

Jack Henry & Associates, Inc.®

SilverLake® & CIF 20/20® Teller Migration

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Webinar Disclaimer

- It is important to understand that with the high number of banks represented on this webinar, all topics will be covered at a high-level.
- Any bank specific questions or concerns should be scheduled by the Strike Team and the bank.
- For those situations, please contact the Strike Team at XpTeller@jackhenry.com.
 - A representative will be in touch within 24 hours.

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- Purpose of Today's Webinar
- Teller Migration Contracting
- New Teller Enhancements
- Demonstration
- Overview of Process, Timeline, Expectations
- Scheduling/Training/Rollout Overview
- Wrap-up

SilverLake® & CIF 20/20® Teller Migrations

- Deadline to contract for the migration is December 31, 2018.
- Implementations will be completed by July of 2019.
- All Vertex Teller customers will receive contracts via e-mail with instructions.
- Follow-up will be available for questions.

Contracting

- In-House Customers

- License change for zero dollars with no change to annual maintenance fees.
- No installation fees for standard Teller migrations.
- Addition of modules or Teller Capture will be priced appropriately.
- Additional hardware or upgraded hardware may be required.

Contracting

- OutLink Customers
 - Contract will reflect CURRENT monthly pricing.
 - No installation fees for standard Teller migrations.
 - Addition of modules or Teller Capture will be priced appropriately.
 - Additional hardware or upgraded hardware may be required.

SilverLake® & CIF 20/20® Teller Migrations

- Technical Requirements – Prerequisites
 - Any customization of Vertex will be reviewed and migrated to the new teller version.
 - Teller capture requires an Archive Server to be implemented.
 - Customer Portal Documentation provides guidance on all technical requirements.

SilverLake® & CIF 20/20® Teller Migrations

- SigMaster signature display.
 - Standalone SigMaster will not be supported
 - Synergy integration is the default solution.
 - 3rd Party image vendors will need to be converted or integrated.
- Special pricing for Synergy 1 and ECS conversion.
- 3rd Party Integrates with jXchange.
- 3rd Party API provided and Integration Development Group assists with interface.

SilverLake® & CIF 20/20® Teller Enhancements

- SL/2020 Teller Offline
- Provides offline transaction functionality for SilverLake and 20/20 Teller.
- Built into the main Xperience application - no separate application to run or maintain.
 - Tellers are automatically and seamlessly transitioned between offline and online functionality.
 - Updated configuration builds are automatically loaded each time the Xperience application is started.
- Additional capabilities are available include:
 - Cashier's checks.
 - Bond redemption.
 - Reg CC forms.
 - Batching (cashed checks, savings withdrawals).
 - Interactive CTR tracking.

SilverLake® & CIF 20/20® Teller

- Customer Centric Feature
 - Provides customer information panel on left.
 - Will display photo-ID for Synergy customers.
 - Account numbers are available in a drop down within the transaction for convenience.
 - Account information is available to be displayed in the lower panel of the screen.

Customer Centric feature

Transaction Processing

Customer Information

Adam Eckerson

Accounts: (49)

Address Contact Info

Address Line 2: 4345 Sonoma Dr
City: Milwaukee
State Code: Wisconsin
Zip Code: 53202-2605
Date of Birth: 03/25/1961

Wisconsin Driver License

Previous 1 of 2 Next

Cash Summary

Beginning Cash:	\$10,000.00
Cash In:	\$50.00
Cash Out:	\$0.00
Current Cash:	\$10,050.00

Select Teller Transaction By Speed Key

Speed Key: Transaction Type: Search for Transaction Type:

B: Bond Redemption G: CD Deposit L: Loan Payment 3: Buy Cash 8: IRA Contribution
C: Cash Check H: Commercial Deposit M: Cash Ck W/Fee 4: Sell Cash 9: CD Withdrawal
D: DDA Deposit I: IQA Deposit N: Savings Deposit 5: Money Order
E: Universal/Split J: Reg CC Deposit 1: GL Credit 6: Savings W/D
F: Official Check K: CTR Deposit 2: GL Debit 7: Wire Transfer

Transaction History

View Transaction Information Delete Reprint Radio Copy Refresh

Transaction	Type	Cash In	Cash Out	Transaction Amount	Date	Time	Batch	Transaction Status	Override	Upload Status	X937 Sent Status
2	DDA Deposit	\$50.00	\$0.00	\$50.00	03/28/2017	02:29:58 PM		Completed	Yes	Success	Not Sent
1	DDA Deposit	\$0.00	\$0.00	\$100.86	03/28/2017	01:05:52 PM		Completed	Yes	Success	Not Sent

Jordan@haiside.com (Production Instance) 1156 2:32 PM 3/28/2017

Customer Centric feature

The screenshot displays a banking application window titled 'Drawer #112 - 03/28/2017'. The main area is labeled 'Transaction Processing' and shows a list of transactions for 'Adam Eckerson'. The transactions are listed with columns for ID, Description, Type, Amount, Status, and a 'View Signature' link. One transaction is highlighted in orange.

ID	Description	Type	Amount	Status	Action
222000002200022	3rd Safe Deposit Box	Primary	\$0.00	Occupied	View Signature
10715	Ovation Checking	Custodian	\$111.00	Active	View Signature
10723	Ovation Checking	Custodian	\$111.00	Active	View Signature
5002112066546445	MasterCard	Primary	\$441.36		
5002112546814795	MasterCard	Primary	\$441.36		
4002733	Commercial Analysis Checking	Auth Sign	\$151,165.10	Active	View Signature
4005140	Commercial Analysis Checking	Auth Sign	\$1,347,135.89	Active	View Signature
40020171	Ovation Checking	Primary	(\$41,945.80)	Active	View Signature
400262475	Interest Checking	Primary	\$192,514.19	Active	View Signature
40040135	Personal Money Market Checking	Primary	\$6,797.85	Active	View Signature
400432953	Ovation Checking	Primary	\$326.17	Active	View Signature
400522336	Commercial Analysis Checking	Auth Sign	\$247,716.55	Active	View Signature
91617574621	Money Market	Primary	\$5,977.03	Active	View Signature
400	Shareholder	Primary	\$0.00		
27	Consumer Loan	Primary	\$10,513.89	Active	View Signature
731218	Real Estate 365	Primary	\$83,303.47	Active	View Signature
4001776	Consumer Loan	Primary	\$20,950.83	Active	View Signature
4002225	Consumer Loan	Primary	\$264.74	Active	View Signature
4003938	Commercial Construct	Guarantor	\$97,694.00	Active	View Signature
4007578	Consumer Loan	Primary	\$62,295.73	Active	View Signature
14088860	Commercial Real Estate	Auth Sign	\$77,332.14	Active	View Signature
24088860	Commercial Real Estate	Auth Sign	\$6,654.21	Active	View Signature
40011576	Master Plan Line of Credit	Primary	\$16,677.71	Active	View Signature
40088860	Commercial Real Estate	Auth Sign	\$149,224.73	Active	View Signature
40050012610	Adjustable Rate Mtg	Primary	\$173,728.34	Active	View Signature
400150020	Wealth Management	Primary	\$278,000.00		
315160000016	Wealth Management	Primary	\$1.00		

Below the transaction list, there is a table with columns: Amount, Date, Time, Batch, Transaction Status, Override, Upload Status, and X937 Sent Status. Two rows of data are visible:

Amount	Date	Time	Batch	Transaction Status	Override	Upload Status	X937 Sent Status
\$50.00	03/28/2017	02:29:58 PM		Completed	Yes	Success	Not Sent
\$100.86	03/28/2017	01:05:52 PM		Completed	Yes	Success	Not Sent

Customer Centric feature

Drawer #112 - 03/28/2017

Transaction Processing

Customer Information

Adam Eckerson

Accounts (49)

Address Contact info

Address Line 2: 4345 Sonoma Dr
City: Milwaukee
State Code: Wisconsin
Zip Code: 53202-2605
Date of Birth: 03/25/1961

DDA Deposit

Scan Documents Count Cash Machine In

Description	Type	Account	Instrument	Amount	Items	Image
Cash In (Press F10)				\$0.00		
On Us Checks				\$0.00		
Transit Checks				\$0.00		
Savings Withdrawals				\$0.00		
DDA Deposit				\$0.00		
Cash Out (Calc)				\$0.00		

Messages

10715	Ovation Checking	Custodian	\$111.00
10723	Ovation Checking	Custodian	\$111.00
4002733	Commercial Analysis Checking	Auth Sign	\$151,165.10
4005140	Commercial Analysis Checking	Auth Sign	\$1,547,135.39
40020171	Ovation Checking	Primary	(\$44,948.80)
400260475	Interest Checking	Primary	\$192,514.19
400340135	Personal Money Market Checking	Primary	\$6,797.55
400432953	Ovation Checking	Primary	\$326.17
400522236	Commercial Analysis Checking	Auth Sign	\$247,776.55
9167574621	Money Market	Primary	\$5,377.03

Cash Summary

Beginning Cash: \$10,000.00
Cash In: \$50.00
Cash Out: \$0.00
Current Cash: \$10,050.00

Complete Cancel

SilverLake® & CIF 20/20® Teller Capture

- Teller Capture MICR line corrections
- Symbols are no longer required.
- Fields to be corrected are presented in convenient boxes for easy correction.

MICR Line Corrections

The screenshot displays a 'Transaction Images View' window. The main area shows a scanned 'DEPOSIT TICKET' from Ovation. The ticket includes the name 'CURRID MECHANICAL', address '483 Diamond Avenue, Metzen, NJ 07059', and a date of 'Nov 5 2015'. The amount is \$50,000.00. A MICR line at the bottom reads '00000000 230051401* 20'. The interface also shows a 'Scanned Items' table with several rows, including a corrected amount failure and two IQA failures.

Item Detail

RESCAN Delete Flip Rotate Print

DEPOSIT TICKET

CURRID MECHANICAL
483 Diamond Avenue
Metzen, NJ 07059

DATE: Nov 5 2015

DEPOSITS MAY NOT BE AVAILABLE FOR
IMMEDIATE WITHDRAWAL.

BE SURE EACH ITEM IS
PROPERLY ENDORSED

SIGN HERE FOR CASH RECEIVED

LET CASH
RECEIVED

\$ 50,000.00

00000000 230051401* 20

Item Status

Reco	IQA	Int'l	Corr
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Accept High Dollar Amount			

Totals

Credit Total:	\$56,000.00
Debit Total:	\$6,200.00
Total Items:	5

Aux

Aux	RIC	Routing	Account	Check	Tran Code	Amount	Doc Type
Aux On Us	RIC	022309352	23005140	Enter Check #	20	\$50,000.00	DEP-DDA Deposit

Scanned Items

Scan More Previous Next Show All Items Show Suspect Items

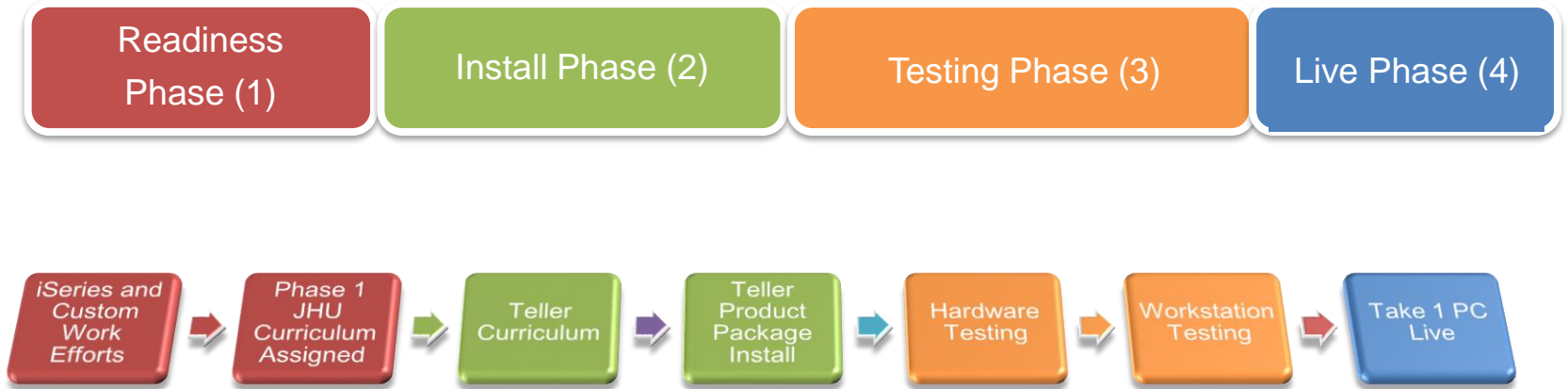
Status	Status Text	Aux	Routing	Account	Check Num	TC	Amount	Doc Type	Credit/Debit	Error Message	Error Field	HIN Number
Pass		022309352		23000262475		20	\$6,000.00	DEP-DDA Deposit	Credit			629600390000009
Corrected		122199983		91222060240	5242		\$6,000.00	CHK-Checks Not OnUs	Debit			629600390000010
Amount failure		022309352		23005140		20	\$50,000.00	DEP-DDA Deposit	Credit			629600390000011
IQA failure		123456780			1111		\$100.00	CHK-Checks Not OnUs	Debit			629600390000013
IQA failure		123456780			1111		\$100.00	CHK-Checks Not OnUs	Debit			629600390000012

Finished Cancel

Jordan@haido.com (Production Instance) 11:56 2:46 PM 3/28/2017

Live Demo

General Process Overview



Xperience Teller Scheduling Timeline

- Vertex custom and iSeries code – JHA work effort (30 days pre-R18)
- Release 2018 – offers full functionality of Xperience Teller
- Project start with JHU Phase 2 Curriculum assignment shortly after R18
- 4-6 week project duration



Readiness Phase

- iAdapter Port setup
- Vertex Custom moved to Xperience Teller
- Verification of package being made available for client access

LET'S **VERIFY**



Install Phase

- Package downloaded
- Printer setup
- Workstation setup
- Additional Tasks for Item Capture banks



Testing Phase

- Test script provided for 1-3 workstations in 3 different branches
- Testing hardware (Scanners, Printers, Recyclers, and Dispensers)



Live Phase

- Bank takes 1 PC live in 1 branch
- Bank takes 2 more PC's live in two different branches
- Bank reports issues to Strike Team



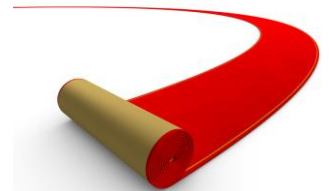
Strike Team – Support Team

- A team put together to support and assist any customer with the JHU Xperience Teller Migration Curriculum
- XpTeller@jackhenry.com



Training and Rollout

- Training/Rollout can be handled by the bank or Client Services
- Rollout of Xperience Teller can be completed in a slow, methodical, planned out process



Project Communication Plan



XpTeller@jackhenry.com

XpTeller@jackhenry.com

XpTeller@jackhenry.com

XpTeller@jackhenry.com

Questions?

