JACKHENRY University

SilverLake Teller Capture and CIF 20/20 Teller Capture

Release 2017

Converting to SilverLake Teller Capture and 20/20 Teller Capture – What's New
v 18.3.27

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How to Use This Document

This document is designed for institutions who are currently running Vertex Teller Capture but are converting to SilverLake Teller Capture and CIF 20/20 Teller Capture. It reviews common features and functions, and shows you how they have changed with SilverLake Teller Capture and CIF 20/20 Teller Capture.

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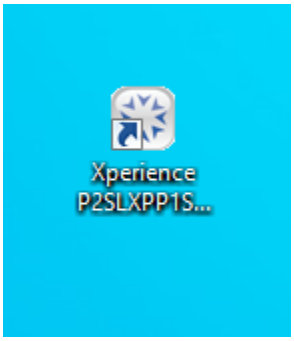
Accessing Teller

JHA Xperience Sign On

SilverLake Teller and CIF 20/20 Teller is locally based and integrated with the SilverLake core and 20/20 core product. To access SilverLake Teller and CIF 20/20 Teller, double-click the JHA Xperience icon on the PC desktop.

Note: For additional assistance, refer to the Xperience User Guide available on the Xperience Start menu.



What's New

- This will be the only sign for SilverLake Teller and Teller Capture and CIF 20/20 Teller and Teller Capture.
- Teller Capture will be a seamless integration. There will not be a separate icon or program running in the startup.
- There will not be a Check 21 icon (Spongebob) in the lower right tray.
- There will not be a Teller Item Capture icon on the PC.

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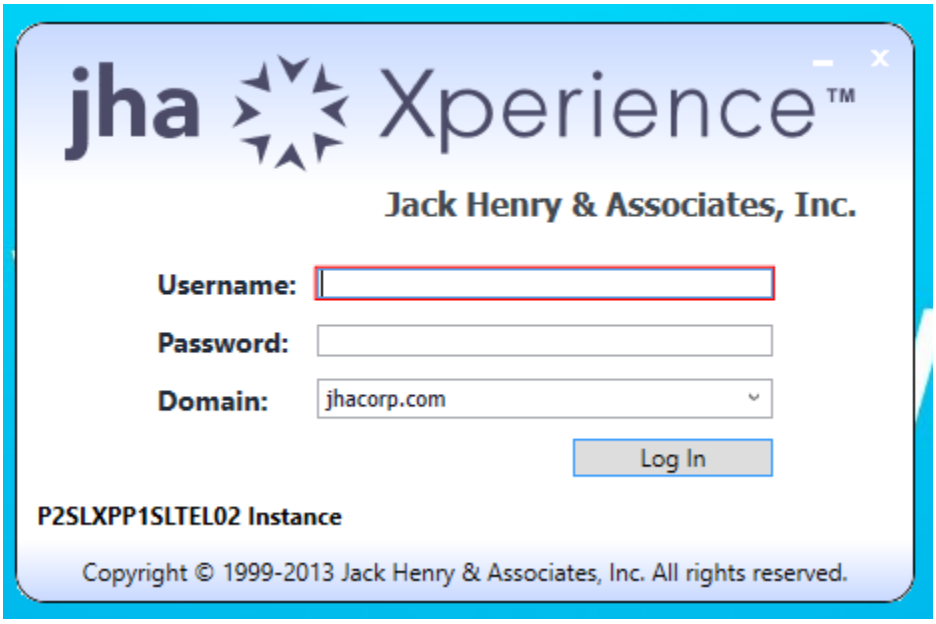
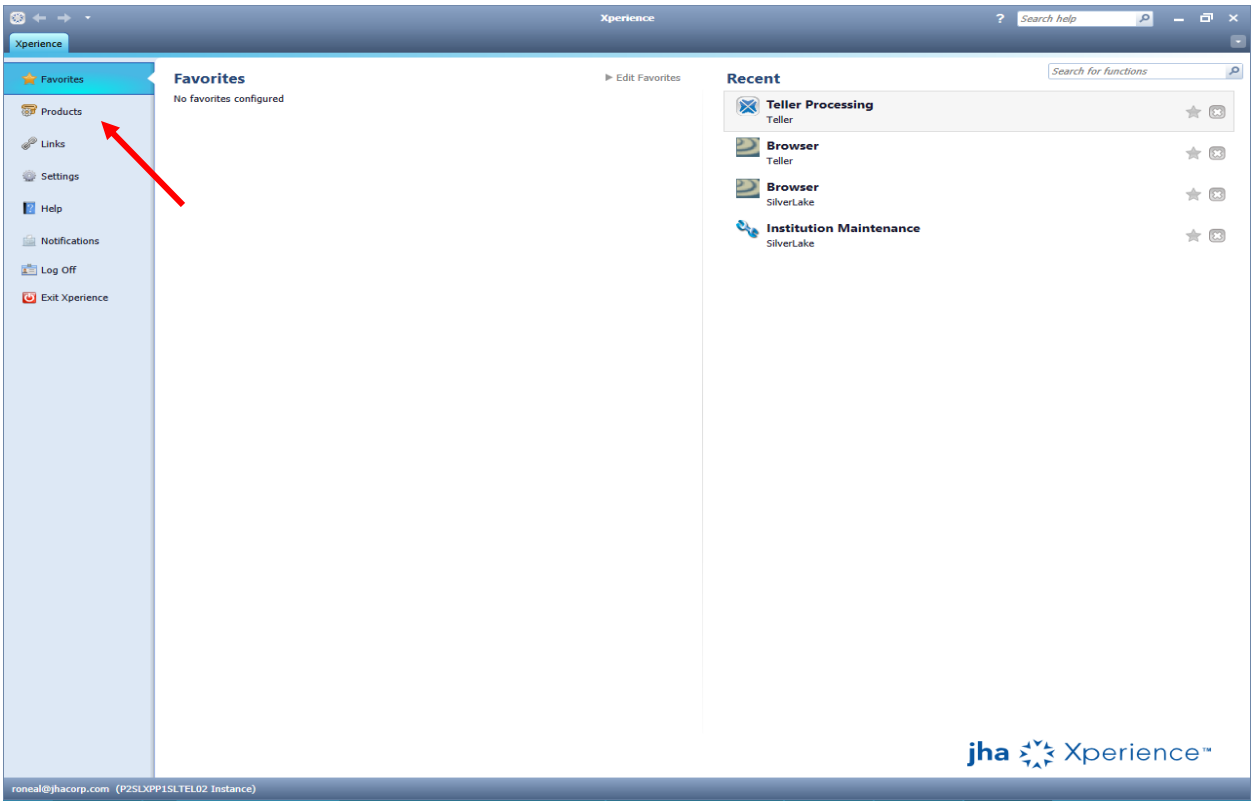
Enter your JHA Xperience **Username** and **Password**. Click **Log In**.



Select **Products**.



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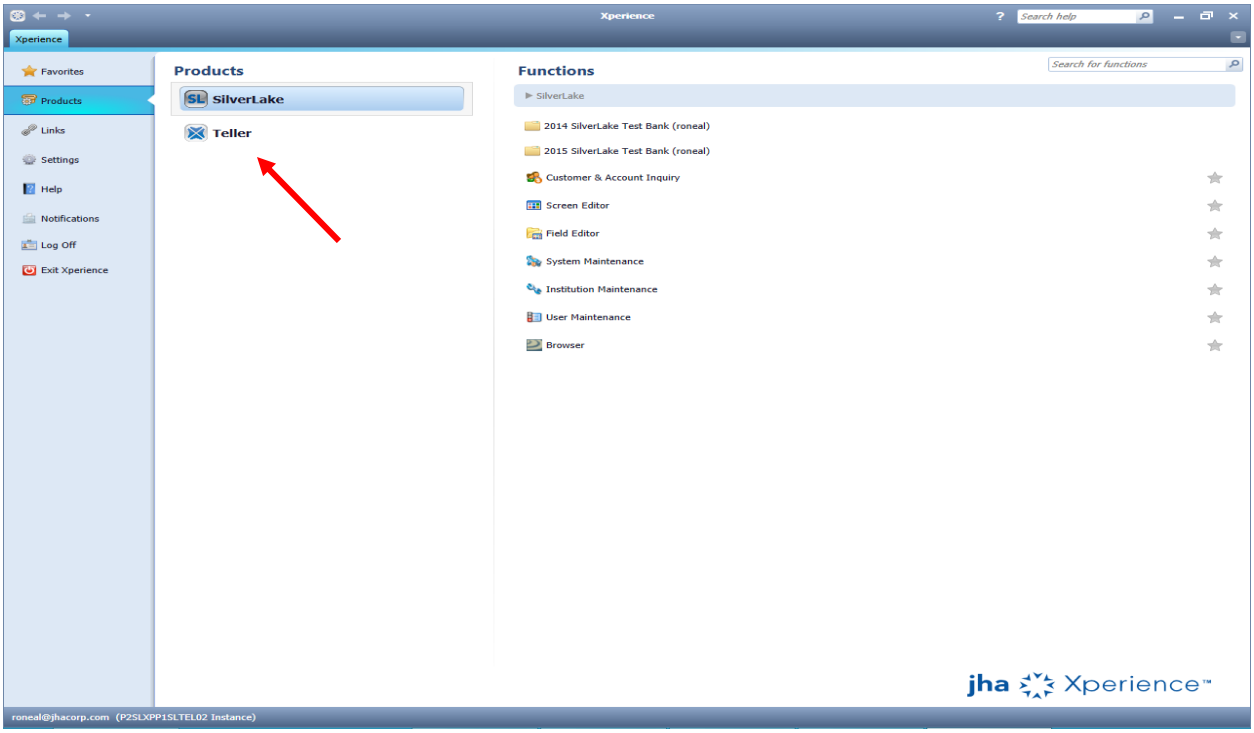
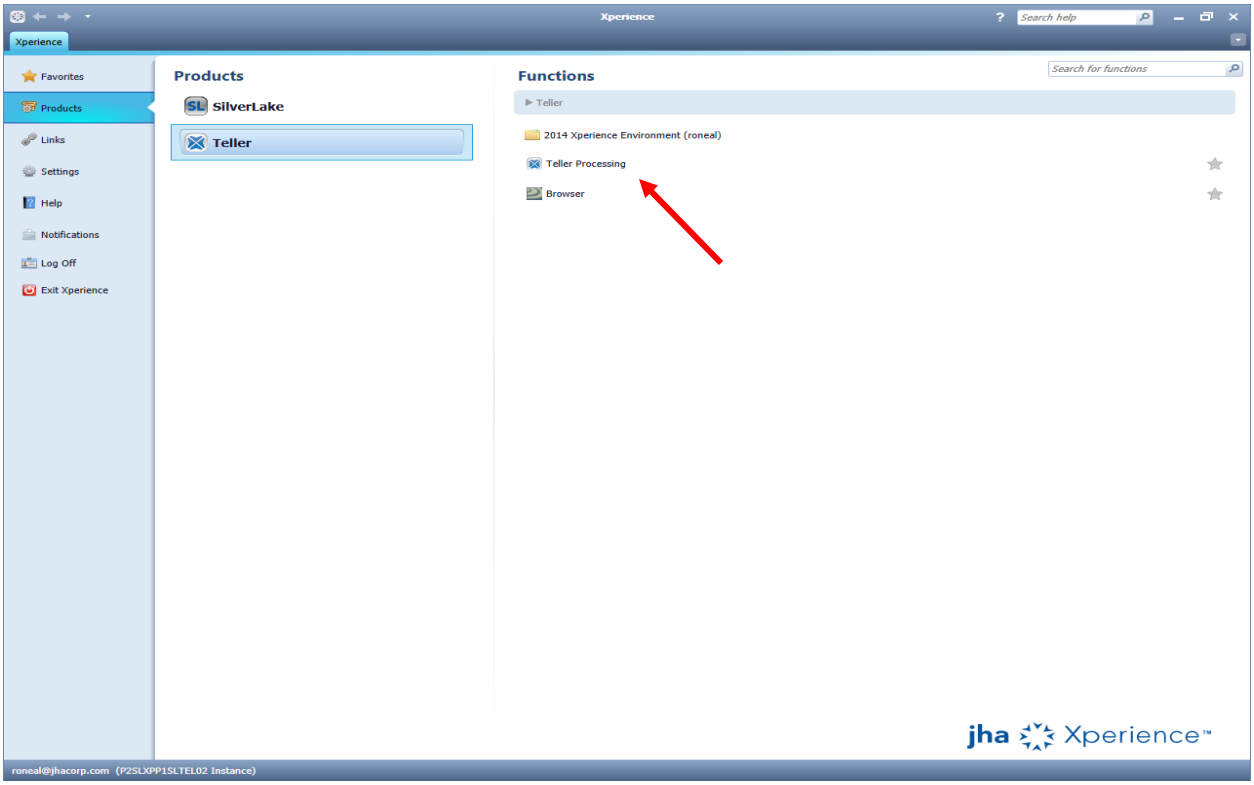
On the **Products** page, select **Teller**.



Lastly, on the **Functions** page, select **Teller Processing**.



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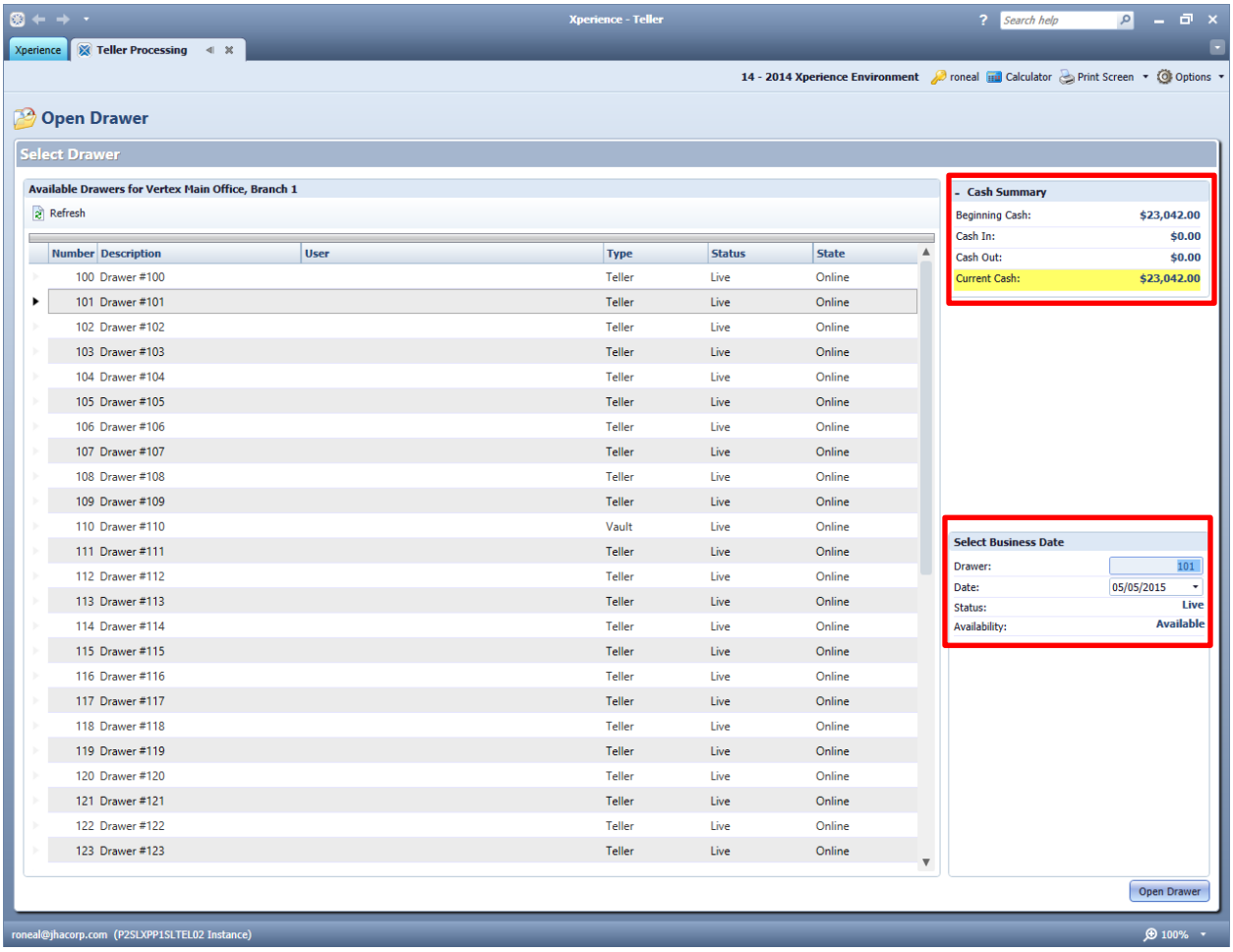
Open Drawer

Select a drawer and click **Open Drawer.** You can also double-click the drawer of your choice.



What's New

- When you highlight a drawer, you can see the cash summary, date, status, and availability. Prior to SilverLake Teller and CIF 20/20 Teller, you had to enter the drawer number to see the cash summary, date, status, and availability.
- Status indicates whether the drawer is live or test. Previously, status indicated whether the drawer was new, available, in use or already in.
- Availability indicates whether the drawer is new, available, in use or already in.

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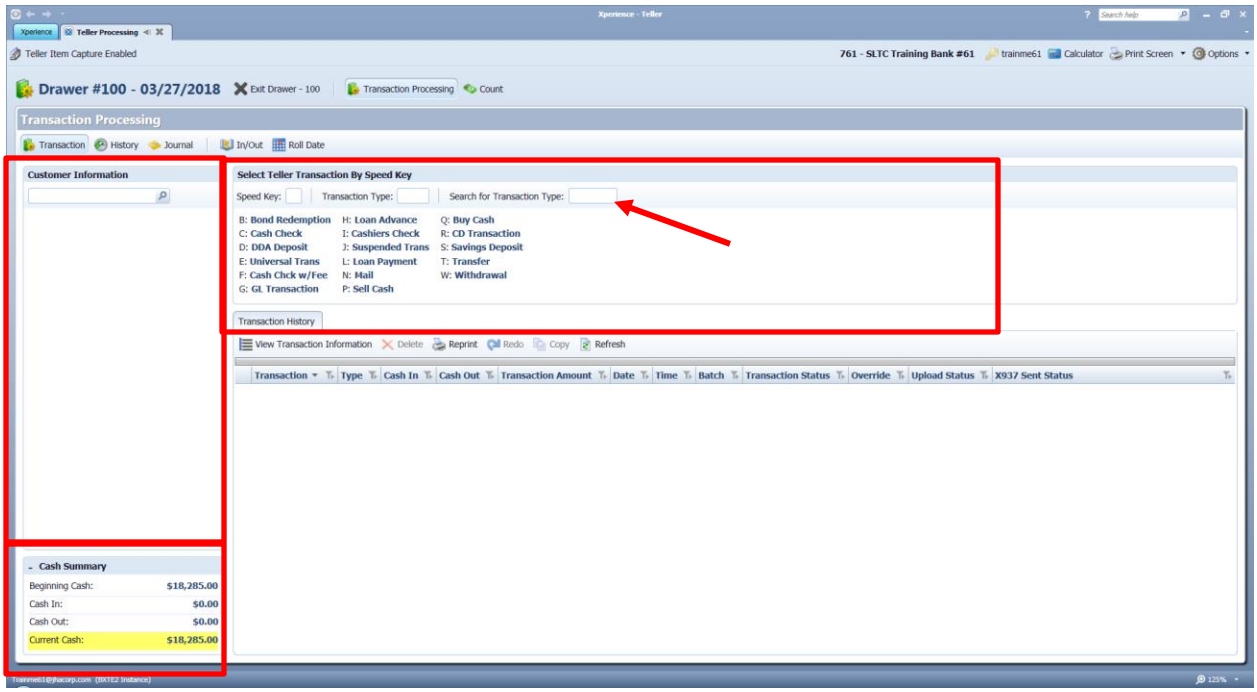
Teller Session



What's New

- *Customer Information Panel* – Allows you to access customer information prior to processing the customer's transaction. The customer's information is readily available throughout the transaction process.
- **Search for Transaction Type** – Allows you to enter alpha and/or numeric characters to locate a transaction.
- All Speed Keys appear.
- The *Cash Summary* (Cash Position) displays in the bottom left corner instead of the upper right corner.

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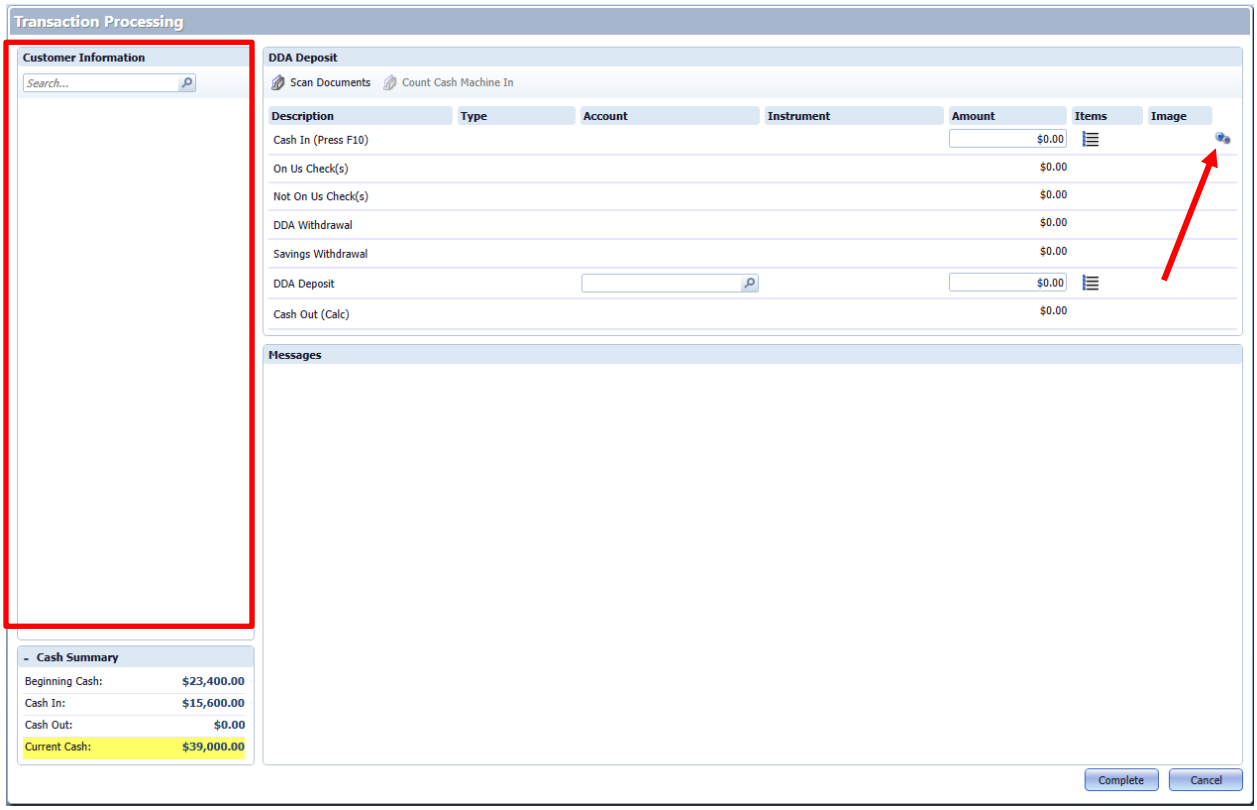
DDA Deposit Transaction Example

To process a DDA Deposit transaction, select the transaction the same way you currently do within Vertex. The transaction appears with the same line items and in the same order.



What's New

- *Customer Information Panel* continues to display within the transaction.
- The *Cash Count Screen* (Cash In) can also be accessed by selecting the icon to the far right of the Image column.

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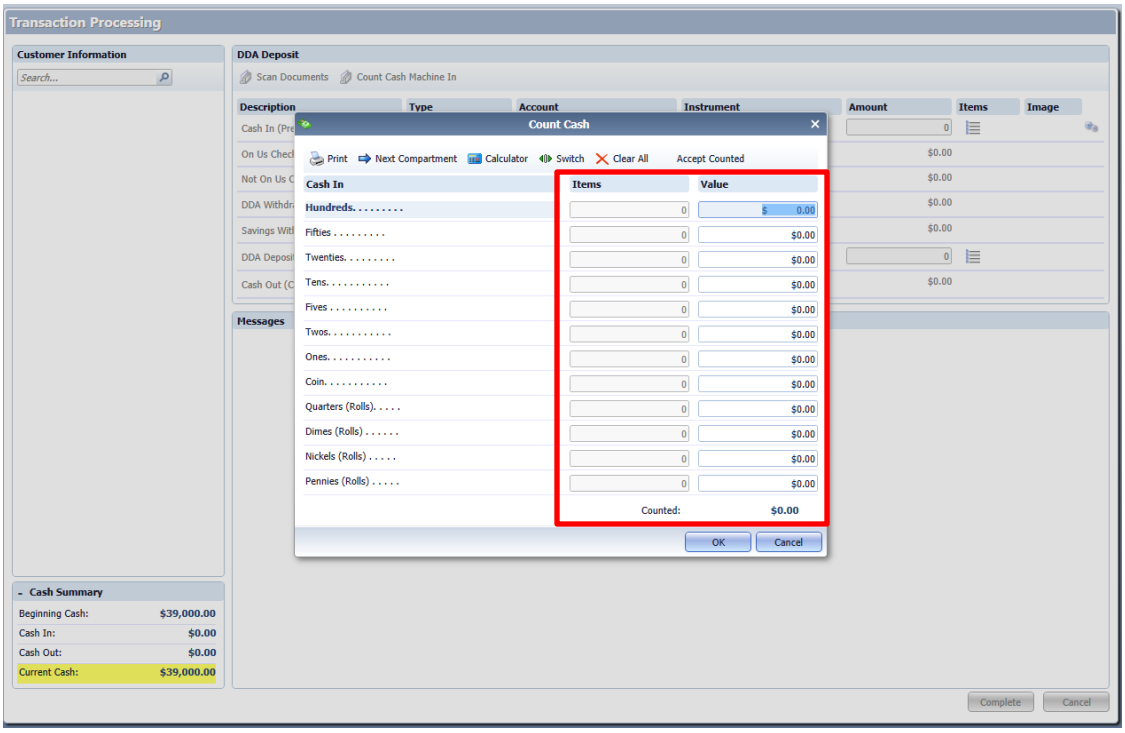
Cash Count Screen



What's New

- The **Items** and **Value** columns are located next to each other instead of on each side of the denominations.

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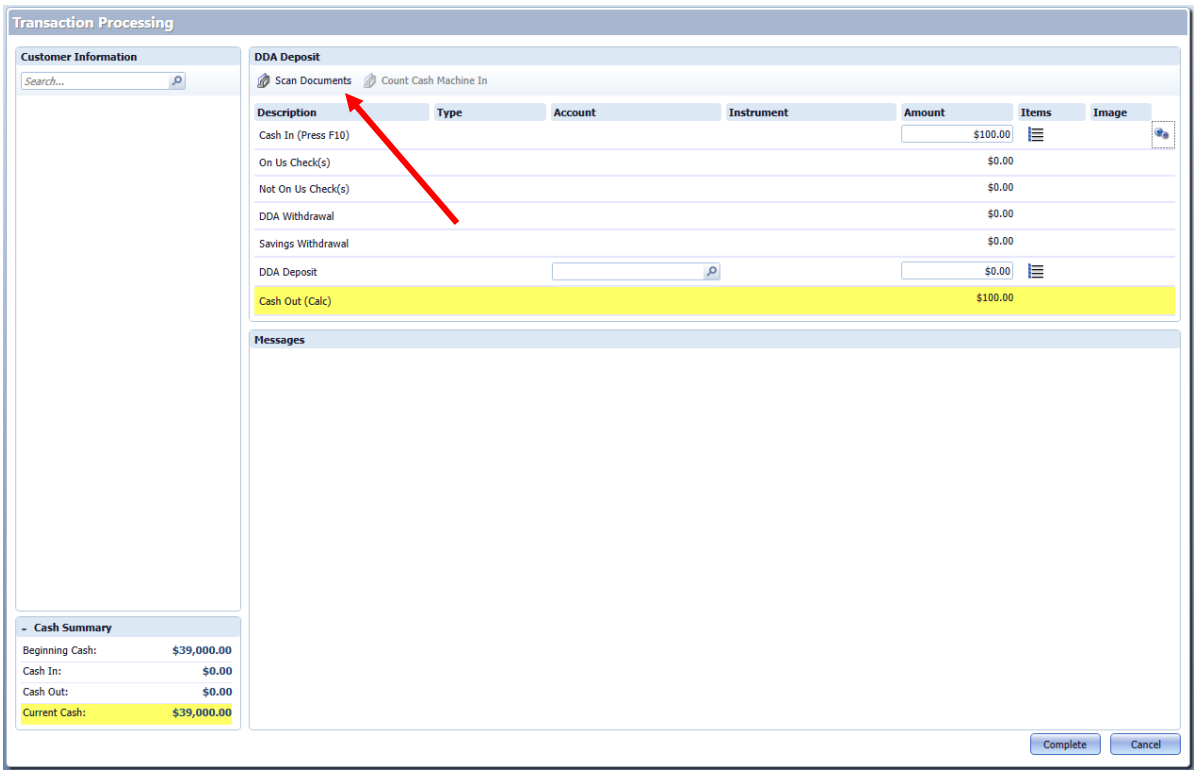

What's New

- The **Scan Documents** option is located at the top of the transaction.

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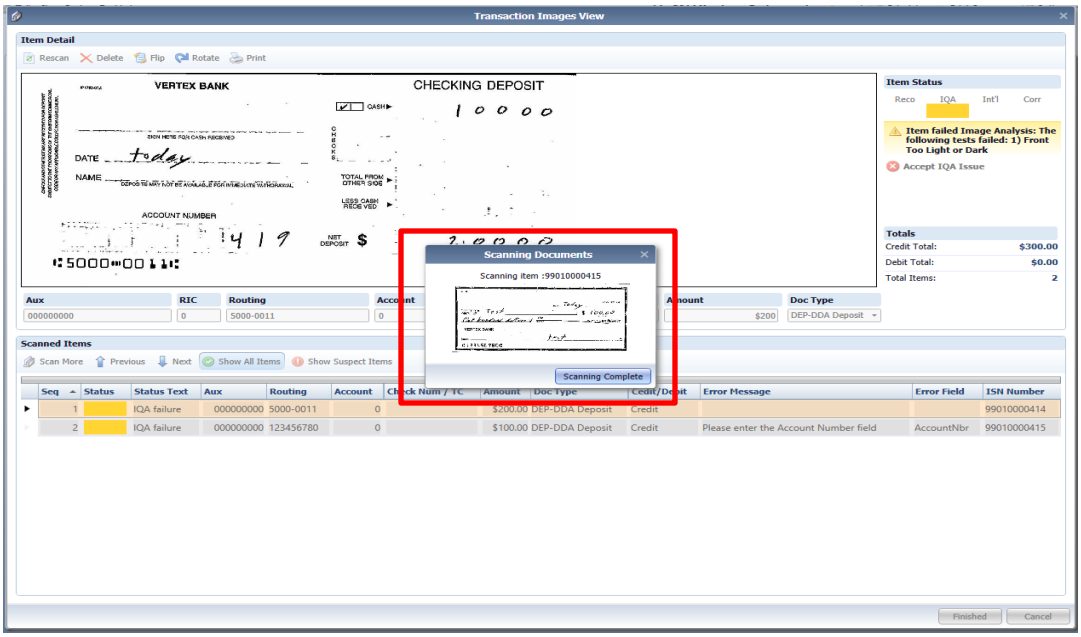

What's New

- The *Scanning Documents* window displays a small snippet of the document as it is scanned.
- The user selects **Scanning Complete**.

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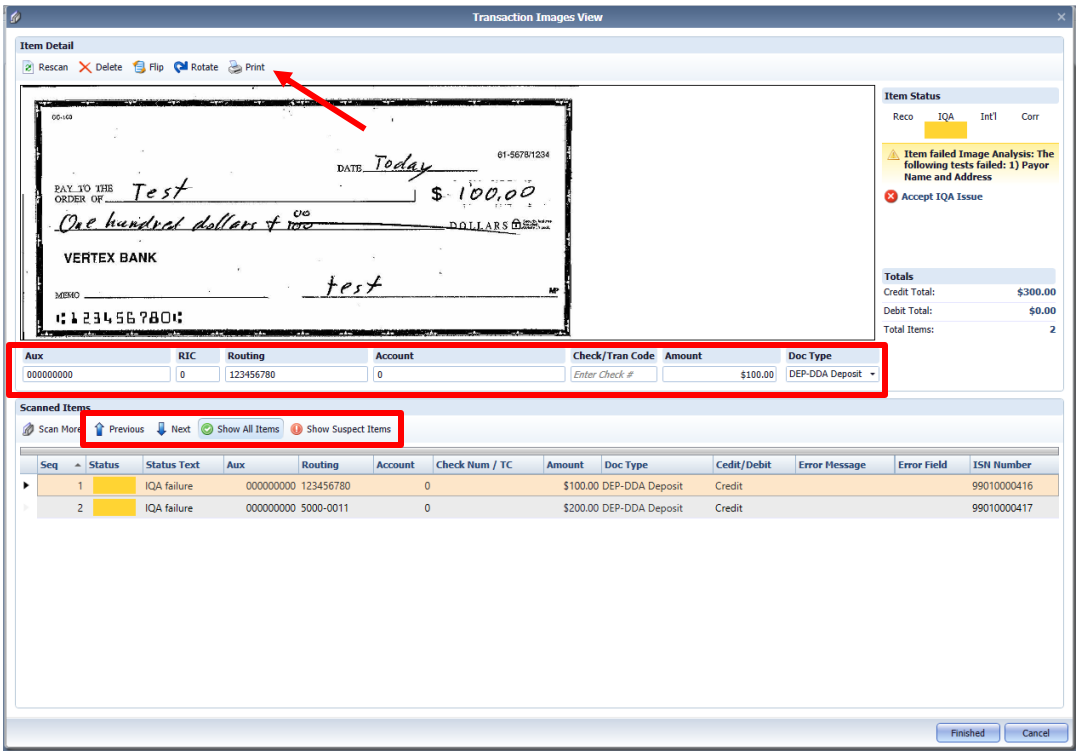

What's New

- There is a **Print** button at the top to print the document.
- You can make changes to the MICR line by entering the information in the fields below the image of the document. You no longer have to enter symbols when making corrections to the MICR line.
- The **Previous/Next** buttons page through the scanned items at the bottom of the page and displays the image at the top.
- The **Show All Items** option allows you to see all the items scanned in. Use this option after choosing the **Show Suspect Items** button.
- The **Show Suspect Items** button shows you only the images with Reco, IQA, and International issues. To go back to seeing all items, select **Show All Items**.

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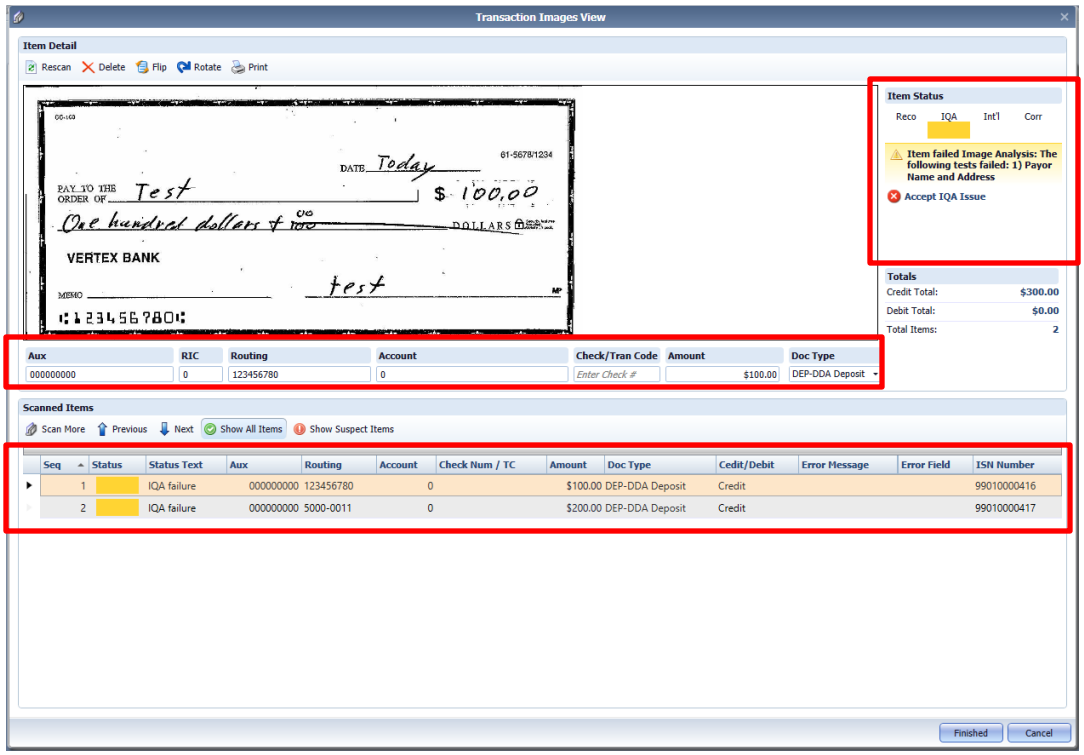

What's New

- The Item Status column informs you of any Reco, IQA, International, or Corrected items. Highlight the item at the bottom to view the issue on the top left.
- To correct an issue, enter MICR corrections or click the **Accept IQA Issue** button in the top left.

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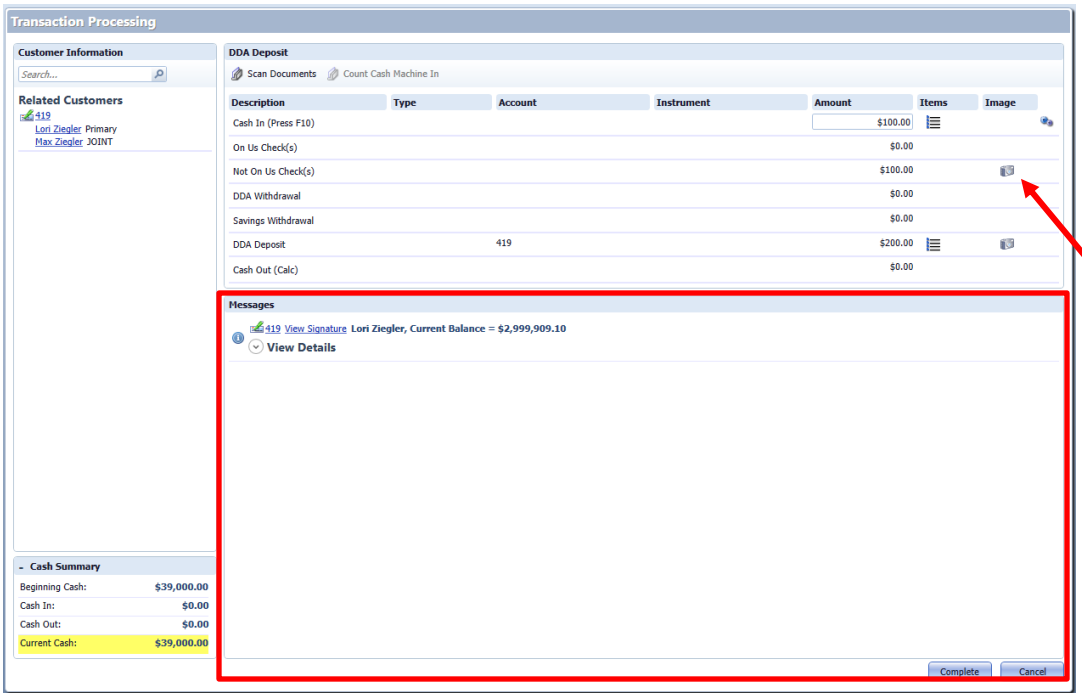

What's New

- A camera icon appears in the Image column when the line item has scanned items.
- Any basic messages on the account appear at the bottom of the transaction in the **Messages** section.

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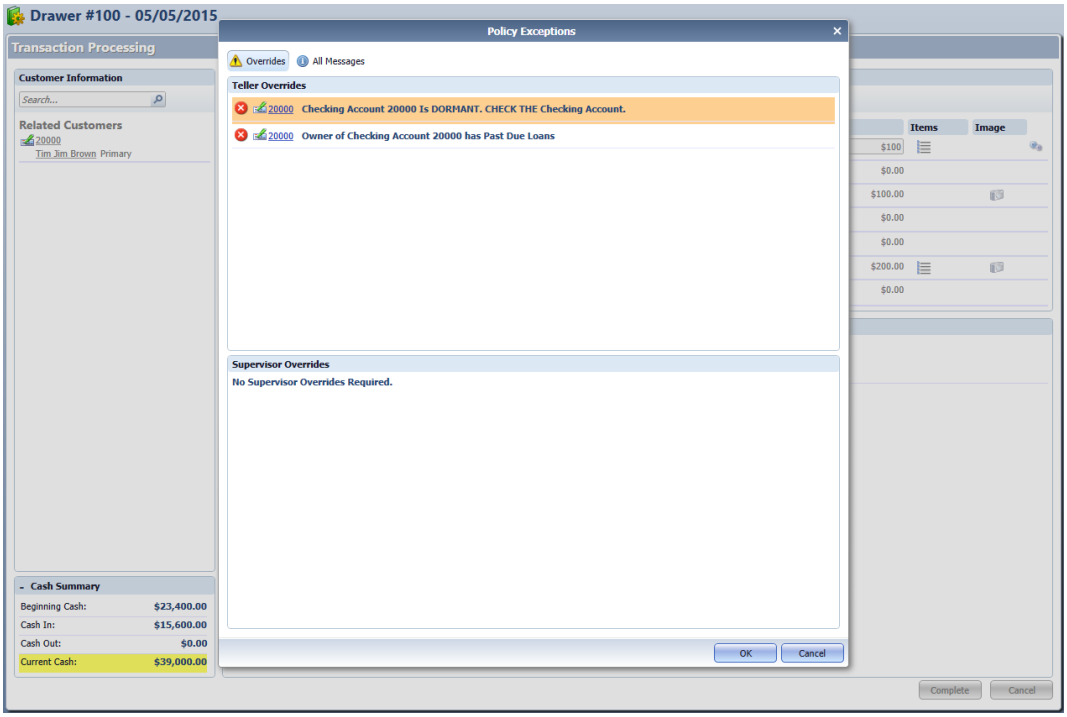

What's New

- The teller and supervisor overrides appear in a separate window. Each account level message has a hyperlink that takes you to the core inquiry page. This allows you to do research.
- The teller overrides appear at the top and the supervisor overrides appear at the bottom.
- To continue, select the red X or select **OK** to acknowledge each of the overrides. Once each message is overridden, the red X changes to a green checkmark.

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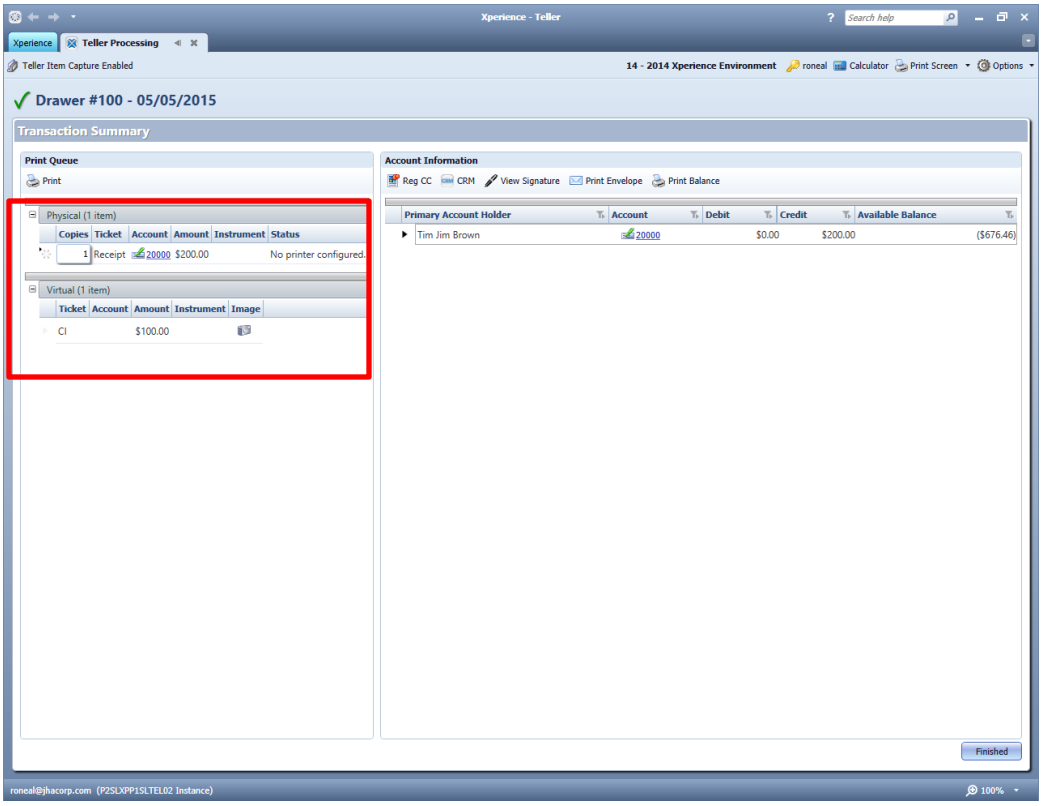

What's New

- You can manually change the number of receipt copies on the *Transaction Summary* screen instead of having to take the reprint option.
- The virtual tickets are also on the *Transaction Summary* screen.

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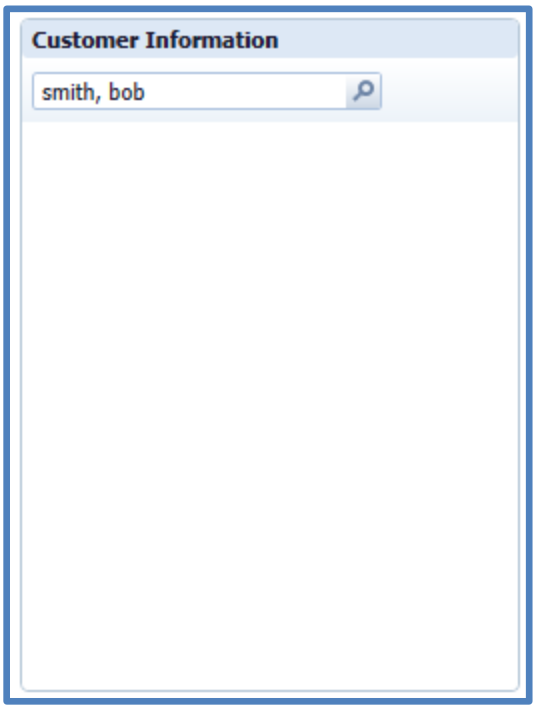
Customer Information

The *Customer Information* panel allows you to search for a customer prior to and within a transaction. To search for a customer, enter *last name*, *first name* and select the search button.

Note: For additional assistance, refer to the Xperience User Guide available on the Xperience Start menu.



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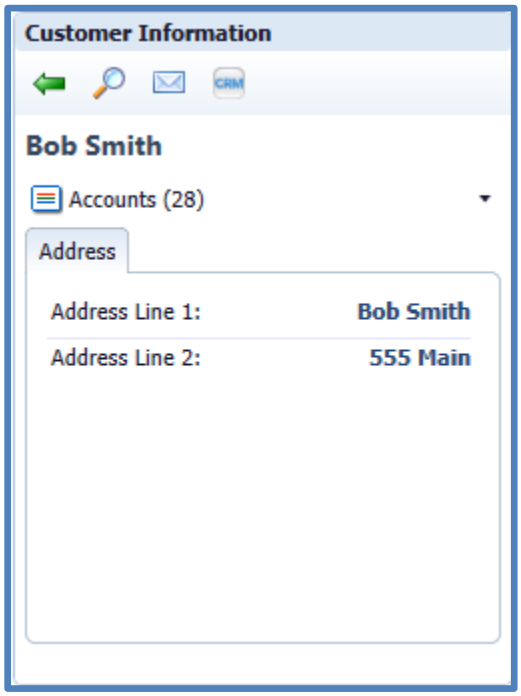
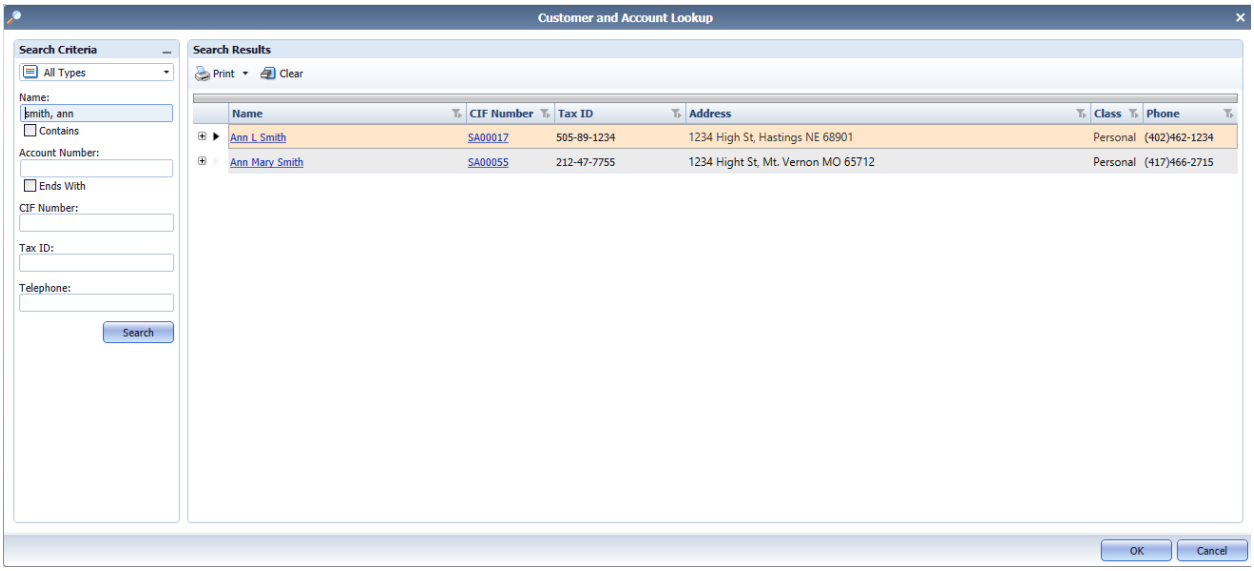
- View a list of the customer's accounts by clicking the drop-down arrow to the right of the accounts.



Note: If there is not an exact match based on the search criteria entered, you are given a list of potential matches.



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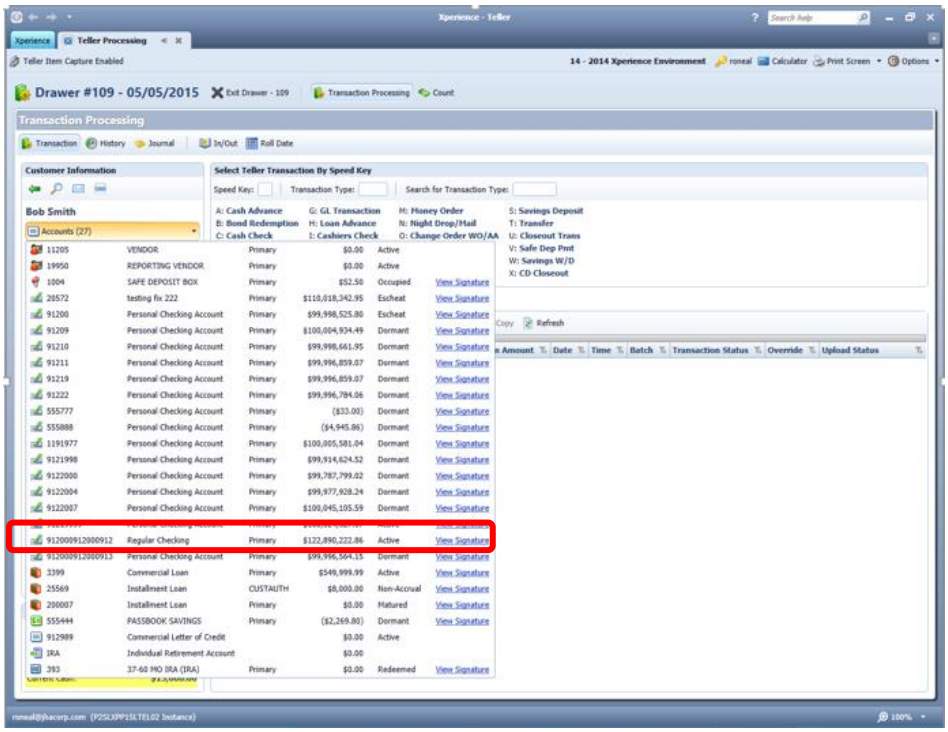
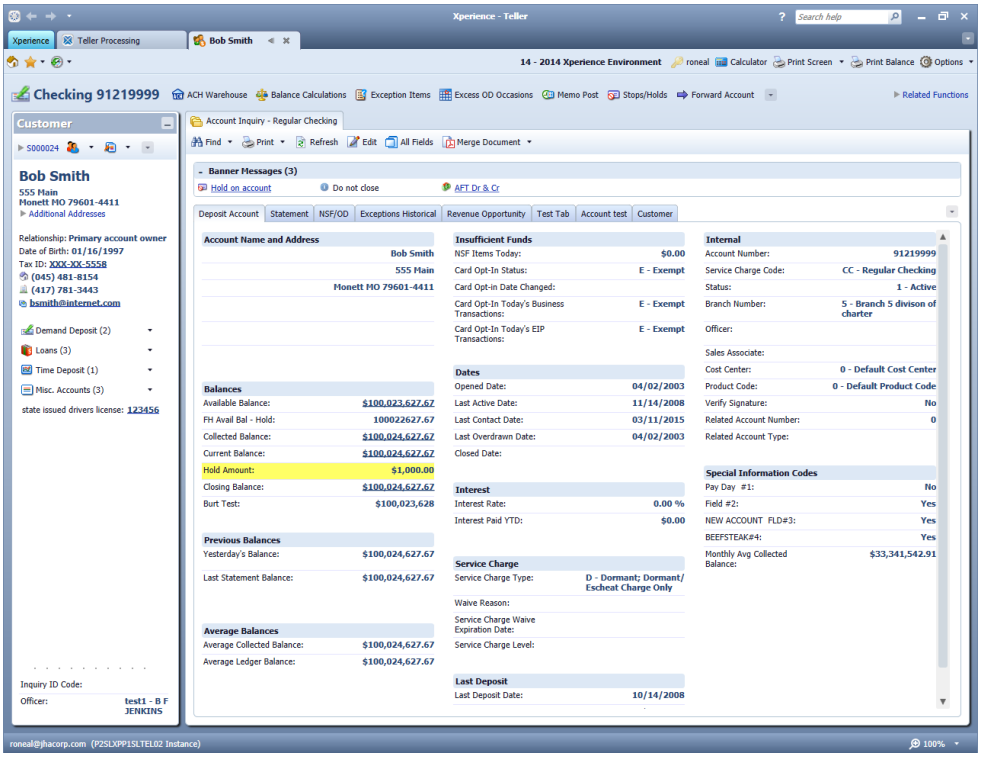
- You can view the customer accounts, balances, product type, and signature.



- When you select an account, an account inquiry tab for that account appears.



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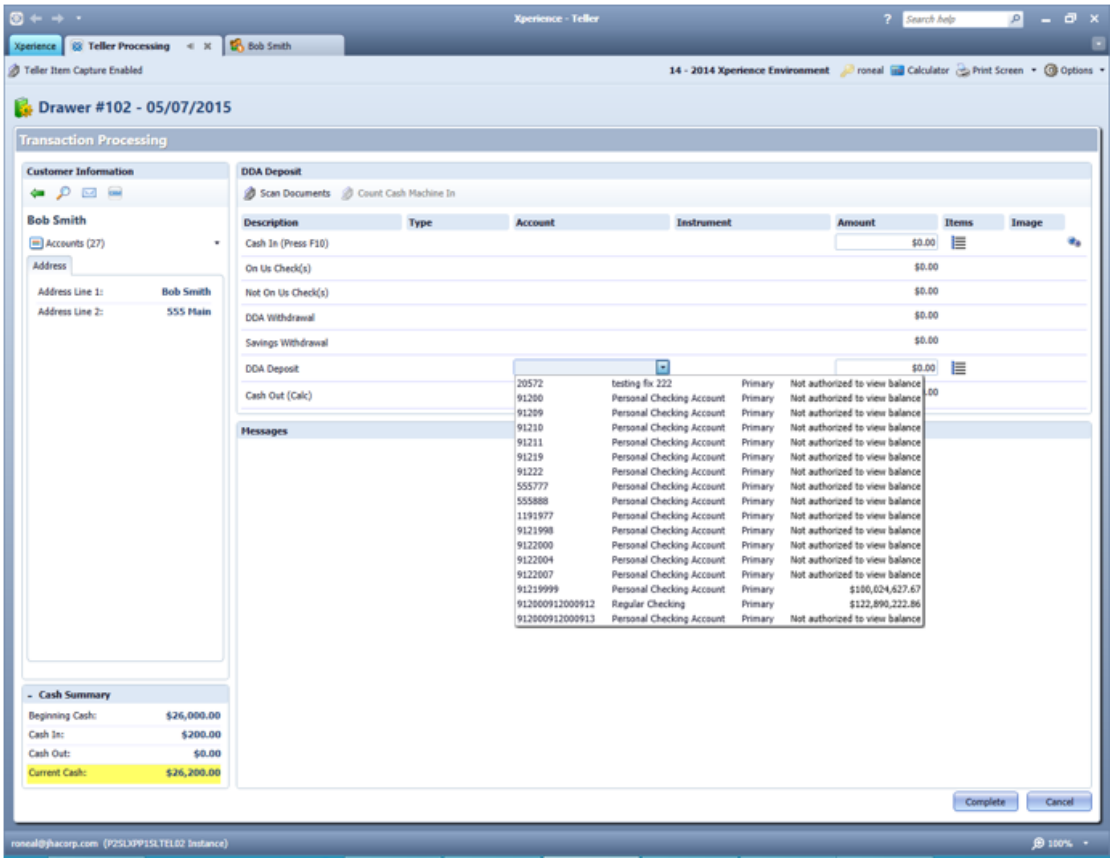
- If you select a customer prior to running a transaction, the accounts for the customer appear in a drop-down box within the transaction.



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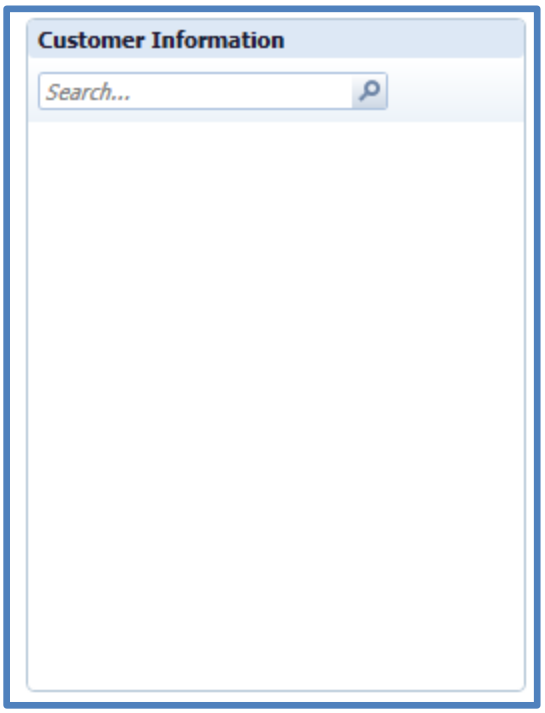
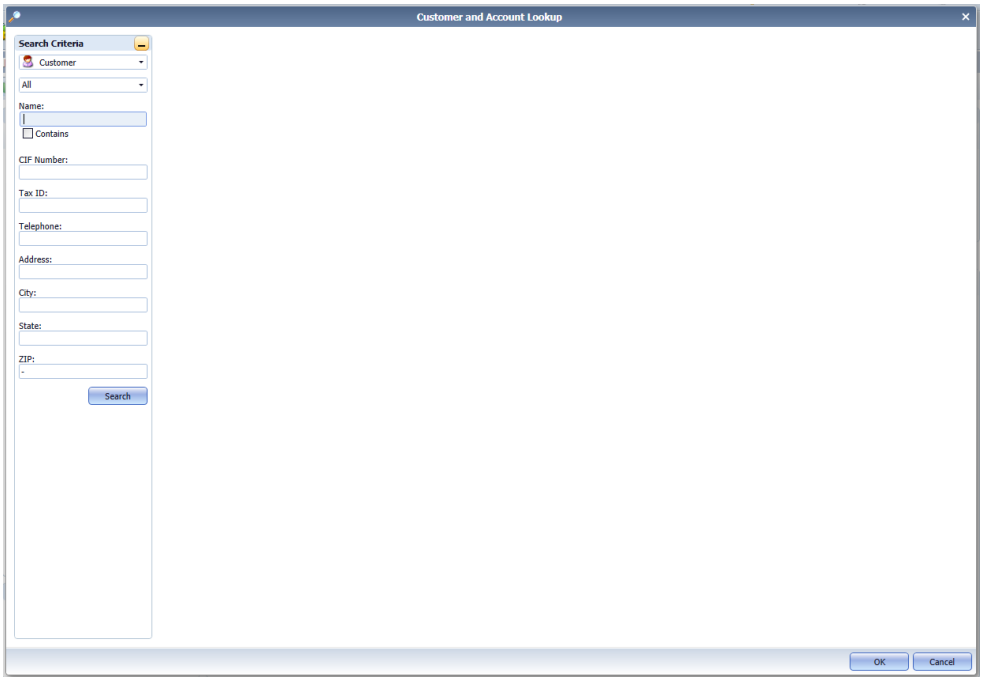
- For additional search criteria to look up a customer, click the search button without entering a name. This shows the *Customer and Account Lookup* screen.



- From there, you can search for a customer, account number, CIF number, TIN number, telephone number, or address.



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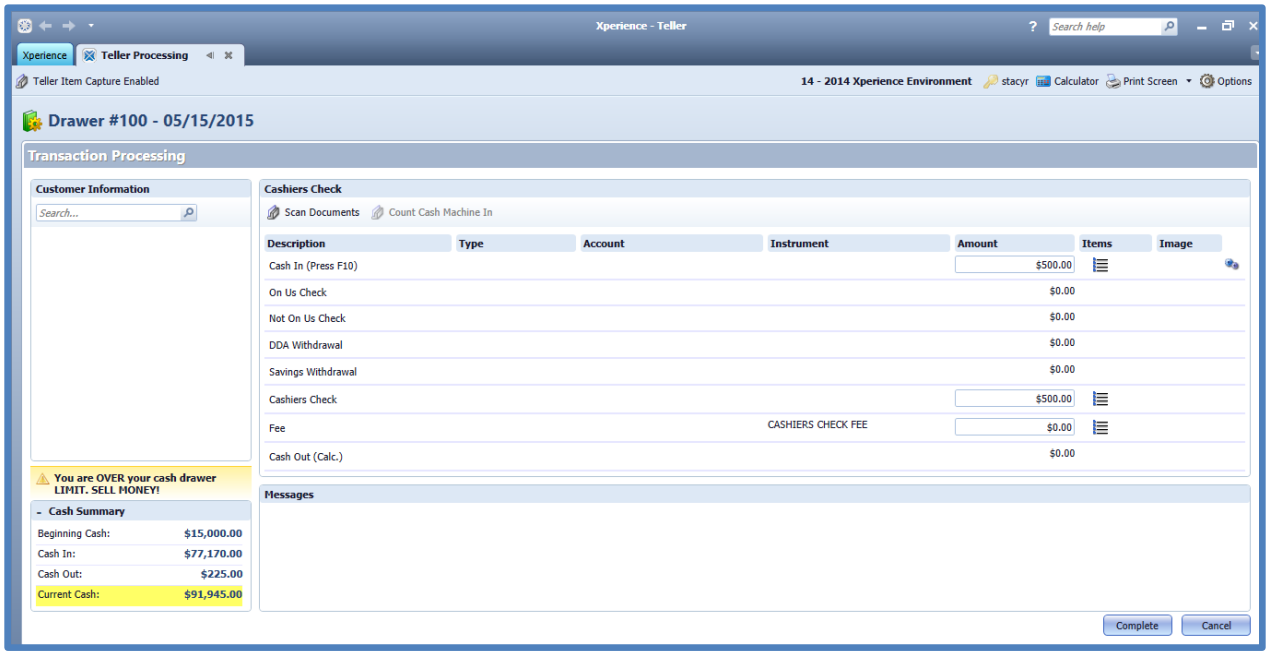
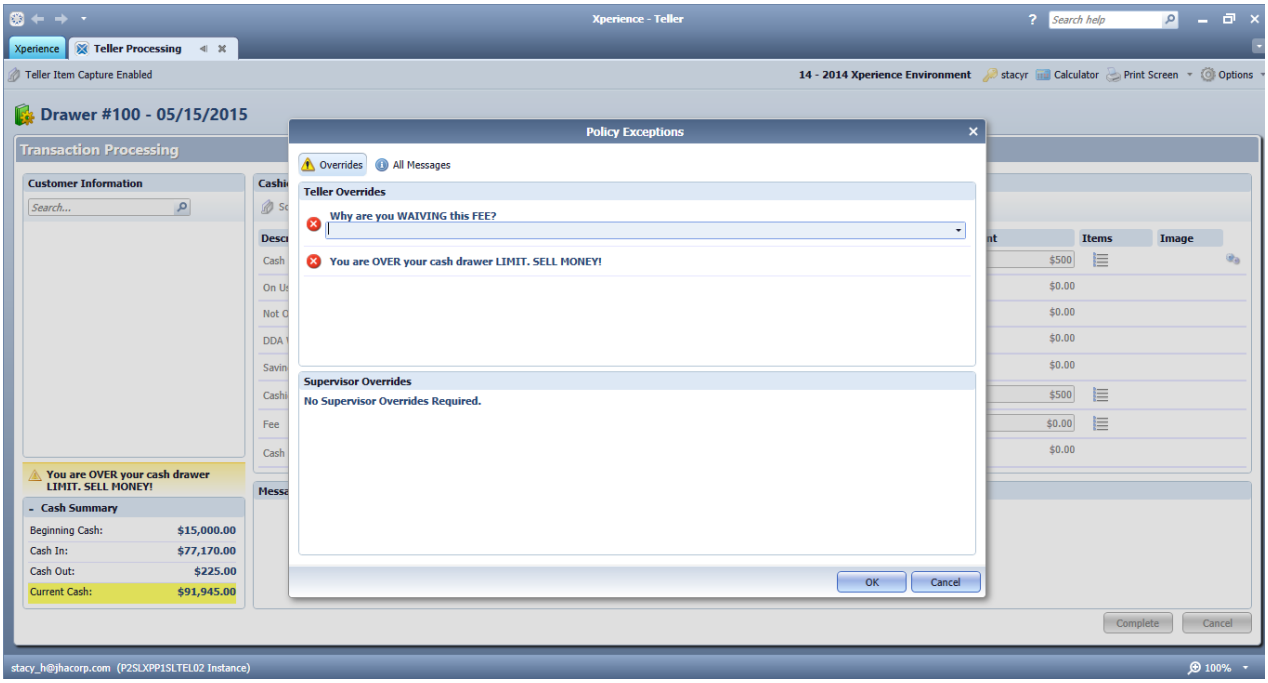
Cashier's Check Transaction





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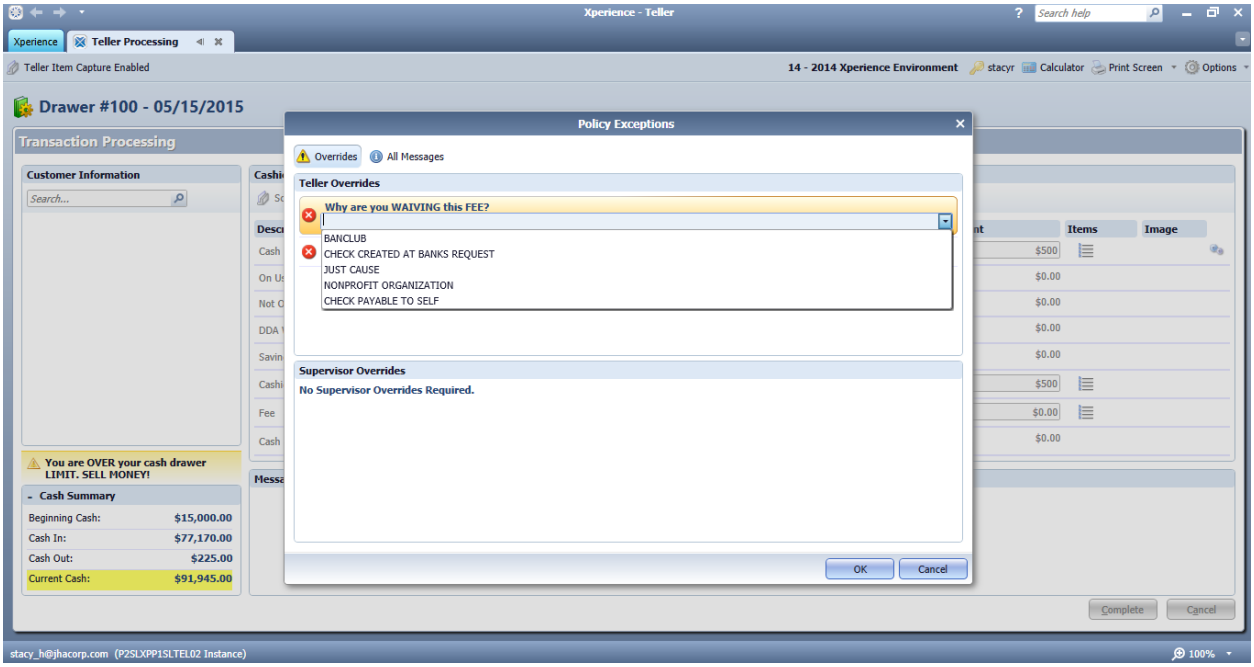

What's New?

- When waiving a fee within SilverLake Teller and CIF 20/20 Teller, click the drop-down arrow in fee waive line for the fee waive reasons.

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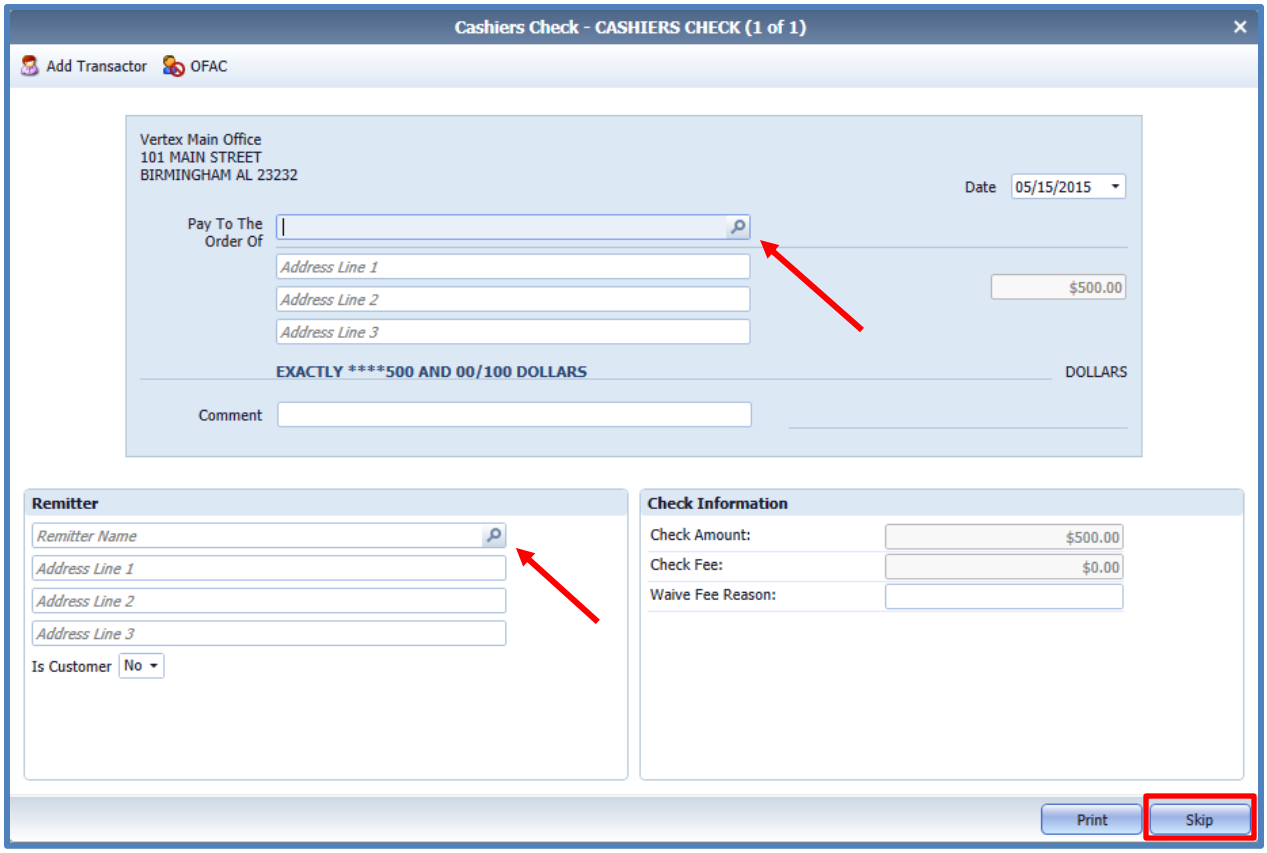

What's New

- Enter the **Pay to the Order Of** text manually, or choose the magnifying glass to use the customer search to locate the customer.
- Enter the **Remitter** information manually or select it by using the customer search.
- Use the **Skip** button if you make an error you do not need to print the check.

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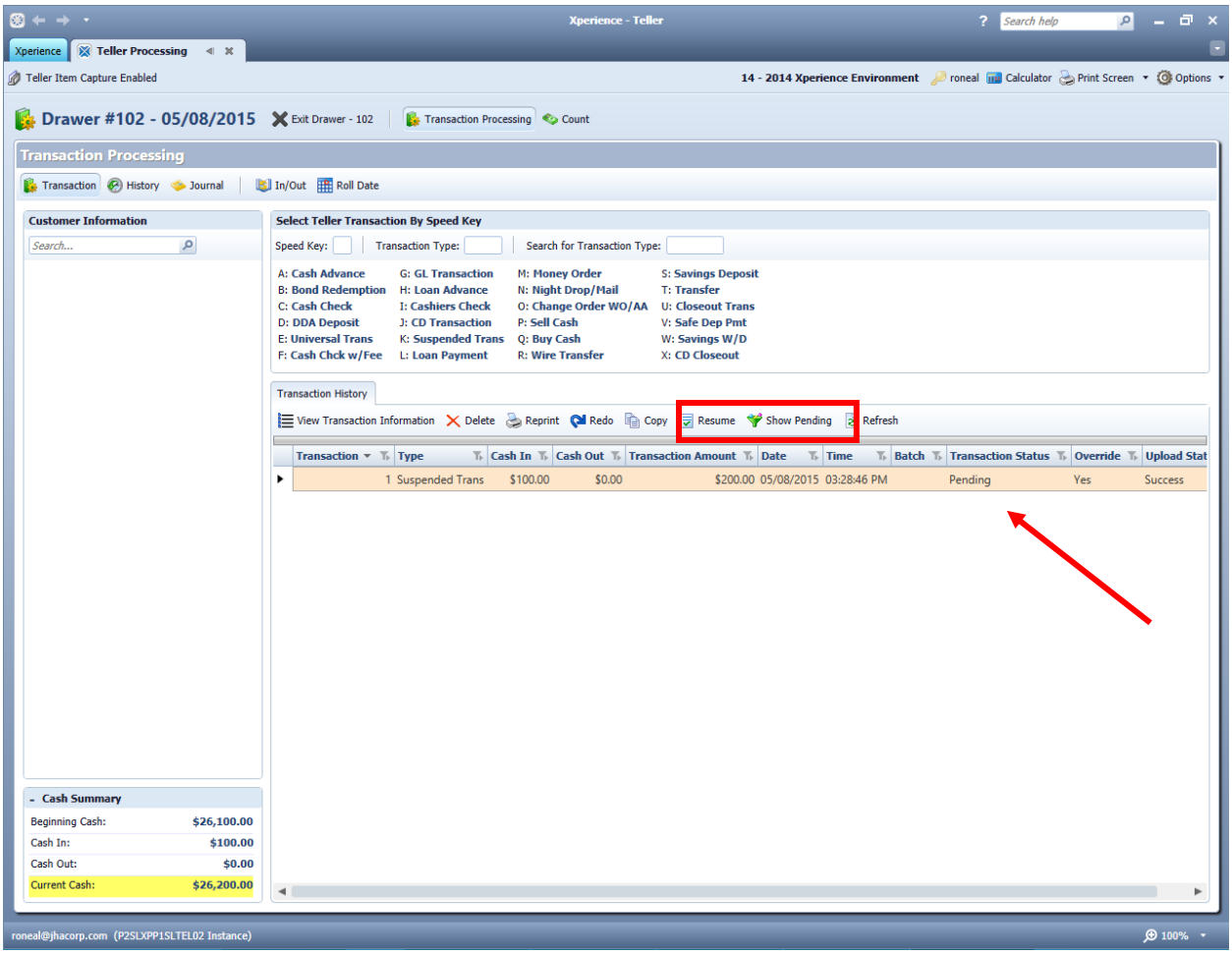
Suspended Transaction



What's New

- The Suspended transaction has a status of pending. If there are multiple transactions showing, you can click **Show Pending** to see only the suspended transactions.
- To scan docs and complete the transaction, click **Resume**.

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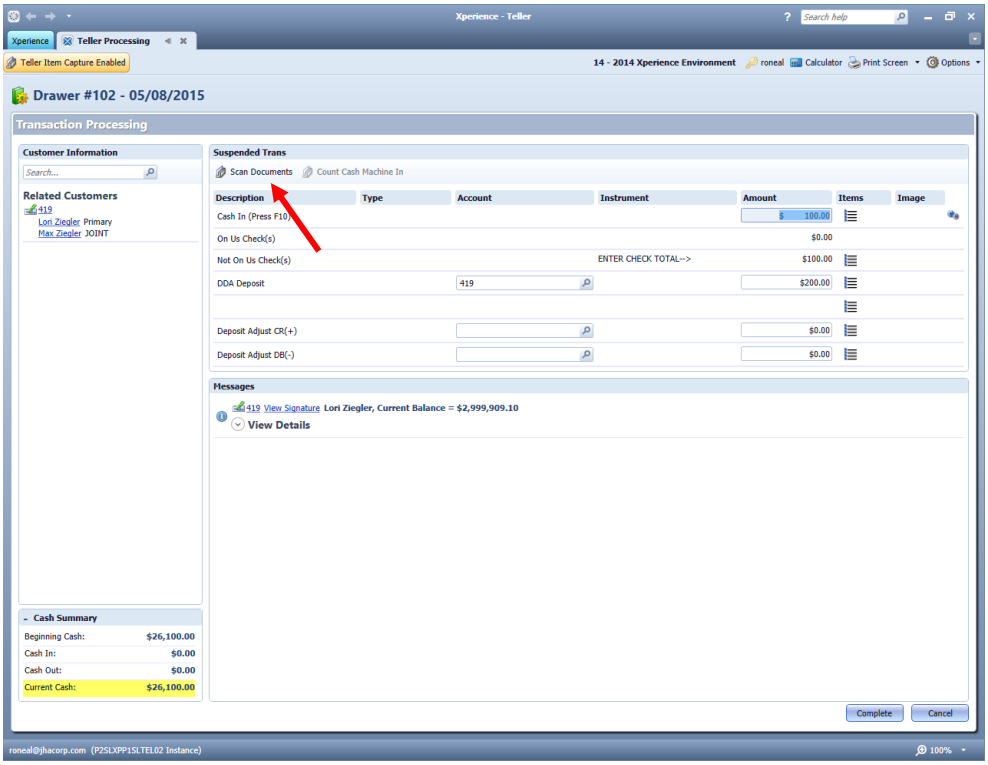
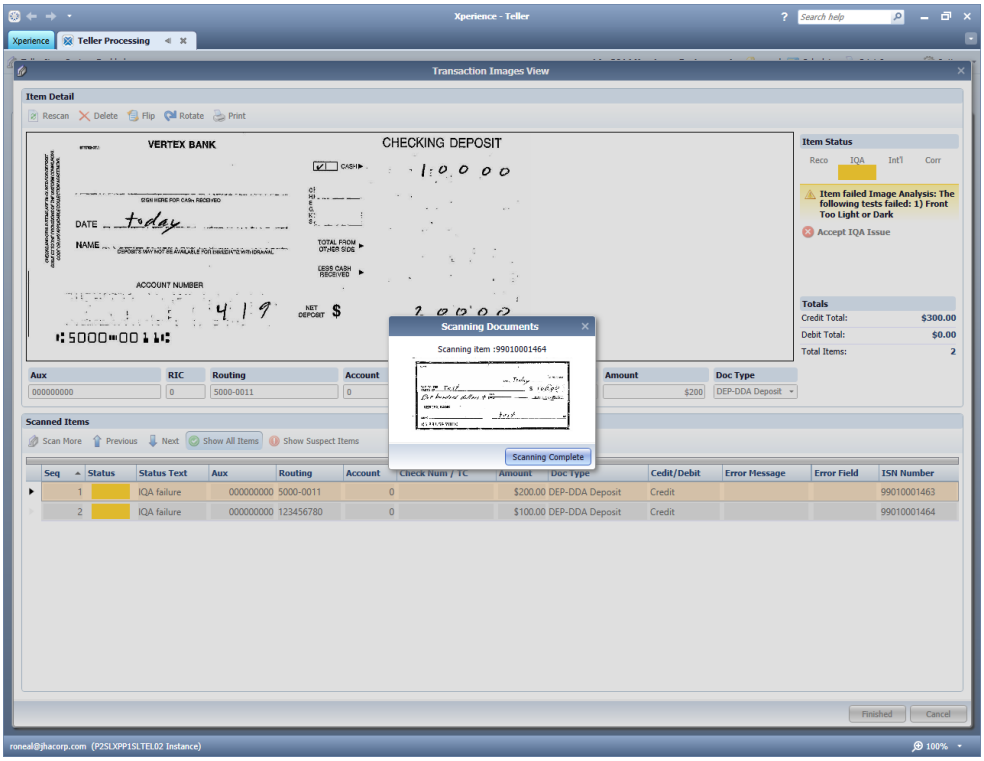


- Place the deposit ticket and the checks in the scanner, and then click **Scan Docs.**



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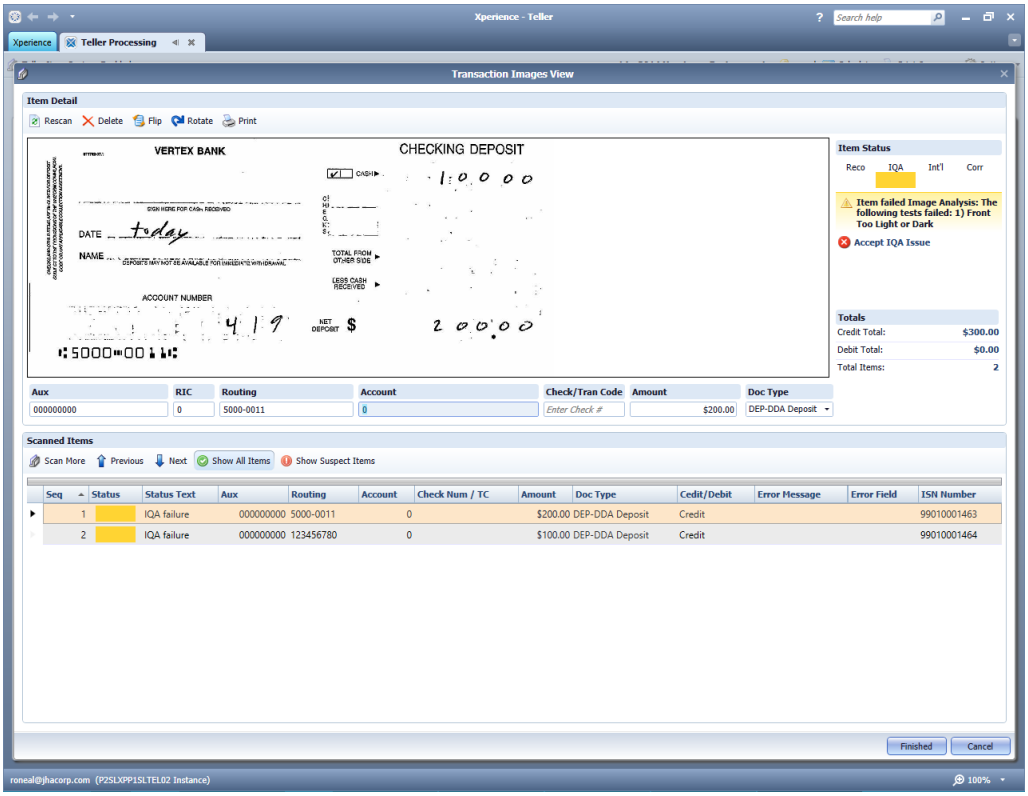
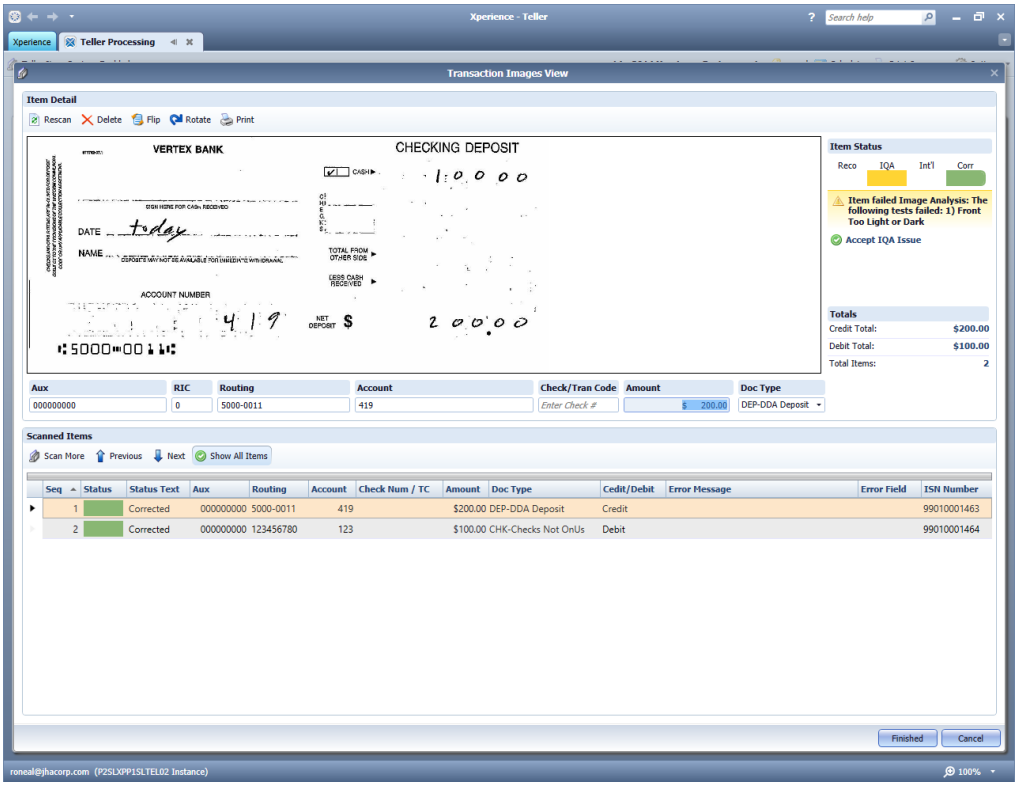


- Make any changes necessary and click **Finished**.



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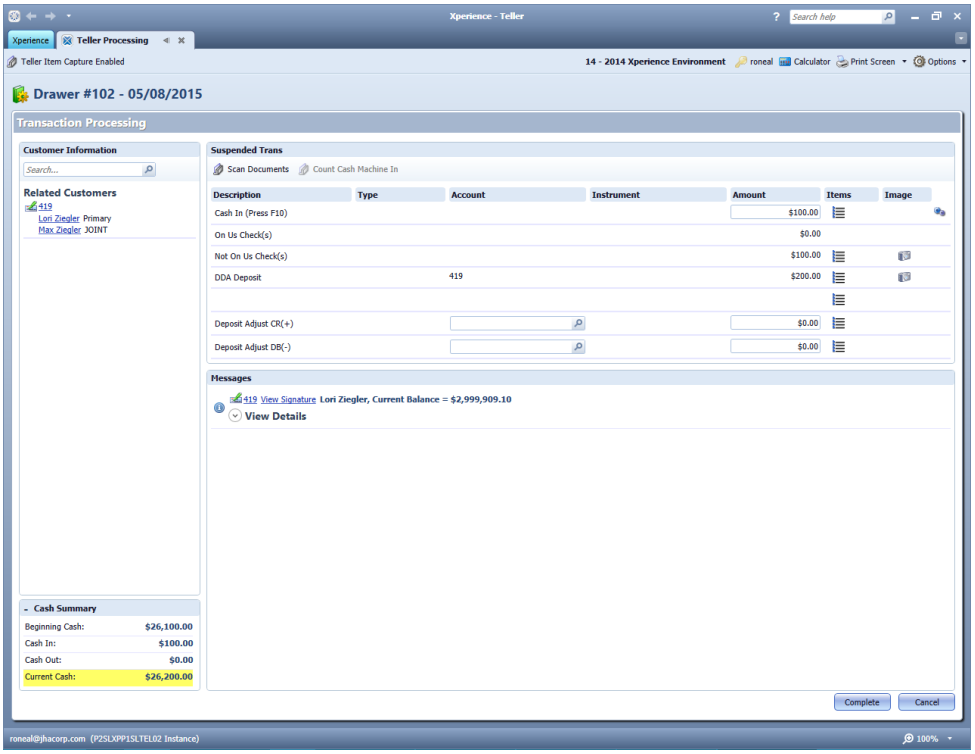
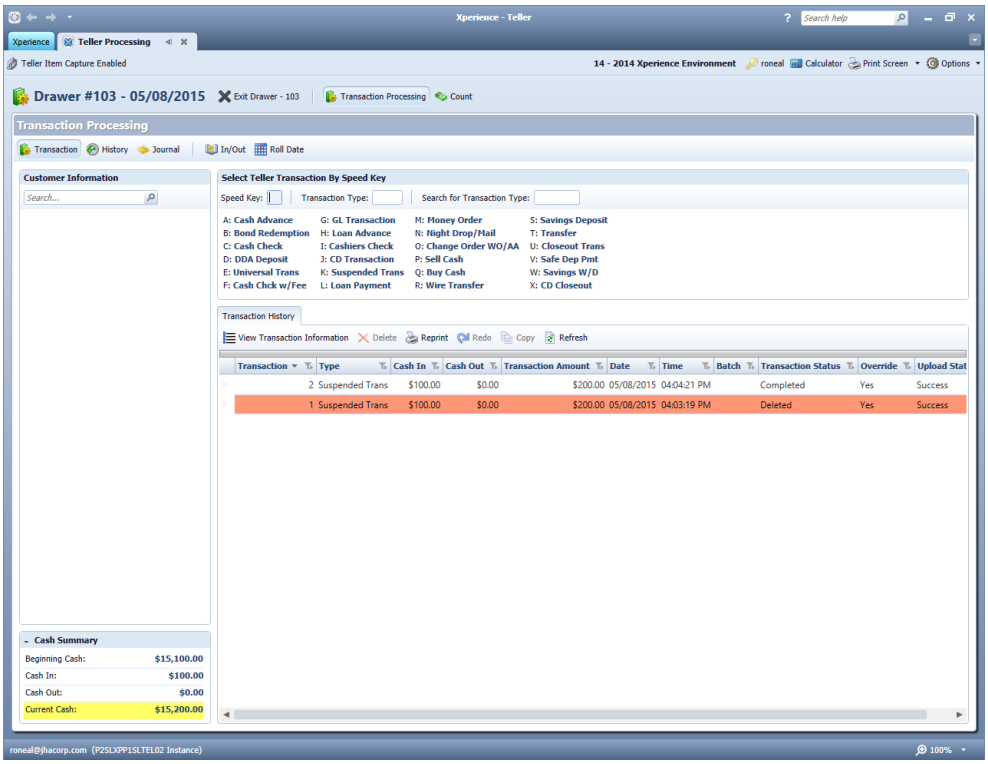


- Once all images have been accepted, you are returned to the transaction.



- The scanned transaction now shows as completed. The original suspended transaction shows as deleted and the transaction that includes the scanned items has replaced it.

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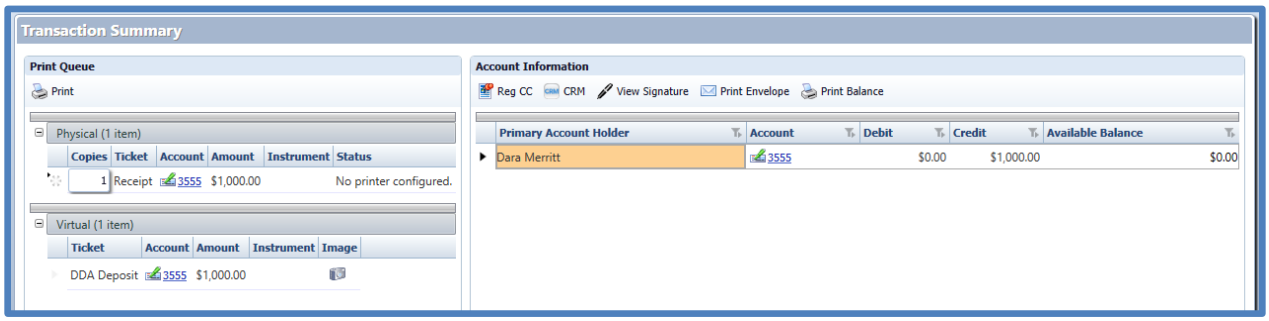
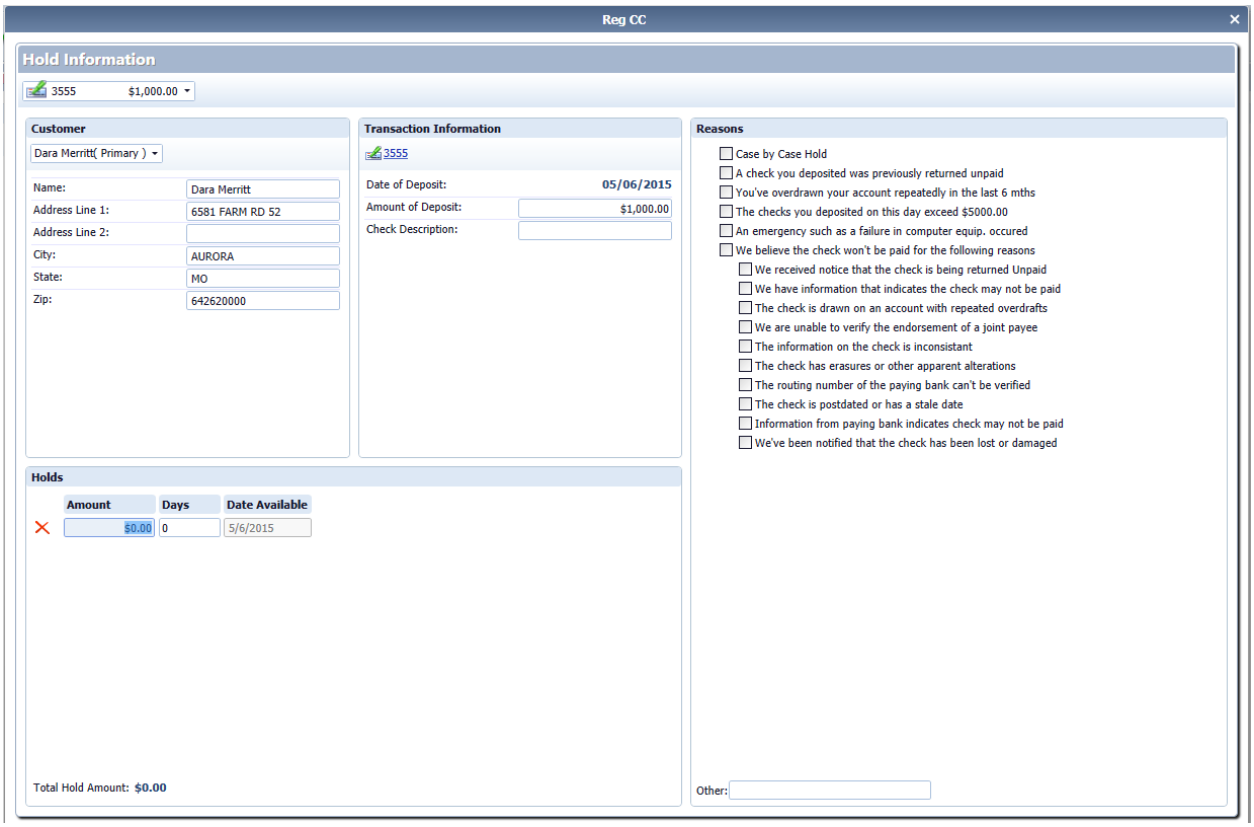
Reg. CC Form (Manual)

The ability to place a Reg CC hold is still located on the *Transaction Summary* screen. Select the customer and click the **Reg CC** button.





What's New

- The information within the *Hold Information* screen is the same, although the layout is different. The reasons are to the right instead of at the bottom.
- There is no longer a multiple holds button. When a hold is entered, an additional line automatically appears for another hold.

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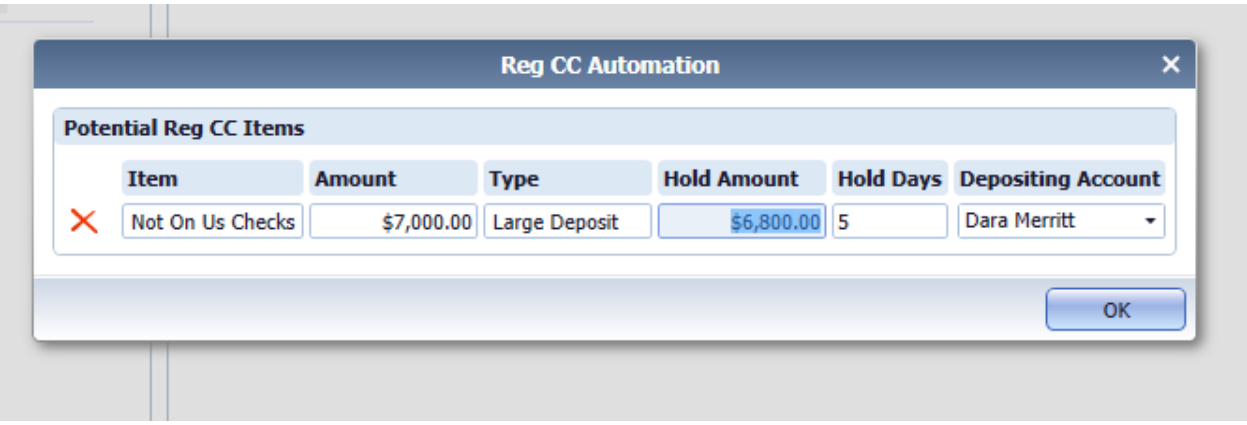
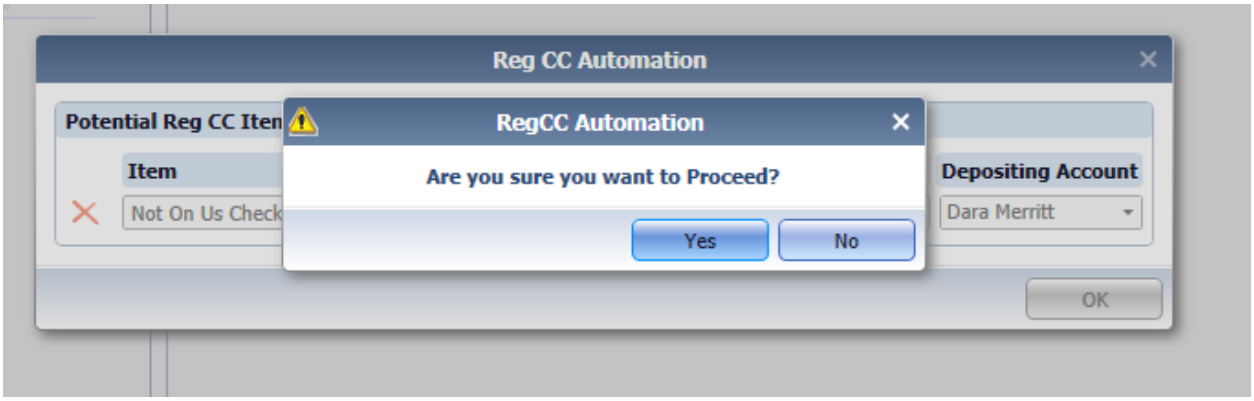
- The *Delayed Availability* form prints to the default laser printer instead of the printer set up within the Printer Assignments parameter.

Reg. CC Form (Automated)

The automated Reg CC hold for large deposits and new accounts functions the same.





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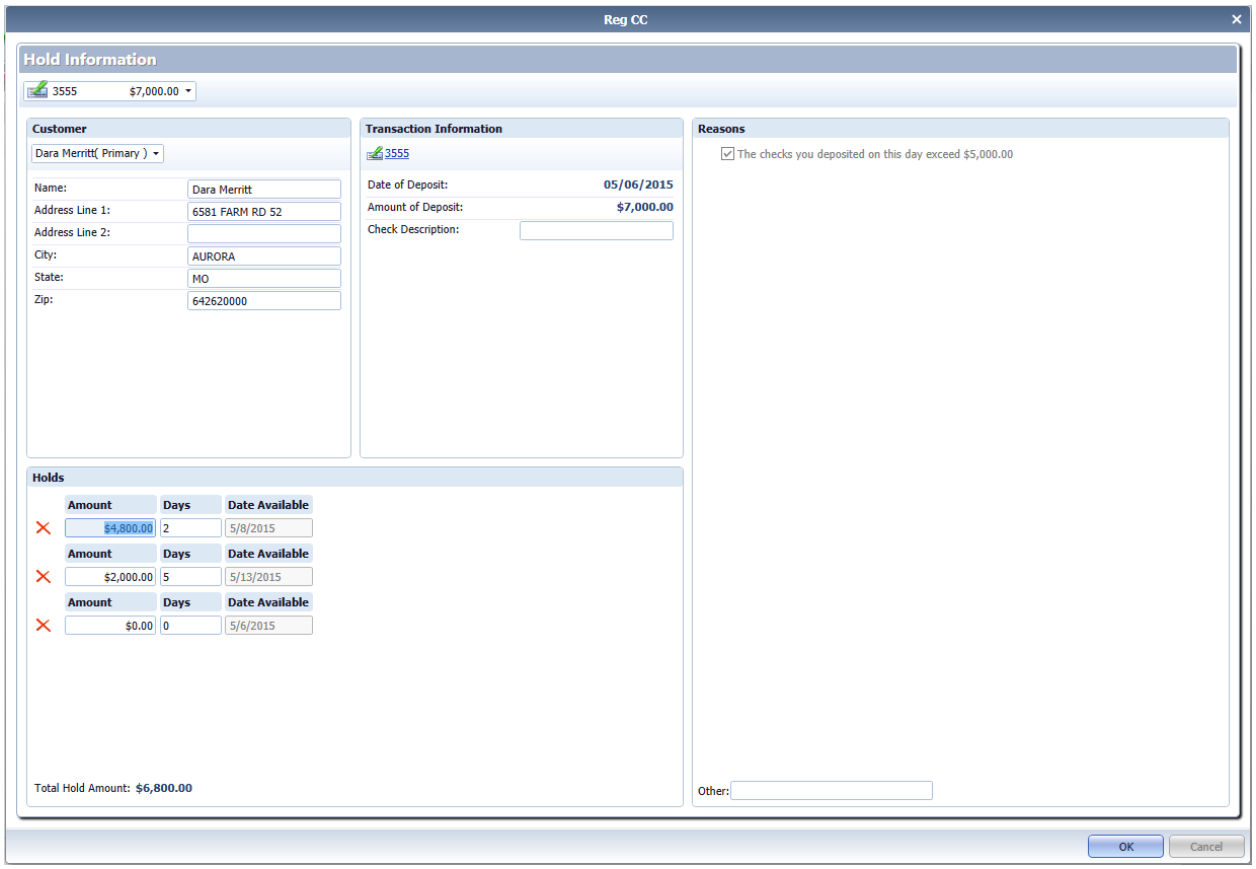

What's New

- The information within the *Hold Information* screen is the same, although the layout is different. The reasons are to the right instead of at the bottom.
- There is no longer a multiple holds button. When a hold is entered, an additional line automatically appears for another hold.
- The *Delayed Availability* form prints to the default laser printer instead of the printer set up within the Printer Assignments parameter.

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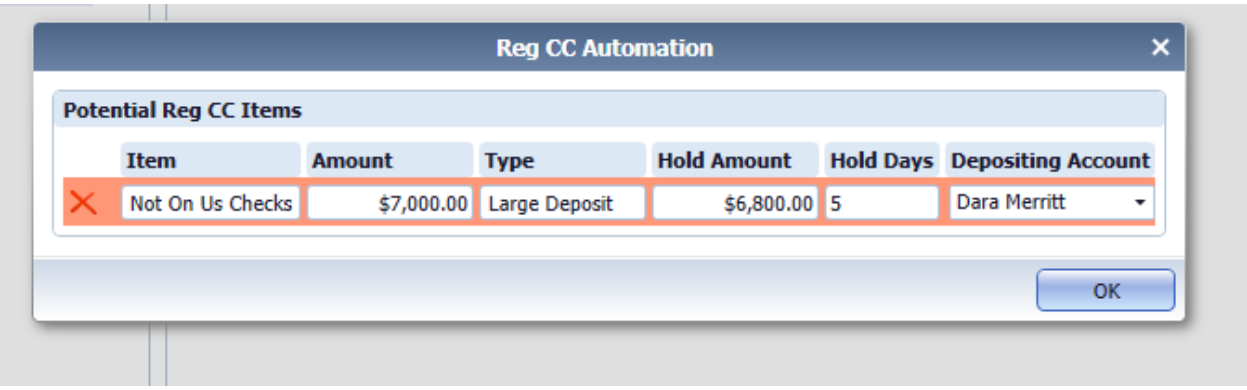
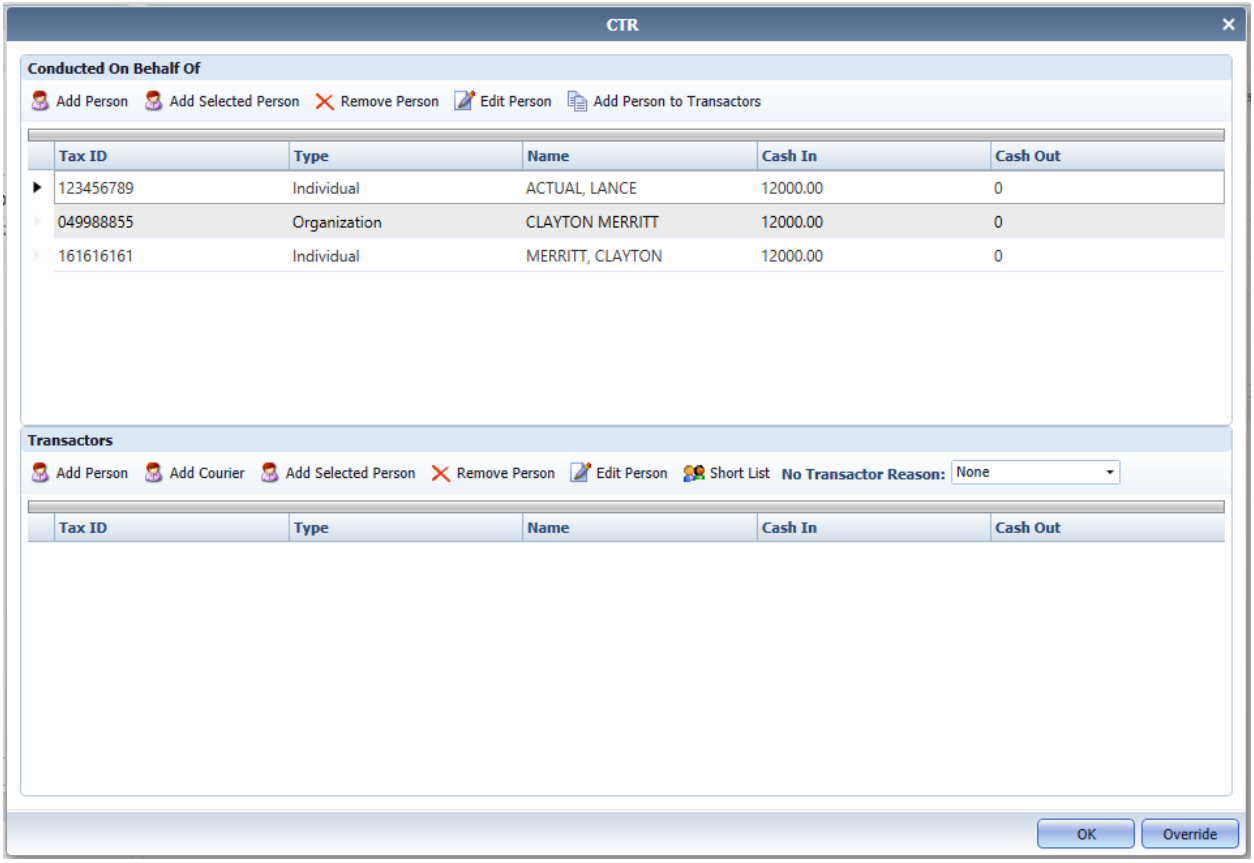
Reg CC Automation Waive



What's New

- When waiving a recommended Reg CC hold, select the red X to waive.

Currency Transaction Reporting (CTR)



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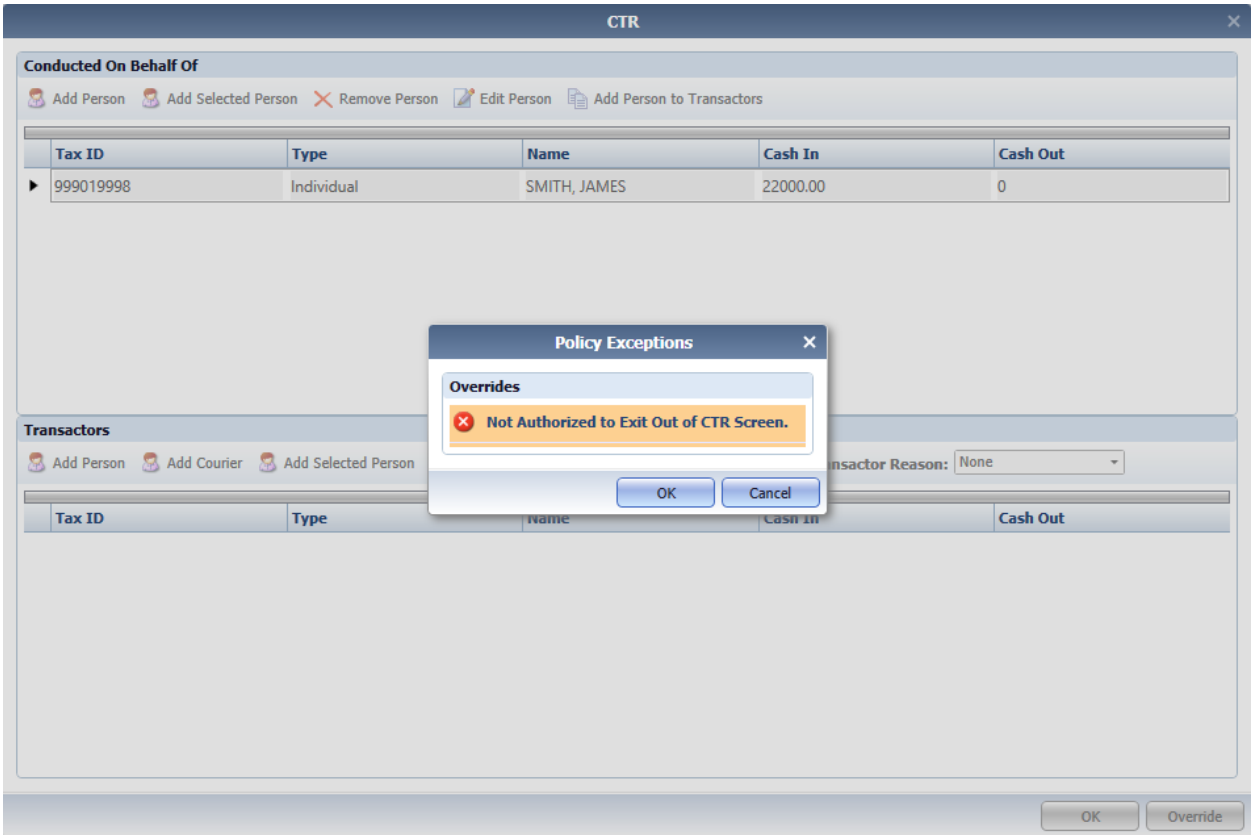
What's New

- SilverLake Teller and CIF 20/20 Teller has added a button, **Add Person**, that allows you to select an additional benefactor and/or transactor.
- **Add Selected Person** allows you to select the person selected though the Customer Panel as the benefactor or transactor.
- **Remove Person** allows you to remove a benefactor and/or transactor.
- The **Edit Person** button allows you to edit the person's information.
- The **Add Benefactor to Transactors** button replaces Conducted on Own Behalf.
- **Add Courier** takes the place of Courier Service for identifying courier services that drop off deposits for customers.
- You will also see a drop-down list for **No Transactor Reason**, which includes armored car, mailed deposit, night drop, and ATM deposit.



What's New

- To exit from the CTR window, use the override button in the bottom right corner. Whether you have authority to exit or not, the *Policy Exception* window appears. If you click **OK** and have authority to exit, you are exited from the CTR screen. If you do not

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have authority to exit, after you click **OK** you will receive a screen prompting for a supervisor override.

The supervisor enters the **Username** and **Password** they use to sign in to JHA Xperience and clicks **Authenticate**.

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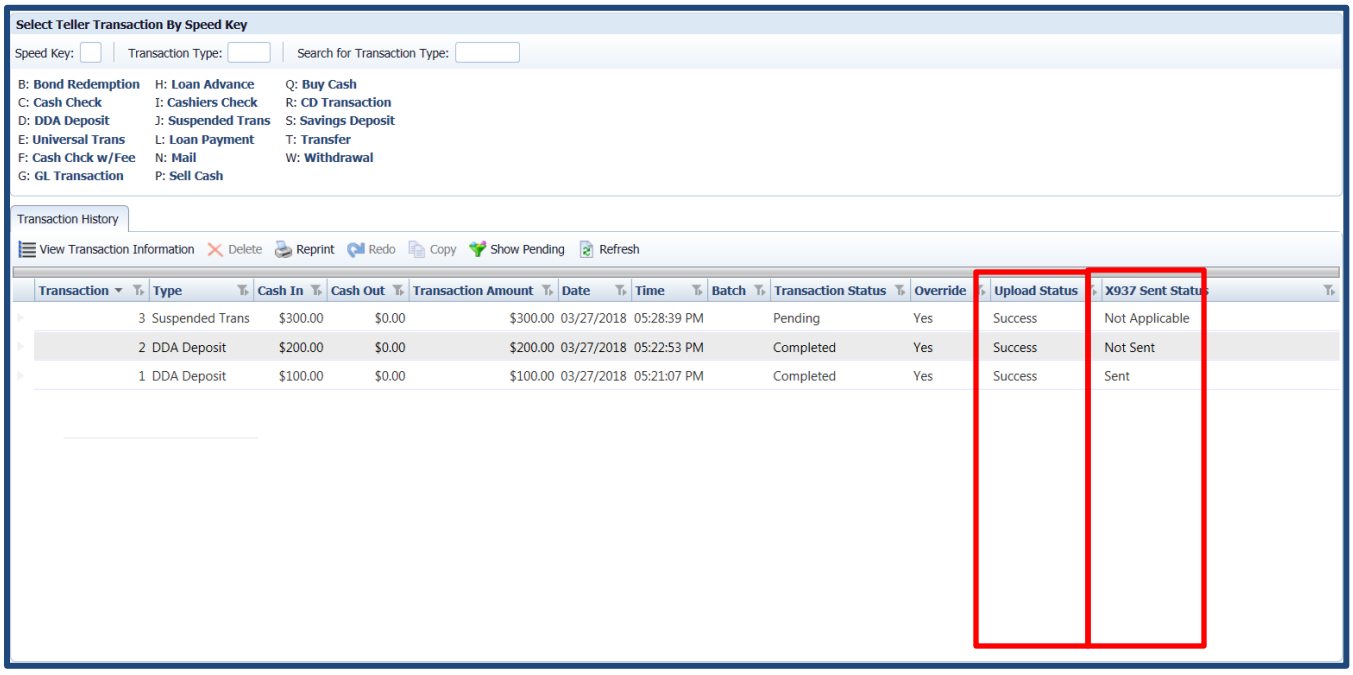
Teller Capture (NICE)



What's New

- Upload Status – This Colum tells the user if the transaction information has been transmitted to the Core system.
- Transactions processed through SilverLake Teller Capture and CIF 20/20 Teller Capture are not sent automatically after the transaction is finished. They are stored on the PC and sent automatically at a time chosen by the Institution. Example if an institution chooses 120 minutes or 2 hours delay, all transactions will sit on the users' drawer unsent for a minimum of 2 hours before sending automatically.
- Anytime a user exit's a drawer, all transactions will automatically.
- X937 Sent Status - This Colum tells the user the status of the X937 file.
    - Not Applicable – This is a suspended Transaction. It will have to be finished to be able to be sent.
    - Not Sent - These transactions do not meet the delay time set by the institution and have not been sent.
    - Sent – These transactions have passed the delay time set by the institution and have been automatically sent for processing.

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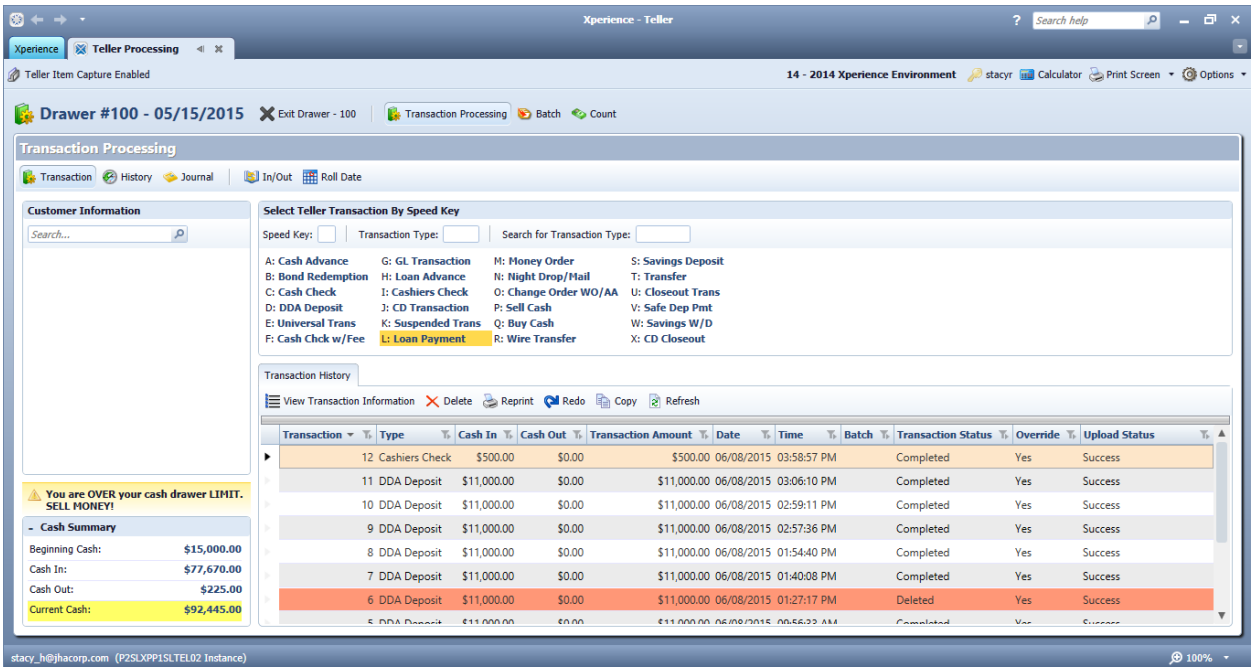
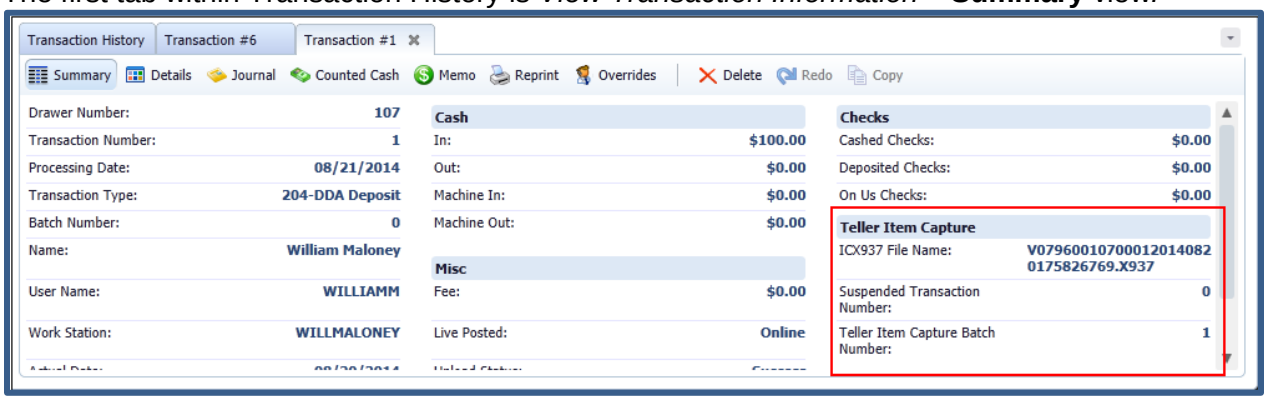
Transaction History



The transaction history section of the teller drawer is still located at the bottom of the *Transaction Processing* screen.

View Transaction Information

The first tab within Transaction History is *View Transaction Information* – **Summary** view.



What's New

- When **View Transaction Information** is selected, a new tab opens with the options that are currently seen across the middle. The information that appears is the **Summary**.
- The **Summary** and **Counted Cash** options are located on the transaction tab. These two options are currently available within the **Details** page function.

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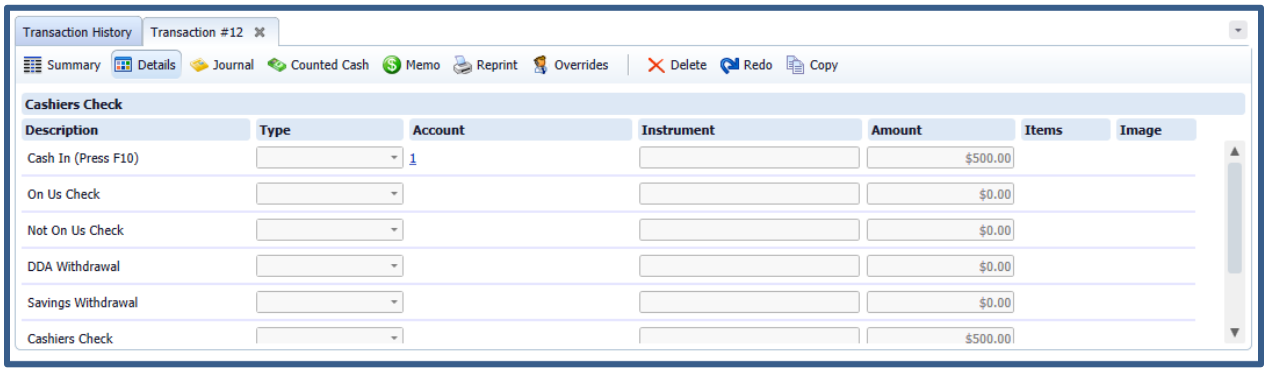
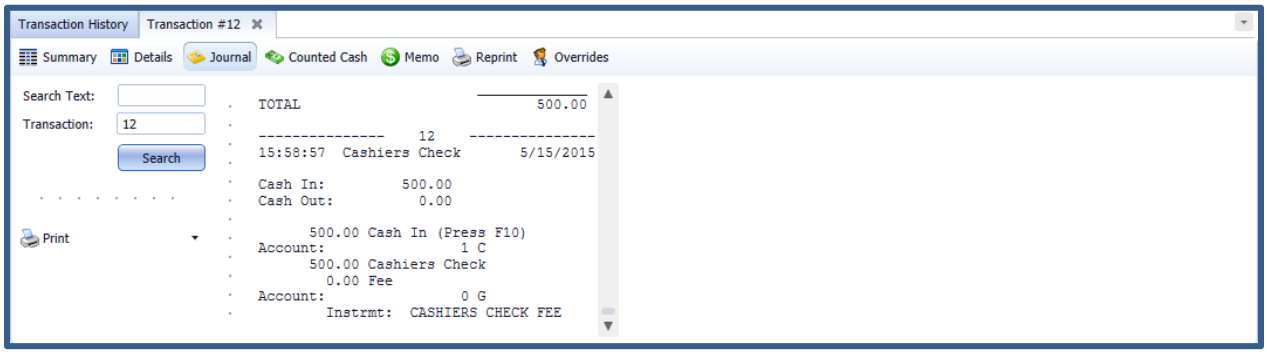
Details



What's New

- The **Details** tab shows all line items within the transaction instead of just the ones being used.

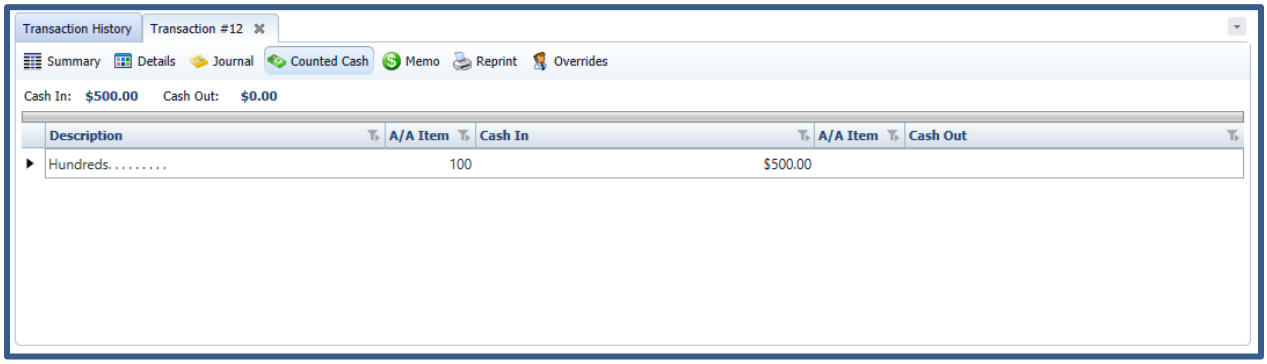
Journal



What's New

- The **Journal** now has a scroll bar which allows for easier movement through the journal.
- There is also a **Print** option which allows for printing the entire journal or a selection of the journal.

Counted Cash



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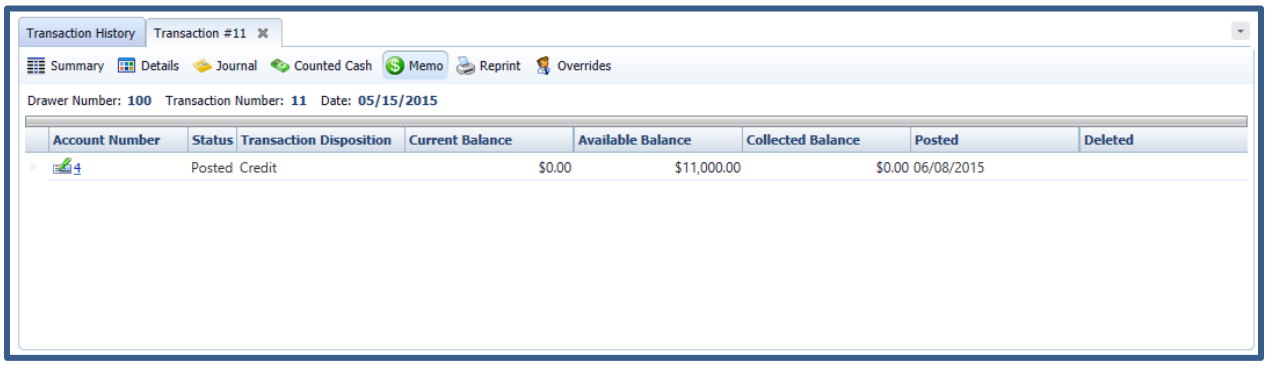
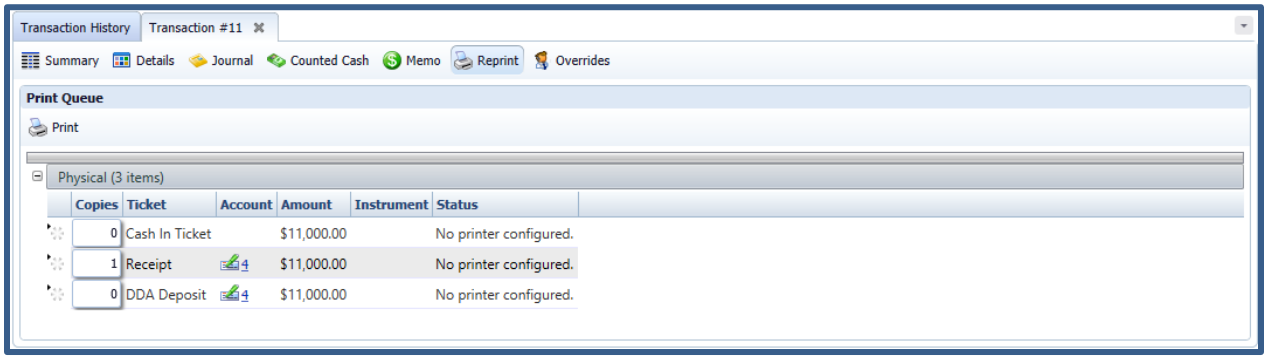
Memo



What's New

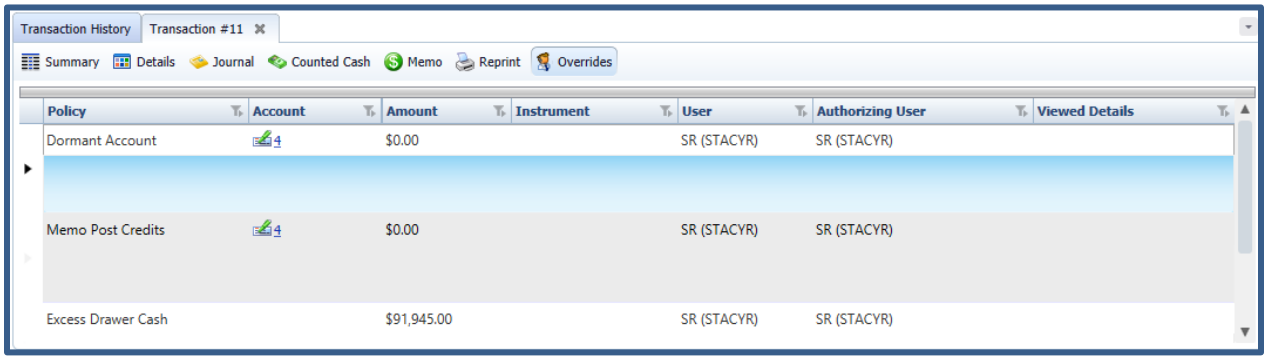
- There is a hyperlink to all account numbers receiving a memo post. Selecting the account number opens a new tab, Customer and Account Inquiry.

Reprint



- The **Reprint** button is available within View Transaction Information and on the **Transaction History** tab.

Overrides



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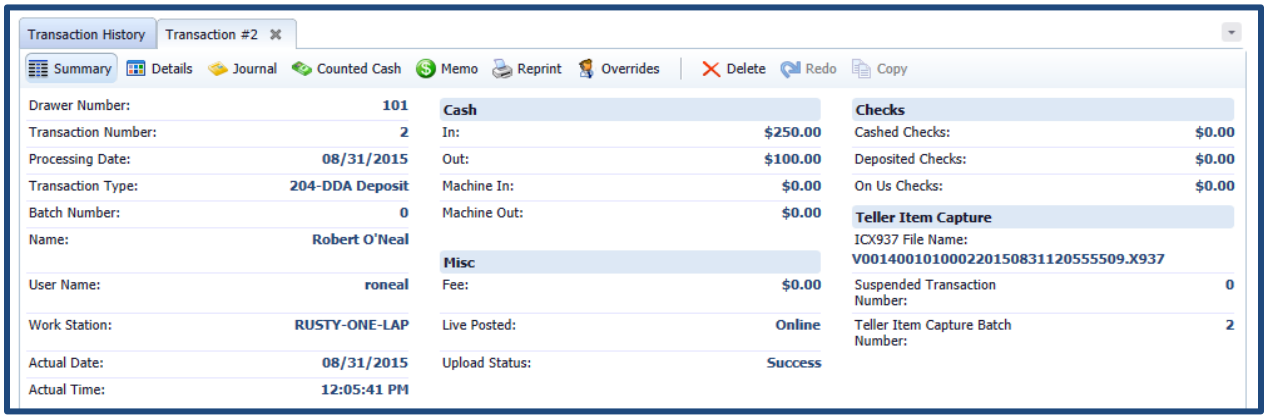
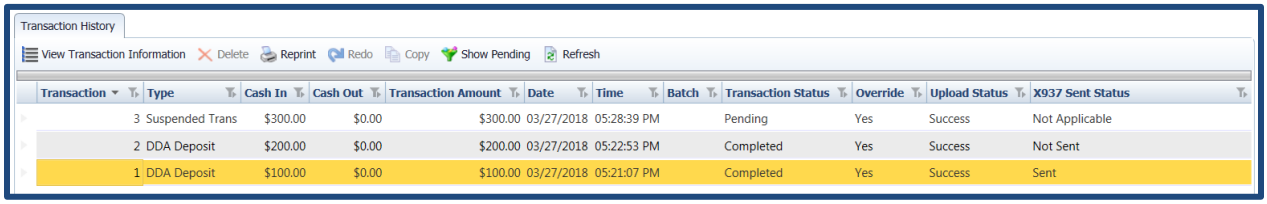
What's New

- There is a hyperlink to all account numbers receiving an override. Selecting the account number opens a new tab, Customer and Account Inquiry.

Delete





- The **Delete** button is the only one available within the View Transaction Information and on the **Transaction History** tab. The **Redo** and **Copy** buttons are not available with SilverLake Teller Capture and CIF 20/20 Teller Capture.
- If the X937 file is in the Not Sent status, the user will be able to delete or not delete depending on the regular deletion Policy # TLR 0015
- If the X937 file is in the Sent status, the user will be able to delete or not delete depending on the TIC deletion Policy # TLR1030
- If the X937 file is in the Sent status and the user deletes the transaction, it will display the warning below.

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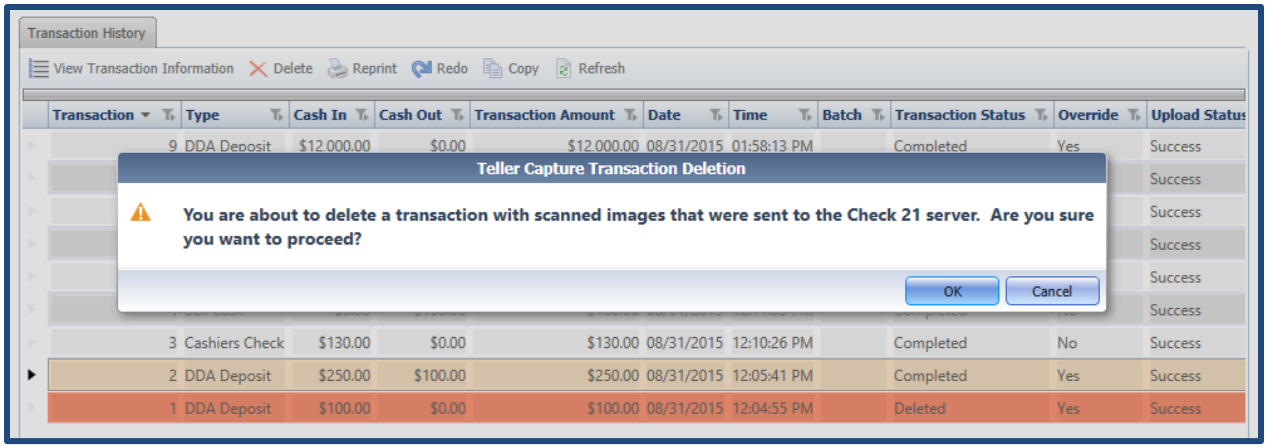
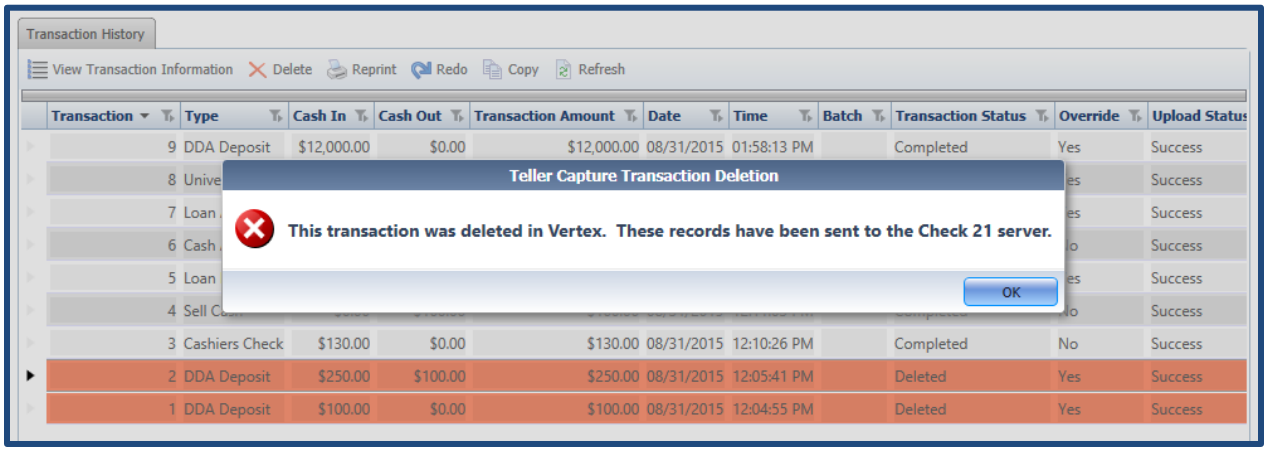
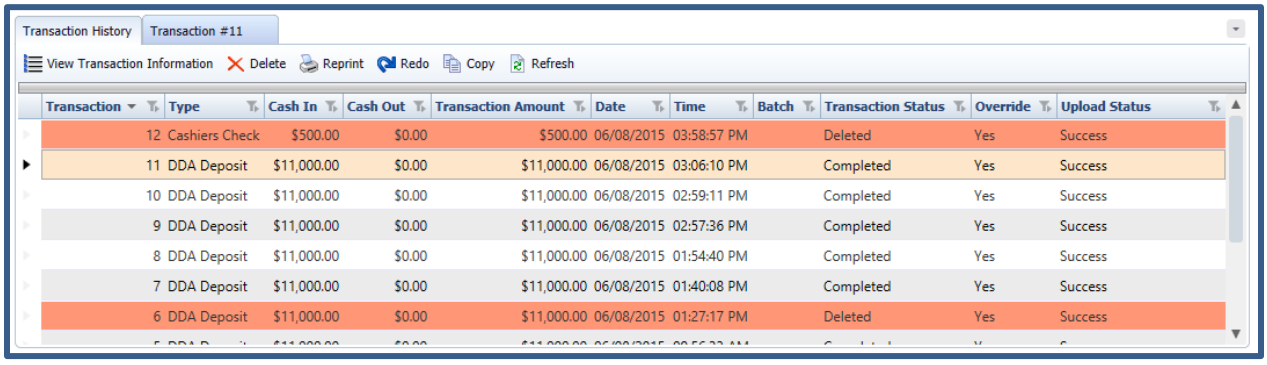




- If you delete a sent transaction, you will see the screens shown above.



- The **Refresh** button updates the screen based on the most current information.

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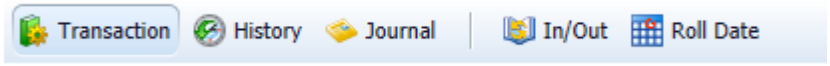
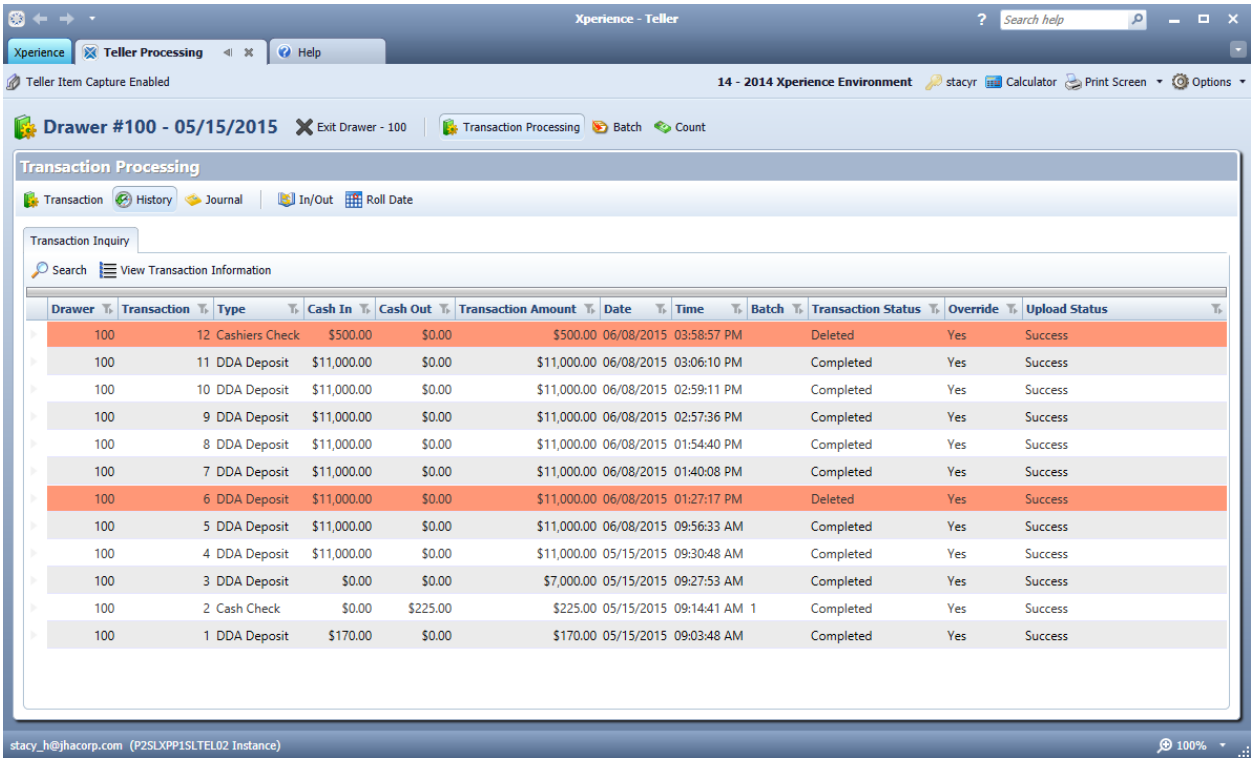
Transaction Processing Toolbar

After opening a drawer, the *Transaction Processing* screen displays by default.



History



- The **History** button provides the same information as the **View Transaction Information** button. The difference is the addition of the **Search** button.

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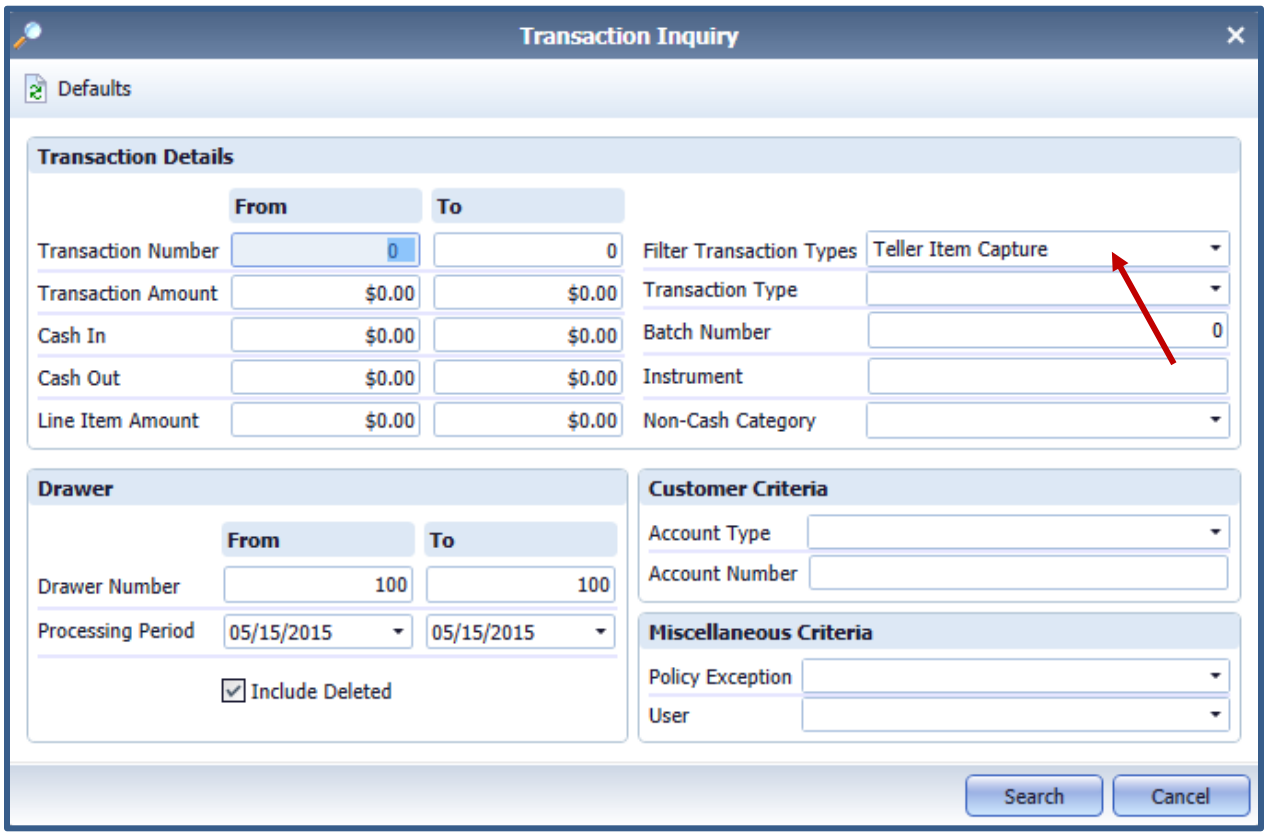
Search



What's New

- The **Search** button provides the ability to filter transaction types. The choices are Teller Item Capture, Traditional, and All Transaction Types.

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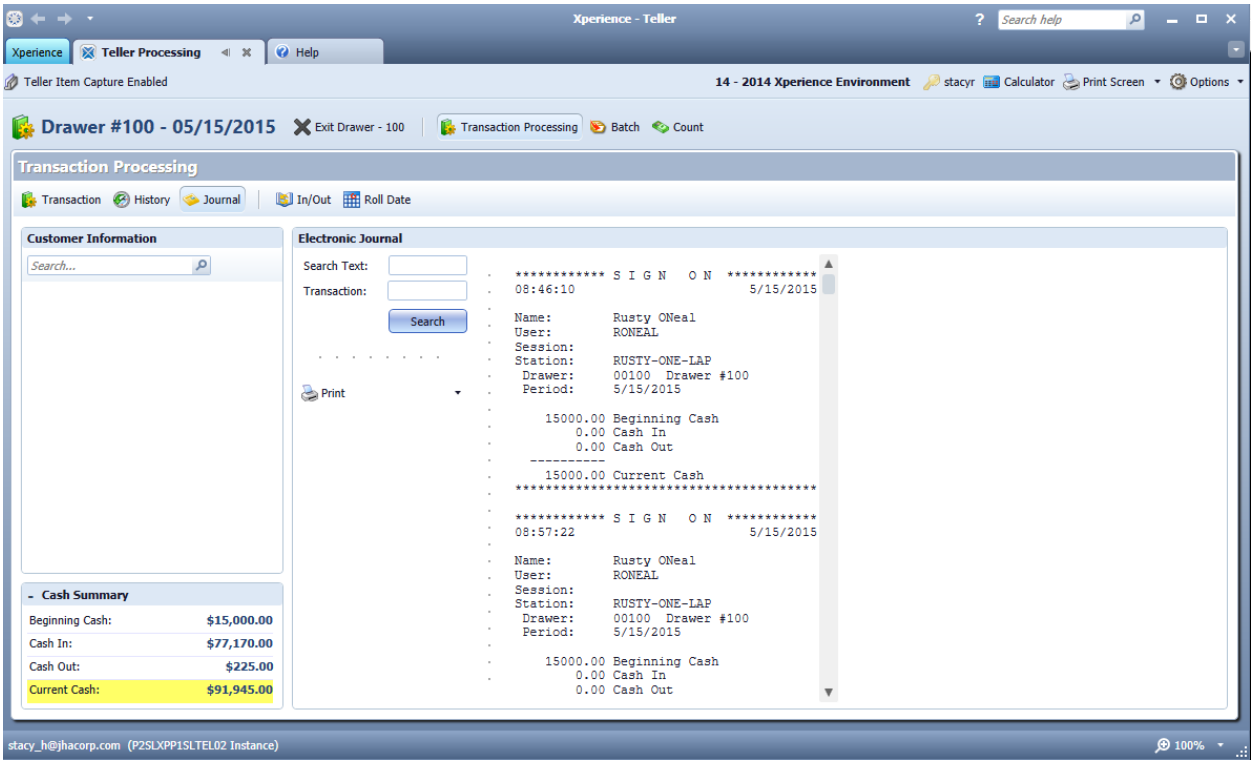
Journal



What's New

- The **Journal** now has a scroll bar which allows for easier movement through the journal.
- There is also a **Print** option which allows for printing the entire journal or a selection of the journal.

In/Out

The **In/Out** button functions the same as previously. It prints a list of transactions with cash in and/or out.

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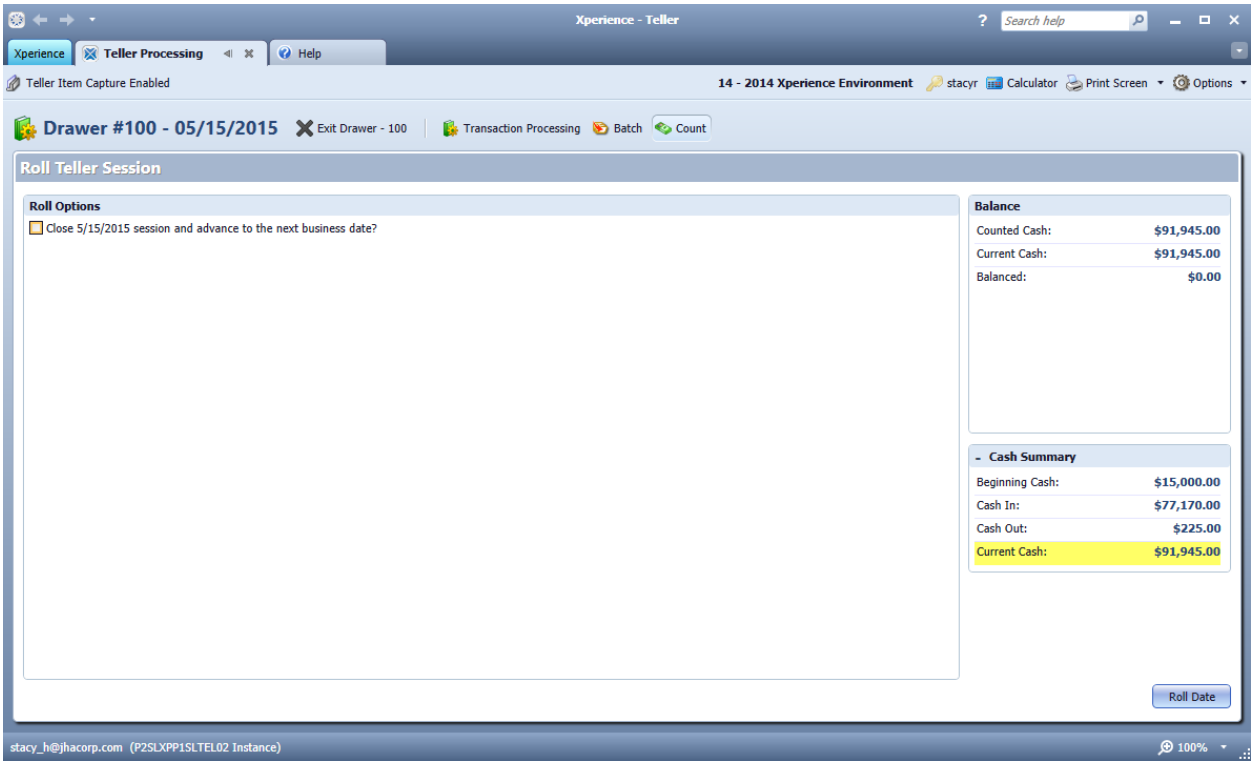
Roll Date



Drawer Toolbar

After you open a drawer, the drawer number and current date appear in large font on the drawer toolbar, along with the three main drawer functions: **Transaction Processing**, **Batch**, and **Count**.

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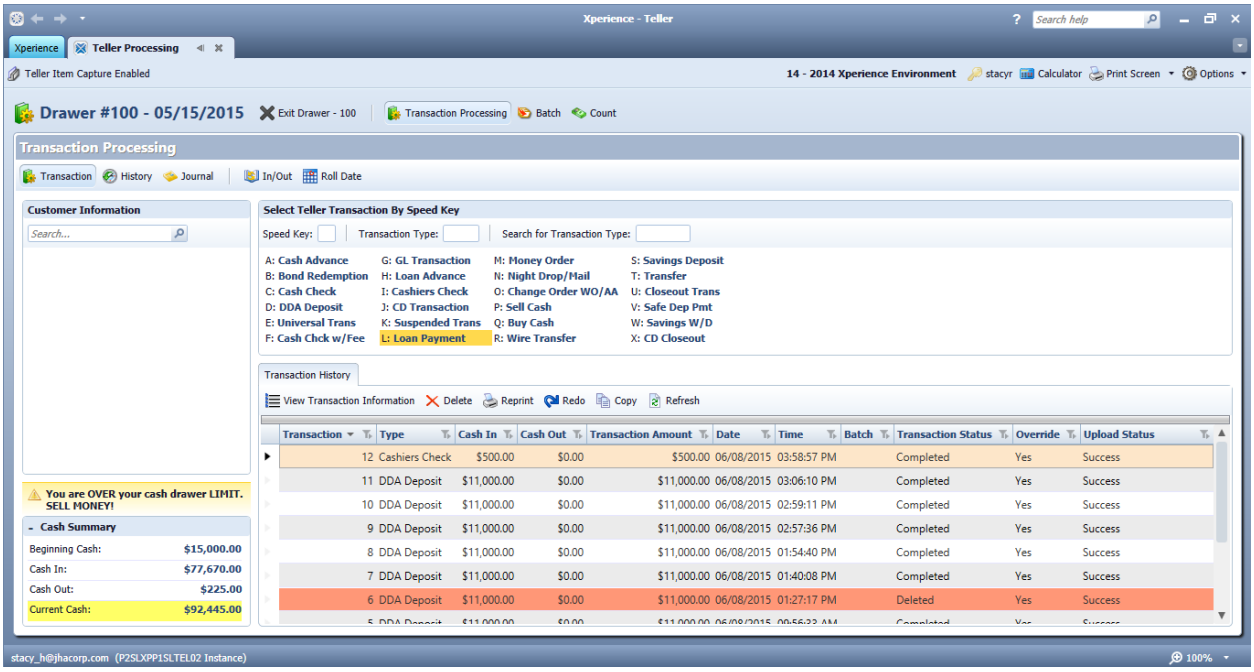
Transaction Processing



- Transaction Processing is the default after you open the drawer. This is the option that allows you to work with customers, complete transactions, and work with processed transactions.

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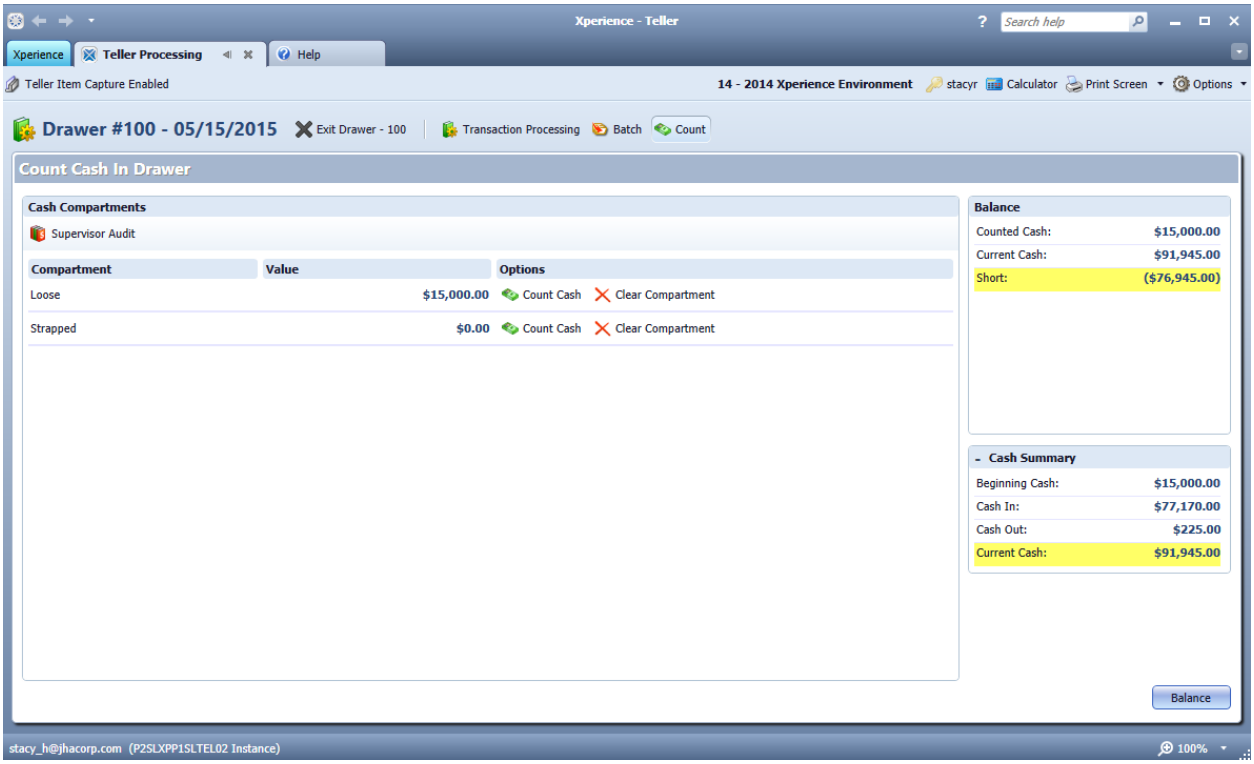
Batch

Teller Capture users will not use the batch function.

Count



What's New

- Cash totals display to the right instead of above the compartments.
- Compartments are cleared one at a time rather than all at once.

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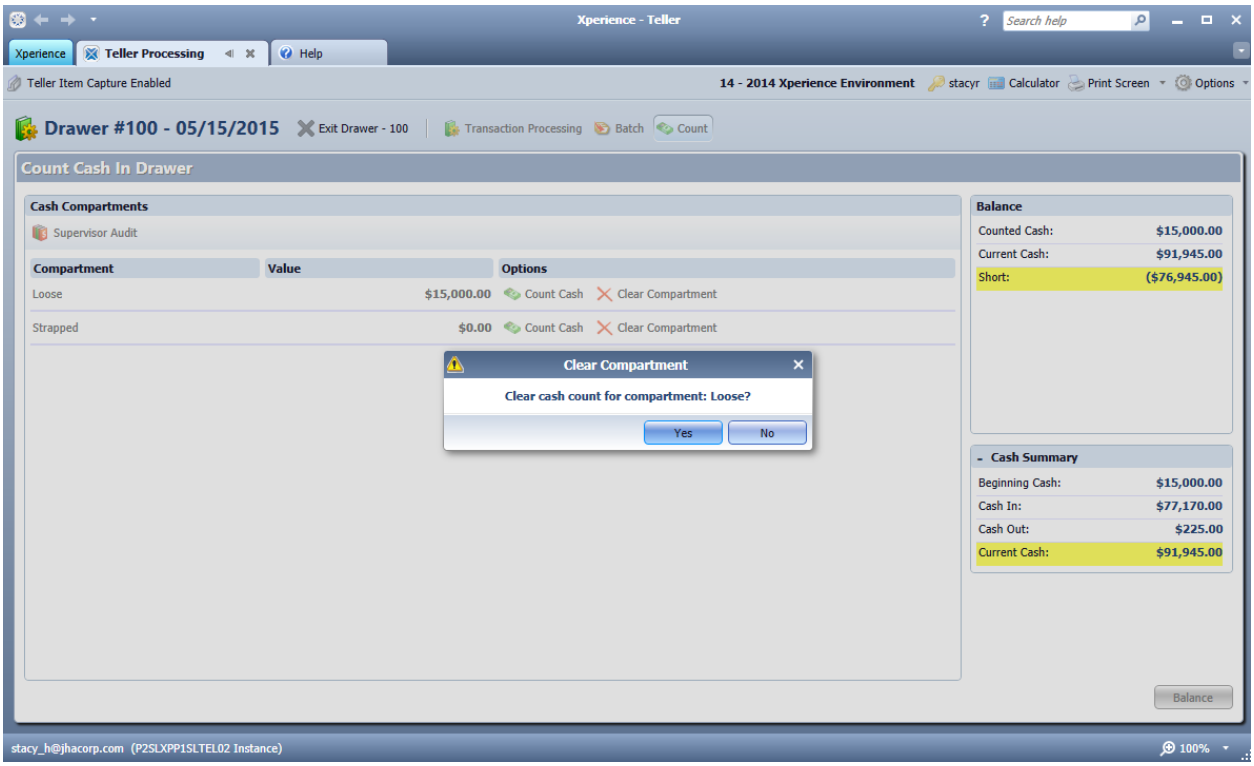
Clearing Compartments



What's New

- You must confirm when clearing the compartment.

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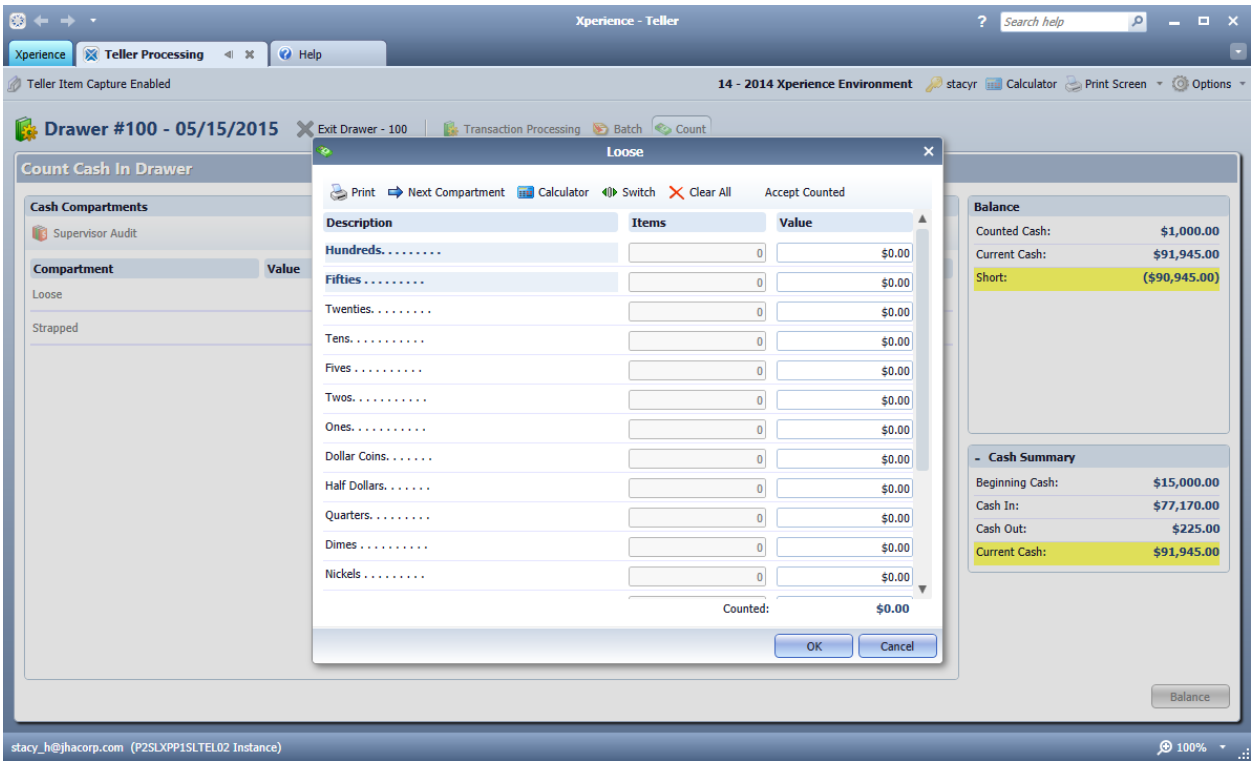
Count Cash



What's New

- The Items and Value columns are located next to each other instead of on each side of the denominations.

Exit

From the *Transaction Processing* screen, click **Exit Drawer** (or press **F3**) to close the drawer and return to the drawer selection screen.

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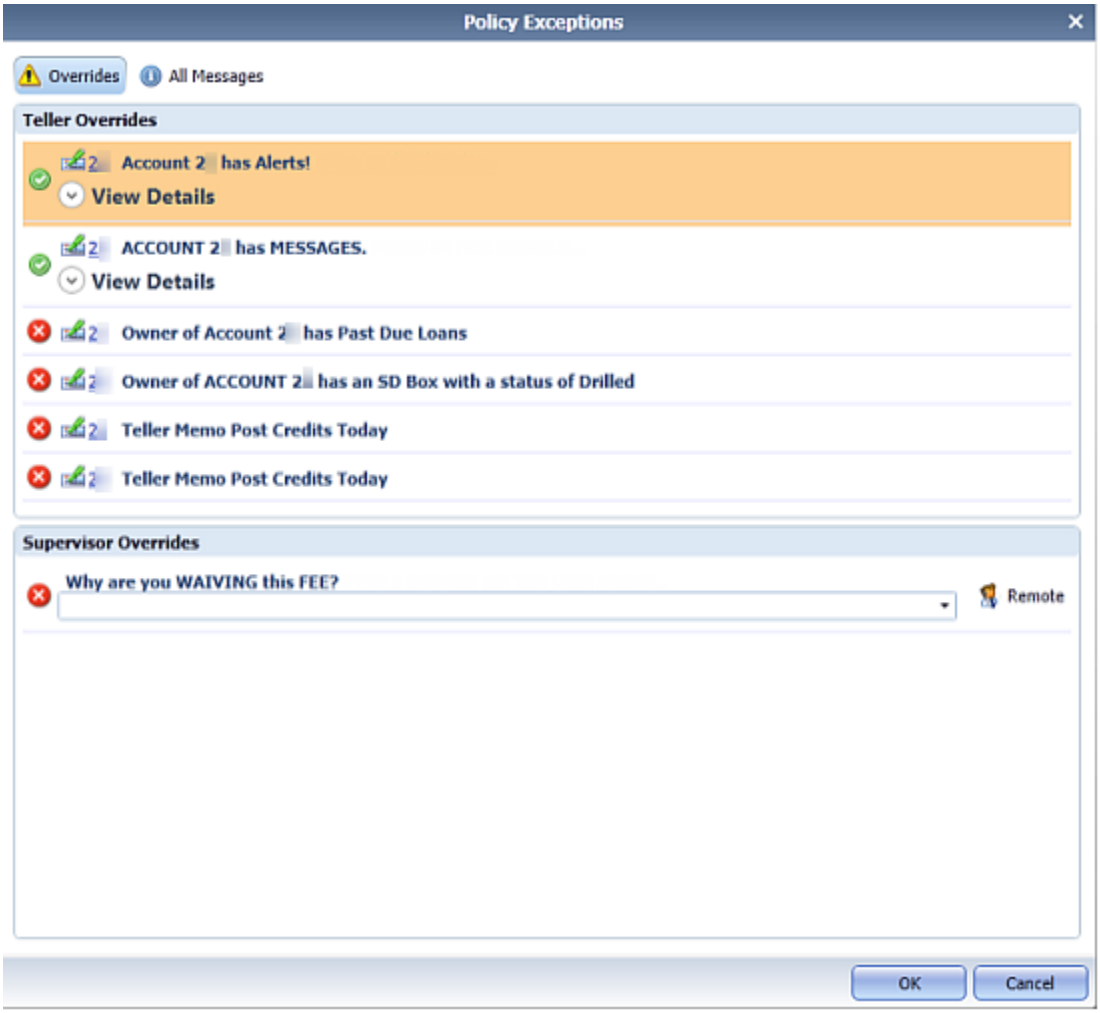
Supervisor Overrides



What's New

- **Teller** and **Supervisor Overrides** will be separated within the *Policy Exceptions* screen.

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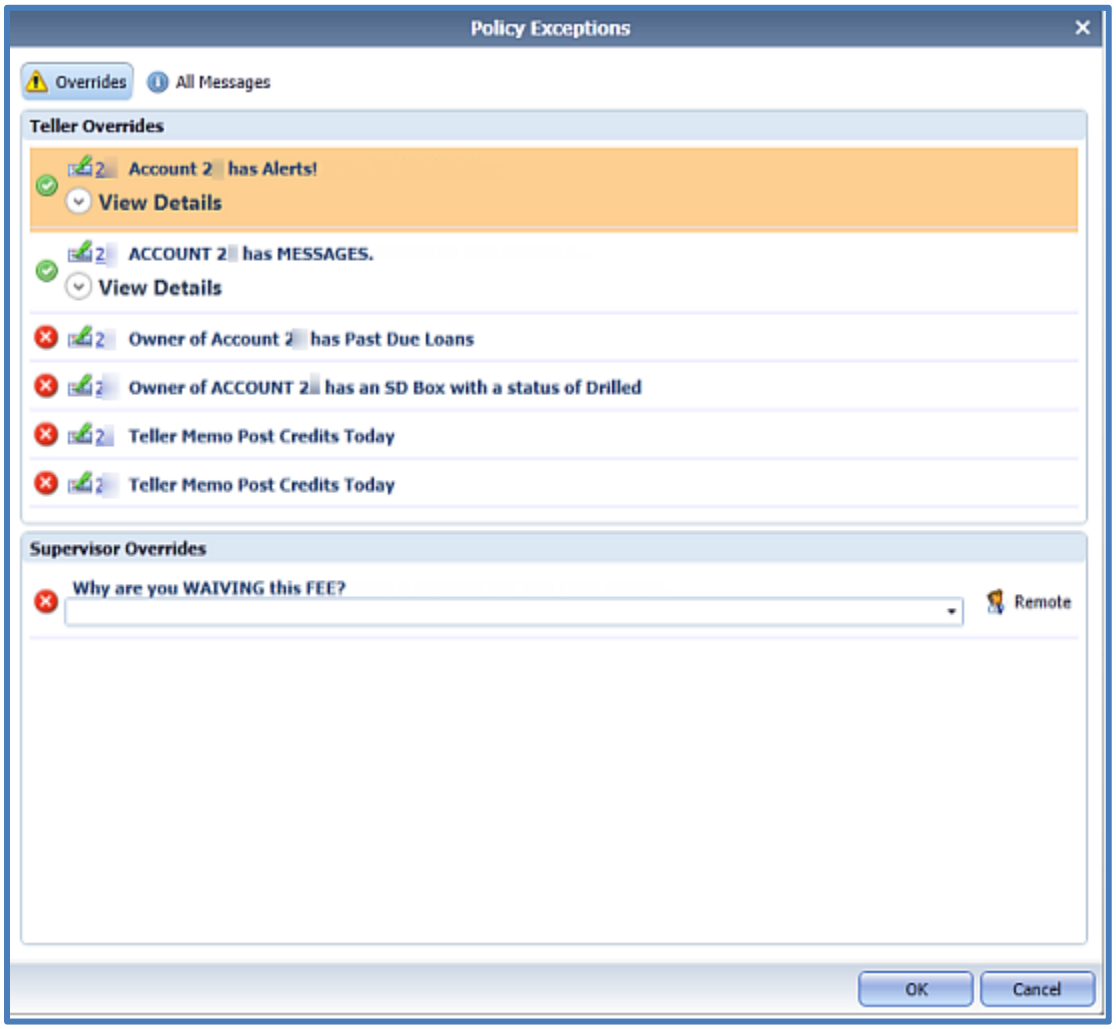
Supervisor Overrides Performed Locally



- Select the red X to the left of the Supervisor Override.

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- The window shown above appears for supervisor authentication.
- A supervisor must enter their Xperience **Username** and **Password**.
- The supervisor clicks **Authenticate**.

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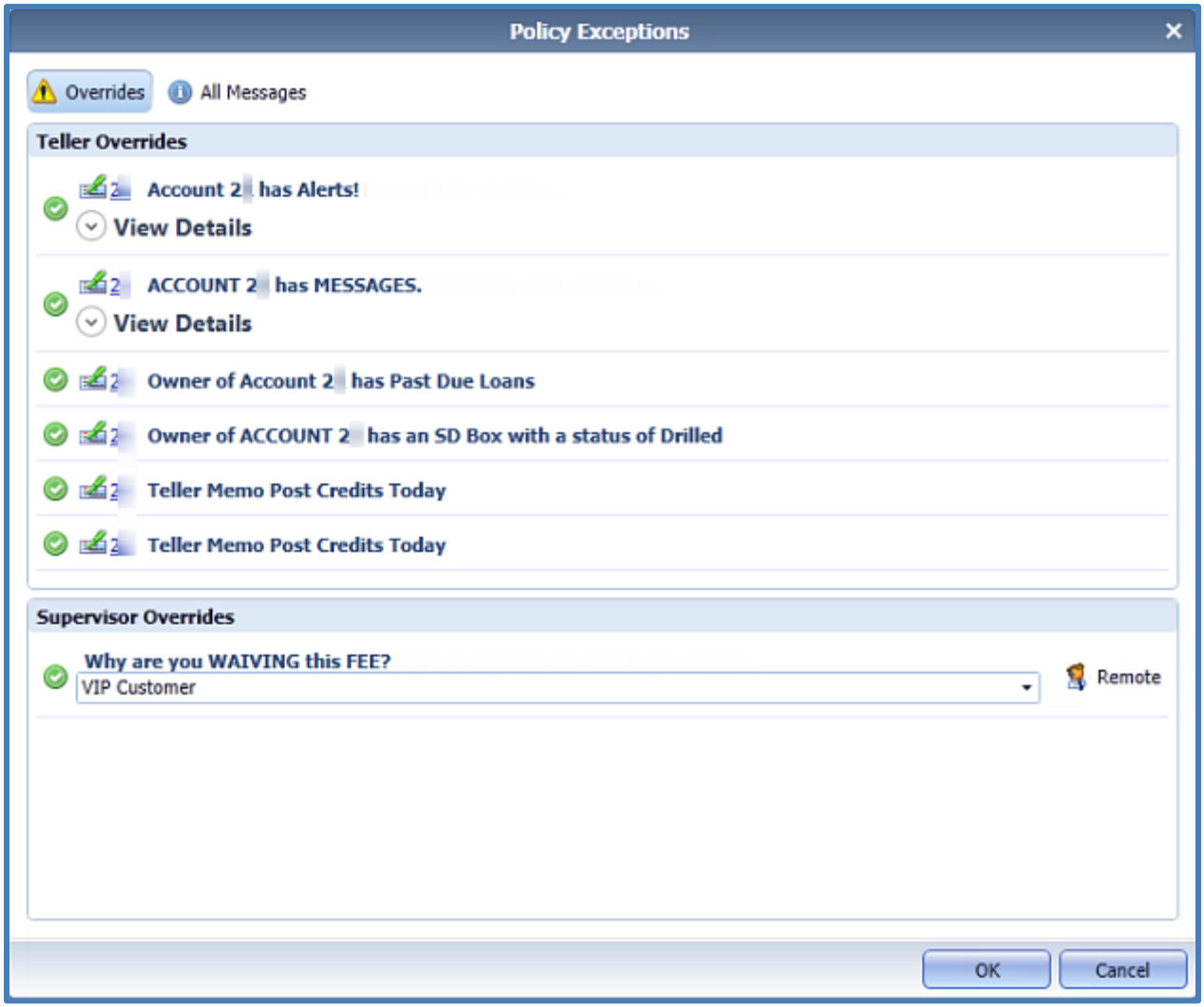

- Click **OK** and complete the transaction.

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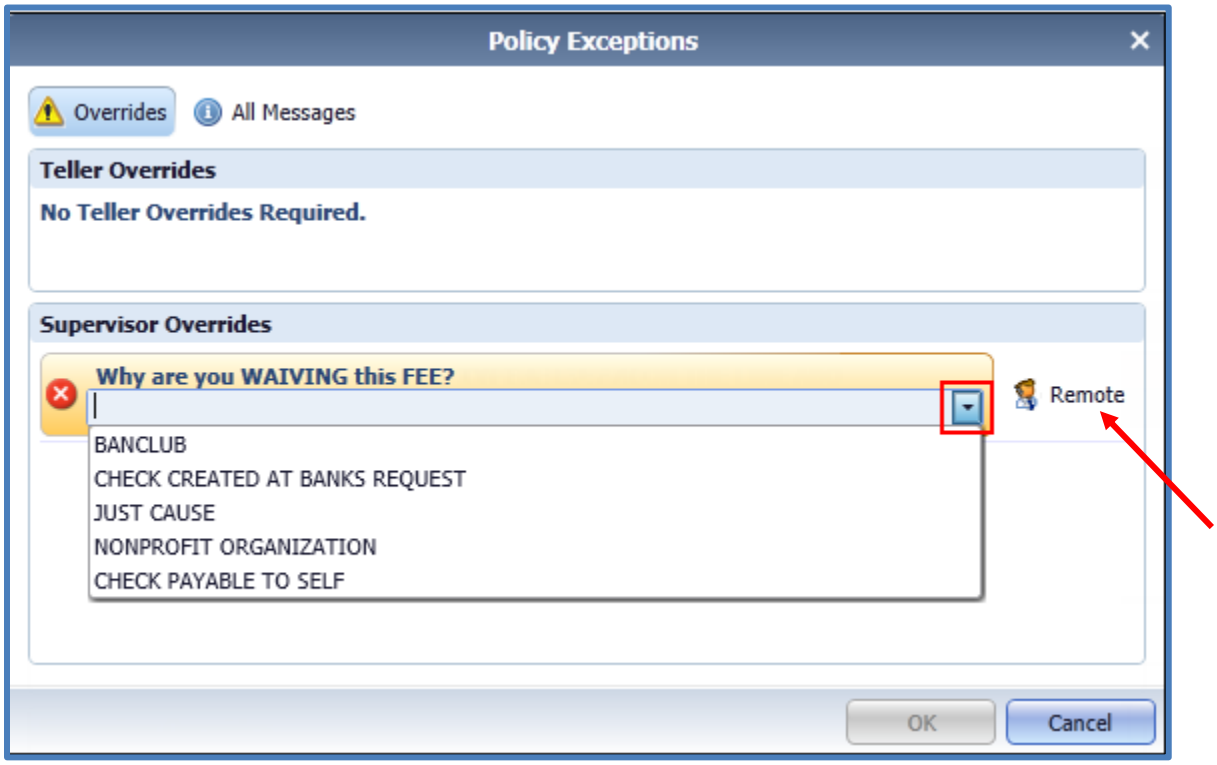
Requesting a Remote Supervisor Override



- Select the reason from the drop-down list or enter the reason in the field.
- Once you determine that you need the override performed remotely, click the **Remote** button to the right of the override.

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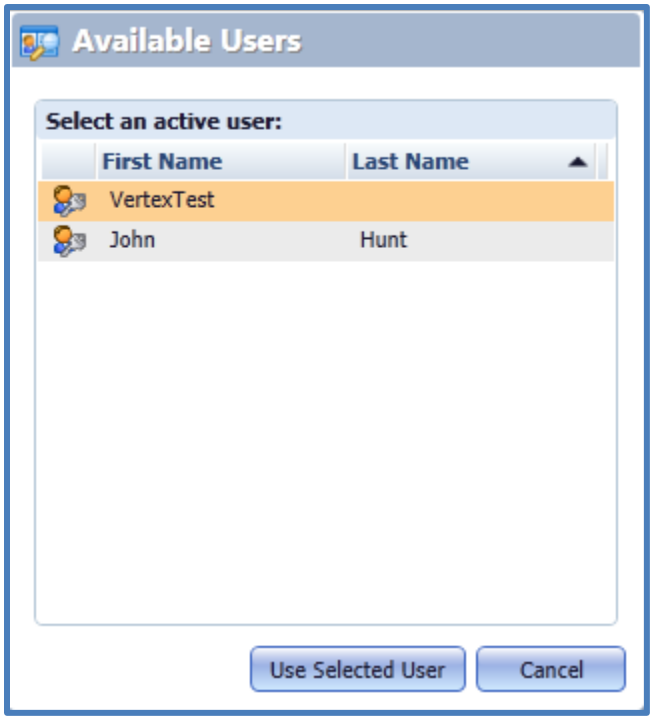

- The *Available Users* window appears. The users listed are those that have authority to perform the override.
- The supervisor must be signed in to JHA Xperience to be listed as an active user.
- Highlight and choose **Use Selected User**.

- This is the same information that you currently see, except that *Available Users* and *Request Override Approval* are two windows instead of one.

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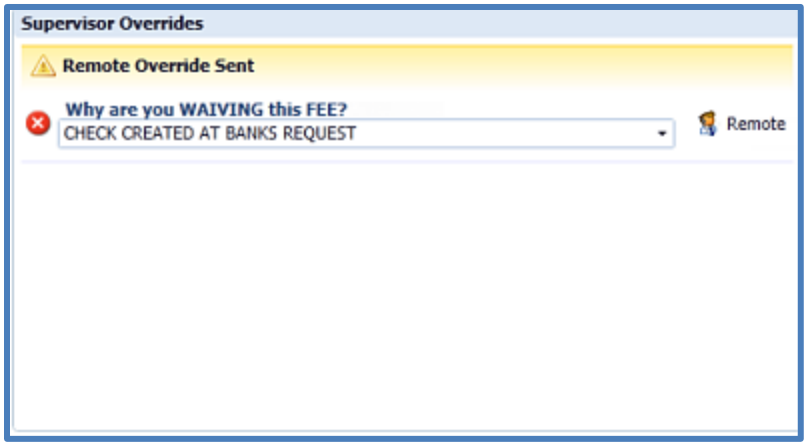
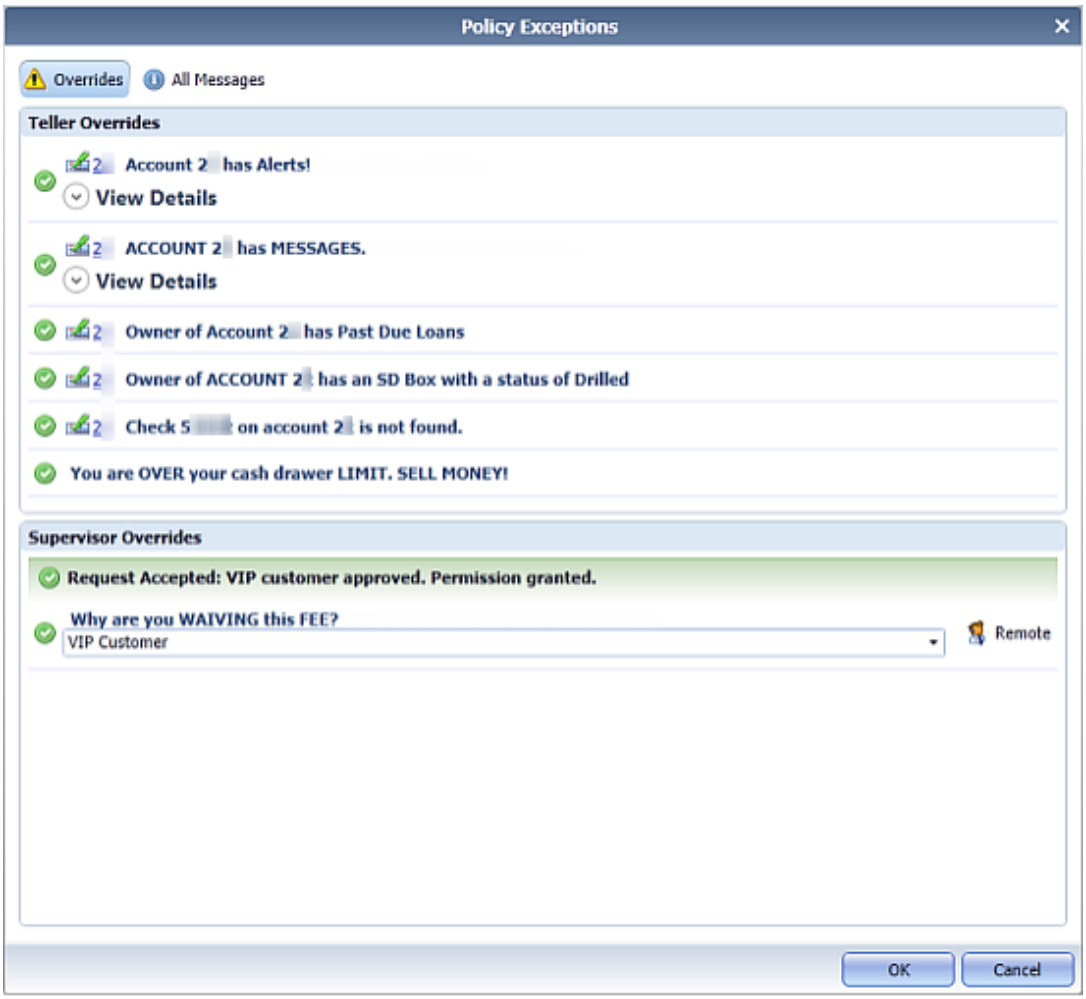


- You are notified that the request was sent.



- You are notified when the override is accepted and granted. The red X turns to a green check.
- The transaction can now be completed.

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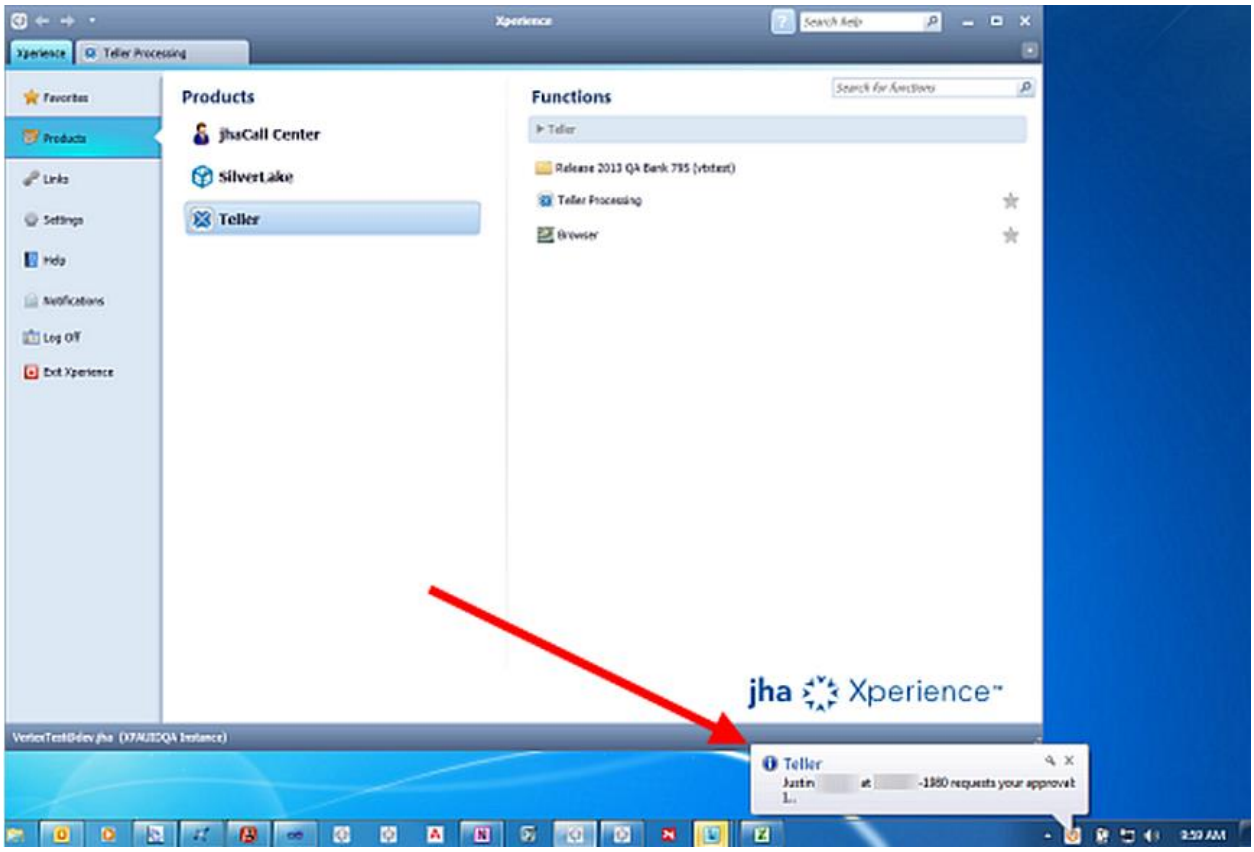
Authorizing a Remote Supervisor Override Request

Supervisors can receive requests to override policy exceptions from their workstation, as long as they are logged in to JHA Xperience.



- A window indicating the override request appears in the system tray when the supervisor receives the notification.
- Go to **Xperience** > **Notifications**.
- Locate the teller's override request.

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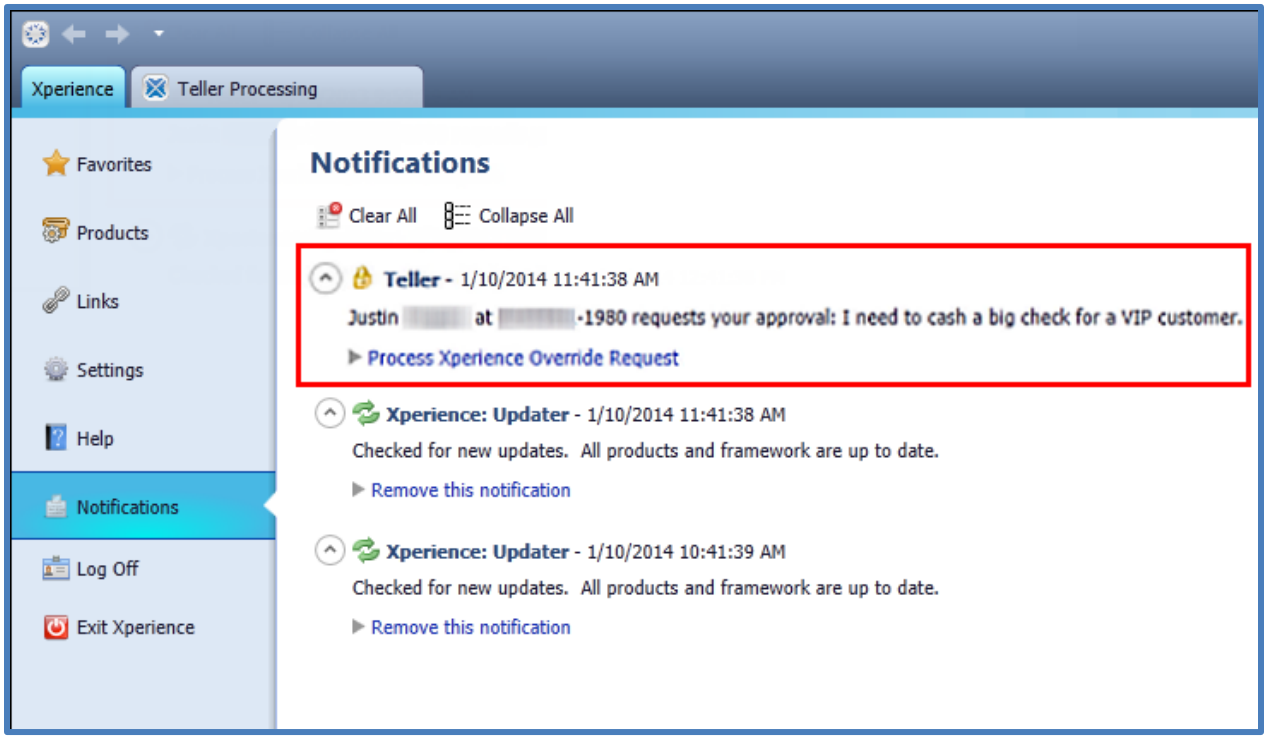

- Click **Process Xperience Override Request**.

- Click **View Request Details** to see a view of the transaction the user is running.

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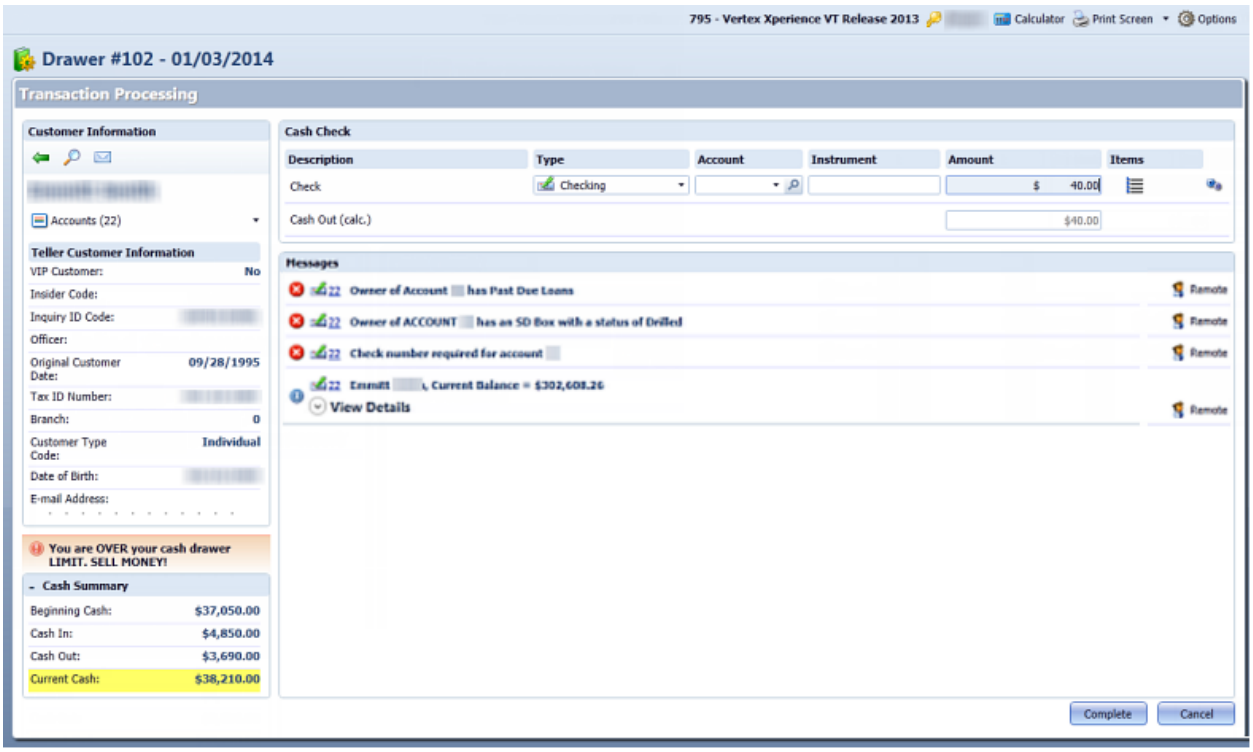

- A separate tab opens with the view of the transaction. Close the tab when finished.

- Enter comments as necessary.
- Click **Allow** or **Deny** to complete the request.

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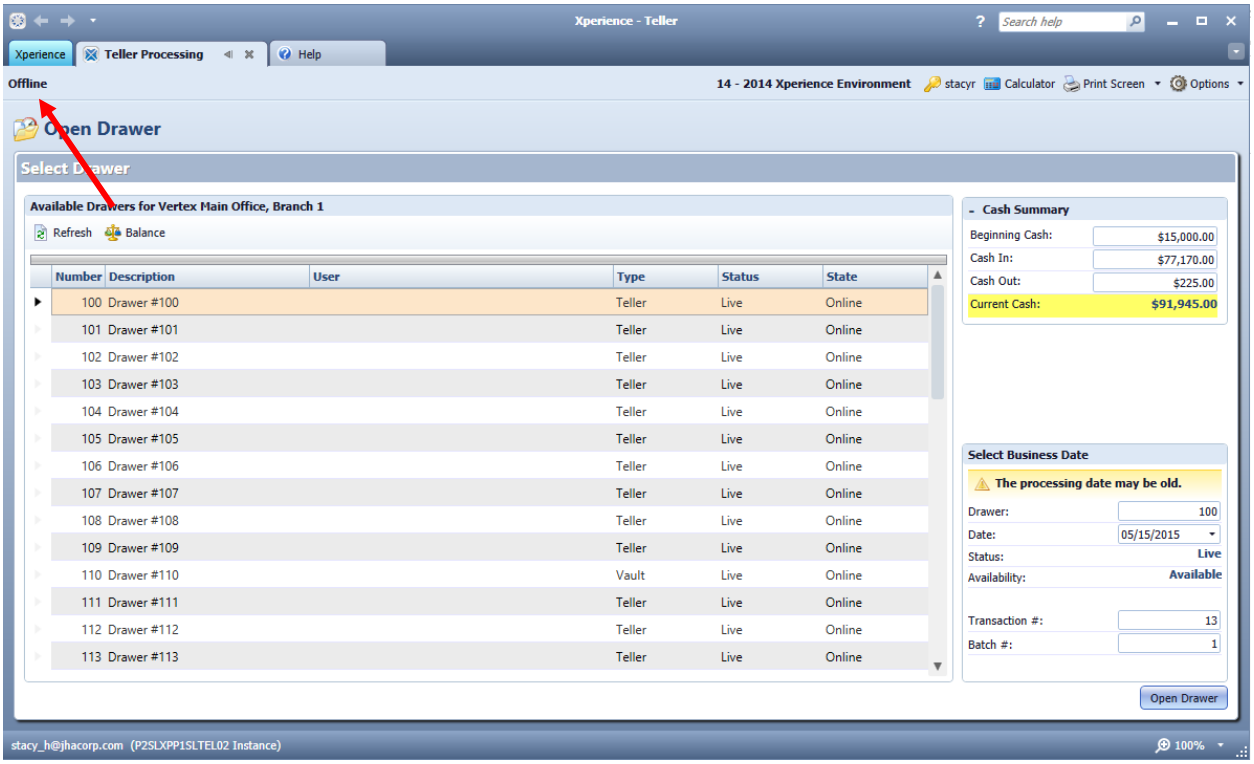
Offline

The Offline mode within SilverLake Teller and CIF 20/20 Teller takes the place of Store Forward. A separate product such as Store Forward is no longer needed when connectivity is lost. There is no downloading of parameters or uploading of transactions. When connectivity is lost, the transition to offline mode is seamless. In addition, when connectivity is regained, the transition back online is also seamless.



- The status in the upper left corner notes that the drawer is offline.
- While offline, you can start Teller, select a drawer, and update the beginning-cash, cash-in, and cash-out amounts, as well as the date and the starting transaction number. The starting batch number is not used within Teller Capture.
- Bond Redemptions and Reg CCs can be done when offline.
- CTR and MIL can be tracked offline, also.

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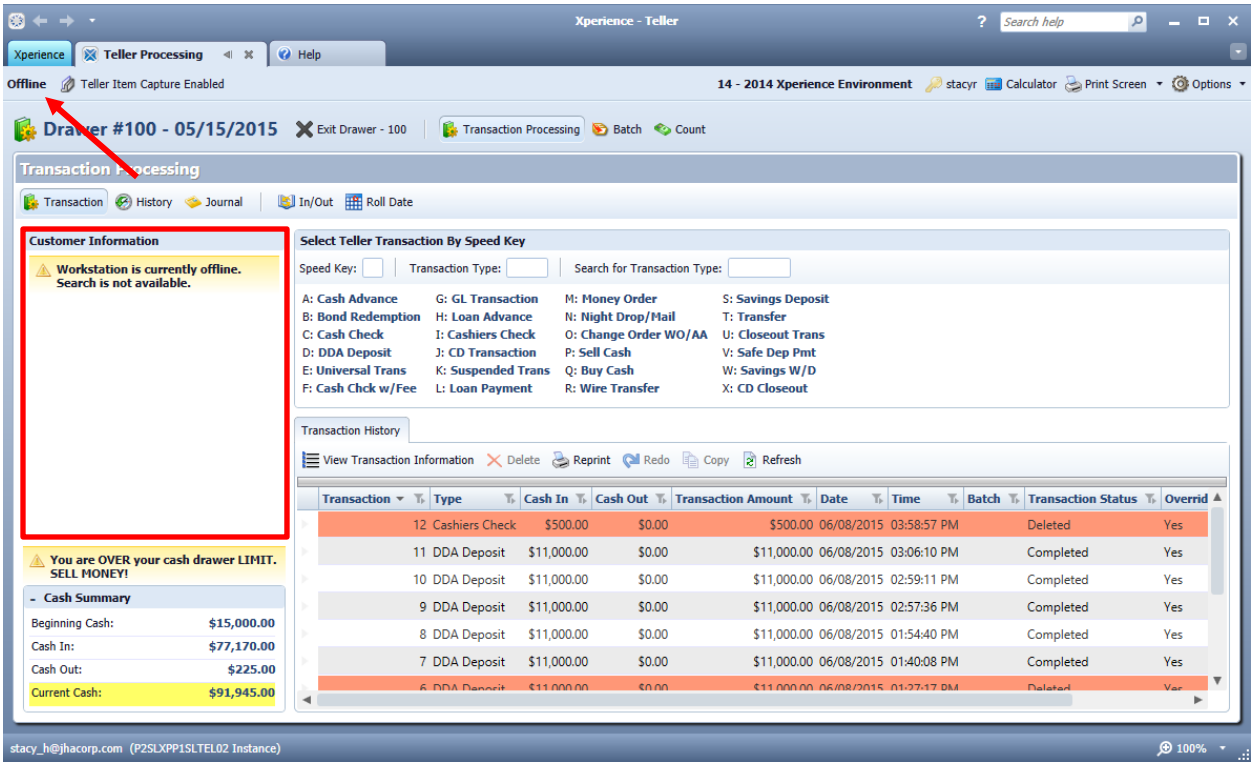

How Can You Tell When You're Offline?

- SilverLake Teller and CIF 20/20 Teller notifies you in the upper left corner when the drawer is offline.
- The *Customer Information* panel also notifies the user the workstation is offline.
- The messages section and *Transaction Summary* screen of a transaction indicate the offline status.

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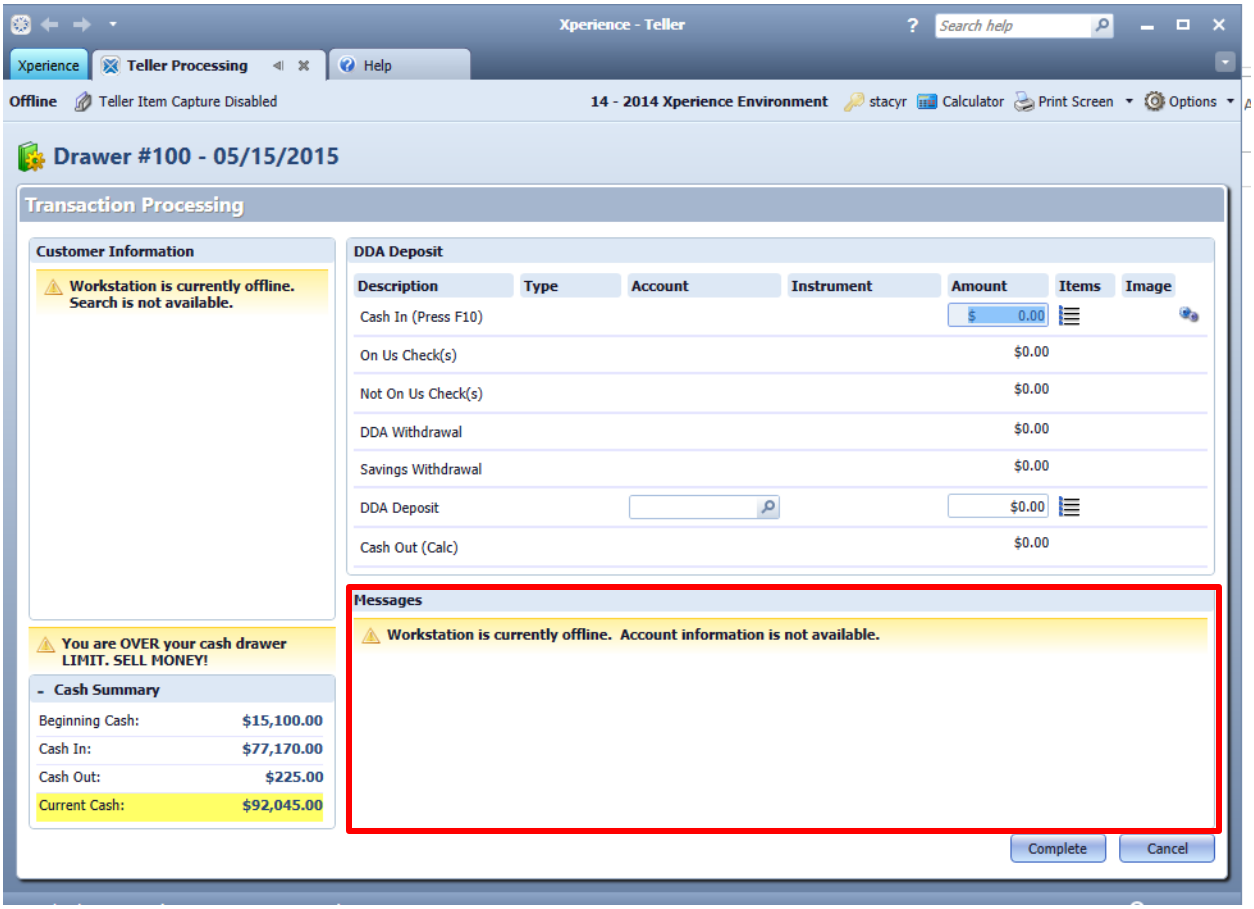

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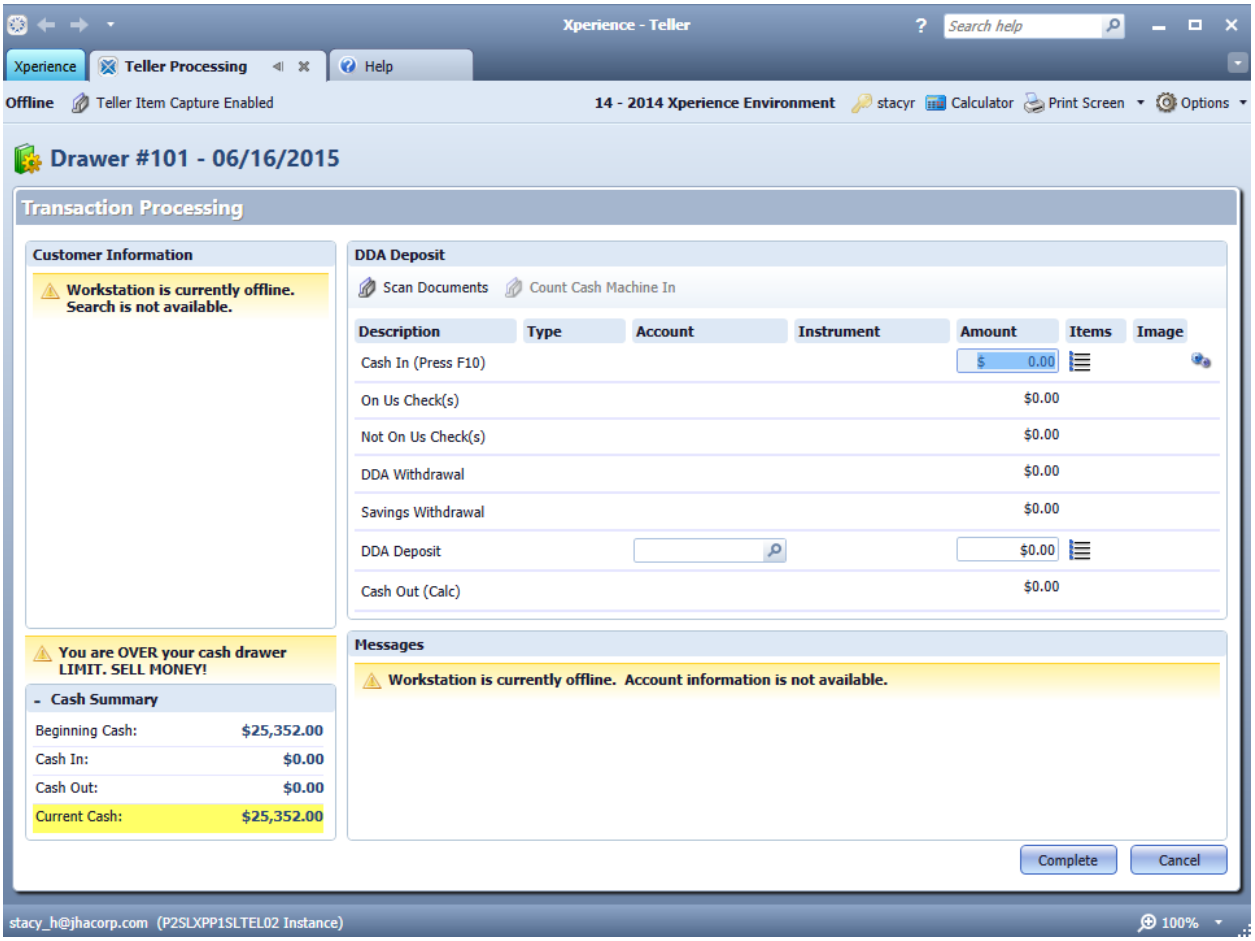
DDA Deposit Transaction – Offline



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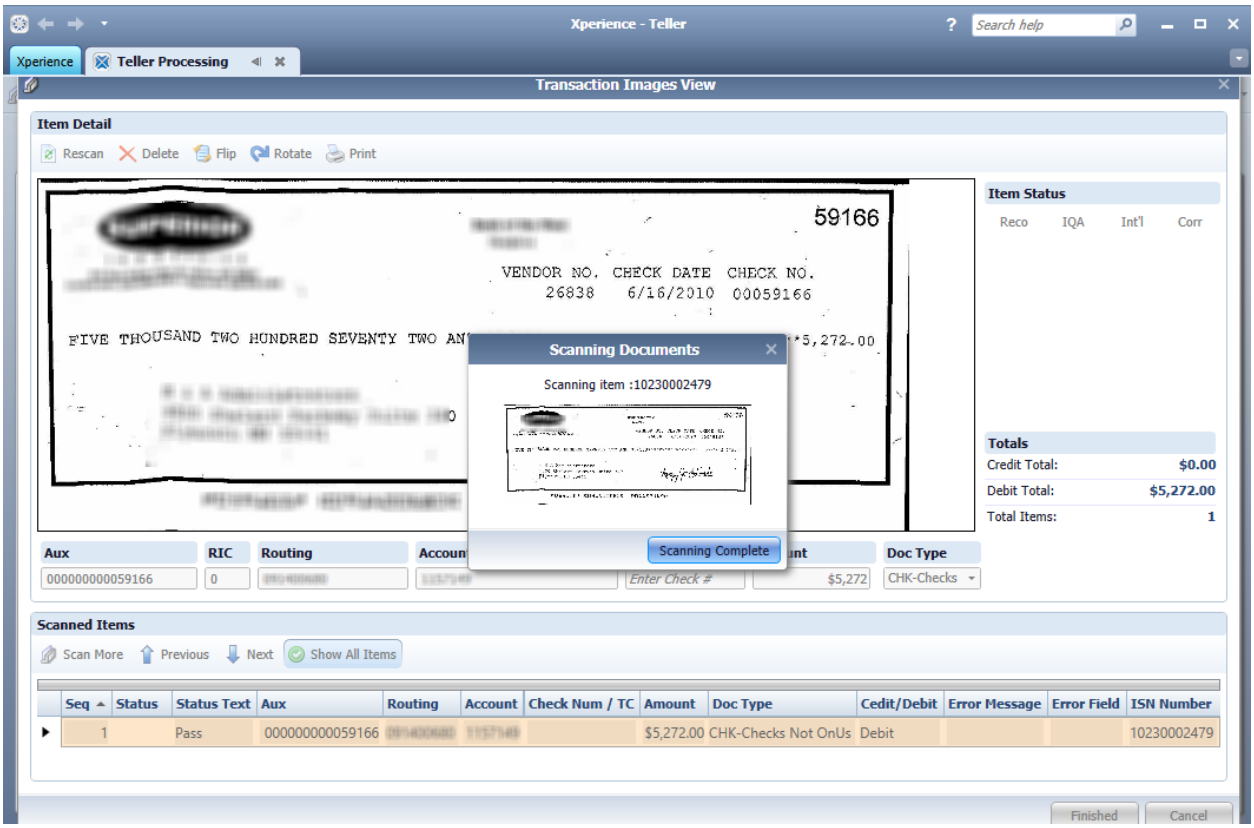

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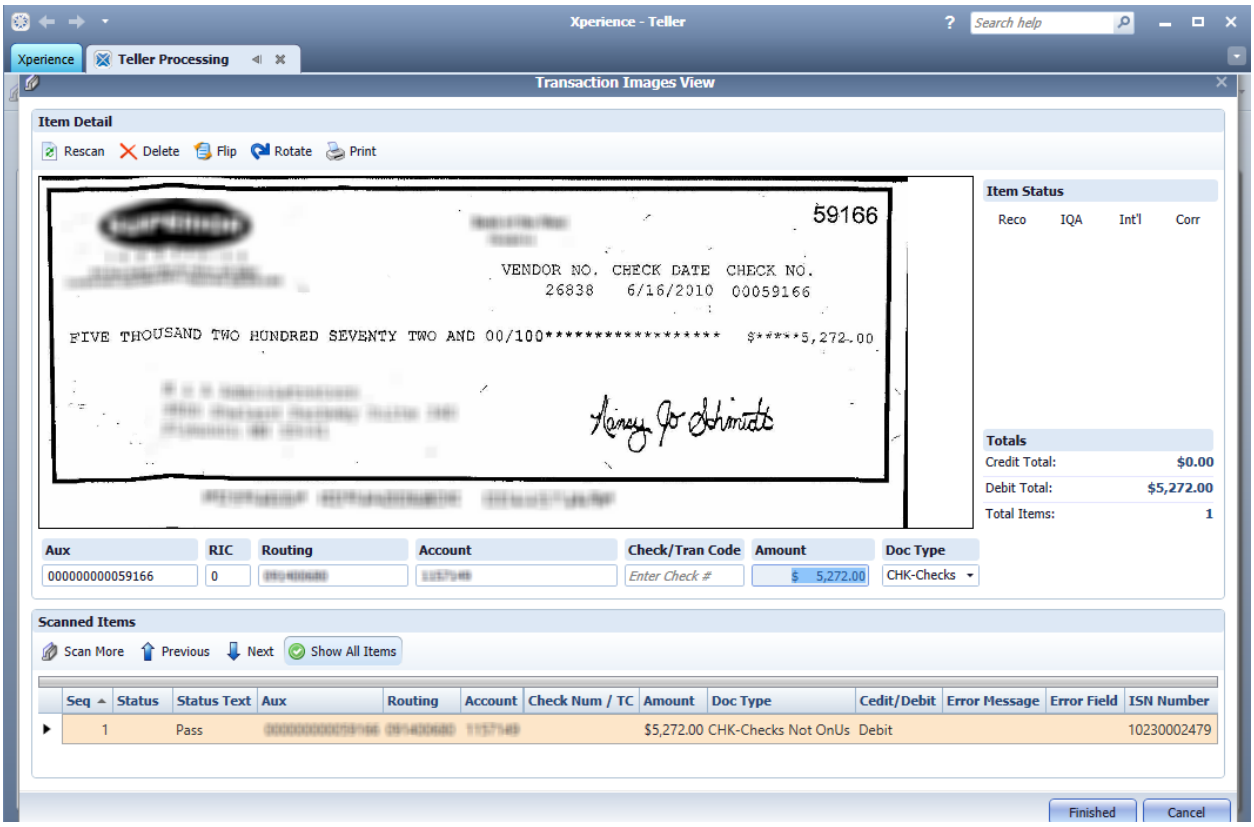

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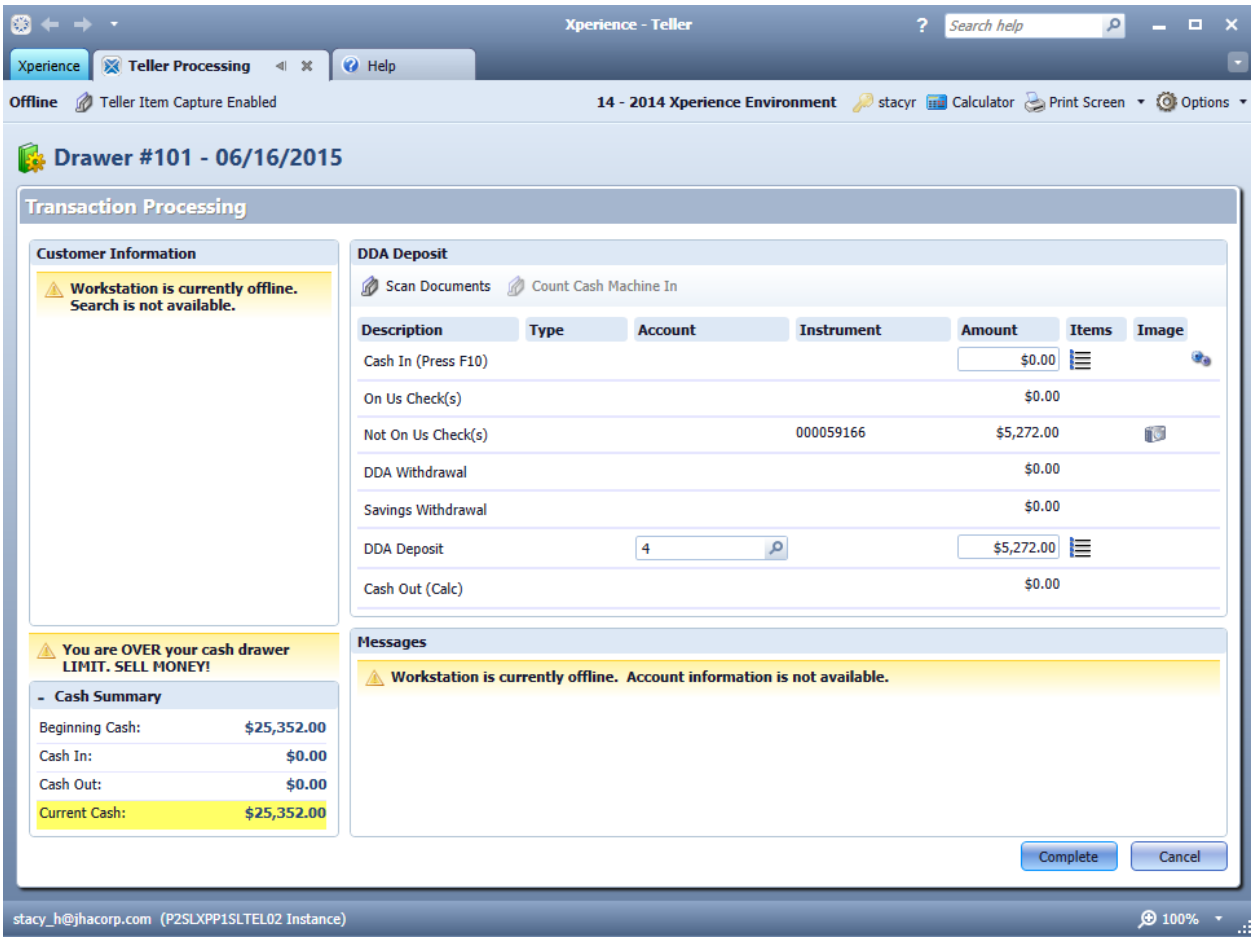

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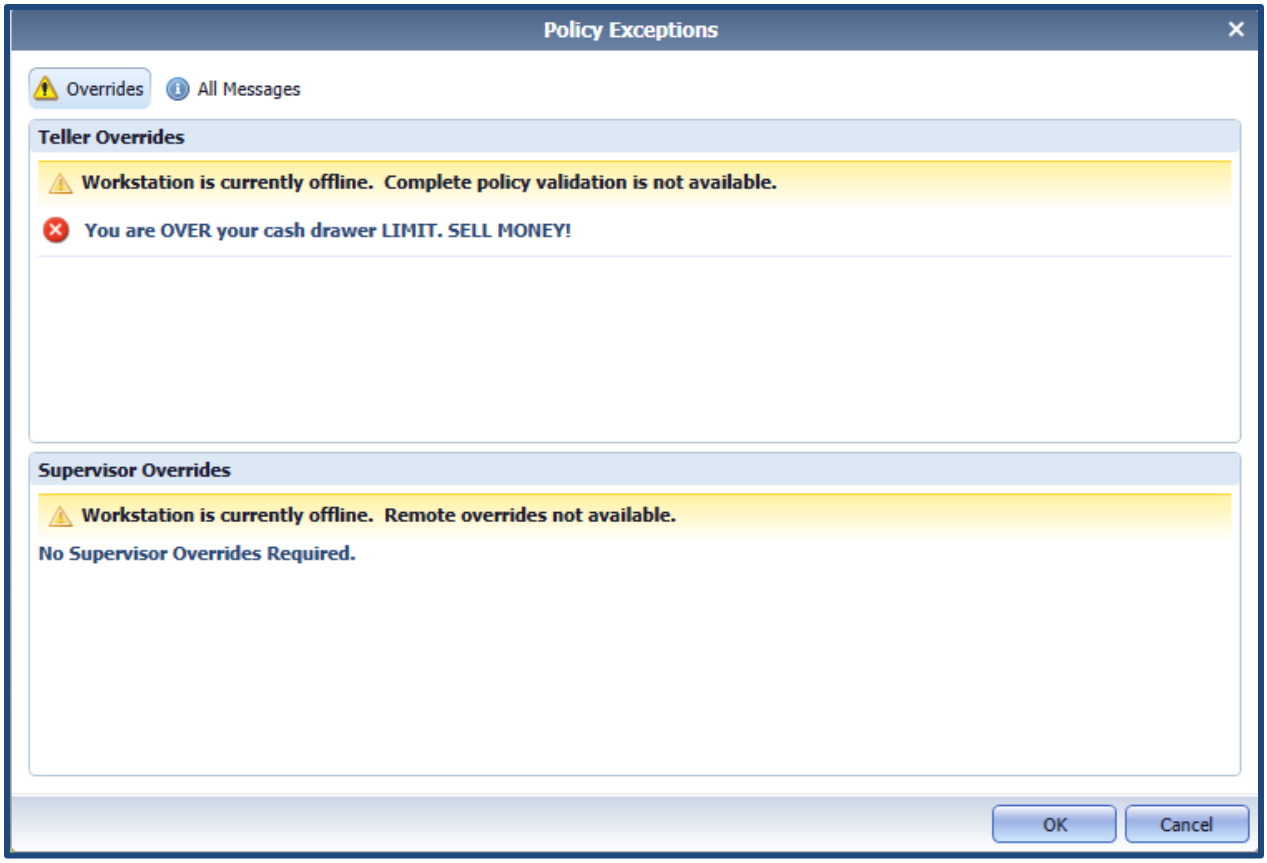

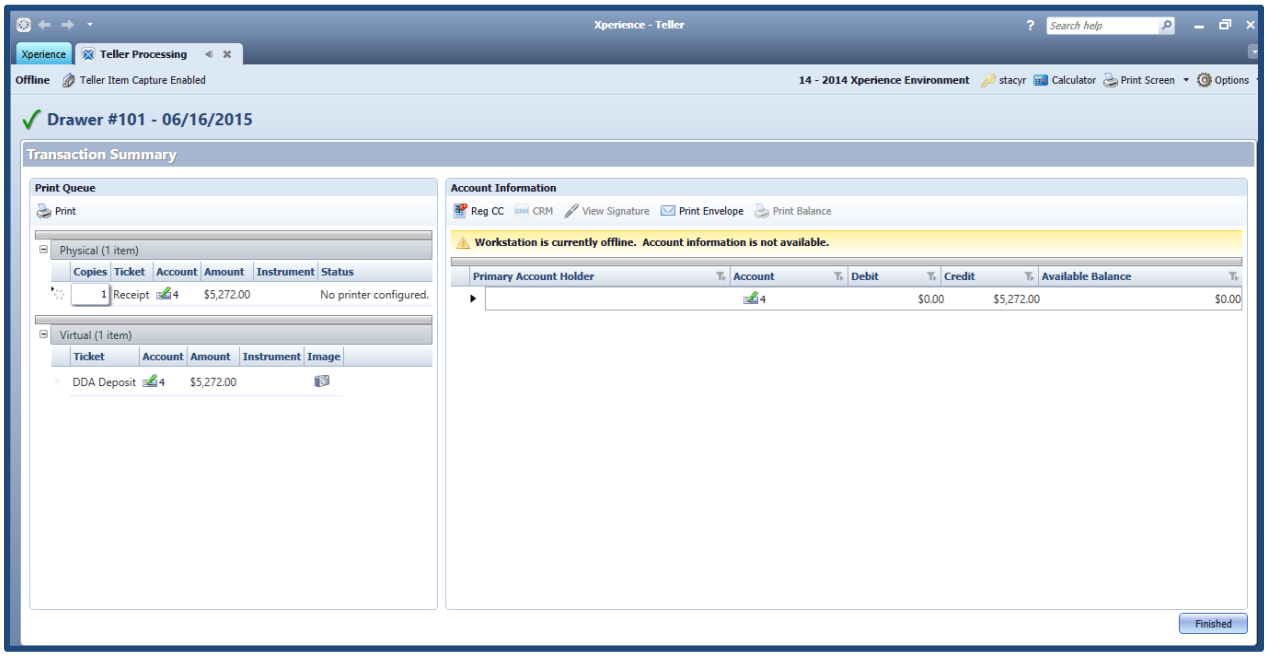

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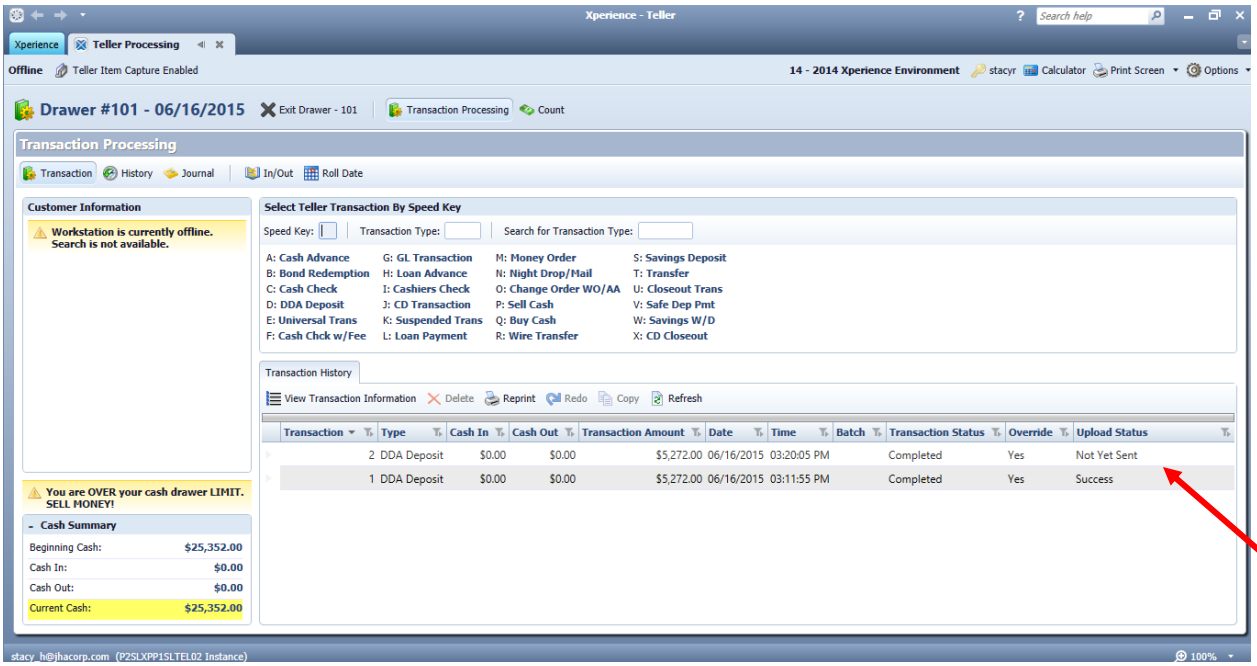

- The Upload Status column states Not Yet Sent for any transaction run in offline mode. Once SilverLake Teller and CIF 20/20 Teller comes back online, the Upload Status column changes to Success.

Cashiers Checks – Offline

- Cashiers checks can be printed when SilverLake Teller and CIF 20/20 Teller is offline.
- Offline offers two check printing options, local printing and remote printing.
    - Local Printing
        - Complete the check screen and the check prints to the designated printer.
    - Remote Printing
        - Use Offline Checks and complete them with a typewriter.
        - When you run the transactions, the check screen appears and you complete the information as you currently do.
        - This information is saved and when SilverLake Teller and CIF 20/20 Teller comes back online, the check information is uploaded to the offline check register. This eliminates the requirement to manually update the offline register.

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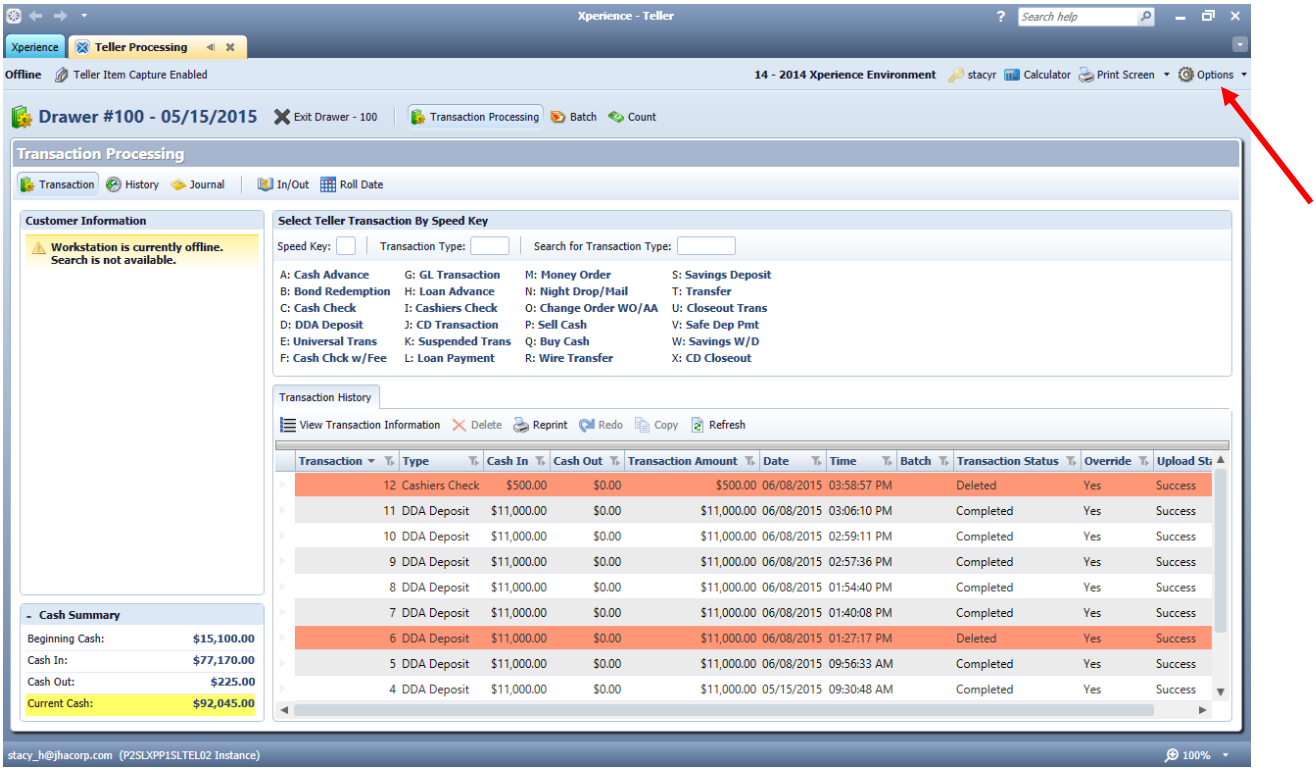
Exporting Images to Check 21 Server

If connectivity is not restored, SilverLake Teller and CIF 20/20 Teller provides you with the ability to export images to a specific location so they can in turn be moved to the Check 21 server.



- The export function is located within the **Options** drop-down in the upper right corner.

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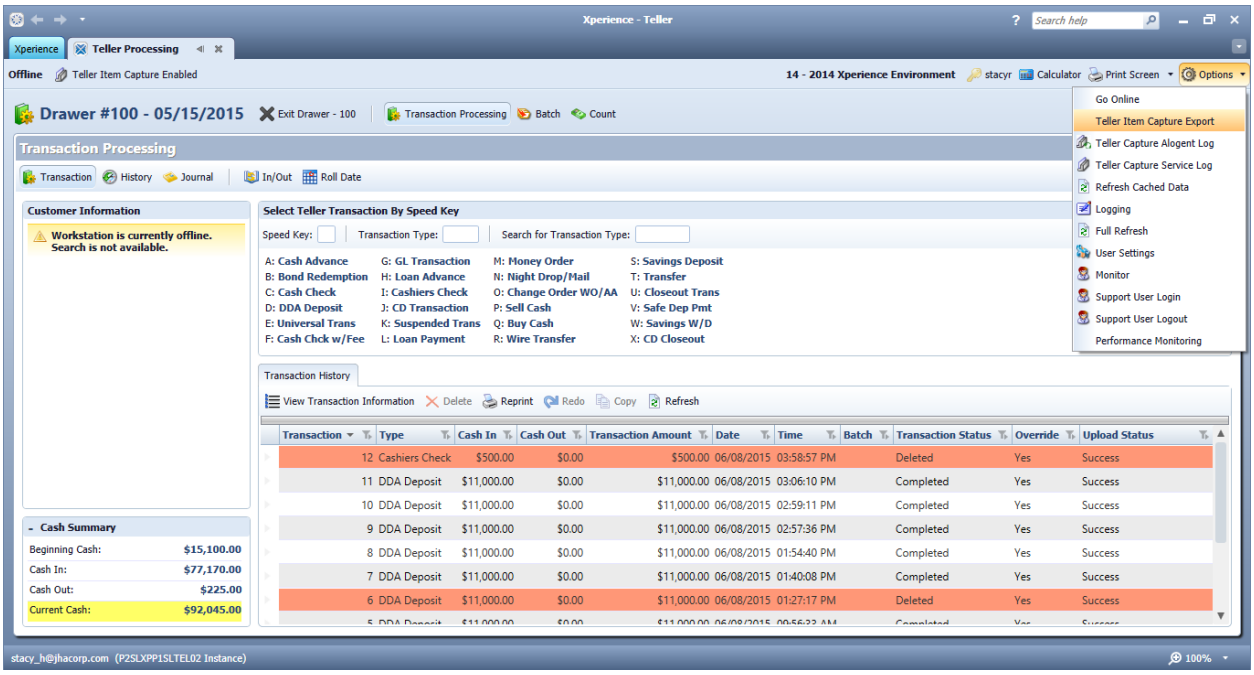
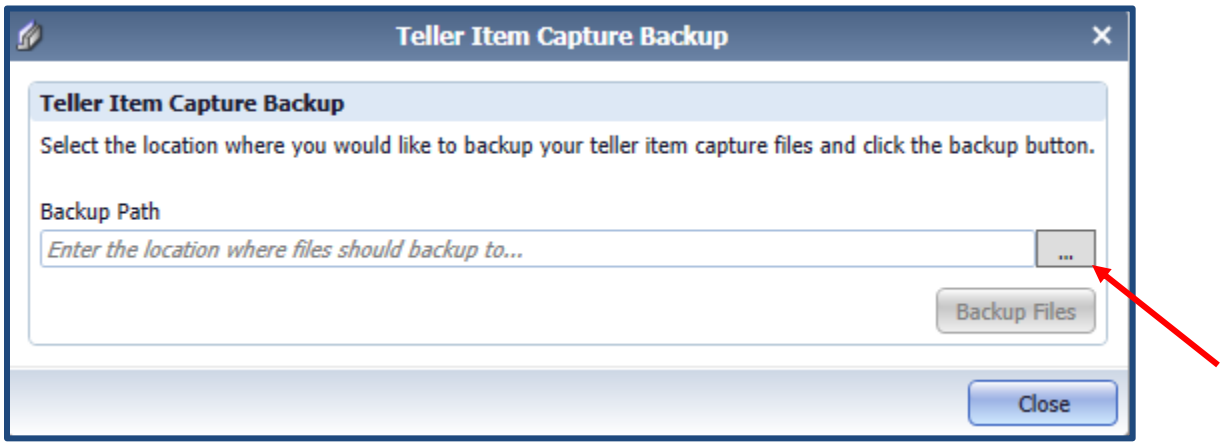


- Choose **Teller Item Capture Export**.



- Enter the location for the files need to be sent.
- Click the icon on the far right to search for the location.

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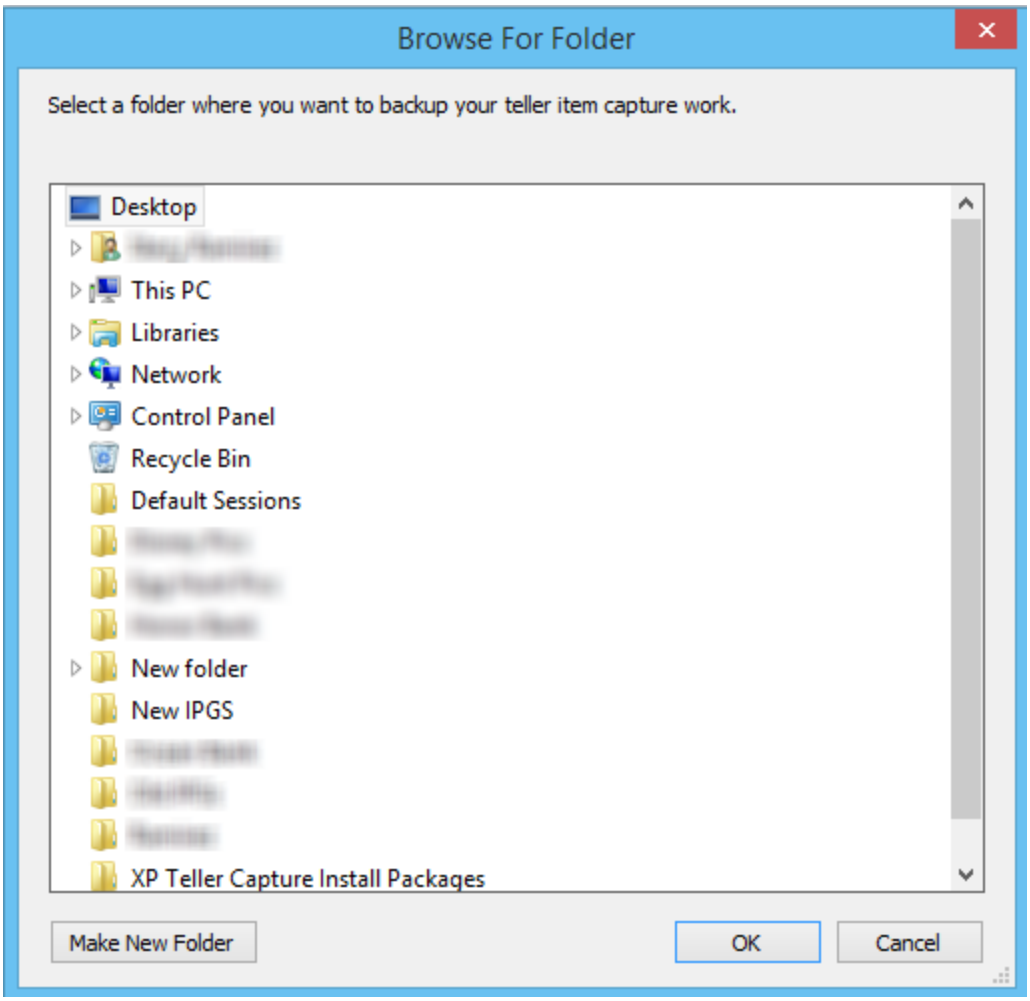
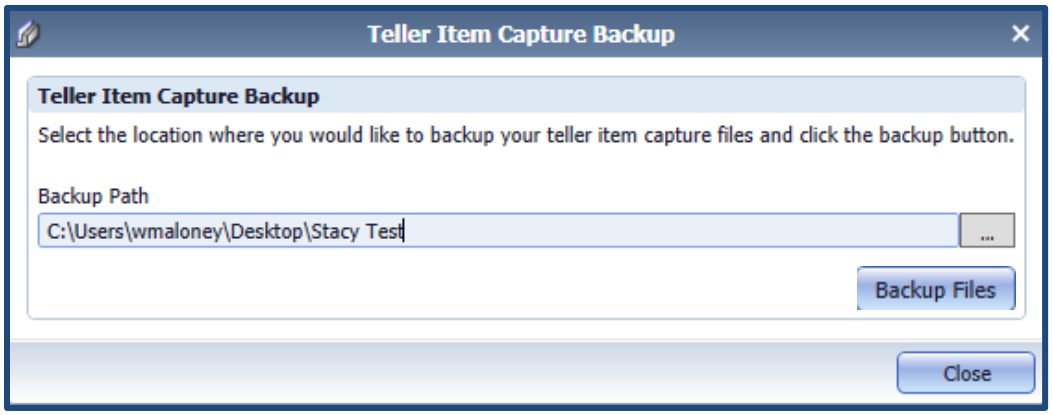


- Select where to send the files and click **OK.**



- Click **Backup Files** to save the files to the specified location.

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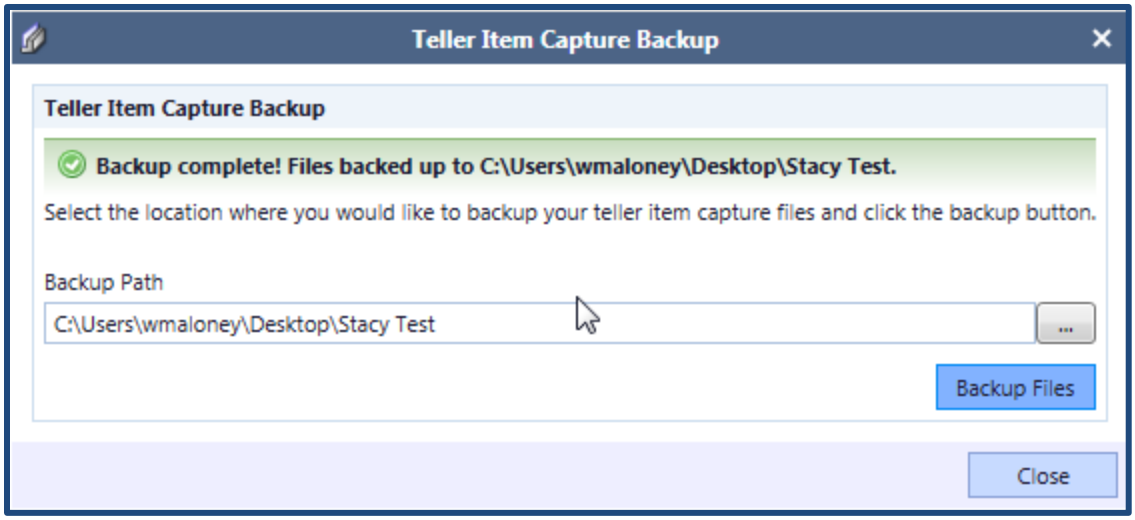

- A confirmation is provided. Click **Close**.

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