Taking a New Teller Approach to the Future

Teller 3P: Developing Three New Platforms for CU*BASE Teller Processing

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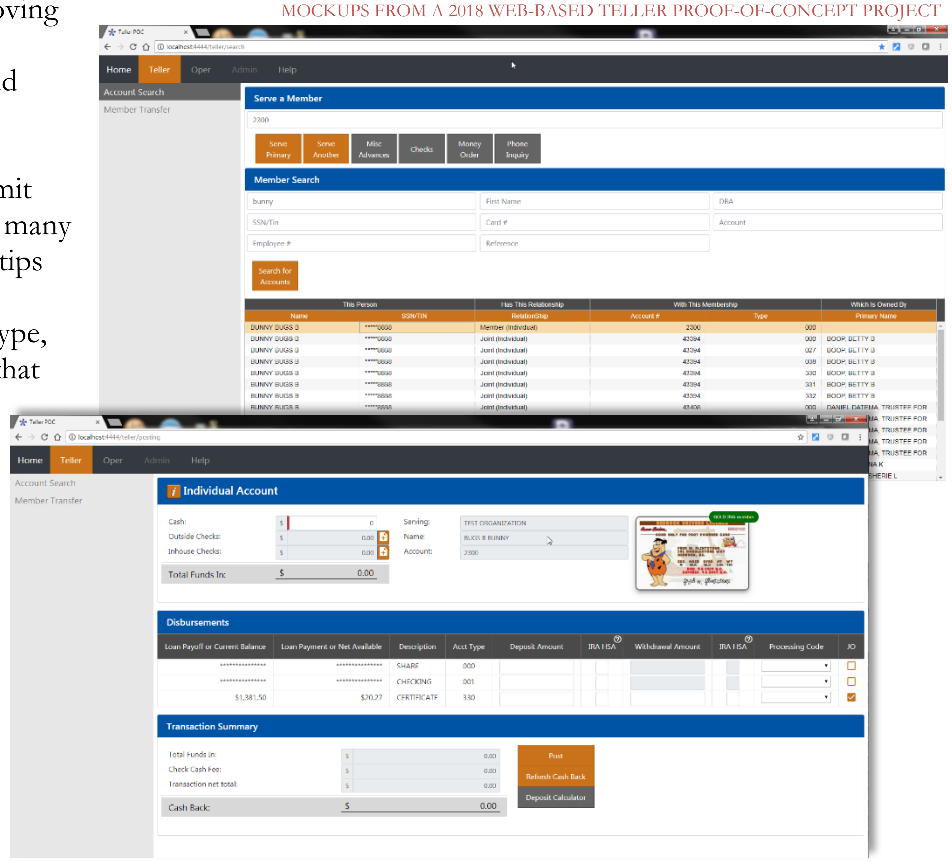
CU*Answers will soon start working with CU leaders who are interested in designing new teller tools and transactions for the future. A teller system with a single Swiss-army-knife or kitchen-sink approach will not fit enough credit union tactical units any longer. Now is the time to design a new approach to take to the future.

Our goal is to envision three distinct teller segments, each with independent approaches:

1. **Comprehensive** – multiple area functionality
2. **Basic** (KISS) – classic across-the-counter teller focus
3. **Floating** – tablet apps for roving tellers, tied to fixed-location drawers for cash handling and print functionality

MOCKUPS FROM A 2018 WEB-BASED TELLER PROOF-OF-CONCEPT PROJECT



One of the hardest things to do is limit the scope of features. Consider how many tools today's teller has at their fingertips (open and close accounts, data maintenance, print checks of every type, misc. receipts, etc.). Combine all of that with the connections for CRM, marketing, collections, lending, etc. Then consider the idea that a tablet app would not have an attached printer or cash drawer, nor a keyboard for high speed data entry. The same toolkit doesn't fit every strategy.

What we are looking to do is filter through the features and cross-departmental extensions and focus on the employee-member interaction. What will best fit a "concierge teller" design?

Has your credit union already done any work in this area?

Stay tuned for details coming later this summer on a series of brainstorming webinars and meetings where your credit union can get involved in the discussion.

Summary of Key Teller Functions (listed alphabetically)

An alphabetic list of key functions that can be processed directly via CU*BASE Tool #1 Teller Line Posting.

1. Account Comments
2. Auto-pop Verify Member ID/Comments window
3. Balance Forward (This Member/Other Member)
4. Cash Checks
5. Cash-back Calculator
6. Close Memberships/Accounts
7. Cross Sales
8. CTR processing
9. Default funds-in Proc Code ("currently serving")
10. Device Config
11. Display credit card # in place of account desc
12. Display nicknames in place of account desc
13. Drawer Control/Audit (my drawer)
14. Global Search
15. Highlight base share below par
16. Highlight share accounts with negative balance
17. In-House Checks (counter-kill)
18. Membership Designation Procedures
19. Misc. Advances
20. Misc. Receipts
21. Name ID verification
22. Negative balance teller override
23. Next Suggested Product
24. Non-Member Services
25. Online Banking (p/w resets, info window)
26. Open Memberships/Accounts
27. Outside Checks
28. Outside Checks with auto holds by R&T/amount
29. **Phone Op & Member Inquiry (60+ features)**
30. Photo ID pop-up window
31. Post Deposits/Payments
32. Post Withdrawals/Disbursements
33. Print Check
34. Print Money Order
35. Print teller audit reports when closing drawer
36. Privacy controls (masking, wallet questions)
37. Rate Inquiry
38. Red Flag Alert
39. **Sales Tools (10+ features)**
40. Search for account by card #
41. Search for account by DBA name
42. Search for account by employee #
43. Search for account by name
44. Search for account by reference
45. Search for account by SSN/TIN
46. Search for names by account number
47. Secondary Names Inquiry
48. Serve Another Member ("currently serving")
49. Shared Branching (CUSC)
50. Suspicious Activity and Fraud Alert/Inquiry
51. TCR/TCD Deposits/Withdrawals
52. Tiered Points (info window)
53. Tracker Review
54. Transaction Activity Comparison
55. Transaction Override
56. Transfers
57. Update Trans Desc & IRA/HSA Post Codes