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8/22

Teller Best Practices

Post Conversion Training

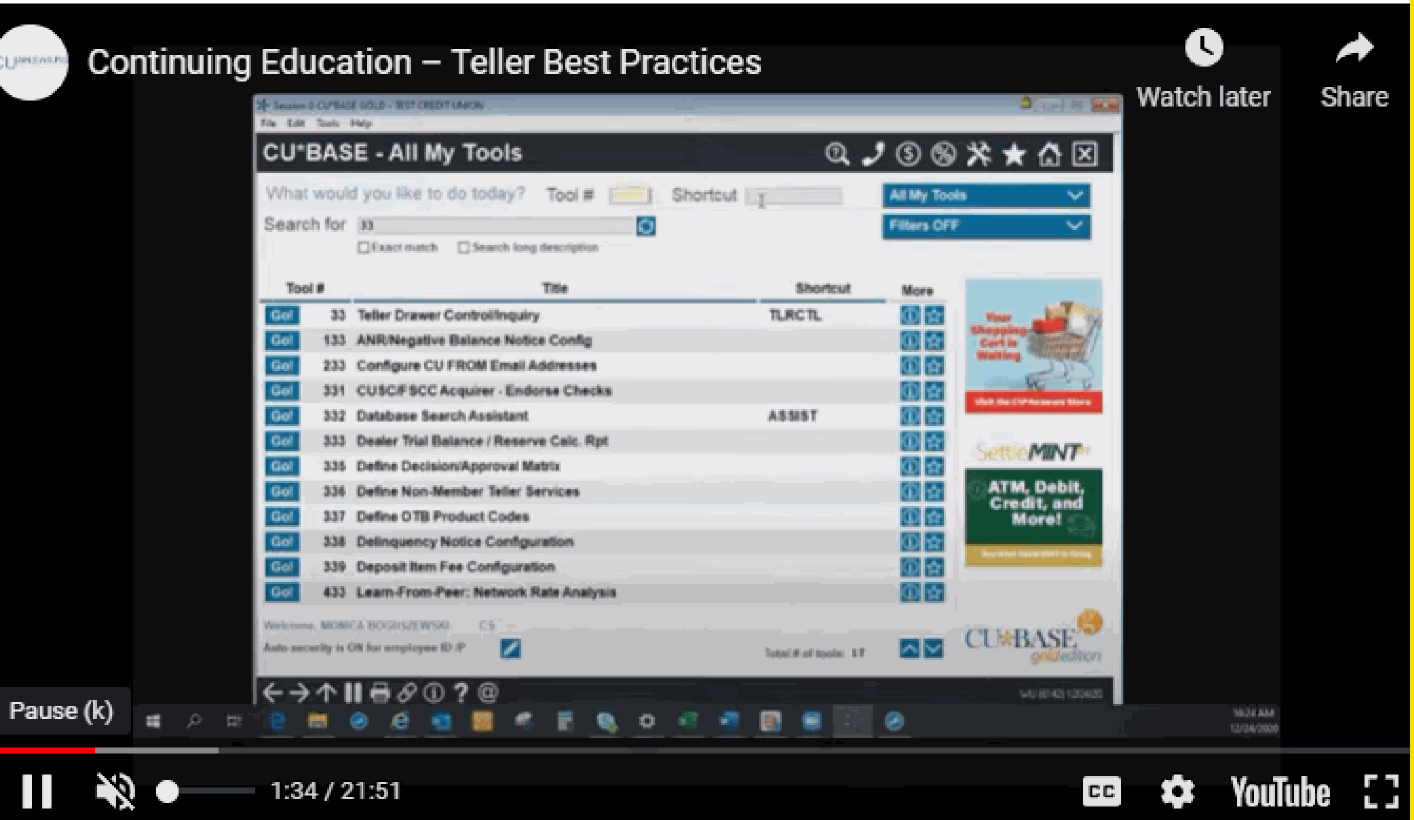
Client Services and Education

Resource Guide

GETTING THE MOST FROM YOUR GUIDE

1. Review the concepts further by using the Online Resources provided in each Learn on Your Own.
2. Watch the video provided by the Client Services and Education Team. See how you pick up the concepts much more deeply.
3. Return to the Resources Guide again to quickly access information on the tools, reports and concepts covered in the course.

Review the webinar again by clicking the picture of the video below.



Learn on Your Own

This Learn on Your Own allows you to further your understanding of what was taught in the Teller Best Practices continuing education webinar.

Research what you learned on your own the resources provided in this document.

Teller Drawer Control and Inquiry

TOOL #1 & #1600

For balancing your own teller drawer use Tool #1 Teller Line Posting or Tool #1600 Xpress Teller.

From there use Audit to access documentation on the Audit Keys.

TOOL #33

To assist in balancing another person's drawer use Tool #33 Teller Control/Inquiry. When assisting another teller, you will need to enter your teller drawer and vault.)

Learn on Your Own

Teller Drawer Controls Detail screen

Shortcut **TLRCTL**

Also find by searching for **Teller**

Learn more on your own.

Teller Audit Key Inquiry screen

Access by selecting Audit from the previous screen

Learn more on your own.

- ✓ This topic includes Audit Keys, including one that are not deleted like typical Audit Keys

Teller/Vault Cash Transfers & Inquiry

TOOL #32

For making transfers and inquiring in then use Tool #33 Teller/Vault Cash Transfers & Inquiry.

Learn on Your Own

Teller/Vault Cash Transfers & Inquiry screen

Shortcut **CASH**

Learn more on your own.

✓ Use the "Other" vault type for Teller Cash Dispensers (TCDs), Teller Cash Recyclers (TCRs), Interactive Teller Machines (ITMs), coin machines, etc.

CU*Spy Reports

CU*SPY DAILY REPORTS

This section of the webinar includes information on two CU*Spy daily reports used for balancing: LTAU2 (Teller Closing Transaction Report) and PHTCL3 (End of Day Head Teller Report).

ADDITIONAL REPORT

Also review the PTLCL2 (End of Day Teller Trial Balance Report), not discussed in the webinar.

Learn on Your Own

My Favorite Daily Reports booklet

Learn more on your own.

- ✓ Review LTAU2, PHTCL3, and PTLCL2
- ✓ The reports are in the Teller section and are alphabetized by full report name.
- ✓ A sample follows the table containing additional information.

CU*BASE Reports

TOOL #532

This section of the webinar includes information on the two CU*BASE reports covered in the webinar including Tool #532 Misc Monthly Receipt Analysis and Tool #533 Misc Advance Monthly Report.

TOOL #533

While these two reports are also archived to CU*Spy, the webinar recommends reviewing them in CU*BASE since then you can see the report for the current day

Learn on Your Own

Misc Monthly Receipts Analysis

Tool #532

Learn more on your own.

✓ Find an example of the report at the end of the topic.

Misc Advance Monthly Report

Tool #533

Learn more on your own.

✓ Find an example of the report at the end of the topic.

TOOL #31

This section of the webinar covers Tool #31 Reverse/Tran Adjust Drawer (Same Day) used to reverse same day teller errors.

The next Module covers reversing a transaction that is not a same-day transaction.

Same Day Reversals

Learn on Your Own

Reverse Transaction/Adjust Drawer (Entry screen)

Tool #31

Shortcut: **REVLTR**

Learn more on your own.

Detail screen

Learn more on your own.

✓ The webinar also covers the option to suppress the reversal from the member statement.

Same Day Reversals

TOOL #869

This section of the webinar covers the tool used to reverse a transaction that is not same day using Tool #869 Transaction Reversal.

Special procedures must be followed for special circumstances that are covered in the webinar as well as the help topics to the right.

Learn on Your Own

Transaction Reversal
(Entry screen)
Tool #869

Learn more on your own.

- ✓ Help topic includes sections on "Reversing a loan payment to principle" and "Reversing a single-pay-per-period delinquent loan"
- ✓ Reversing same-day teller transactions are covered in the previous section.

Detail screen

Learn more on your own.

Learn on Your Own

Here are additional resources to supplement what you have learned in the Teller Daily Practices webinar.

Teller Audits "Left" to "Right"
Learn more on your own.

Understanding Teller Control and Balancing Procedures
Learn more on your own.

Reversing a Member Transaction and Correcting Teller Drawer Audit Keys
Learn more on you own.

Research Teller Drawer Balancing Error
Learn more on your own.

Resolve Out-of-Balance Teller Drawer
Learn more on your own.

Additional Resources

Conceptual Topics and Show Me the Steps Topics

IN CONCLUSION

This is a great opportunity for you to reflect on what you have learned.

To the right are things you should know now that you have completed the review of this document. Can you answer all these questions? Take the self assessment.

Don't forget to call the Client Services and Education team via the Answer Book: https://kb.cuanswers.com/cuanswers/ext/kbsearch.aspx *(click the @ symbol in CU*BASE) or at x 255 with any of your balancing needs.*

Self Assessment

How do you access the Teller Best Practices webinar?

- ✓ How can you access the help topics related to what is taught in the webinar?
- ✓ Where can you find the tools and shortcuts covered in the webinar?
- ✓ What CU*Spy reports are covered in the webinar?
- ✓ How do you view samples of them?
- ✓ How do you view samples of the CU*BASE reports covered in the webinar?