	5585.81	2000.00	.00	1027.00	-	2797.00	3761.81	* 9303.90	.00	.00	* 10330.90	.00	.00	.00
20	5397.22	6830.00	.00	590.64	-	3607.77	8028.81	* 19691.54	1225.97	.00	* 21508.15	.00	.00	.00
23	7352.41	14030.00	.00	2210.00	16499.36	7594.05	* 28818.48	4443.83	.00	* 30552.31	500.00	.00	.00	.00
T -01	18336.44	22860.00	.00	592.36	22904.13	19384.67	* 57813.92	5669.80	.00	* 62391.36	500.00	.00	.00	.00
GT-01	27664.64	22860.00	.00	592.36	22904.13	28712.87	* 57813.92	5669.80	.00	* 62391.36	500.00	.00	.00	.00

CU*BASE Report Overview

“This report can be used in conjunction with the Vault G/L Verification Inquiry for daily activity detail.”

Barb Cooper
Vice President
Professional Services

End of Day Head Teller Trial Balance Report

Use this report:

- As an alternative to the Inquiry found on MNGELE #12 Vault G/L Verification
- For daily detail activity of changes to teller/vault cash

Practical Uses of this Report

This report can be used by Head Tellers with vault responsibility to review teller cash balances and branch vault balances. The report is broken down with a page for each branch/vault and ends with a total of all vaults. Use this to balance GL 73900/Change Fund.

How do I create the report?

Use the Teller category in CU*SPY to find the End of Day Head Teller Trial Balance Report (PHTCL3).

Report Sample

6/16/08	26.38	CREDIT UNION	PHTCL3	PAGE	1
RUN ON:	6/17/08	END OF DAY HEAD TELLER TRIAL BALANCE		USER	
		FOR 6/16/08			
		01 - MAIN OFFICE			
BEGINNING OF DAY	BEGINNING TELLER'S CASH	+	27,664.64		
	BEGINNING VAULT CASH	+	66,548.00		

	BEGINNING CHANGE FUND	=	94,212.64		
DAILY ACTIVITY	CASH FROM BANK+ / TO BANK-		.00		
	CASH FROM VLTS+ / TO VLTS-	-	.00		
	TCD DISPENSES TO MEMBERS-	+	.00		
	OUTSIDE CHECKS	-	62,391.36		
	CASH DISBURSED	-	22,404.13		
	IN-HOUSE DRAFTS	-	500.00		
	CASH SHORT	-	.00		
	ADVANCE VOUCHERS	-	.00		
	RECEIPT VOUCHERS	+	63,483.72		
	CASH OVER	+	.00		

	NET DAILY ACTIVITY	=	21,811.77-	21,811.77-+	
END OF DAY	ENDING TELLER'S CASH	+	28,712.87	1,048.23 +	
	ENDING VAULT CASH	+	43,688.00	22,860.00-+	

	ENDING CHANGE FUND	=	72,400.87	21,811.77-+	