Xpress Teller FAQ

- ❖ [Is Standard teller being replaced with Xpress Teller?](#)
- ❖ [What features does Xpress Teller have that Standard Teller does not have? What are the key benefits for moving to Xpress Teller?](#)
- ❖ [Can a workstation be set up to use both Xpress Teller and Standard Teller?](#)
- ❖ [Can a teller work on different workstations and sometimes use Xpress Teller and other times Standard Teller?](#)
- ❖ [Can some of my tellers use Xpress Teller and some use Standard Teller?](#)
- ❖ [What controls do I have with Xpress Teller that I do not have with Standard Teller?](#)
- ❖ [Will I need to order larger monitors for my teller line with Xpress Teller?](#)
- ❖ [Can different branches use different workflow control settings?](#)
- ❖ [Xpress Teller activates the drawer automatically. How do you update your totals when you purchase funds from the vault? Where do you update totals for specific denominations? What is the process for balancing?](#)
- ❖ [When utilizing Shared Branching, will the system continue to have the same look as currently? Or does the Xpress Teller tool update the Shared Branching process as well?](#)
- ❖ [I see that Xpress Teller displays just the member name, birthday, gender, code word, and wrong email/address warnings. I don't see additional member information, such as address, phone number, etc. Is this by design?](#)
- ❖ [Is it true that I don't have to activate my teller drawer with Xpress Teller?](#)
- ❖ [What non-teller features can my tellers get to via Xpress Teller?](#)
- ❖ [My Teller Cash Recycler/Dispenser vendor is Dynacash. What preparation do I need to do before moving to Xpress Teller?](#)
- ❖ [Can the maximum number of outside and in-house check fields on the Xpress Teller Funds In screen (20 for outside checks and 10 for in-house checks) be increased per CU?](#)
- ❖ [Does Xpress Teller allow tellers to cash checks for non-members?](#)
- ❖ [Currently you can jump into Phone Operator while performing a transaction. How do you access Phone Operator with Xpress Teller?](#)
- ❖ [How do I do a transfer for a member in Xpress Teller?](#)
- ❖ [How do I move money from one membership to another in Xpress Teller (balance forward)?](#)
- ❖ [Why would you use the Advanced Search feature?](#)
- ❖ [Does Xpress Teller use privacy controls from Tool #272: Configure Privacy Controls?](#)
- ❖ [What does the introduction of Xpress Teller mean to my teller business design?](#)

Search Questions

- [Can I change the graphics that display in Xpress Teller?](#)
- [What is the purpose of the graphics on the search page?](#)
- [Why am I sometimes finding the primary owner only and other times the primary and secondary owners (such as joint owners)?](#)
- [How can you tell in which field a number was found in when using Xpress Teller Search and Inquiry Search?](#)
- [Why might I not find a joint owner or coborrower record in the Search results on Xpress Teller Search or Inquiry Search?](#)
- [What results will I find if I search for member John Smith in the Xpress Teller Search screen or Inquiry Search screen? What might be a better strategy to find this member?](#)
- [Are non-members listed on the Xpress Teller Search screen?](#)
- [My credit union uses the feature that allows us to hide the base share account (000) accounts for certain membership designations. What tips are there when using Xpress Teller?](#)

- When I use the "Print Receipt" button in transaction history to reprint a receipt in the vertical format, what will show in the Account Summary section at the bottom?
- When I print checks and money orders via Xpress Teller, will I get a receipt for each item, or a single receipt for all of them?
- Can we still suppress balances on vertical receipts, for a specific transaction?

Vertical Receipts FAQ

- If I switch to the new vertical receipt format, can I switch back to the old format if I want?
- Are there any receipt types that will no longer be available once I switch to the vertical receipt format?
- How many transactions can be printed on a vertical receipt?
- What are vertical receipts, and how can I get them?
- Can I print the member's available balances on a vertical receipt?
- If I print the balance summary on my vertical receipts, what shows for loan accounts?
- Will check holds show up on a vertical receipt?
- Will the horizontal receipt format be going away?
- What benefits are there to going to vertical receipts?
- After I switch to vertical receipts, can I still reprint receipts that I had printed previously in the horizontal format?
- When I serve a joint owner, will that person's name appear on a vertical receipt like it does on a horizontal one?
- When I post a transfer, will a vertical receipt show the account number where the funds were deposited (the "TO" account)?
- Why are the descriptions shown in the account summary on the vertical receipt slightly different from what appears in the transaction itself?
- What do vertical receipts show when I post a transaction for a shared branch member?
- When I convert to vertical receipts, will the new account balance summary section print, or do I have to activate that?
- I use another imaging system, not CU*Answers Imaging Solutions. Can I still use vertical receipts?