

February 13, 2017




Our Favorite Reports

Teller

by
Pauline VanZalen

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.”

Pauline VanZalen

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.

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.

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 these report?

Tool #846 *Teller Activity by Time of Day*

Tool #845 *Teller Activity by Day of Week*

Tool #844 *Teller Activity by Day of Month*

For all three reports, generate a printed report of this online data by using *Print* (F14).

CU*BASE Report Overview

Teller Activity by Time of Day

Session 0 CU*BASE GOLD Edition - ABC TESTING CREDIT UNION
File Edit Tools Help

Teller Activity by Time of Day All Branches

Date: Aug 2013 [MMYYYY] Branch: 00 - All Branches

Time Frame	# of Transactions	% of Transactions	# of Members	Transactions Per Member	# of Tellers	Members Per Teller	Transactions Per Teller
Open to 9:00	576	4.2	158	3.7	8	19.8	72.3
9:00 to 10:00	1,259	9.1	319	3.9	8	39.9	151.4
10:00 to 11:00	1,462	10.6	372	3.9	9	41.3	162.4
11:00 to 12:00	1,588	11.5	418	3.8	8	52.3	198.5
12:00 to 1:00	1,822	13.2	458	4.0	9	50.9	202.4
1:00 to 2:00	1,448	10.5	393	3.7	9	43.7	160.9
2:00 to 3:00	1,633	11.8	395	4.1	8	49.4	204.1
3:00 to 4:00	1,870	13.6	479	3.9	8	59.9	233.8
4:00 to 5:00	1,947	14.1	460	4.2	8	57.5	243.4
5:00 to 6:00	184	1.3	60	3.1	6	10.0	30.7
6:00 to 7:00	0	.0	0	.0	0	10.0	30.7
7:00 to Close	0	.0	0	.0	0	10.0	30.7
Totals	13,791		3,512	3.9			
Baseline	100		50				

Print (473) 90013

Teller Activity by Day of Week

Session 0 CU*BASE GOLD Edition - ABC TESTING CREDIT UNION
File Edit Tools Help

Teller Activity by Day of Week All Branches

Date: Aug 2013 [MMYYYY] Branch: 00 - All Branches

Chart values: Baseline Combined Goals

Day of Week	Freq	%	Total Transactions		Avg Daily Trx		# of Members		Trx/Mbr	# of Tls	Mbr/Tlr	Trx/Tlr
			Actual	Goal	Actual	Goal	Actual	Goal				
Mon	4	16.4	2,259	400	564	100	591	200	3.8	8	73.9	282.4
Tue	4	11.3	1,557	400	389	100	447	200	3.5	8	55.9	194.6
Wed	4	13.2	1,819	400	454	100	505	200	3.6	7	72.1	259.9
Thu	5	22.6	3,111	500	622	100	738	250	4.2	8	92.3	388.9
Fri	5	36.6	5,045	500	1,009	100	1,009	250	5.0	9	112.1	566.6
Sat	0	.0	0	0	0	0	0	0	.0	0	.0	.0
Sun	0	.0	0	0	0	0	0	0	.0	0	.0	.0
Totals			13,791	3,030	3,290	4.2						
Baseline			100	25	50							

Print (473) 90013

Teller Activity by Day of Month

Session 0 CU*BASE GOLD Edition - ABC TESTING CREDIT UNION
File Edit Tools Help

Teller Activity by Day of Month All Branches

Date: Aug 2013 [MMYYYY] Branch: 00 - All Branches

Day of Month	Weekday	# of Transactions	% of Transactions	# of Members	Transactions Per Member	# of Tellers	Members Per Teller	Transactions Per Teller
Aug 01, 2013	Thursday	841	6.1	286	2.9	7	40.9	120.1
Aug 02, 2013	Friday	1,107	8.6	384	3.1	7	54.9	169.6
Aug 05, 2013	Monday	668	4.8	212	3.2	5	42.4	133.6
Aug 06, 2013	Tuesday	424	3.1	144	2.9	5	28.8	84.0
Aug 07, 2013	Wednesday	501	3.6	168	3.0	5	32.6	100.2
Aug 08, 2013	Thursday	526	3.8	184	2.9	5	36.8	105.2
Aug 09, 2013	Friday	897	6.5	299	3.0	7	42.7	128.1
Aug 12, 2013	Monday	571	4.1	197	2.9	7	28.1	81.6
Aug 13, 2013	Tuesday	368	2.7	129	2.9	6	21.5	61.3
Aug 14, 2013	Wednesday	444	3.2	158	2.8	6	26.3	74.0
Aug 15, 2013	Thursday	566	4.1	195	2.9	6	32.5	94.3
Aug 16, 2013	Friday	941	6.8	322	2.9	7	46.0	134.4
Aug 19, 2013	Monday	509	3.7	186	2.7	8	23.3	63.6
Aug 20, 2013	Tuesday	386	2.8	131	2.9	6	21.8	64.3
Aug 21, 2013	Wednesday	443	3.2	151	2.9	5	30.2	88.6
Aug 22, 2013	Thursday	552	4.0	201	2.7	5	40.2	118.4
Totals		13,791		4,699	2.9			
Baseline		100		50				

Print Summary (397) 90013

CU*BASE Report Overview

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

Pauline VanZalen

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?

Use **Tool #843 Teller Activity Analysis Report** 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!”

Pauline VanZalen

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?

Use **Tool #868 Transaction Override Report** to print 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
1104-011/SH	05952	2/06/08	31			300.00	292.32	SUB SHARES CASH W/D			2 01		FRZ
1448-000/SH	00550	2/08/08	31			228.67	.00	SHARES CASH W/D			2 24		PAR
4468-000/SH	00310	2/07/08	31			13.54	.00	SHARES CASH W/D			2 24		PAR
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!"

Pauline VanZalen

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?

Use **Tool #633 *Print BSA/SAR Activity Report*** to select a month end reporting period. Optional date ranges (from and to) and SSN/TIN can also be selected.

Report Sample

```

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
SOC. SEC. # MEMBER NAME ACCOUNT TRANS TRANS TRANS TELLER TOTAL MESSAGE
BASE AMOUNT DATE TYPE ID AMT
374-54-1212 MEMBER MARRY L 10200.00 EXCEEDS $10,000
530884 3200.00 2/04/2008 CASH BACK 20 10200.00
374-54-1212 MEMBER MARRY L 12822.00 EXCEEDS $10,000
550495 3822.00 2/01/2008 CASH BACK 21 12822.00
390-99-9999 TESTPERSON MARK 4999.00
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
39-1999999 ABC COMPANY INC 12019.78 EXCEEDS $10,000
999999 12019.78 10/16/2006 CASH IN 27 12019.78

```

CU*BASE Report Overview

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

Pauline VanZalen

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 by using **Tool #197 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	.00	.00	.00	.00	.00	.00	.00	9328.20	.00	.00	.00	.00	.00	.00
* 9328.20														
* ACTIVE TELLERS 01 - MAIN OFFICE														
19	5585.81	2000.00	.00	1027.00	-	2797.00	3761.81	* 9303.90	.00	.00	.00	* 10330.90	.00	.00
20	5397.22	6830.00	.00	590.64	-	3607.77	8028.81	* 19691.54	1225.97	.00	.00	* 21508.15	.00	.00
23	7352.41	14030.00	.00	2210.00	16499.36	7594.05	* 28818.48	4443.83	.00	.00	* 30552.31	500.00	.00	
T -01	.00	22860.00	.00	592.36		19384.67			5669.80	.00	.00	* 62391.36		.00
* 18336.44														
						22904.13		* 57813.92				500.00		
GT-01	.00	22860.00	.00	592.36		28712.87			5669.80	.00	.00	* 62391.36		.00
* 27664.64														
						22904.13		* 57813.92				500.00		

CU*BASE Report Overview

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

Pauline VanZalen

End of Day Head Teller Trial Balance Report

Use this report:

- As an alternative to the Inquiry found on **Tool #937 Vault GL 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-+	