Our Teller Capture solution allows a financial institution to capture complete transactions or only the checks at branch offices.

**Image Capture and Truncate Check Transactions at the Teller Line**

As each check is processed through the reader, the system applies highly optimized courtesy and legal amount recognition, so the teller almost never keys in the check amount. Our solution matches the unique MICR of every check with its given amount, adds the value of all checks presented and makes sure it corresponds with the total deposit on the deposit slip. The Teller Capture solution automates the creation of virtual tickets for non-scanned items, such as cash-in and cash-out tickets.

The Teller Capture solution provides your institution with the capability to image-capture checks at the teller station, extending backroom capture and balancing into the branch. With the Teller Capture solution, your teller staff will combine traditional online teller transaction processing with check image capture and transaction balancing.

The Teller Capture solution can be deployed as a stand-alone solution or as a strategic component of an enterprise-wide distributed capture infrastructure. When paired with Branch Capture, it provides optimum teller efficiency by serving low-volume retail customers at the teller line as well as high-volume merchants and corporate customers at the back counter.

The Teller Capture solution performs Dynamic Reject Entry Automation Module (DREAM) technology on all check images at capture. DREAM automatically repairs the MICR line of the checks in real time and returns them to the normal processing stream in less than a second. The DREAM solution automatically corrects such a high percentage of rejects that financial institutions realize a significant reduction in the time spent repairing rejects and correcting out-of-balance batches.
Reduce Courier Costs
Electronic transmission to the central processing site reduces courier transportation of checks and other items. Rather than check delivery to central processing sites, courier trips will be necessary only for other branch requirements, if any.

Meet Earlier Federal Reserve Deadlines
The Teller Capture solution enables your institution to start item processing as soon as your branch opens, so you can expedite cash letters and reports to meet earlier Federal Reserve deadlines. If you choose, you can get a jump start on data entry of transit items into the Proof of Deposit (POD) system by allowing non-peak personnel to complete encoding and balancing services as soon as the items have been captured at the branch.

Add a Level of Security
The Teller Capture solution allows your institution to digitally store transactions for safekeeping. This avoids losing items in transport and eliminates the need for microfilming checks at the branch.

Detect Fraud and Errors Earlier
Capturing transactions at the point of entry expedites the identification of fraudulent activity and customer deposit errors. Your tellers can catch preparation errors as they occur.

Exploit the Full Power of Imaging
Our Teller Capture solution enables your institution to capture front and back images of items and create grayscale or bicolor images. When enhanced by the optional DREAM module, even the MICR reject rate associated with many of the tabletop devices becomes a nonissue. DREAM automatically corrects MICR rejects from the item range.

Increase Productivity
The Teller Capture solution automates item processing functions while attending to your institution’s most important asset: your valued customers. Your branch tellers will incorporate image item capture and transaction balancing alongside the traditional online teller transactions they perform.

Lower Operating Costs
The Teller Capture solution lowers and controls operating costs by trimming courier expenses, increasing teller efficiency and reducing the costs associated with exception and reconciliation issues.

Reconciliation Reporting
New reconciliation reports give the bank peace of mind that all Teller Capture transactions were successfully submitted and processed. In the case of a discrepancy, they provide an indispensable tool for researching and troubleshooting.

New Server Deployment Models
Banks are looking for ways to minimize hardware costs and reduce IT overhead while improving the responsiveness and reliability of key applications like Teller Capture. The new server deployment models are designed to achieve these goals by eliminating branch level servers and streamlining the transaction workflow.

New Client Deployment Models
Banks are trying to reduce hardware investment and ongoing support of user workstations while giving their employees more flexibility in servicing customers. FIS has expanded support for selected virtualized environments to include Citrix XenApp 6.5+ (Streaming), Citrix XenDesktop 6.5+ (Persistent VDI) and VMware Horizon View 6+ (Persistent VDI).

Contact Us
Customers interested in FIS’ Teller Capture product will need to complete a short survey to determine the most efficient means of installation.

For more information, please contact your strategic account manager or visit www.fisglobal.com.