**Teller 3P**

**Developing Three New Platforms for CU\*BASE Teller Processing**

**Summary List of Functions for Brainstorming KISS Only**

Revised: Thursday, August 30, 2018

This document provides a list of key functions that can be processed directly via CU\*BASE Tool #1 Teller Line Posting, for use with brainstorming about potential functionality for new teller platforms.

## Key Teller Functions (listed alphabetically)

Legend: **K**=Keep feature as is, **M**=Modify feature for this platform, **O**=Obsolete/remove feature from this platform

Items in orange text are controlled by settings in Teller/Member Service Workflow Controls (Tool #1005).

| Function | KISS | *KISS Platform Notes* |
| --- | --- | --- |
| 1. Account Comments (create/modify) |  |  |
| 1. Auto-pop the Photo ID window |  |  |
| 1. Auto-pop Verify Member ID/Comments window |  |  |
| 1. Auto-pop warning window for wrong email address |  |  |
| 1. Balance Forward (This Member/Other Member) |  |  |
| 1. Cash Checks |  |  |
| 1. Cash-back Calculator |  |  |
| 1. Close Memberships/Accounts |  |  |
| 1. Cross Sales |  |  |
| 1. CTR processing |  |  |
| 1. Default funds-in Proc Code (“currently serving”) |  |  |
| 1. Deposit calculator (to reach desired cashback amount) |  |  |
| 1. Deposit funds |  |  |
| 1. Deposit items (enter count) |  |  |
| 1. Device/Workstation Config (incl. TCD/TCR on/off, printer IDs) |  |  |
| 1. Display credit card # in place of account desc |  |  |
| 1. Display nicknames in place of account desc |  |  |
| 1. Drawer Control/Audit (my drawer) |  |  |
| 1. e-Document – scan |  |  |
| 1. e-Document – view |  |  |
| 1. Follow-Ups button for outstanding Tracker follow-ups (per Tracker type config) |  |  |
| 1. Funds In – cash |  |  |
| 1. Funds In – in-house (counter-kill) checks |  |  |
| 1. Funds In – outside checks (multiple checks w/holds) |  |  |
| 1. Funds In – outside checks (single check w/hold) |  |  |
| 1. Generate email to member (mailto: via default user’s email tool) |  |  |
| 1. Global Search |  |  |
| 1. Highlight base share below par |  |  |
| 1. Highlight share accounts with negative balance |  |  |
| 1. Holds on outside checks by check amount |  |  |
| 1. Holds on outside checks by member Electronic Deposit Hold Group |  |  |
| 1. Holds on outside checks by R&T |  |  |
| 1. Membership Designation Procedures |  |  |
| 1. Misc. Advances |  |  |
| 1. Misc. Receipts |  |  |
| 1. Name ID verification |  |  |
| 1. Negative balance teller override |  |  |
| 1. Next Suggested Product |  |  |
| 1. Non-Member Services (per Tool #336) – check cashing, misc. receipts, misc. advances |  |  |
| 1. Online Banking (p/w resets, info window) |  |  |
| 1. Open Memberships/Accounts |  |  |
| 1. Over-the-Counter Fees – cashed checks |  |  |
| 1. Over-the-Counter Fees – deposited items |  |  |
| 1. Over-the-Counter Fees – printed checks |  |  |
| 1. Over-the-Counter Fees – printed money orders |  |  |
| 1. **Phone Op & Member Inquiry (60+ features)** |  |  |
| 1. Phone/contact #s inquiry |  |  |
| 1. Post Deposits/Payments |  |  |
| 1. Post Withdrawals/Disbursements |  |  |
| 1. Print Check |  |  |
| 1. Print Money Order |  |  |
| 1. Print joint owner name on receipt (“currently serving”) |  |  |
| 1. Print teller audit reports when closing drawer |  |  |
| 1. Privacy controls – masking (per Tool #272) |  |  |
| 1. Privacy controls – wallet questions (per Tool #272) |  |  |
| 1. Rate Inquiry |  |  |
| 1. Red Flag Alert (address info changed recently) |  |  |
| 1. **Sales Tools (10+ features)** |  |  |
| 1. Search for account by card # |  |  |
| 1. Search for account by DBA name |  |  |
| 1. Search for account by employee # |  |  |
| 1. Search for account by name |  |  |
| 1. Search for account by reference |  |  |
| 1. Search for account by SSN/TIN |  |  |
| 1. Search for names by account number |  |  |
| 1. Secondary Names Inquiry |  |  |
| 1. Serve Another Member (“currently serving”) |  |  |
| 1. Shared Branching (CUSC) |  |  |
| 1. Suppress balances on receipt |  |  |
| 1. Suppress receipt print |  |  |
| 1. Suspicious Activity and Fraud Alert/Inquiry |  |  |
| 1. TCR/TCD Deposits/Withdrawals |  |  |
| 1. Tiered Points (info window) |  |  |
| 1. Tracker Review |  |  |
| 1. Transaction Activity Comparison |  |  |
| 1. Transaction Override |  |  |
| 1. Transfers – via Proc Code T |  |  |
| 1. Transfers – via standalone transfer feature |  |  |
| 1. Update Trans Desc & IRA/HSA Post Codes |  |  |
| 1. View account balances |  |  |
| 1. View loan payment / amount due |  |  |
| 1. Withdraw funds |  |  |