



Core Director[®] Teller[™]

Teller Sales, Service, and Transaction Processing

There are many tasks your tellers could be focused on – but wouldn't you prefer that their attention is on providing an exceptional customer experience and building relationships? Core Director Teller offers convenient access to customer and account information and time-saving automated processes that improve teller productivity, reduce errors, promote profitability, and allow tellers to give customers the attention they deserve.

Focus Your Tellers on What Matters Most – Your Customers

BUSINESS VALUE

- Make Money
- Save Money
- Improve Operations

COMPATIBILITY

- Core Director®

- *Full integration with Core Director enables tellers to search for customer information within the teller application using the same criteria established in the core system.*

IT WORKS LIKE THIS ...

Core Director Teller delivers the advanced automation and business tools bankers need to improve the speed and accuracy of transaction processing, and to improve overall operating efficiencies and enhance customer service. It gives tellers, customer service representatives, and managers the innovative functionality and tools necessary for banks to run more efficiently and profitably.

Full integration with Core Director enables tellers to search for customer information within the teller application using the same criteria established in the core system. Information is displayed on-demand, so bank personnel can instantaneously identify customer names, balances, memo postings, account inquiries, stops and holds, messages, and ticklers.

ARM FRONT-LINE PERSONNEL AGAINST FRAUD ...

This solution's electronic journaling and messaging features provide front-line personnel with the ability to reduce potential fraud, increase bank security, and distribute shared information enterprise-wide. This dynamic and flexible system also fully integrates with Jack Henry Banking's document and check imaging platforms.

STREAMLINE DAILY OPERATIONS ...

Core Director Teller provides tellers with easy-to-use, easy-to-customize transaction processing capabilities that can materially improve staff productivity and operating efficiencies by enabling tellers to process all over-the-counter transactions. This solution also saves time and enhances customer service by providing tellers with convenient access to the tools they need, including the ability to see check images and signature cards without leaving their workstations or customers.

Core Director Teller includes the functionality needed for daily teller operations integrated into one convenient package. This solution includes the following functionality:

Store Forward – Completely eliminates the need for a stand-alone product to handle teller processing during periods of communication loss. This functionality promotes business continuity and eliminates interruptions to customer transactions by enabling tellers to continue working in the same application using the same screens and functions during periods of system downtime. When tellers are offline all data is saved on local workstations and automatically forwarded when online operations are restored. The data stored and forwarded includes all transactions, cash activity, and memo postings. Additionally, during end-of-day processing or any other time the host is not available, the store forward capabilities provide for continuous processing.

Bond Redemption – Allows tellers to redeem U.S. savings bonds at their workstations in seconds by simply inputting the bond issue date, denomination, and selecting the series type. Bond Redemption calculates the amount of interest due to the customer, eliminating the need to look up interest in booklets or online and reducing lengthy customer waits. This system stores Social Security numbers and mailing addresses of both customers and non-customers to ensure interest information is reported accurately to the IRS. Additionally, this system moves tax information into the Core Director system, enabling banks to accurately report 1099 interest to the IRS as a byproduct of redeeming the bond.

CTR Data Capture – Assists tellers, bookkeepers, and data processing departments with producing the Currency Transaction Report (CTR) that must be filed with the IRS. This function alerts tellers when bank-defined limits are met, prompting them to gather the required customer information. This system uses Core Director for all customer account information and allows the teller to input non-customer information during the CTR transaction and saves that information for future CTR transactions. In addition, this system automatically tracks beneficiary information. Core Director Teller stores and sends data electronically, tracks multiple cash transactions for multiple customer accounts, compiles them for final reporting, and can even file the report electronically.

Signature Card Viewing – Provides integration with Jack Henry Banking's Synergy Enterprise Content Management™ (ECM) solution, allowing tellers to quickly verify signature authenticity. Tellers can view the signature card at any time during the transaction, and banks can have signature cards displayed automatically based on established policies.

Check Image Viewing – Enables tellers to see previously posted checks directly from Core Director Teller using integration with the check imaging solution.

Teller Activity Reporting – Generates reports detailing transactions, journals, out-of-balance conditions, fee collections, as well as transaction volumes by day and week. Schedule reports for end-of-day processing or execute and archive them. Teller activity reporting provides banks with the ability to monitor revenues and chart activity to make scheduling easier and more efficient. This function offers the ability to export reports directly to Microsoft Excel® using the same functionality as Core Director.

Magnetic Card Swipe Reader – Provides the ability for the customer to swipe their ATM/Debit Card at the teller window and Core Director Teller does a look-up and presents the customer's information for review and use by the teller.

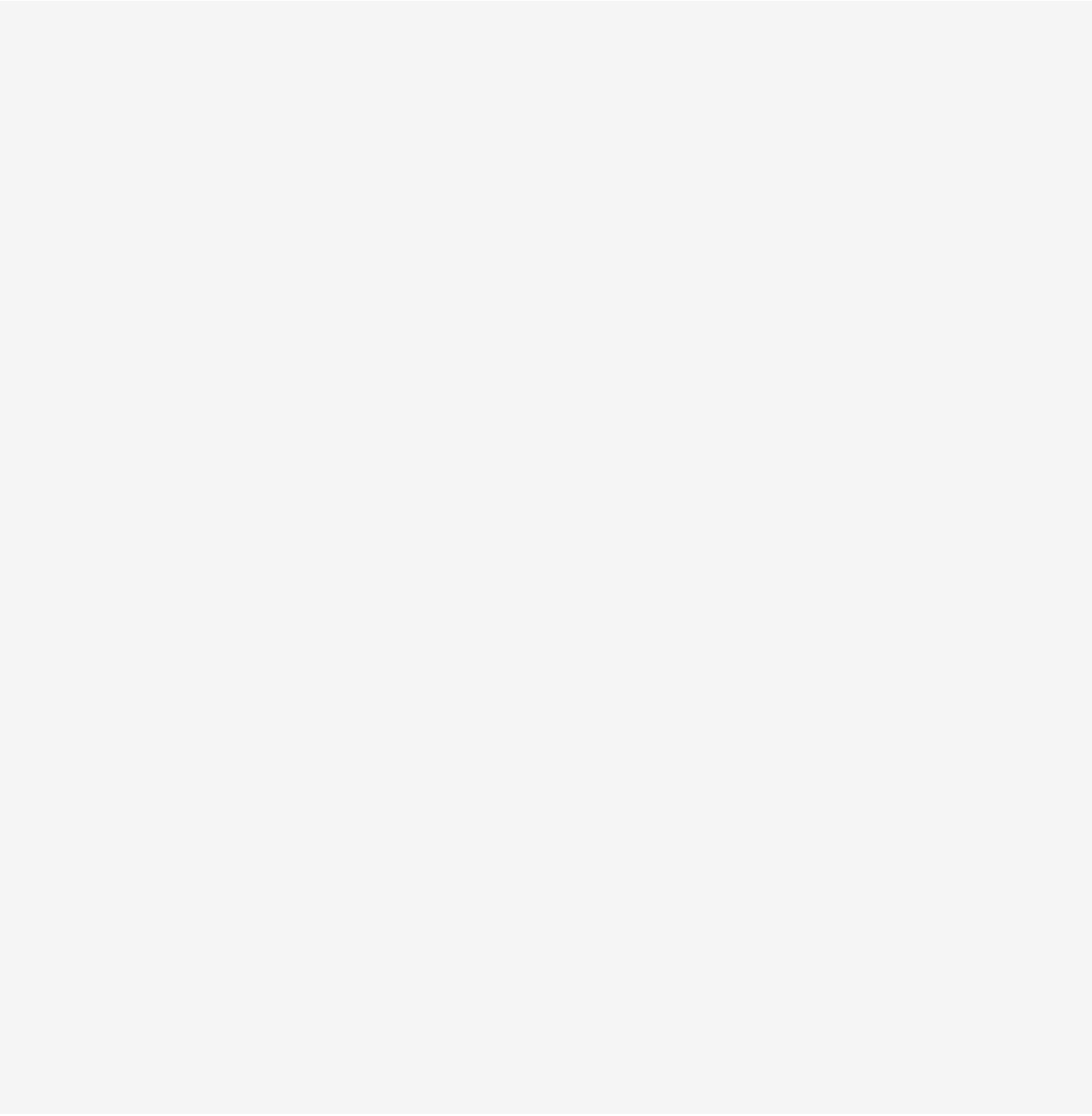
Core Director Teller also offers integration with the following optional modules or solutions:

Cash Dispenser™ – Significantly improves frontline efficiency by reducing errors arising from a hard count of cash every time a teller balances. Loading the drawer limit in cash and using this module to track all cash-out transactions provides a balancing report that saves the teller time in balancing.

Cash Recycler™ – Replaces the manual counting of cash with an automated, high-speed process at the point of the transaction. This allows for faster, more accurate cash transactions and reduced customer wait times. Teller feed money into the Cash Recycler and the Core Director interface populates the cash-in screen.

Check Writer for Core Director® – Allows tellers to quickly and accurately produce customer checks (such as starter checks) as well as cashier's checks, money orders, and official bank checks. This module automatically captures information for the Monetary Instrument Log (MIL). Full integration with the Core Director core system enables banks to reconcile issued checks, view online check registers, and generate reports. The check templates are defined using Microsoft® Word, giving banks ultimate flexibility in the design of the documents, complete control of fonts and other text formatting, and use of bank logos.

Synapsys® – Core Director Teller integrates directly with Synapsys which helps automate client relationship management (CRM), customer service and event tracking, and sales and marketing initiatives. This solution provides the information needed to assess customer relationships and accurately work with individual customers to expand existing relationships and increase profitability.



WHAT IT DOES:

- Provides customized transaction setup, easy-to-use balancing and research functions, and electronic journal capabilities.
- Fully integrates with Jack Henry Banking's document and check imaging platforms.
- Displays customer names, balances, alert messages, stops and holds, ticklers, CIF messages, memo postings, and host application inquiries.
- Provides tellers immediate access to current and in-depth customer data using bank-customized screens.
- Provides tellers the ability to view check images and signature cards without leaving their workstations or customers.
- Allows tellers to request assistance for balance information, override approval, or customer account review from any authorized user logged into the system.
- Enables tellers to share information easily and instantly regardless of their location, including between branches.

Store Forward

- Supports offline processing during occasional periods of system downtime, enabling tellers to continue processing transactions.
- Automatically forwards transactions to the host after outages are resolved.

Bond Redemption

- Calculates the amount of interest due to the customer when tellers input the bond issue date, denomination, and series type.
- Automatically transfers tax information into the core system, enabling banks to accurately report 1099 interest to the IRS as a byproduct of redeeming the bond.

CTR Data Capture

- Assists in the production of the CTR that must be filed with the IRS.
- Allows tellers to capture and send CTR data electronically.
- Tracks multiple cash transactions for multiple customer accounts.
- Automatically compiles cash transactions and prompts tellers when bank policies dictate.

Signature Card Viewing

- Provides the ability to view signature cards through full integration with Jack Henry Banking's Synergy ECM solution.

Check Image Viewing

- Enables tellers to see previously posted checks directly from Core Director Teller using integration with the check imaging solution.

Teller Activity Reporting

- Generates reports detailing transactions, journals, out-of-balance conditions, fee collections, and transaction volumes by day and week.
- Offers the ability to schedule reports for end-of-day processing or to execute them interactively.
- Provides archival capabilities using the same functionality as Core Director.
- Offers the ability to export reports directly to Microsoft Excel.

Magnetic Card Stripe Reader

- Provides the ability for the customer to swipe their ATM/Debit Card at the teller window and Core Director Teller does a look-up and presents the customer's information for review and use by the teller.

WHAT IT DOES FOR YOU:

- Significantly increases transaction processing speed.
- Improves accuracy and efficiency of teller operations.
- Provides tellers, customer service representatives, and managers with the tools necessary to help banks run more efficiently and profitably.

Store Forward

- Supports business continuity by allowing tellers to process transactions during brief periods of system downtime.
- Eliminates the training necessary when different products are used for offline processing.
- Streamlines operations by using the same program for online and offline processing.
- Eliminates the customer inconvenience inherent in system downtime.

Bond Redemption

- Eliminates the need to look up savings bond interest in booklets or online, reducing lengthy customer waits.
- Reduces potential errors and confusion in redeeming bonds.
- Eliminates the time-consuming task of maintaining IRS reporting of customers and non-customers who redeemed bonds.

CTR Data Capture

- Reduces the time historically required to complete and file IRS reports.
- Enhances productivity.
- Reduces potential loss of reports throughout the year.

Signature Card Viewing

- Helps enforce bank policies regarding customer signatures.
- Increases productivity and reduces errors by providing immediate access to signatures.
- Reduces check forgery.

Check Image Viewing

- Saves time and enhances customer service by providing tellers with immediate access to check images.

Teller Activity Reporting

- Provides banks with the ability to analyze and chart activity to assist in scheduling of personnel.
- Allows banks to monitor revenues.

Cash Dispenser and Recycler

- Increases accuracy of transactions involving cash.
- Streamlines the transaction input process.
- Allows more time for teller interaction with the customer.

Regulation CC Notification

- Aids in compliance with delayed funds availability regulation.
- Provides a one-step process for notification and placement of account holds.

For more information about Jack Henry Banking®, or to schedule a demonstration or talk to an existing user, email askus@jackhenry.com, call 417-235-6652, or visit www.jackhenrybanking.com.