

Teller Tasks

The Teller Tasks selection is used to perform a variety of teller tasks concerning the buying and selling of cash, balancing cash, checks and miscellaneous transactions. Also, selections for viewing and balancing the branch totals and credit union totals are available using this selection.

Select one of the following:

- Other Tasks on the Navigation Bar then Teller Tasks
- Go on the Menu Bar then Teller Tasks
- Ctrl + R

The system displays.

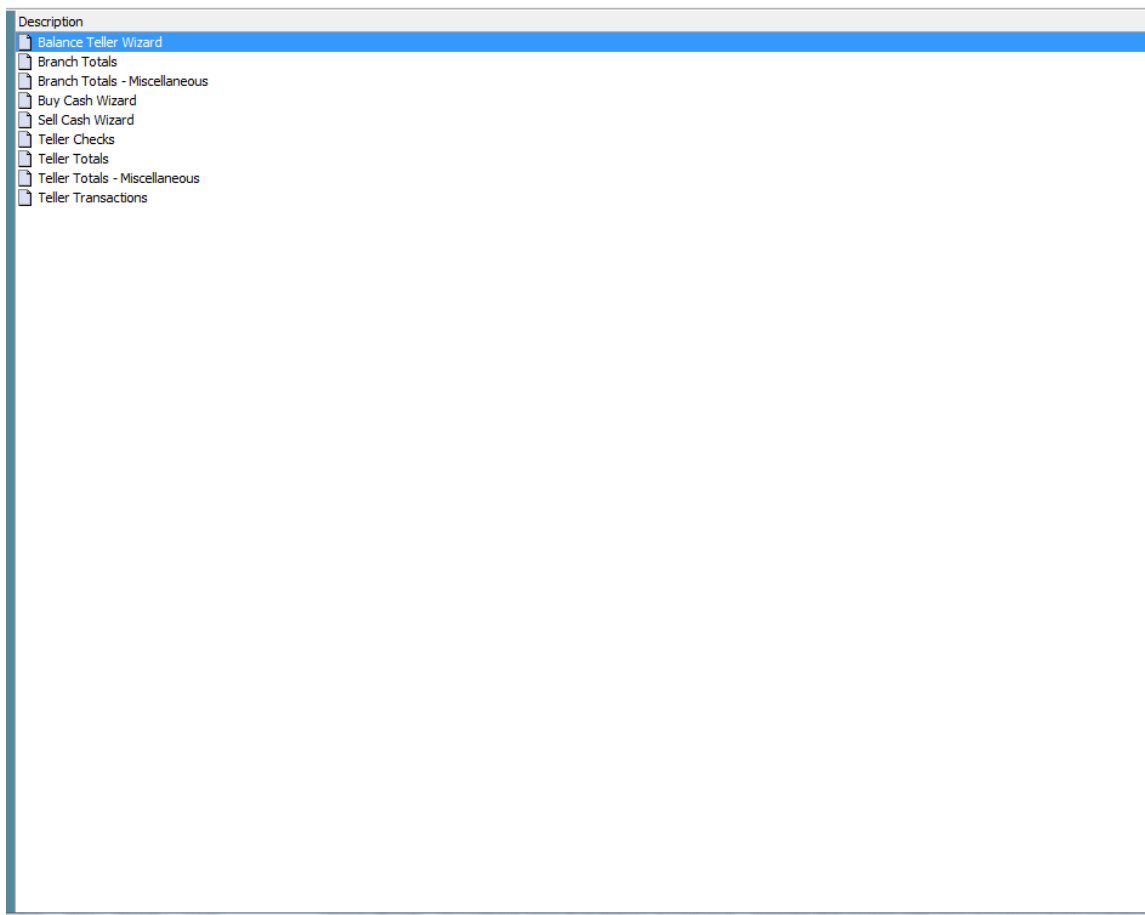


Figure 1

Teller Balance Wizard

The Teller Balance Wizard option is used to balance the teller/employee. This would generally be used when the teller/employee is finished for the day.

****Note:** Throughout this wizard, select the arrow in the upper left corner to go to a previous window, if needed, and select the “Next” button to continue to the next window.

After making the selection, the **Balance Teller Wizard** is displayed.

The screenshot shows a software window titled "Datamatic VIEW" with a subtitle "Balance Teller". The window contains a "Check Amount:" label and a text input field. To the right of the input field is a green plus sign button. Below the input field is a table with two columns: "Check" and "Check Amount". At the bottom left of the window is a "Clear Checks" button, and at the bottom right is a "Next" button.

Figure 2

This window is used to balance the checks received by the teller. Enter the amount of the first check then either press enter or click on the **green plus sign** on the right side of the window. This will add the amount of the check in the box below and display the total amount of the checks entered. Continue this process until all the checks have been added.

****Note:** If the teller/employee did not process any checks, continue to the next window.

Checks can be added during the day and will not be cleared out unless the **“Clear Checks”** button is selected.

The **“Clear Checks”** button will remove all of the checks from the window permanently. Do not select this option unless you really want to remove the check amounts and start over.

Example below.

Check	Check Amount
Check 1	\$720.00
Check 2	\$465.75
Check 3	\$120.00
Check 4	\$423.10
Check 5	\$600.00
Check 6	\$175.84
Check 7	\$291.44
Total Checks in Drawer	\$2,796.13

Figure 3

When the checks have all been added to the Checks window, continue to the next window.

****Note:** To delete a check amount, highlight the specific amount and press the “delete” key.

To change an incorrect amount, double click on the check amount to be changed. A box will be displayed to enter the correct amount for the check. Press enter or click on OK and the check amount will be changed.

A maximum of 150 checks may be entered on this window. The credit union may elect to have tellers “batch” some of the checks during the day and enter the “batch” amount rather than the individual check amounts. The adding machine tape may be attached to the Teller Balancing Sheet, for auditing purposes, if desired.

The system displays.

Description	Number	Amount
\$100 Bills	-	-
\$50 Bills	-	-
\$20 Bills	-	-
\$10 Bills	-	-
\$5 Bills	-	-
\$2 Bills	-	-
\$1 Bills	-	-
Half Dollars	-	-
Quarters	-	-
Dimes	-	-
Nickels	-	-
Pennies	-	-

Clear Cash

Next

Figure 4

To enter the cash in the drawer, use the tab key to highlight the denomination to be entered and press enter or double click on the denomination. Use the scroll bar on the right side of the window to view the remainder of the window.

The **“Clear Cash”** button will remove all of the cash amounts from the window permanently. Do not select this option unless you really want to remove the cash amounts and start over.

****Note:** If the teller/employee does not have a cash drawer, continue to the next window.

The system displays one of the following windows.

Figure 5

Enter the amount of one hundred dollar bills in the teller drawer and press enter or select Next. The fifty-dollar denomination window is displayed. Continue this process until all the bills and coins have been entered.

Figure 6

Enter the number of bills/coins in the teller drawer and press enter or select Next. The fifty-dollar denomination window is displayed. Continue this process until all the bills and coins have been entered.

If there are no bills or coin for a specific denomination, either press enter or click on Next to continue to the next window. Click on the red X to stop the process of entering cash.

The window displayed here is determined by the selection under Tools on the Menu Bar then Options. One of the options listed is **“Balance Teller Cash by entering count”**. When the box is not checked, the window in Figure 5 will display to enter the amount in bills/coins. When the box is checked, the window in Figure 6 will display to enter the number of bills/coins.

The system displays.

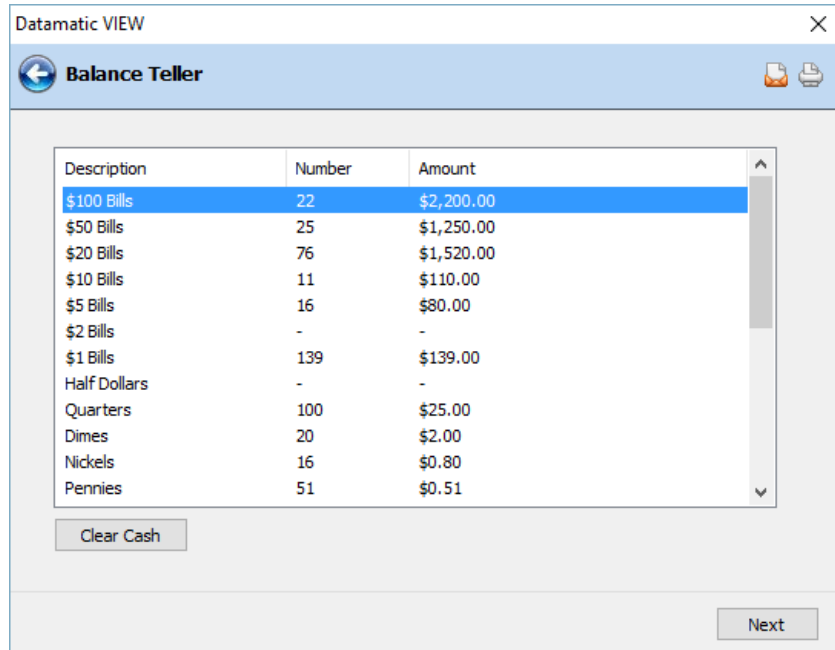


Figure 7

If changes need to be made, use the tab key to highlight the denomination and press enter or double click on the denomination. Make changes in the same manner as they were entered originally then select Next.

Use the scroll bar on the right to view the remainder of the window. Example below.

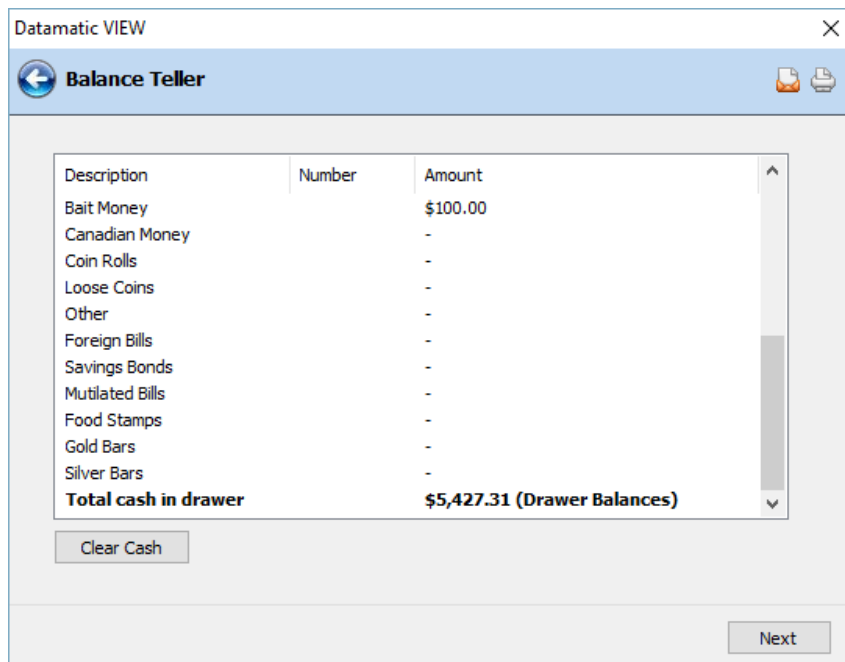


Figure 8

Select Next. The system displays.

Figure 9

Click on the boxes next to the reports that are to be printed. This will put a checkmark in the box. Also, select a printer and enter the number of copies needed of the selected reports, if different than one.

If the following reports are checked to be printed **and** there is no information to print on the report, the printing of the report will be suppressed.

- ⇒ Checks in Drawer Report
- ⇒ Checks Received Report
- ⇒ Miscellaneous Transaction Totals Report
- ⇒ Transaction Listing Report

The Cash in Drawer and Teller Totals Reports will be printed even when all amounts are zero.

The **“Duplex”** box can be checked, if duplexing is desired on the report(s) being printed **and** a duplexing laser printer is being used.

Continue to the next window.

The system displays a window to preview the information entered in the wizard.

Look over this window carefully. Do not select “Finish” until the **Checks Received**, **Cash Totals** and **Non-Cash Totals** are in balance. If any of these do not balance, select the arrow in the upper left corner until arriving at the appropriate window. Review the category(s) that is not in balance until the difference is found.

If the **Checks Received Totals** are out of balance (see Figure 10), a warning message will be displayed stating the out of balance situation.

If the **Cash Totals** are not in balance (see Figure 11) and the difference cannot be located, an over or short entry will need to be processed.

If the **Non-Cash Totals** are out of balance (see Figure 12), a warning message will be displayed stating the out of balance situation.

Example below.

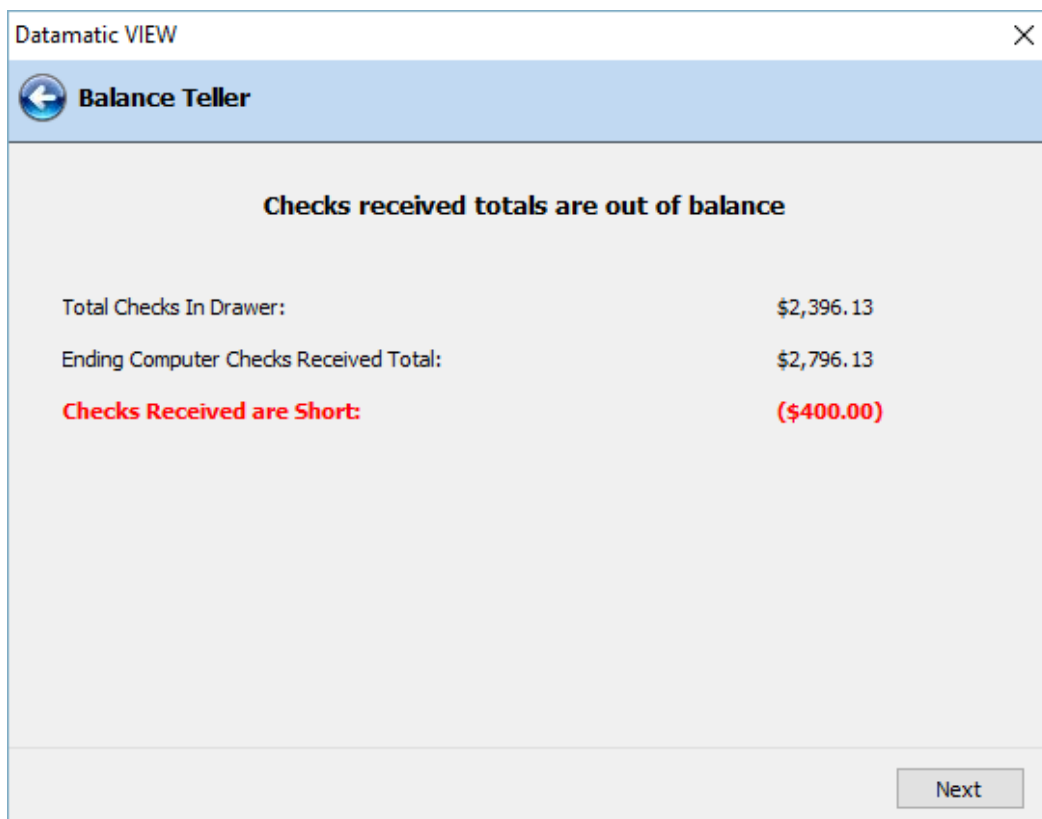


Figure 10

Select the arrow in the upper left corner to return to the Checks Received window. Verify the check amounts and make the necessary correction(s). The Checks Received and Non-Cash totals must be in balance before proceeding.

Example below.

Datamatic VIEW

← Balance Teller

Cash totals are out of balance

Total Cash In Drawer:	\$5,307.31
Ending Computer Cash Total:	\$5,427.31
Cash is Short:	(\$120.00)

Post adjusting entry to ending computer cash totals.

Reason:

Next

Figure 11

Select the arrow in the upper left corner to return to the Cash in Drawer window. Verify the cash amounts and make the necessary correction(s). Use the Teller Transaction Listing to search for transactions for the difference. Also, go through the receipts to search for the difference, if necessary.

If unable to find the difference, click on the box for **“Post a transaction that will adjust my Ending Computer Cash Totals”**. An over or short entry will be made automatically to adjust the ending computer cash amount. Enter a “Reason” for the over or short entry, if desired. This reason will show on the receipt that is generated.

In the example above, a debit to the Cash Short General Ledger Account and a credit to the Teller Change Fund will occur, if the box is checked. The teller’s ending cash is also decreased so that it now equals the balance in the cash drawer.

Example below.

The screenshot shows a window titled "Datamatic VIEW" with a close button (X) in the top right corner. Below the title bar is a blue header with a back arrow icon and the text "Balance Teller". The main content area has a light gray background and displays the following information:

Non-cash totals are out of balance

Total Debits:	\$4,385.07
Total Credits:	\$4,285.07
Out of Balance:	\$100.00

Next

Figure 12

Go through the receipts for the day and the Teller Transaction Listing to locate the difference. If at all possible, try to locate the difference and make the appropriate corrections.

****Note:** A balancing entry will be made to suspense, with End of Day processing, if the difference is not found and corrected.

Continue to the next window.

After resolving all differences, the system displays a window to preview the information entered in the wizard. This window will also show if there are any out of balance areas for the teller.

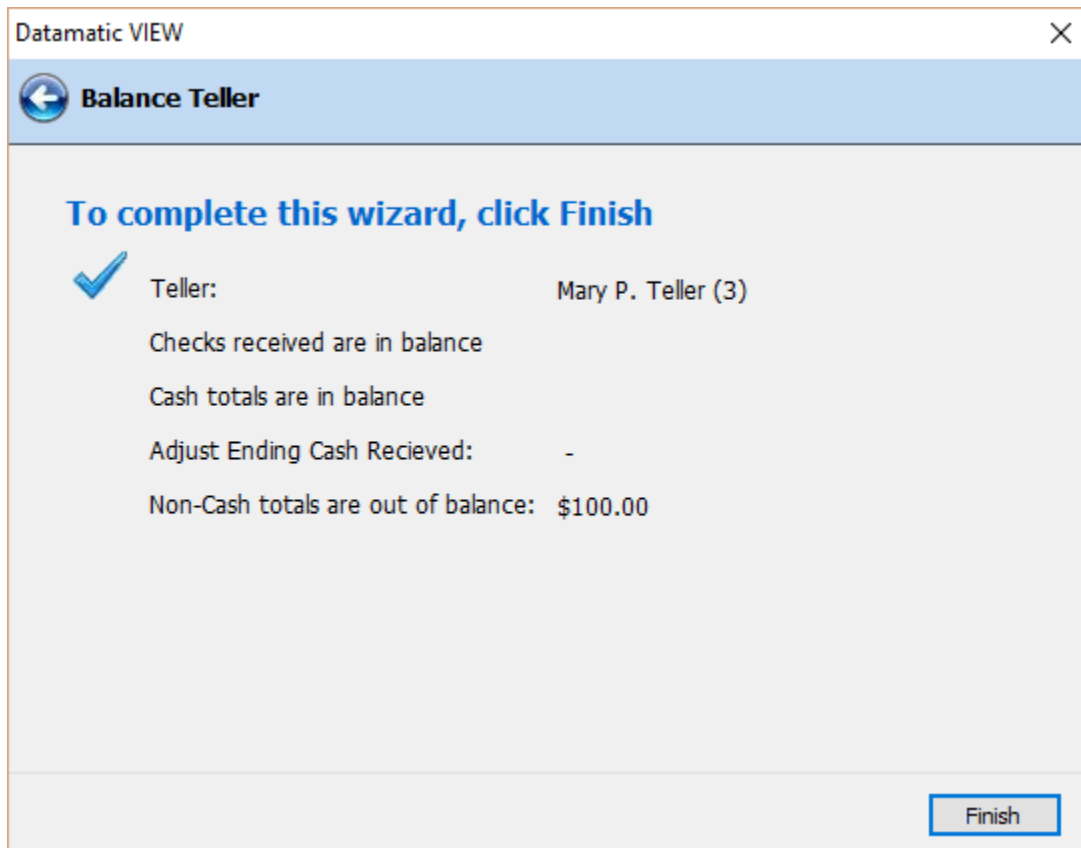


Figure 13

Select "**Finish**" to complete the Balance Teller Wizard. The reports marked to be printed will print.

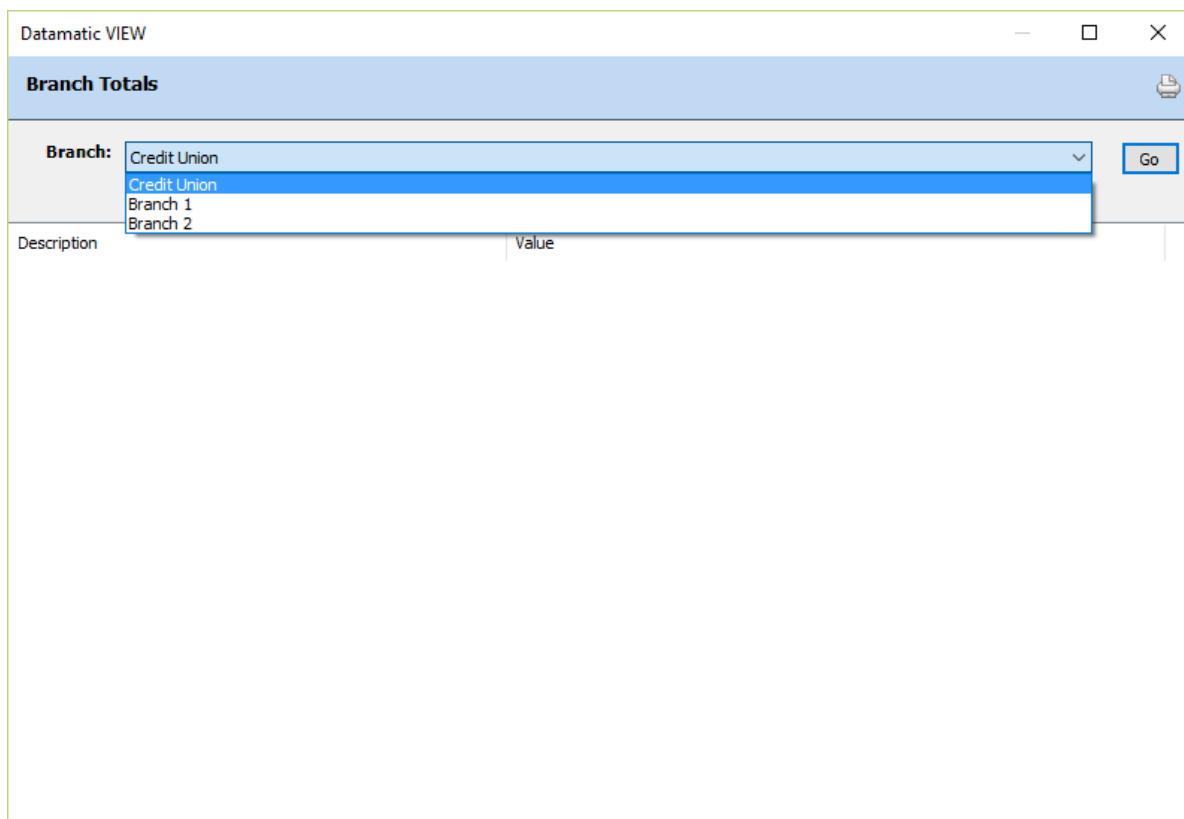
Branch Totals

The Branch Totals option is used to balance the branch totals or the totals for the credit union for cash and non-cash transactions.

Use the down arrow key to select the desired option for the Branch field or click on the down arrow to the right of the Branch field.

Select "Credit Union" to view the totals for the credit union. If the credit union has branch offices, select one of the branches listed, to view the totals for only the selected branch.

The system displays.



The screenshot shows a window titled "Datamatic VIEW" with a sub-header "Branch Totals". Below the sub-header is a "Branch:" label followed by a dropdown menu. The dropdown menu is open, showing four options: "Credit Union", "Credit Union", "Branch 1", and "Branch 2". To the right of the dropdown menu is a "Go" button. Below the dropdown menu is a table with two columns: "Description" and "Value". The table is currently empty.

Figure 14

Make a selection then press enter or click on Go.

Example using Branch 2.

Description	Value
Beginning Cash	\$2,874.44
Checks Received (4)	\$1,997.81
Total Receipts (4)	\$3,002.81
Deposits (2)	\$1,997.81
Member Fees (0)	\$0.00
Loan Payments (0)	\$0.00
Miscellaneous Cash Received (2)	\$1,005.00
Check Hold Deposits (0)	\$0.00
Cash From Vault (0)	\$0.00
Cash Over (0)	\$0.00
Total Cash Disbursed (2)	\$1,205.00
Withdrawals (1)	\$1,005.00
Drafts on Credit Union (0)	\$0.00
Loan Issues (0)	\$0.00
Miscellaneous Disbursements (1)	\$200.00
Cash to Vault (0)	\$0.00
Cash Short (0)	\$0.00
Cash to Bank (0)	\$0.00
Ending Cash	\$2,674.44
Debits	
Withdrawals (1)	\$900.00

Figure 15

Use the scroll bar on the right to view the remainder of the window.

Click on the **“Printer”** icon in the upper right corner of the window to print the entire listing, if needed. Make a laser printer selection, when prompted.

Example using Credit Union.

Description	Value
Beginning Cash	\$100,859.91
Checks Received (19)	\$6,170.29
Total Receipts (14)	\$7,878.29
Deposits (9)	\$5,965.06
Member Fees (0)	\$0.00
Loan Payments (1)	\$205.23
Miscellaneous Cash Received (4)	\$1,708.00
Check Hold Deposits (0)	\$0.00
Cash From Vault (0)	\$0.00
Cash Over (0)	\$0.00
Total Cash Disbursed (6)	\$2,288.50
Withdrawals (2)	\$1,708.00
Drafts on Credit Union (2)	\$255.50
Loan Issues (0)	\$0.00
Miscellaneous Disbursements (2)	\$325.00
Cash to Vault (0)	\$0.00
Cash Short (0)	\$0.00
Cash to Bank (0)	\$0.00
Ending Cash	\$100,279.41
Debits	
Withdrawals (3)	\$5,185.07

Figure 16

Use the scroll bar on the right to view the remainder of the window.

Click on the **“Printer”** icon on the upper right corner of the window to print the entire listing, if needed. Make a printer selection, when prompted.

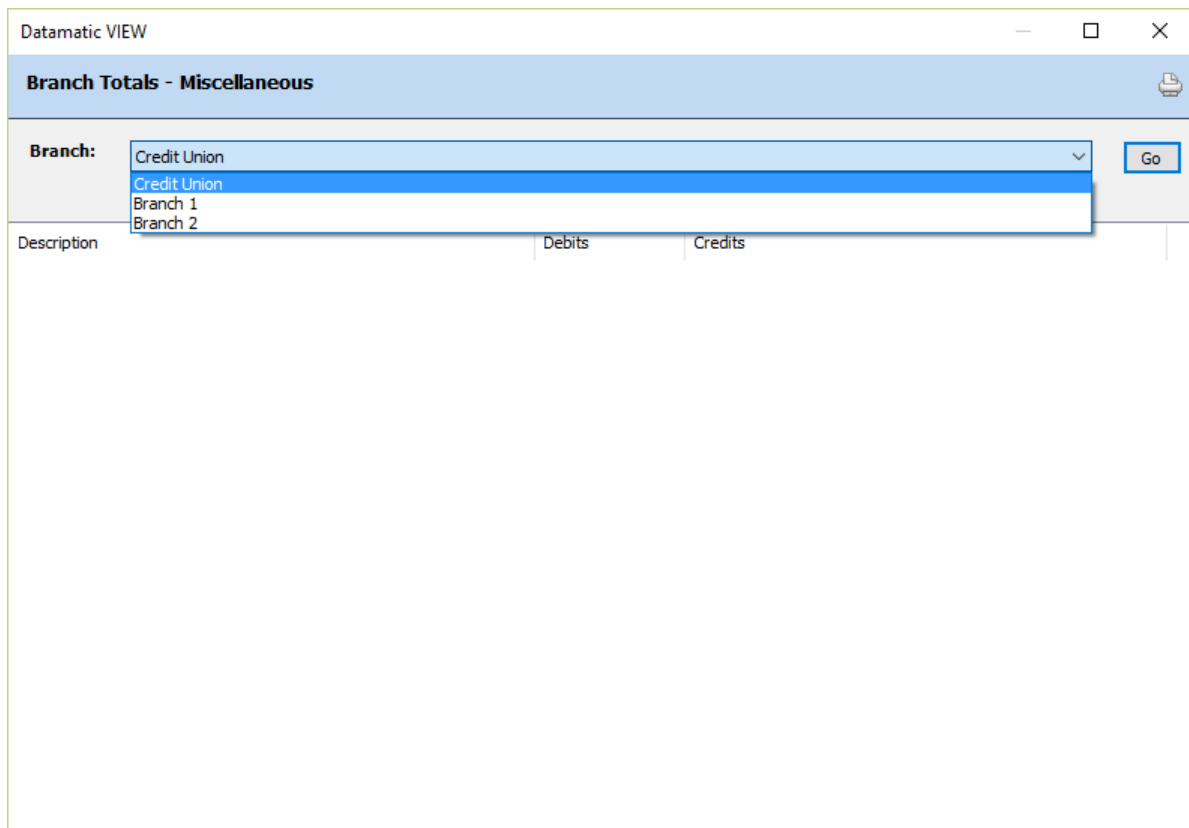
Branch Totals - Miscellaneous

The Branch Totals - Miscellaneous option is used to display or print a list of the Miscellaneous Transactions for either a branch office or the entire credit union.

Use the down arrow key to select the desired option for the Branch field or click on the down arrow to the right of the Branch field.

Select "Credit Union" to view the miscellaneous transactions for the credit union. If the credit union has branch offices, select one of the branches listed, to view the miscellaneous transactions for only the selected branch.

The system displays.



Datamatic VIEW

Branch Totals - Miscellaneous

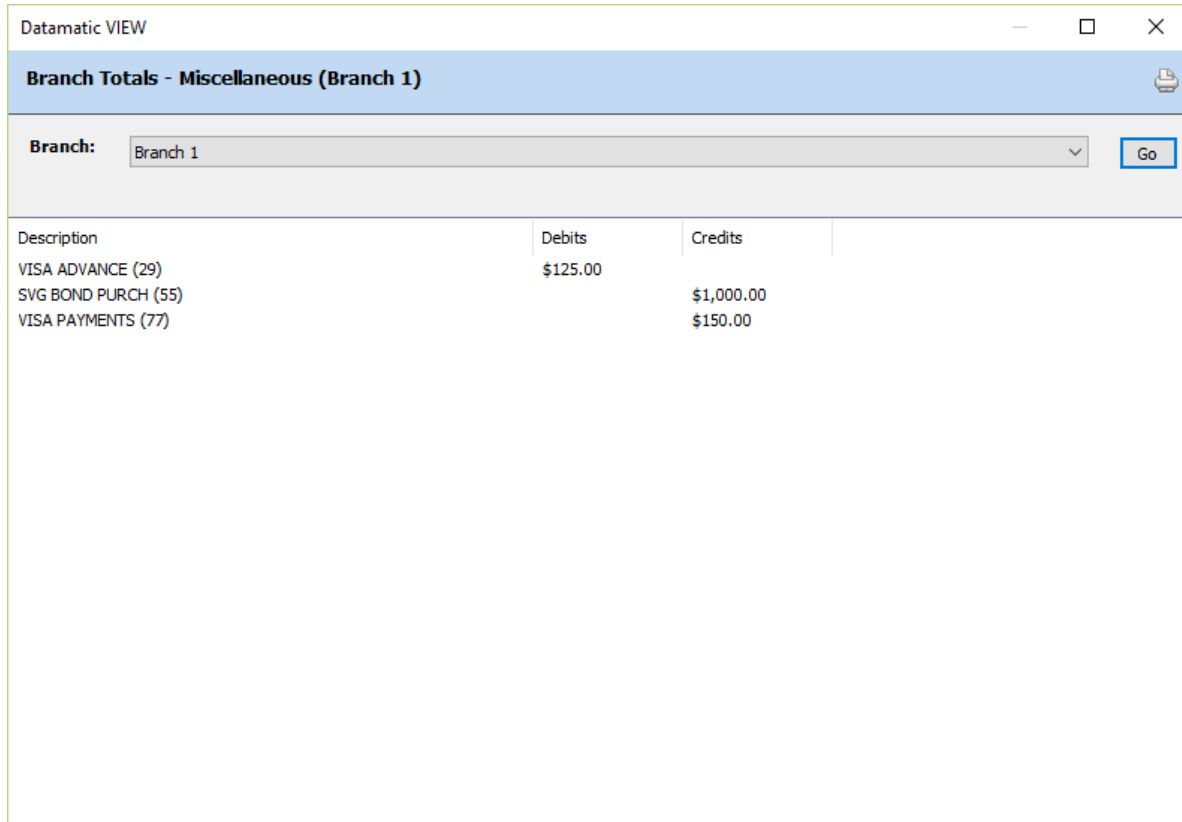
Branch: Credit Union (selected) | Go

Description	Debits	Credits
-------------	--------	---------

Figure 17

Make a selection then press enter or click on Go.

Example using Branch 1.



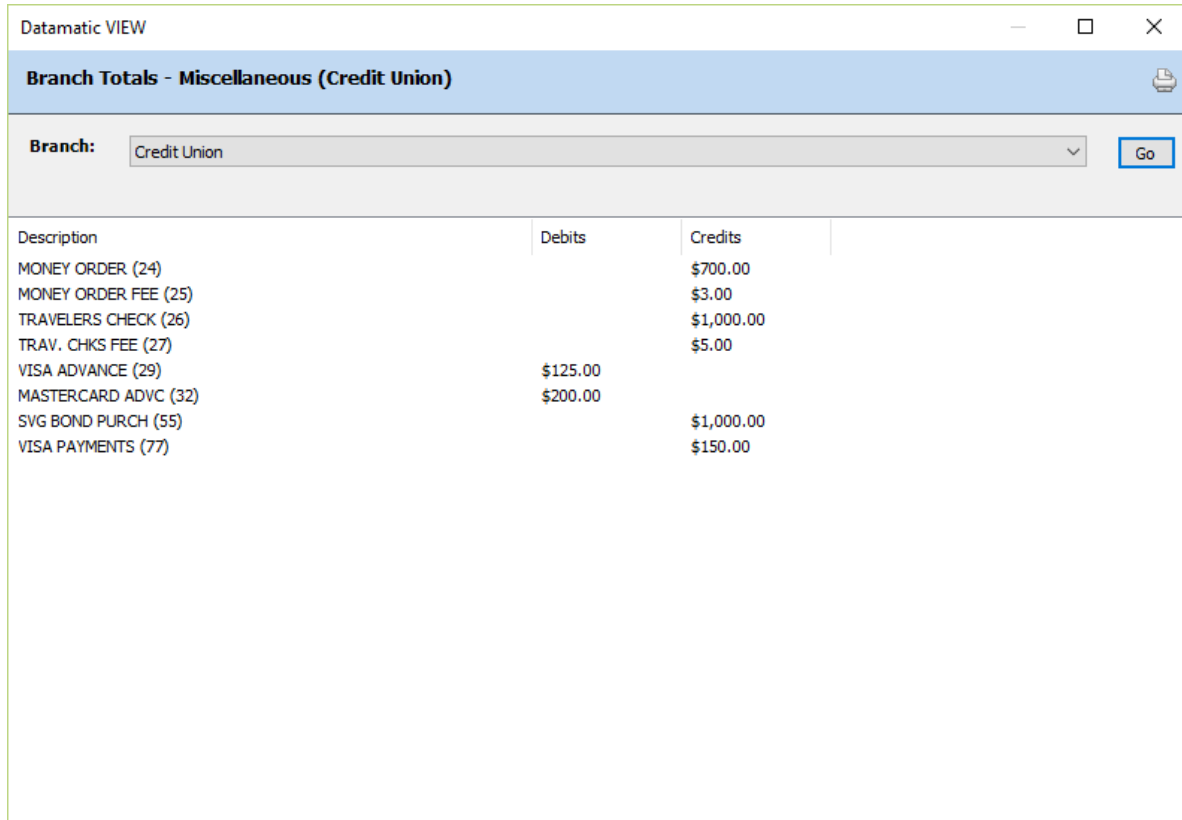
Description	Debits	Credits
VISA ADVANCE (29)	\$125.00	
SVG BOND PURCH (55)		\$1,000.00
VISA PAYMENTS (77)		\$150.00

Figure 18

Use the scroll bar on the right to view the remainder of the window.

Click on the **“Printer”** icon on the upper right corner of the window to print the entire listing, if needed. Make a laser printer selection, when prompted.

Example using Credit Union.



Description	Debits	Credits
MONEY ORDER (24)		\$700.00
MONEY ORDER FEE (25)		\$3.00
TRAVELERS CHECK (26)		\$1,000.00
TRAV. CHKS FEE (27)		\$5.00
VISA ADVANCE (29)	\$125.00	
MASTERCARD ADVC (32)	\$200.00	
SVG BOND PURCH (55)		\$1,000.00
VISA PAYMENTS (77)		\$150.00

Figure 19

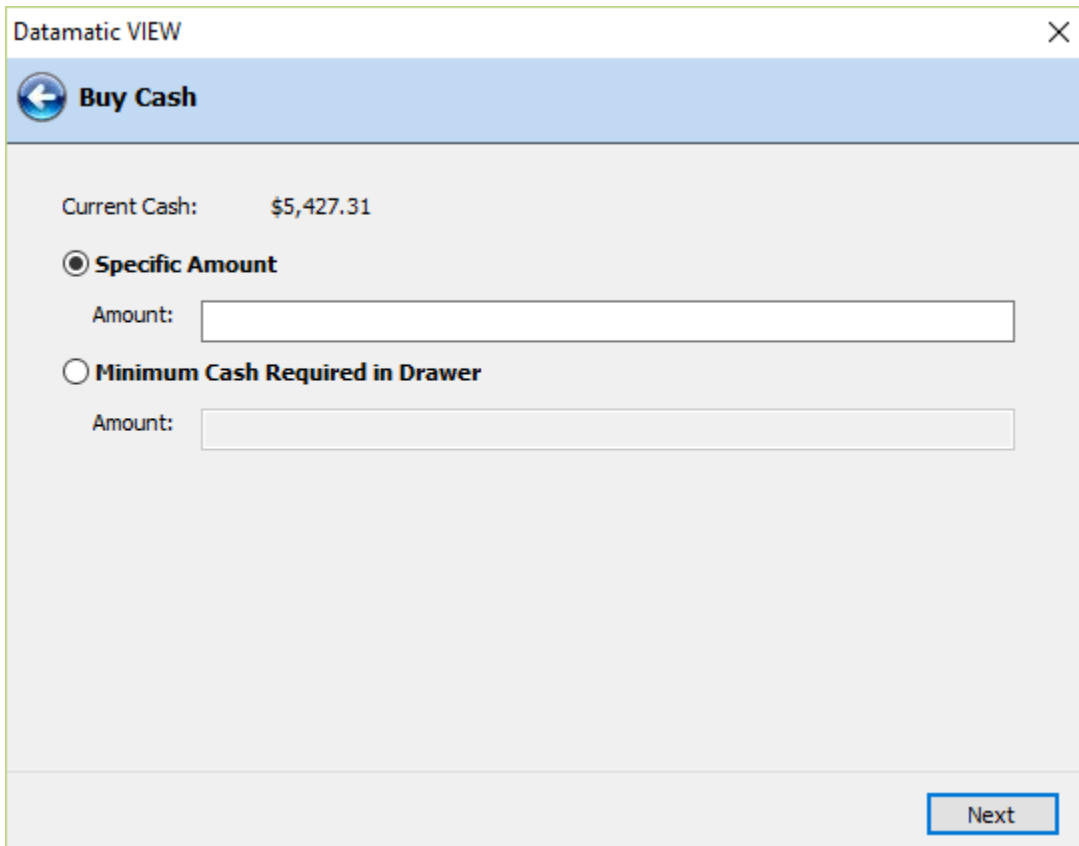
Use the scroll bar on the right to view the remainder of the window.

Click on the **“Printer”** icon on the upper right corner of the window to print the entire listing, if needed. Make a laser printer selection, when prompted.

Buy Cash Wizard

The Buy Cash Wizard option is used to buy cash from the vault. After making the selection, the **Buy Cash Wizard** is displayed.

The system displays.



The screenshot shows a window titled "Datamatic VIEW" with a close button (X) in the top right corner. Below the title bar is a blue header with a back arrow icon and the text "Buy Cash". The main area of the window displays "Current Cash: \$5,427.31". There are two radio button options: "Specific Amount" (which is selected) and "Minimum Cash Required in Drawer". Each option has an "Amount:" label followed by a text input field. At the bottom right of the window is a "Next" button.

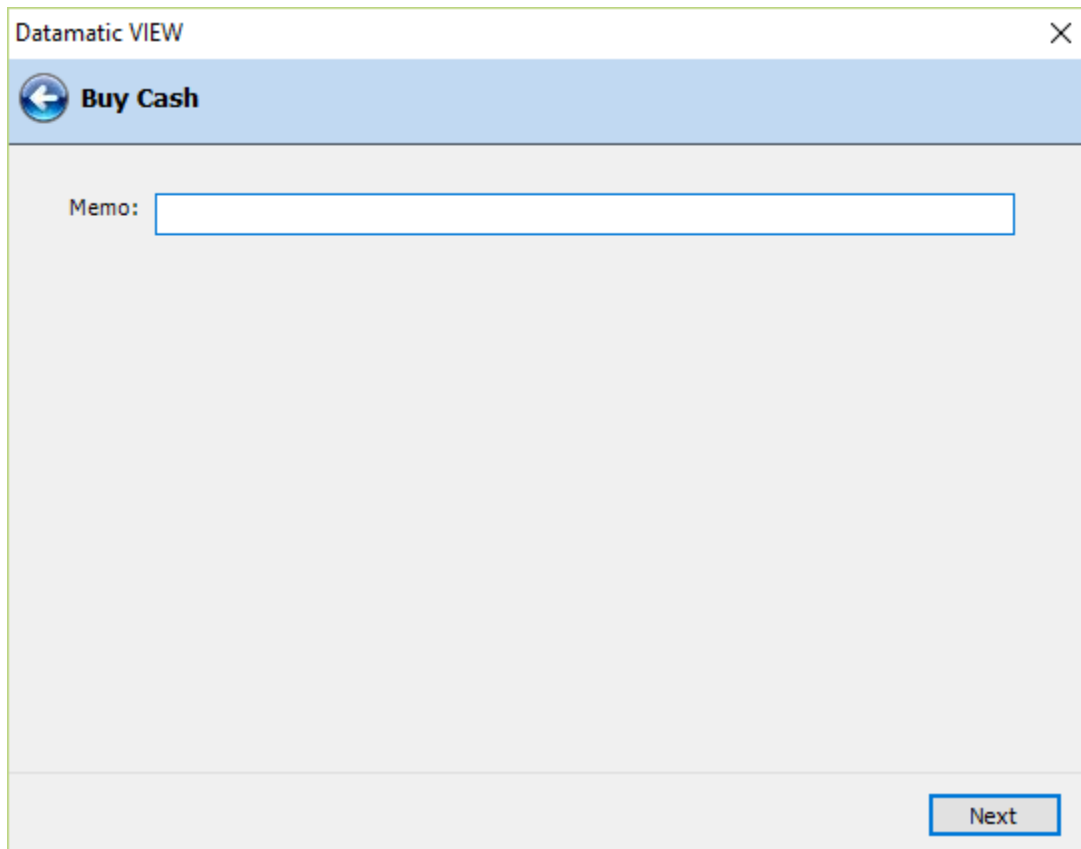
Figure 20

Select one of the options using the mouse.

- **Specific Amount** - Enter the specific amount to buy from the vault. The system will add the amount entered to the Ending Cash Amount on the system.
- **Minimum Cash Required in Drawer** - Enter the minimum cash required. The system will subtract the difference between the Current Cash and the Minimum Cash Required in Drawer and add that amount to the Ending Cash Amount on the system.

Continue to the next window.

The system displays.



The screenshot shows a software window titled "Datamatic VIEW" with a close button (X) in the top right corner. The window has a blue header bar containing a back arrow icon and the text "Buy Cash". Below the header is a large text input field labeled "Memo:". At the bottom right of the window is a "Next" button.

Figure 21

Enter a memo (description) that will be used for the general ledger entries generated, if desired. Continue to the next window.

The system displays a window to preview the information entered in the wizard. If necessary, click on the arrow in the upper left corner to return to any of the previous windows and make changes.

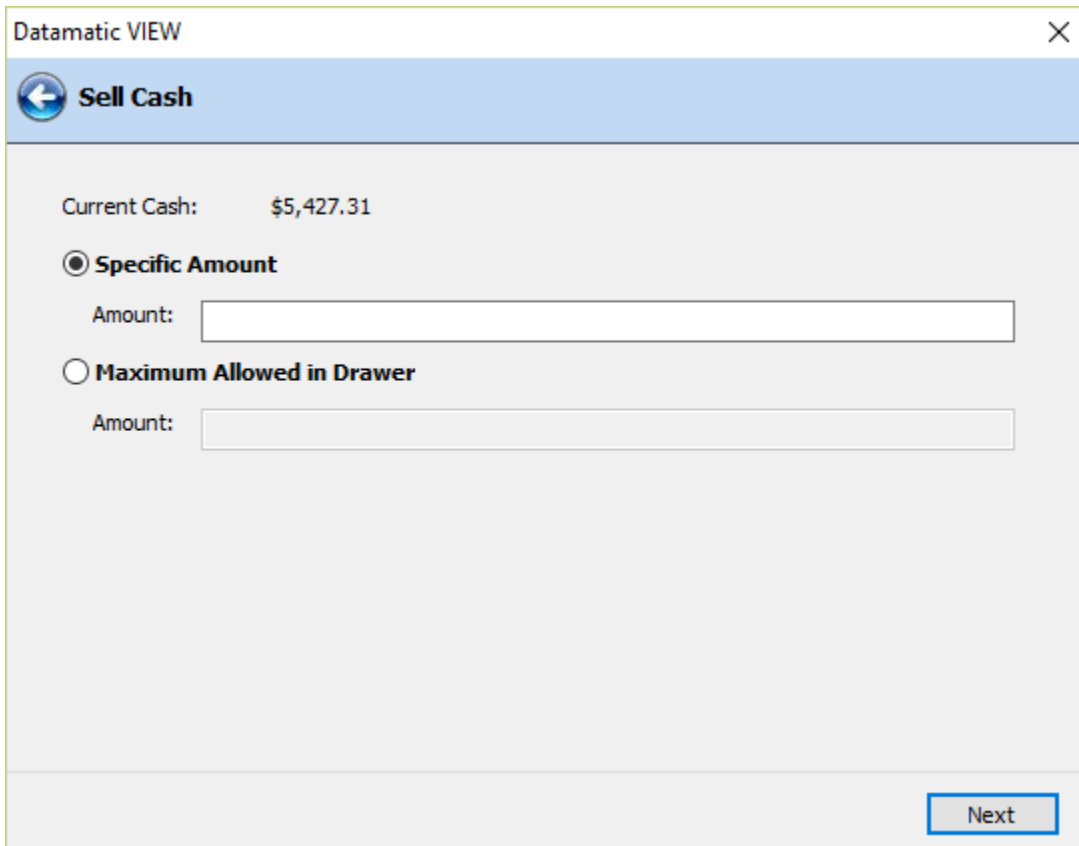
Select the "Finish" button.

A box will display stating the "Transaction Completed Successfully. Receipt #xx". Select OK.

Sell Cash Wizard

The Sell Cash Wizard option is used to sell cash to the vault. After making the selection, the **Sell Cash Wizard** is displayed.

The system displays.



Datamatic VIEW

Sell Cash

Current Cash: \$5,427.31

Specific Amount

Amount:

Maximum Allowed in Drawer

Amount:

Next

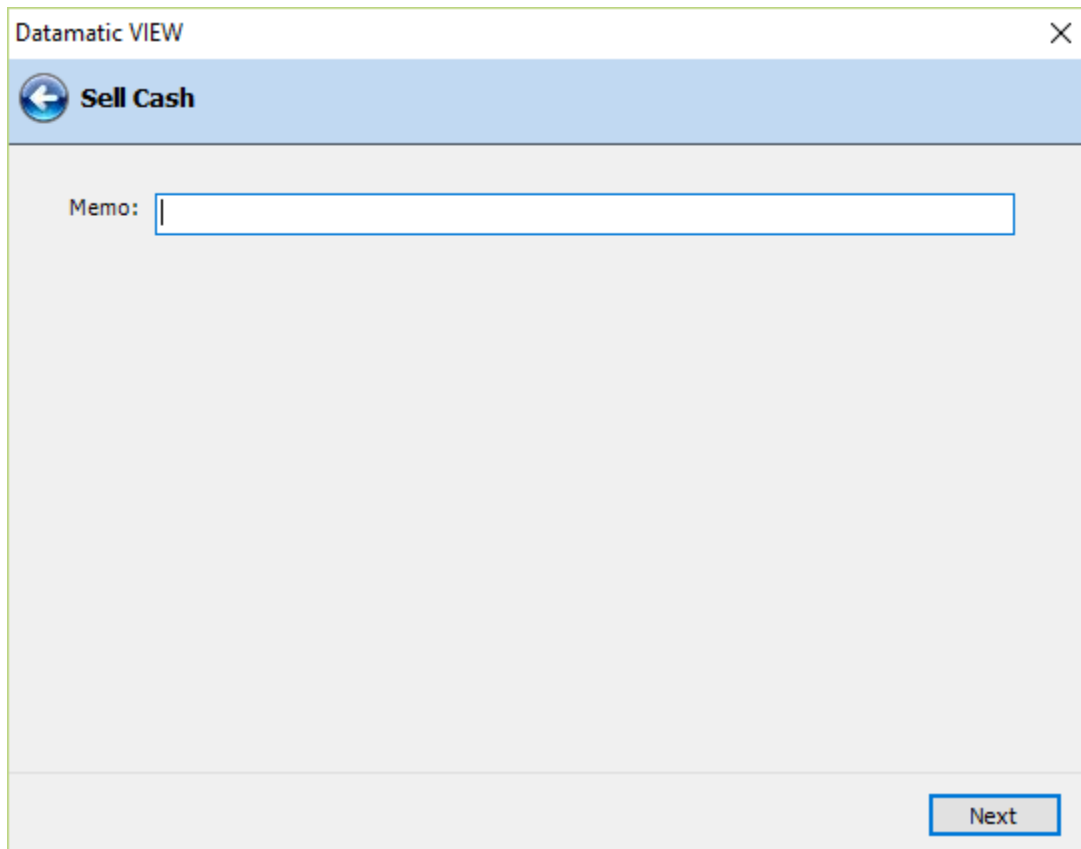
Figure 22

Select one of the options using the mouse.

- **Specific Amount** - Enter the specific amount to sell to the vault. The system will subtract the amount entered from the Ending Cash Amount on the system.
- **Maximum Allowed in Drawer** - Enter the maximum cash required. The system will subtract the difference between the Current Cash and the Maximum Allowed in Drawer and subtract that amount from the Ending Cash Amount on the system.

Continue to the next window.

The system displays.



Datamatic VIEW

← Sell Cash

Memo:

Next

Figure 23

Enter a memo (description) that will be used for the general ledger entries generated, if desired. Continue to the next window.

The system displays a window to preview the information entered in the wizard. If necessary, click on the arrow in the upper left corner to return to any of the previous windows and make changes.

Select the “Finish” button.

A box will display stating the “Transaction Completed Successfully. Receipt #xx”. Select OK.

Teller Checks

The Teller Checks option is used to display or print a listing of the checks received for a specific teller number.

The teller number of the employee signed on at the workstation will display in the Teller field. Enter a different Teller number, to view the checks received for a different Teller number.

If the Teller number is unknown, click on the magnifying glass to the right of the Teller field for a list of the Teller numbers on the system.

The system displays.

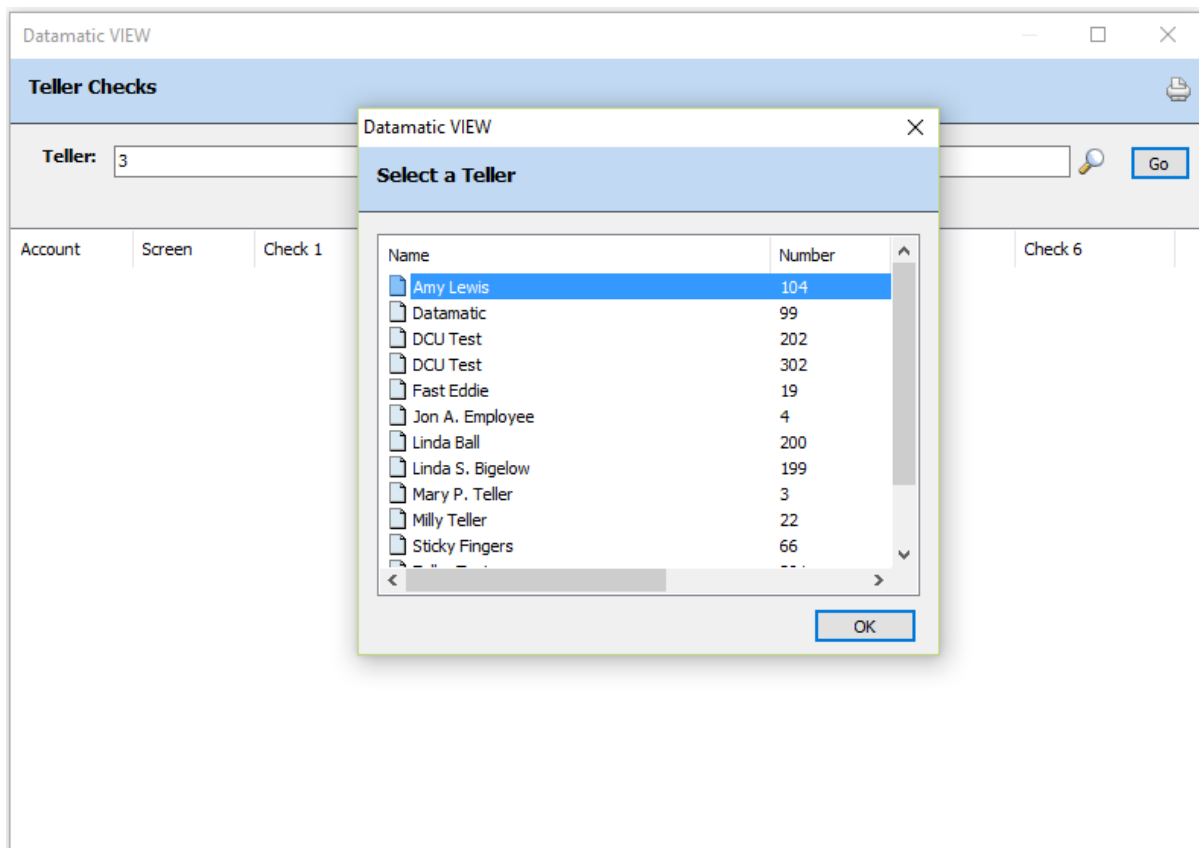


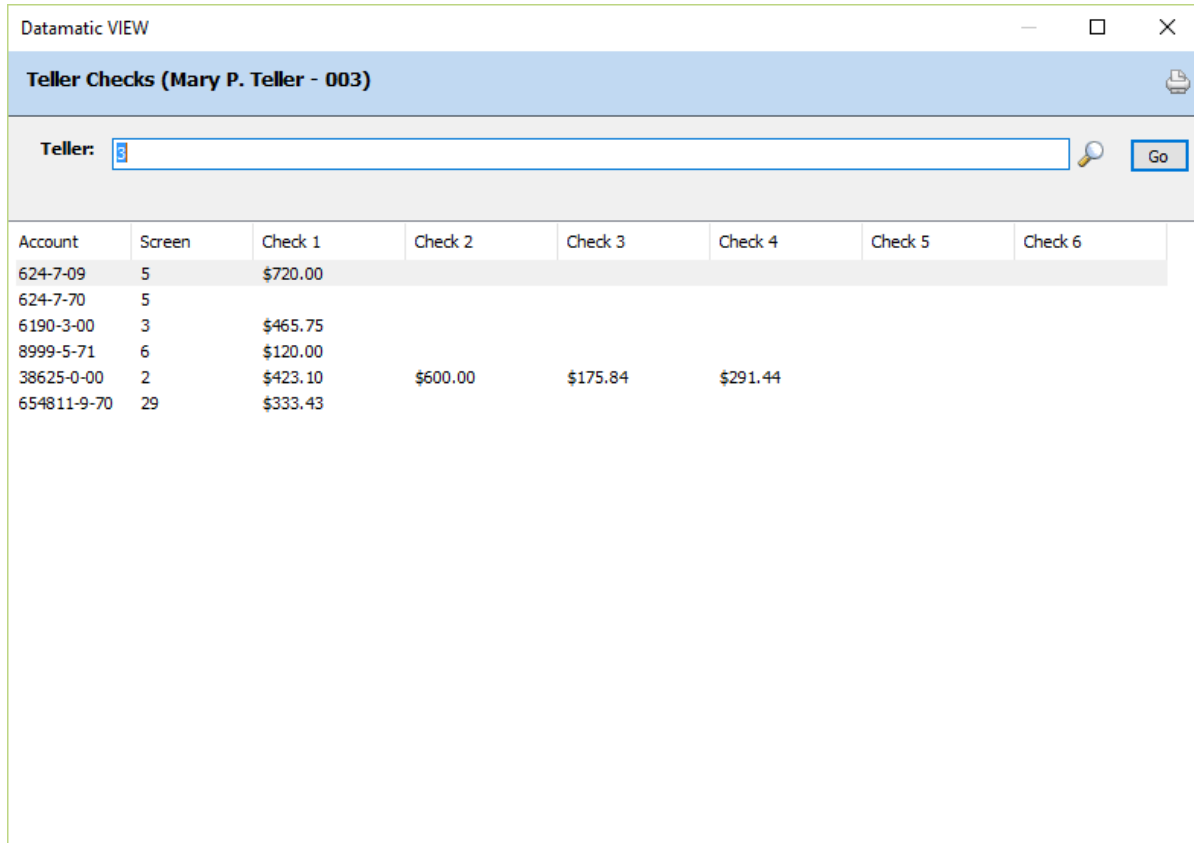
Figure 24

Select the desired teller number then select OK.

****Note:** Use the scroll bar on the right side of the window to view the teller numbers on the remainder of the window, if necessary.

The number of the teller selected will be entered in the Teller field. Press enter or click on the Go.

The system displays.



Account	Screen	Check 1	Check 2	Check 3	Check 4	Check 5	Check 6
624-7-09	5	\$720.00					
624-7-70	5						
6190-3-00	3	\$465.75					
8999-5-71	6	\$120.00					
38625-0-00	2	\$423.10	\$600.00	\$175.84	\$291.44		
654811-9-70	29	\$333.43					

Figure 25

Use the scroll bar on the right side of the window to view the remainder of the listing, if necessary.

Click on the **“Printer”** icon on the upper right corner of the window to print the entire listing, if needed. Make a laser printer selection, when prompted.

Click on the column header to change the sort order of the listing.

Examples: Click on **“Account”** to sort the listing by account number order.
Click on **“Check 1”** to sort the listing by the check amounts.

****Note:** For split transactions involving one or more checks, the **“Check 1-6”** columns will display the check(s) received for the first suffix listed on the transaction pane.

Teller Totals

The Teller Totals option is used to display or print the cash and non-cash totals for a specific teller number.

The teller number of the employee signed on at the workstation will display in the Teller field. Enter a different Teller number, to view the totals for a different Teller number.

If the Teller number is unknown, click on the magnifying glass to the right of the Teller field for a list of the Teller numbers on the system.

The system displays.

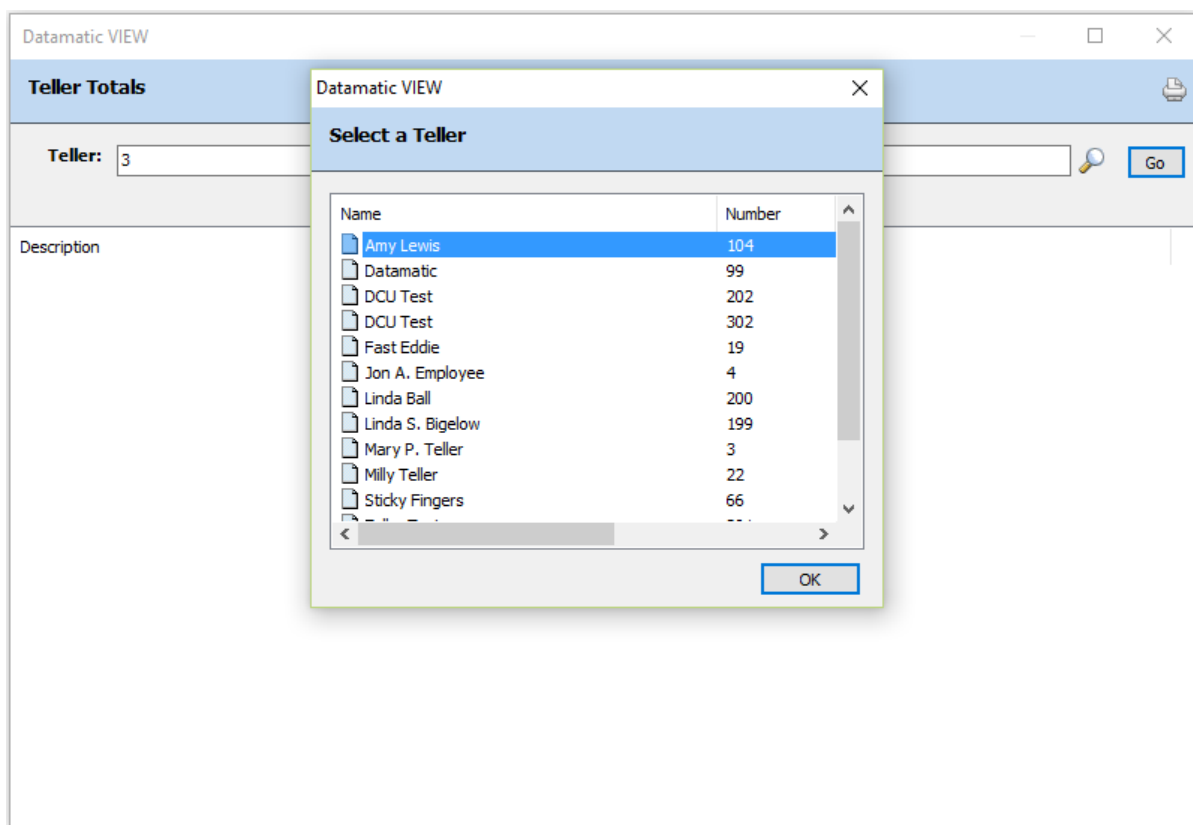


Figure 26

Select the desired teller number then select OK.

****Note:** Use the scroll bar on the right side of the window to view the teller numbers on the remainder of the window, if necessary.

The number of the teller selected will be entered in the Teller field. Press enter or click on Go.

The system displays.

Description	Value
Beginning Cash	\$2,146.56
Checks Received (8)	\$1,376.35
Total Receipts (5)	\$2,526.35
Deposits (3)	\$1,376.35
Member Fees (0)	\$0.00
Loan Payments (0)	\$0.00
Miscellaneous Cash Received (2)	\$1,150.00
Check Hold Deposits (0)	\$0.00
Cash From Vault (0)	\$0.00
Cash Over (0)	\$0.00
Total Cash Disbursed (5)	\$1,530.50
Withdrawals (2)	\$1,150.00
Drafts on Credit Union (2)	\$255.50
Loan Issues (0)	\$0.00
Miscellaneous Disbursements (1)	\$125.00
Cash to Vault (0)	\$0.00
Cash Short (0)	\$0.00
Cash to Bank (0)	\$0.00
Ending Cash	\$1,766.06
Debits	

Figure 27

Use the scroll bar on the right side of the window to view the remainder of the listing, if necessary.

Click on the **“Printer”** icon on the upper right corner of the window to print the entire listing, if needed. Make a laser printer selection, when prompted.

Teller Totals - Miscellaneous

The Teller Totals - Miscellaneous option is used to display or print a list of the Miscellaneous Transactions processed by a specific teller number.

The teller number of the employee signed on at the workstation will display in the Teller field. Enter a different Teller number, to view the miscellaneous transactions for a different Teller number.

If the Teller number is unknown, click on the magnifying glass to the right of the Teller field for a list of the Teller numbers on the system.

The system displays.

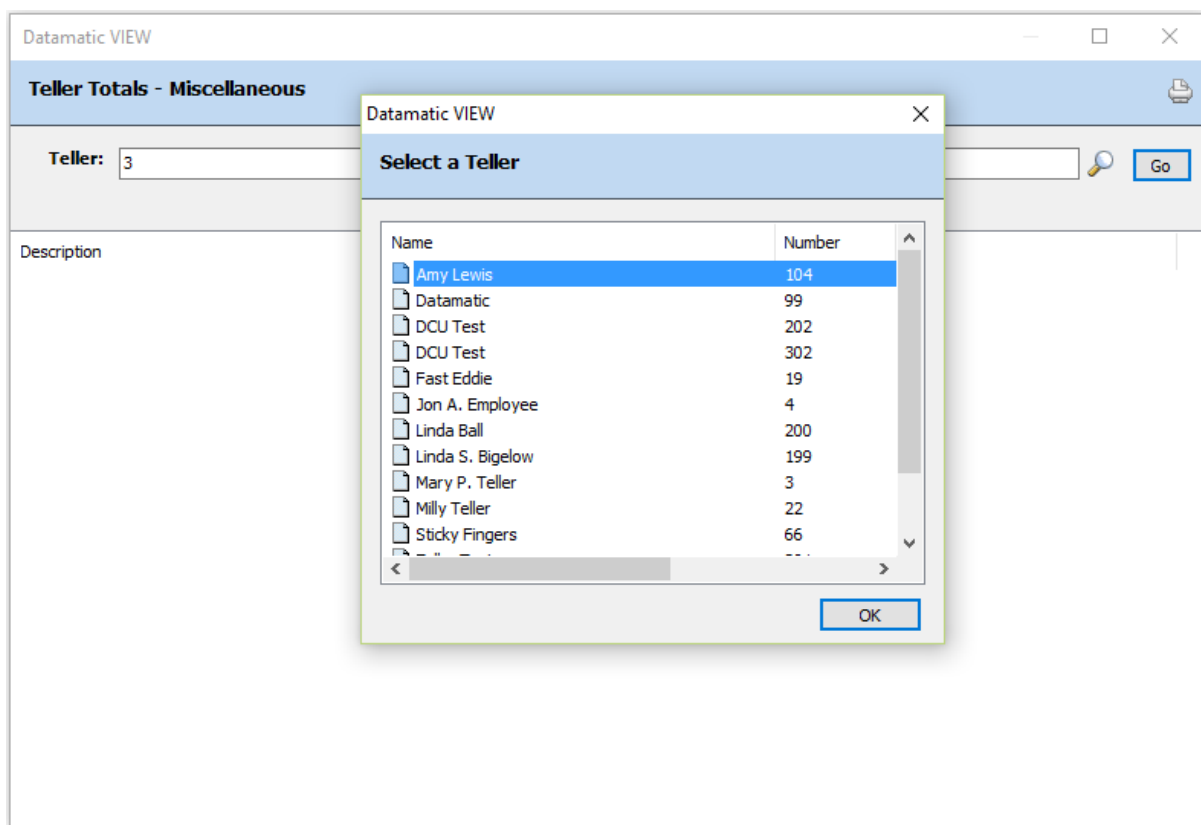


Figure 28

Select the desired teller number then select OK.

****Note:** Use the scroll bar on the right side of the window to view the teller numbers on the remainder of the window, if necessary.

The number of the teller selected will be entered in the Teller field. Press enter or click on Go.

The system displays.

Description	Debits	Credits
TRAVELERS CHECK (26)		\$1,000.00
TRAV. CHKS FEE (27)		\$5.00
MASTERCARD ADVC (32)	\$200.00	

Figure 29

Use the scroll bar on the right side of the window to view the remainder of the listing, if necessary.

Click on the **“Printer”** icon on the upper right corner of the window to print the entire listing, if needed. Make a laser printer selection, when prompted.

Teller Transactions

The Teller Transactions option is used to display or print a list of the transactions processed by a specific teller number.

The teller number of the employee signed on at the workstation will display in the Teller field. Enter a different Teller number, to view the transactions for a different Teller number.

If the Teller number is unknown, click on the magnifying glass to the right of the Teller field for a list of the Teller numbers on the system.

The system displays.

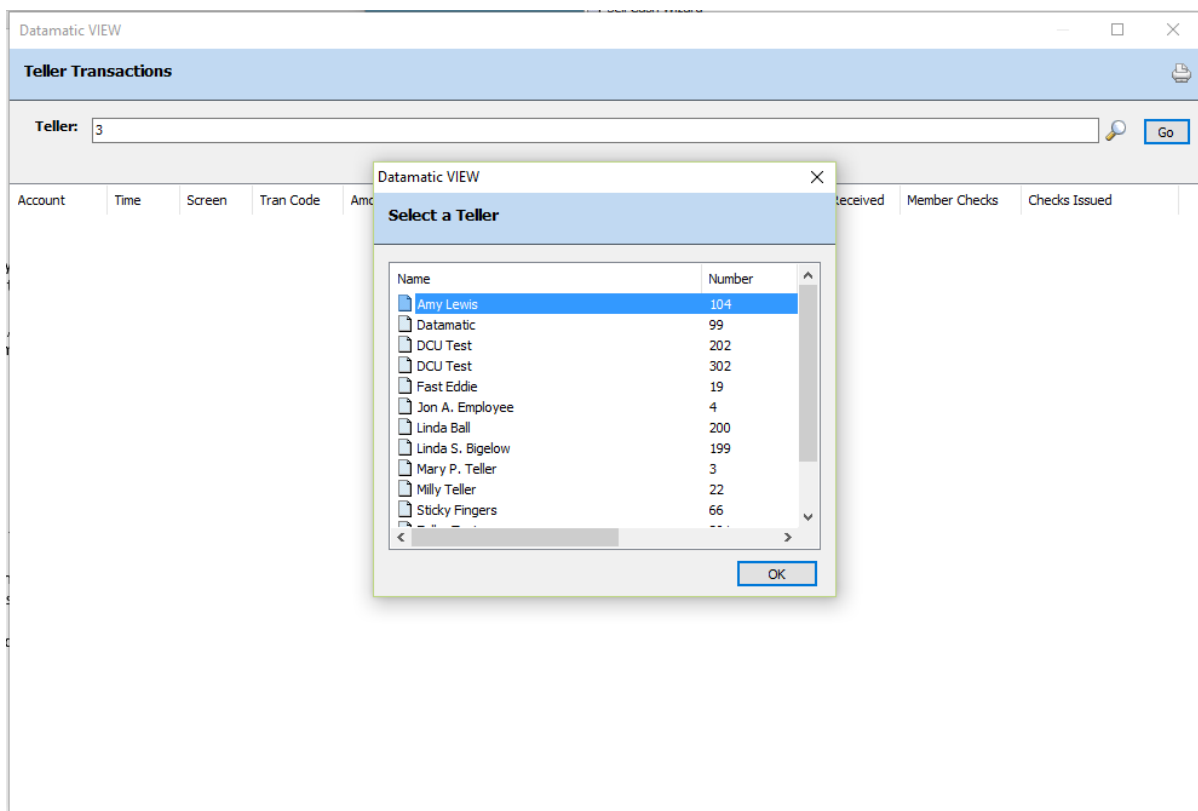


Figure 30

Select the desired teller number then select OK.

****Note:** Use the scroll bar on the right side of the window to view the teller numbers on the remainder of the window, if necessary.

The number of the teller selected will be entered in the Teller field. Press enter or click on Go.

The system displays.

Account	Time	Screen	Tran Code	Amount	Interest	Fee	Cash Received	Checks Received	Member Checks	Checks Issued
616-3-00	09:28 AM	1	106	\$4,000.00						
616-3-70	09:28 AM	1	206	\$4,000.00						
624-7-09	09:33 AM	5	301	\$189.23	\$16.00			\$720.00		
624-7-70	09:33 AM	5	101	\$514.77						
2154-3-05	09:32 AM	4	306	\$245.11	\$39.96					
2154-3-70	09:32 AM	4	206	\$285.07						
6190-3-00	09:31 AM	3	101	\$465.75				\$465.75		
8999-5-71	09:35 AM	6	101	\$120.00				\$120.00		
32786-6-70	10:56 AM	16	201	\$703.00						
38625-0-00	09:29 AM	2	101	\$1,490.38				\$1,490.38		
61057-6-70	11:39 AM	30	280	\$100.00					\$100.00	
654811-9-70	11:24 AM	29	101	\$333.43				\$333.43		
888-8-88	10:02 AM	7	80	\$100.00						
888-8-88	10:05 AM	8	90	\$100.00						
624-7-00	11:39 AM	30	49	\$100.00						
624-7-00	11:40 AM	31	49	\$75.00				\$75.00		
32786-6-00	10:56 AM	16	24	\$700.00						
32786-6-00	10:56 AM	16	25	\$3.00						

Figure 31

Use the scroll bar on the bottom and right side of the window to view the remainder of the listing, if necessary.

Click on the **“Printer”** icon on the upper right corner of the window to print the entire listing, if needed. Make a laser printer selection, when prompted.

Click on the column header to change the sort order of the listing.

Examples: Click on **“Screen”** to sort the listing by screen number order.
Click on **“Amount”** to sort the listing by the amounts.

****Note:** For split transactions involving one or more checks, the **“Checks Received”** column will display the check(s) received for the first suffix listed on the transaction pane.

See next page for additional information.

****Note:** When an “on-us” check is cashed; the Teller Transaction Listing will display two transactions. (See Screen 30 in the example below.)

The “280” part of the transaction withdraws the funds from the member’s draft account. The check amount displays in the “**Member Checks**” column. The account number of the member that issued the check displays in the “**Account**” column. This part of the transaction does not affect the teller’s Ending Cash Amount.

The “49” part of the transaction reduces the Ending Cash Amount of the teller by the amount of the check. The account number of the member cashing the check displays in “**Account**” column. If the check is cashed by a non-member, the “**Account**” column will be blank.

Since the check amount does not display in the “**Checks Received**” column, the check will not be included in the outgoing cash letter for the credit union.



Account	Time	Screen	Tran Code	Amount	Interest	Fee	Cash Received	Checks Received	Member Checks	Checks Issued
2154-3-05	09:32 AM	4	306	\$245.11	\$39.96					
2154-3-70	09:32 AM	4	206	\$285.07						
624-7-09	09:33 AM	5	301	\$189.23	\$16.00			\$720.00		
624-7-70	09:33 AM	5	101	\$514.77						
8999-5-71	09:35 AM	6	101	\$120.00				\$120.00		
888-8-88	10:02 AM	7	80	\$100.00						
888-8-88	10:05 AM	8	90	\$100.00						
32786-6-00	10:56 AM	16	25	\$3.00						
32786-6-00	10:56 AM	16	24	\$700.00						
32786-6-70	10:56 AM	16	201	\$703.00						
654811-9-70	11:24 AM	29	101	\$333.43				\$333.43		
61057-6-70	11:39 AM	30	280	\$100.00					\$100.00	
624-7-00	11:39 AM	30	49	\$100.00						
624-7-00	11:40 AM	31	49	\$75.00				\$75.00		

Figure 32

When a “**check drawn on another financial institution**” is cashed, the Teller Transaction Listing will display one transaction. (See Screen 31 in the example above.)

The “49” transaction code reduces the Ending Cash Amount of the teller by the amount of the check and increases the “**Checks Received**” total. The check amount displays in the “**Checks Received**” column. The account number of the member cashing the check displays in “**Account**” column. If the check is cashed by a non-member, the “**Account**” column will be blank.

This check will be included in the outgoing cash letter for the credit union.

Teller Reference

Teller Statistical – Refer to the Reports Manual

Balance Teller Title Setup – Refer to the System Administration Manual