



MEMBER SERVICE AND TELLER QUESTIONNAIRE

Credit Union Name: _____

Teller Balancing Information:

Do your tellers post their own teller reversals? ☐ Yes ☐ No

If no, who is responsible for the reversals?

When they post a reversal involving a corporate check or money order, is the corporate check or money order automatically voided? ☐ Yes ☐ No

If not, who is responsible for voiding it and how does staff get the information to them?

Who processes cash transfers (buy/sells), tellers, head tellers, or either?

When cash transfers (buy/sells) are done currently, does one transaction perform the activity for both the teller and the vault or are they two separate transactions that have to be done?

CU*BASE can generate a report for vault cash transfers (buys/sells). What would the management team like to do with these reports per policy? CU*Answers does not warranty their storage in the online iDOC vault.

Do tellers sell their drawer back nightly? ☐ Yes ☐ No

Do branches have floating teller drawers? ☐ Yes ☐ No

If yes, do they have separate log on information for the float drawers? ☐ Yes ☐ No

Do tellers have any other miscellaneous items such as stamps in their drawers that are included in the cash inventory? ☐ Yes ☐ No

If yes, please explain what could be in their drawers.

Do tellers balance their corporate checks and money orders nightly? ☐ Yes ☐ No

If yes, please explain their procedure.

Are the tellers responsible for viewing outstanding corporate drafts/money orders in their day-to-day operations? ☐ Yes ☐ No

Who is responsible for Teller Transaction Overrides? What does the credit union consider a teller override? Please list all employees with this authority.

What is your teller procedure to CTR's? Are they completed by tellers at the teller line? Once completed, where do they go?

Do tellers redeem savings bonds? ☐ Yes ☐ No

If so, are bonds included with outside checks? ☐ Yes ☐ No

When is a signature required for receipts?

Are tellers responsible for anything other than transactions (wires, verification of deposit forms, etc.)?

How is daily work and/or drawer totals stored? Do tellers receive a printout of their drawer totals at the end of the night? ☐ Yes ☐ No

Vault Balancing Information:

Is there a physical vault at each location and how often/what time of the day is it balanced?

Is there more than one head teller responsible for the cash vault including balancing?

When is cash ordered and how often is it ordered?

Who posts the transaction when cash is delivered?

Do the branches have a coin machine? ☐ Yes ☐ No

Is each machine tracked separately from the branch vault and have its own cash GL? ☐ Yes ☐ No

Which branches have coin machines and how are the coin transactions processed?

Is there a member or non-member coin machine fee? ☐ Yes ☐ No

Can tellers refund fees for members? ☐ Yes ☐ No

If yes, please explain what types of fees.

Who can process Member Account Adjustments (adjusts a member balance and offset a GL)?

ATM Balancing:

Please list all of your ATM Machines and applicable information below.

Network ID #	Location	Accepts Deposits?	Who is responsible for filling machine and what vault does it come from?	Balanced by CU?

What time of day are the machines balanced?

Do tellers post the deposits and/or withdrawals? ☐ Yes ☐ No

Is the physical cash for each machine represented by its own GL account ? ☐ Yes ☐ No

Network ID #	GL #

Member Service Questions:

Is a credit report required to open a membership and/or checking account? ☐ Yes ☐ No

Is an OFAC scan required at time of membership opening? ☐ Yes ☐ No

Is Chex Systems/Qualifile required at the time of membership or checking accounts? ☐ Yes ☐ No

Who can open memberships? Subaccounts?

Who can close memberships? Subaccounts?

General Questions:

Does the credit union cash checks for non-members? ☐ Yes ☐ No

If yes, how are they processed (use member account, credit union account, ID required, etc.)?

Who will be responsible for working the member service applications/requests that come in through online banking/audio banking? (Name, Title, Branch)

Who will print and mail auto-checks? Who prints and mails notices?

When are checks scanned into Check21? How does the credit union match branch check totals from the core to Check21?
