



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

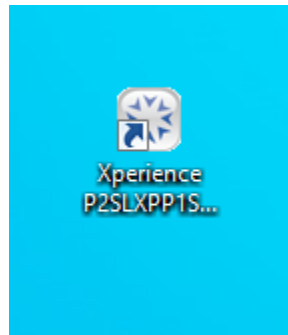
This document is designed for institutions who are currently running Vertex Teller Capture but are converting to SilverLake Teller Capture and CIF 20/20 Teller Capture. It reviews common features and functions, and shows you how they have changed with SilverLake Teller Capture and CIF 20/20 Teller Capture.

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.

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

jha Xperience™
Jack Henry & Associates, Inc.

Username:

Password:

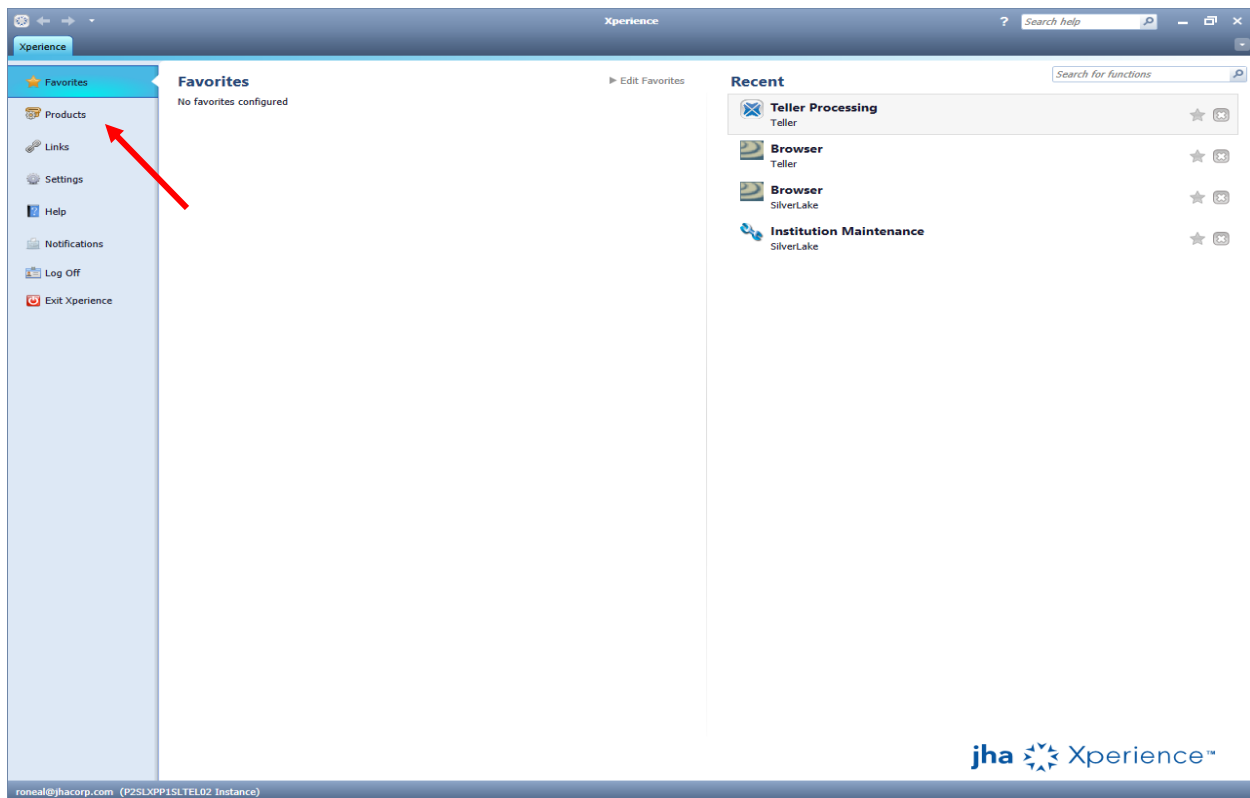
Domain:

Log In

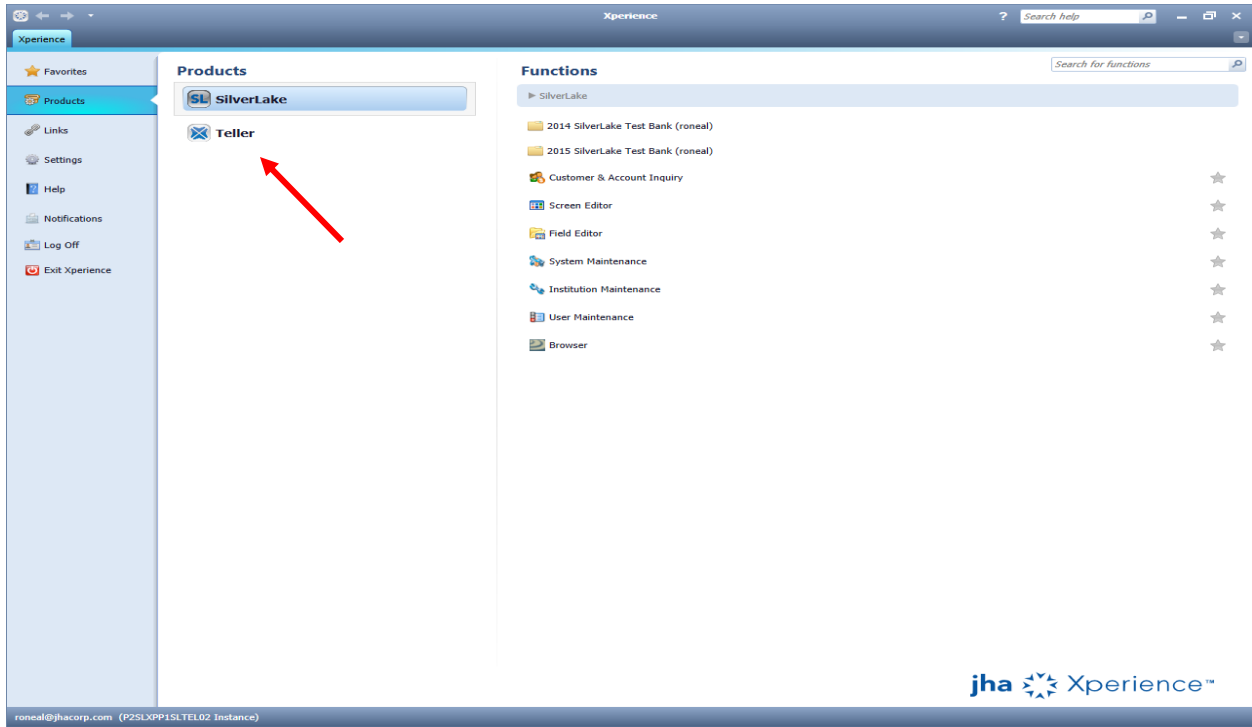
P2SLXPP1SLTEL02 Instance

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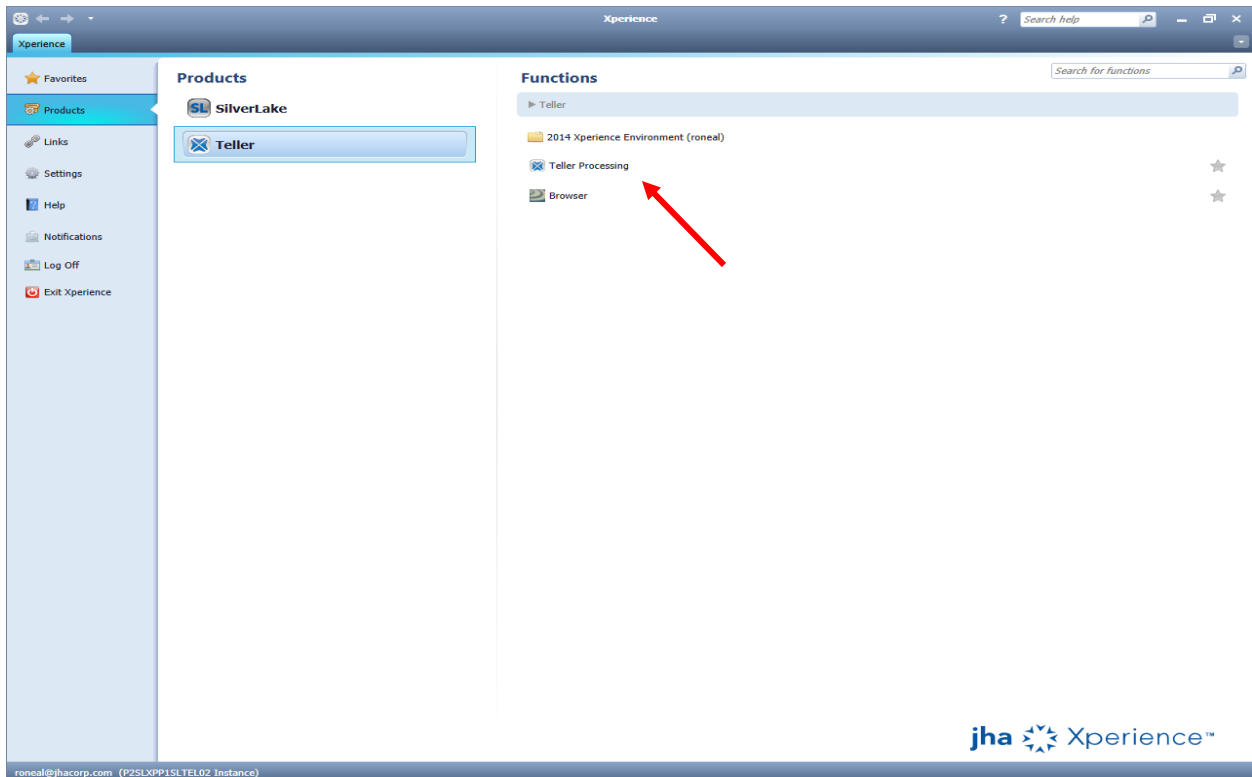
Select **Products**.



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

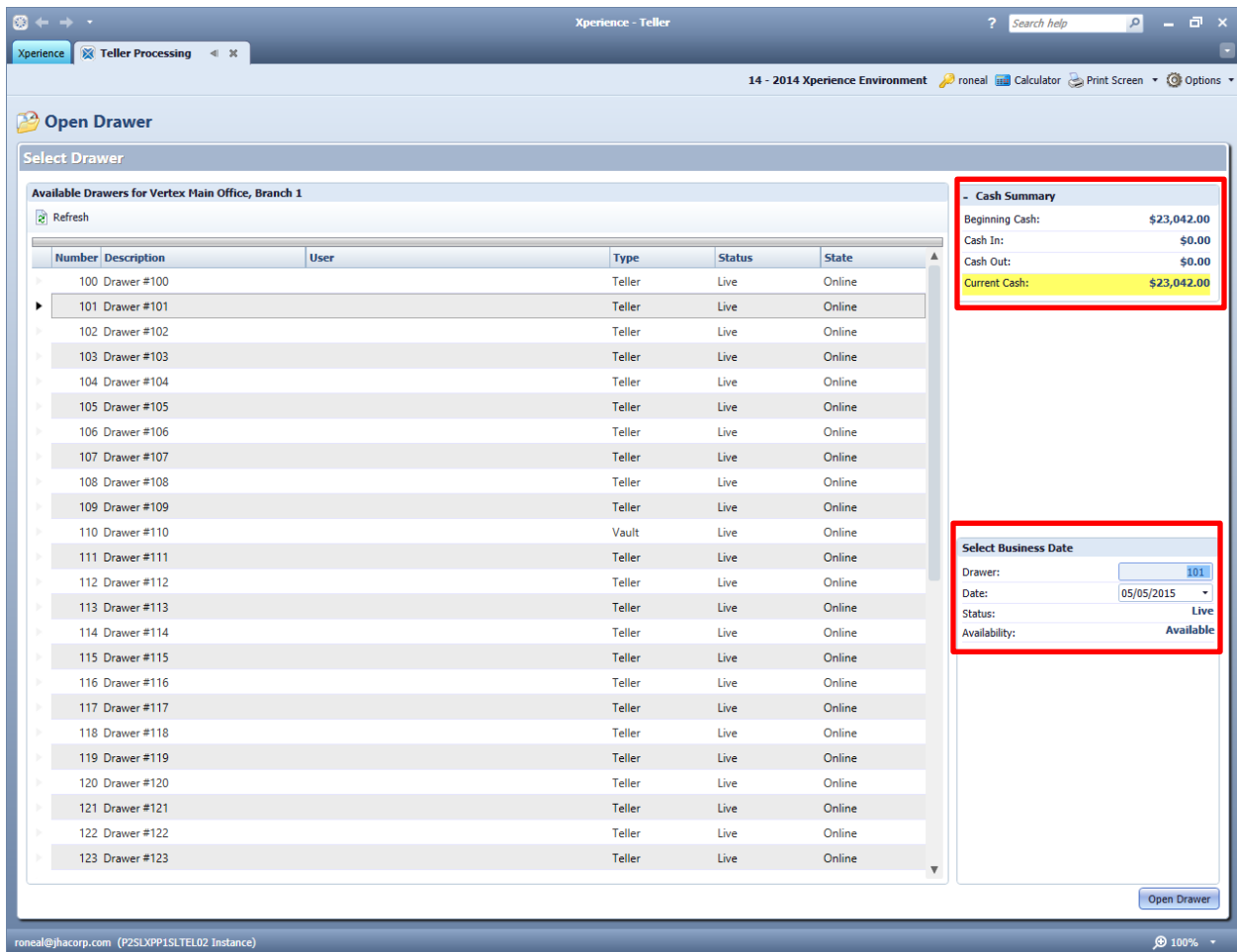


Lastly, on the **Functions** page, select **Teller Processing**.



Open Drawer

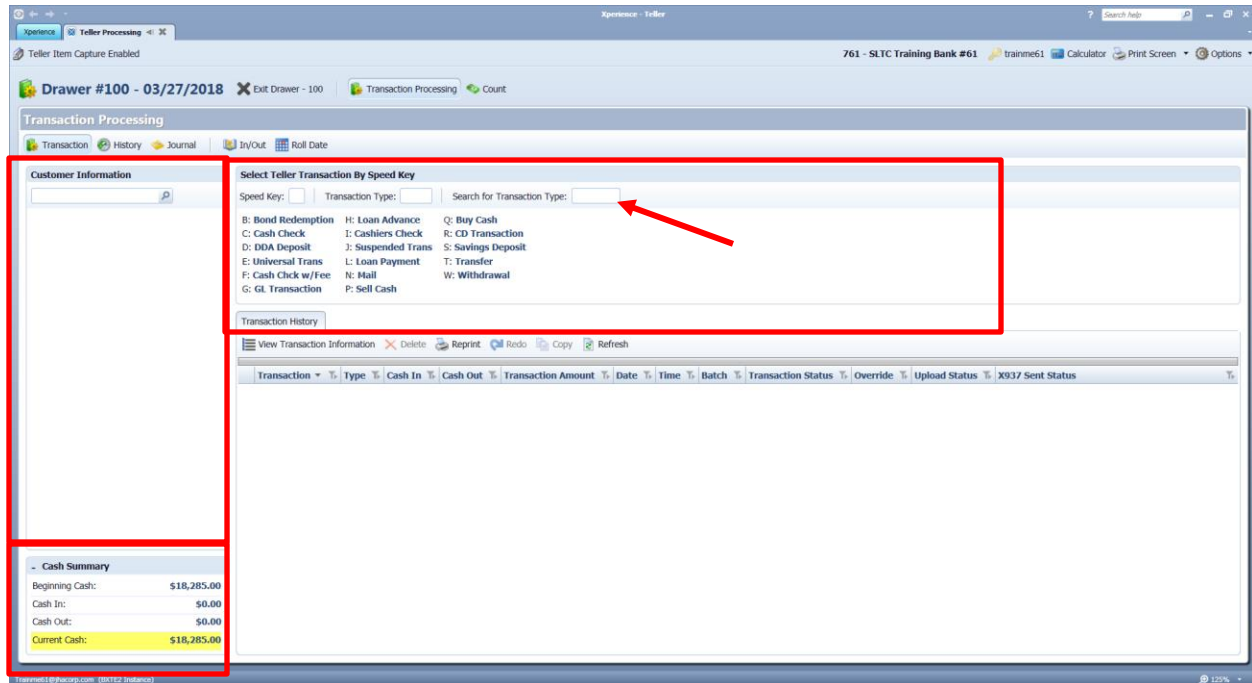
Select a drawer and click **Open Drawer**. You can also double-click the drawer of your choice.



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.

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.

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.

The screenshot displays the 'Transaction Processing' window. On the left, the 'Customer Information' panel is highlighted with a red border. The main area shows a 'DDA Deposit' transaction with a table of line items. A red arrow points to a small icon in the 'Image' column of the 'DDA Deposit' row. Below the table is a 'Cash Summary' section.

Description	Type	Account	Instrument	Amount	Items	Image
Cash In (Press F10)				\$0.00		
On Us Check(s)				\$0.00		
Not On Us Check(s)				\$0.00		
DDA Withdrawal				\$0.00		
Savings Withdrawal				\$0.00		
DDA Deposit				\$0.00		
Cash Out (Calc)				\$0.00		

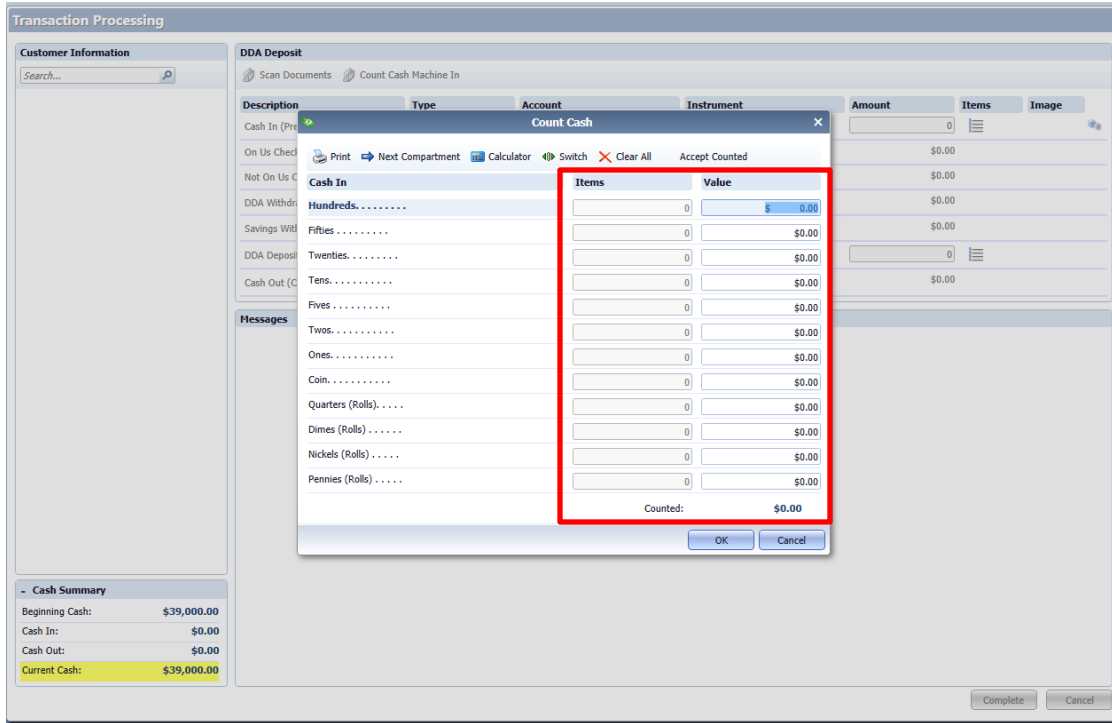
Cash Summary

Beginning Cash:	\$23,400.00
Cash In:	\$15,600.00
Cash Out:	\$0.00
Current Cash:	\$39,000.00

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.

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.

Transaction Processing

Customer Information

Search...

DDA Deposit

Scan Documents
 Count Cash Machine In

Description	Type	Account	Instrument	Amount	Items	Image
Cash In (Press F10)				\$100.00		
On Us Check(s)				\$0.00		
Not On Us Check(s)				\$0.00		
DDA Withdrawal				\$0.00		
Savings Withdrawal				\$0.00		
DDA Deposit				\$0.00		
Cash Out (Calc)				\$100.00		

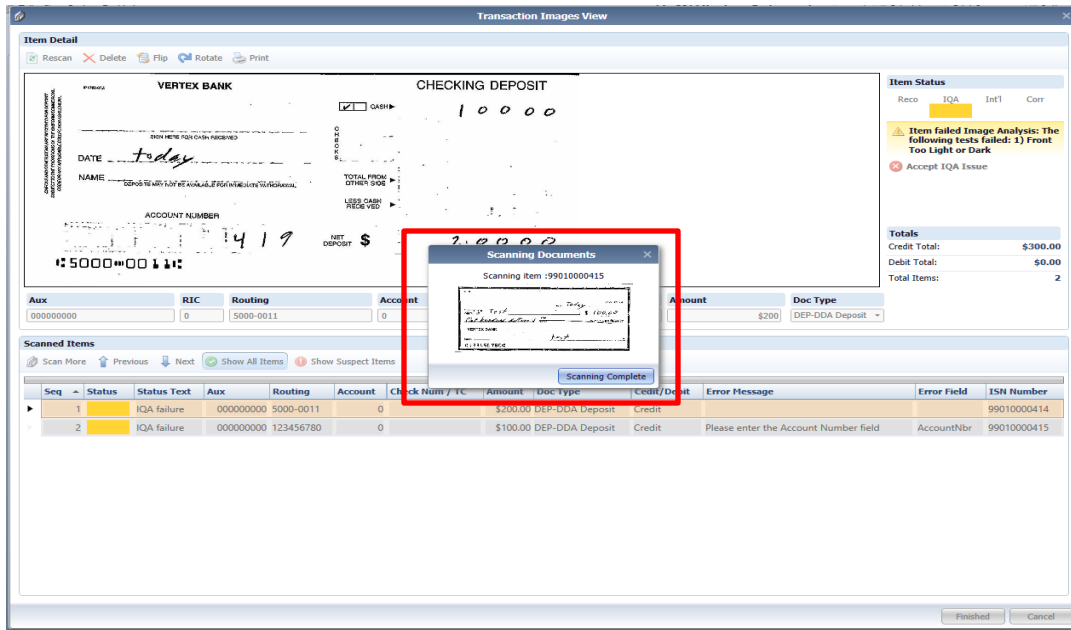
Messages

- Cash Summary

Beginning Cash:	\$39,000.00
Cash In:	\$0.00
Cash Out:	\$0.00
Current Cash:	\$39,000.00

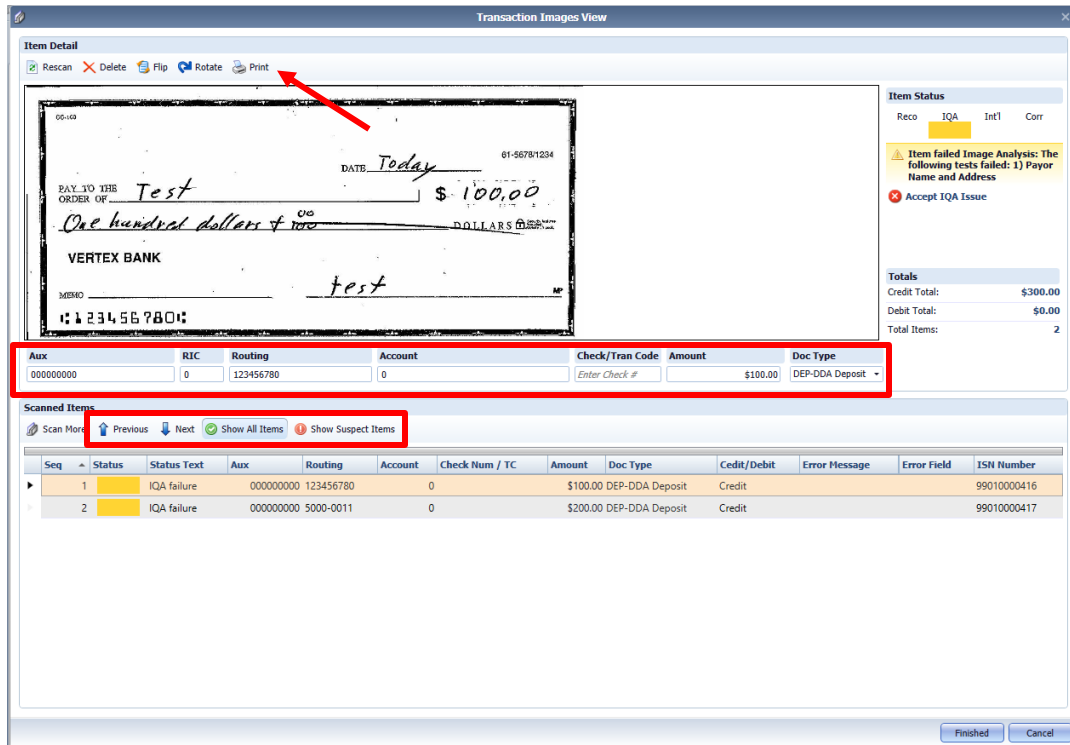
What's New

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



What's New

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



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**.

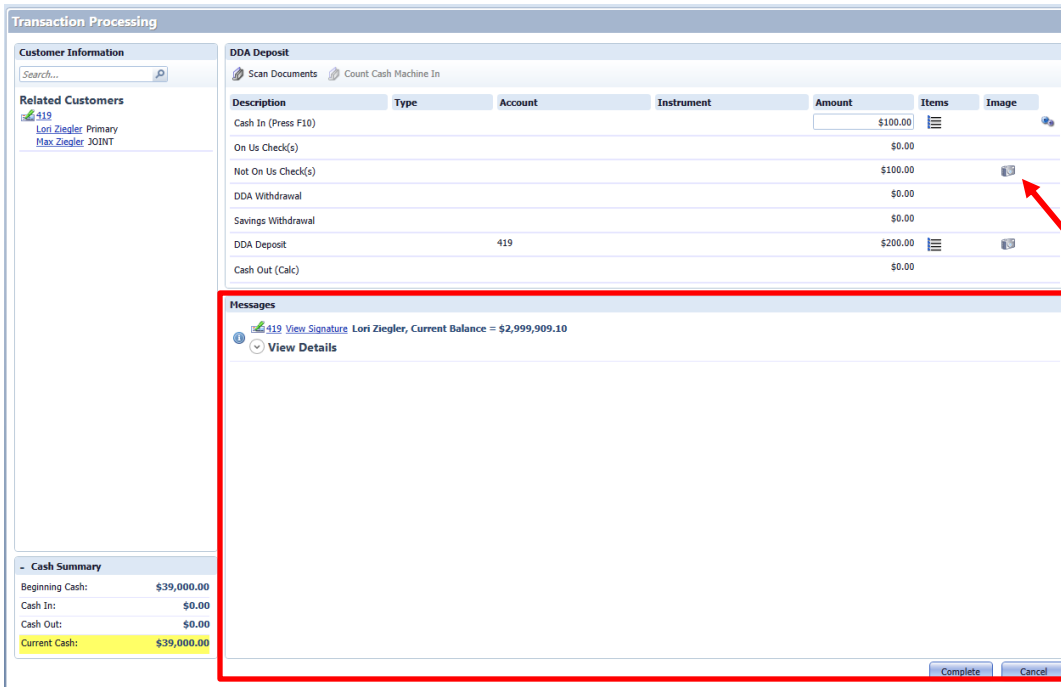
The screenshot displays the 'Transaction Images View' interface. At the top, there are navigation buttons: Rescan, Delete, Flip, Rotate, and Print. The main area shows a check image with handwritten text: 'Test', 'DATE Today', '\$ 100.00', 'One hundred dollars & no/100', 'VERTEX BANK', and 'test'. The MICR line at the bottom of the check reads '⑆ 23456780⑆'. To the right of the check image is the 'Item Status' panel, which includes radio buttons for 'Reco', 'IQA', 'Int'l', and 'Corr'. A warning message states: 'Item Failed Image Analysis: The following tests failed: 1) Payor Name and Address'. Below this is a red 'Accept IQA Issue' button. A 'Totals' section shows: Credit Total: \$300.00, Debit Total: \$0.00, and Total Items: 2. Below the check image is a summary table with columns: Aux, RIC, Routing, Account, Check/Tran Code, Amount, and Doc Type. The row shows: 000000000, 0, 123456780, 0, Enter Check #, \$100.00, DEP-DDA Deposit. Below this is the 'Scanned Items' section with a table of scanned items. The table has columns: Seq, Status, Status Text, Aux, Routing, Account, Check Num / TC, Amount, Doc Type, Credit/Debit, Error Message, Error Field, and ISN Number. Two items are listed, both with a status of 'IQA failure'.

Aux	RIC	Routing	Account	Check/Tran Code	Amount	Doc Type
000000000	0	123456780	0	Enter Check #	\$100.00	DEP-DDA Deposit

Seq	Status	Status Text	Aux	Routing	Account	Check Num / TC	Amount	Doc Type	Credit/Debit	Error Message	Error Field	ISN Number
1	IQA failure		000000000	123456780	0		\$100.00	DEP-DDA Deposit	Credit			99010000416
2	IQA failure		000000000	5000-0011	0		\$200.00	DEP-DDA Deposit	Credit			99010000417

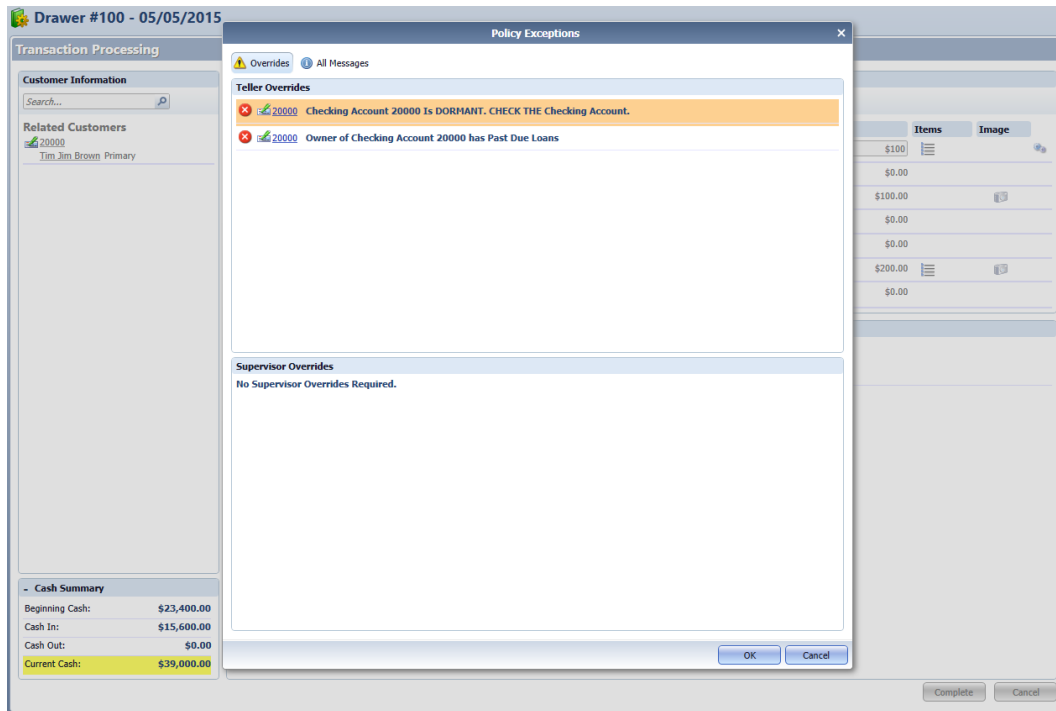
What's New

- 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.



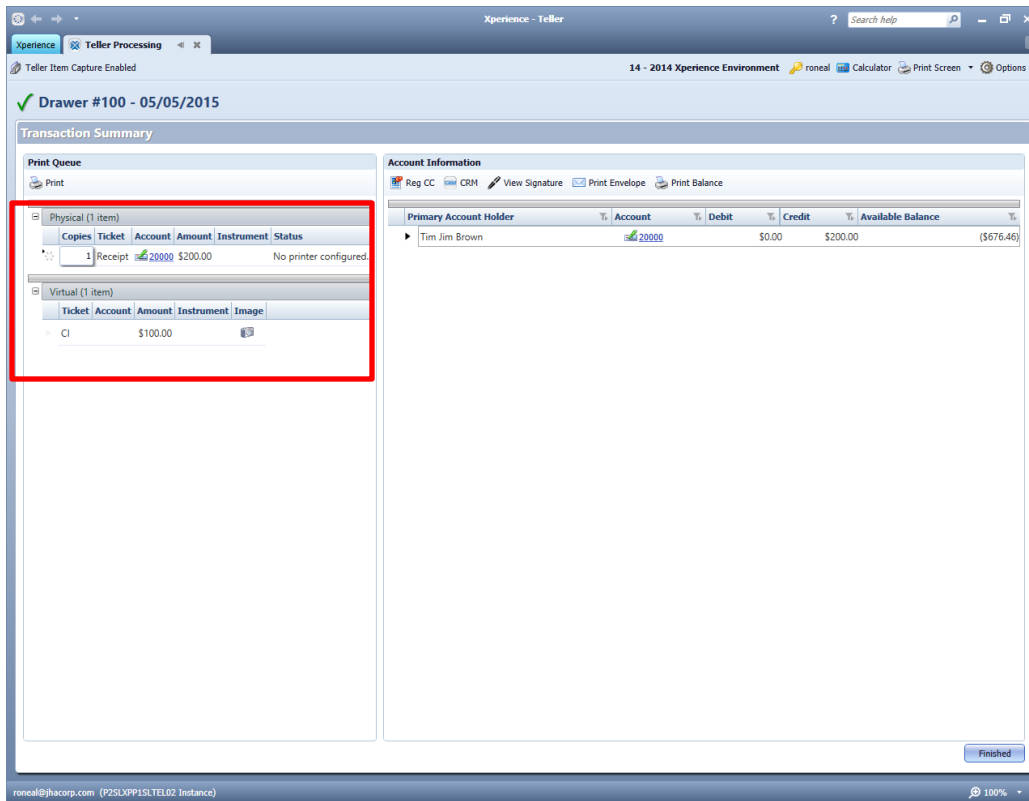
What's New

- 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.



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.



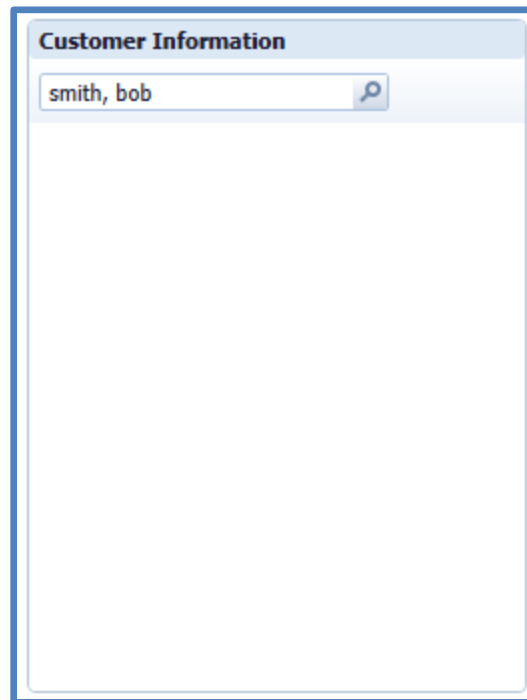
What's New

- 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.

Customer Information

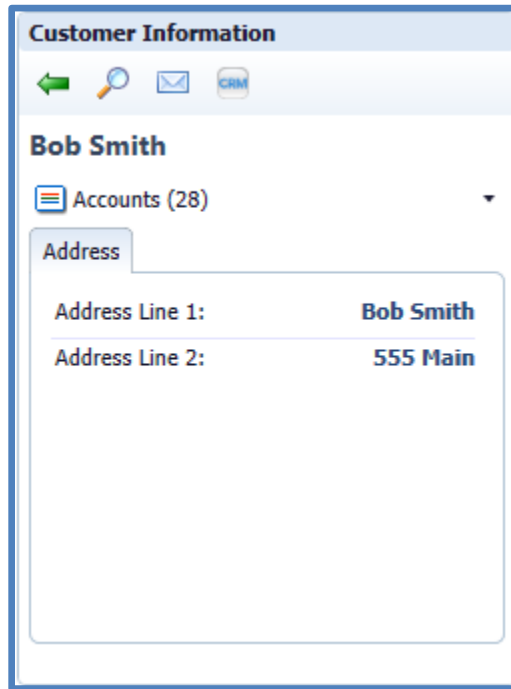
The *Customer Information* panel allows you to search for a customer prior to and within a transaction. To search for a customer, enter *last name, first name* and select the search button.

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

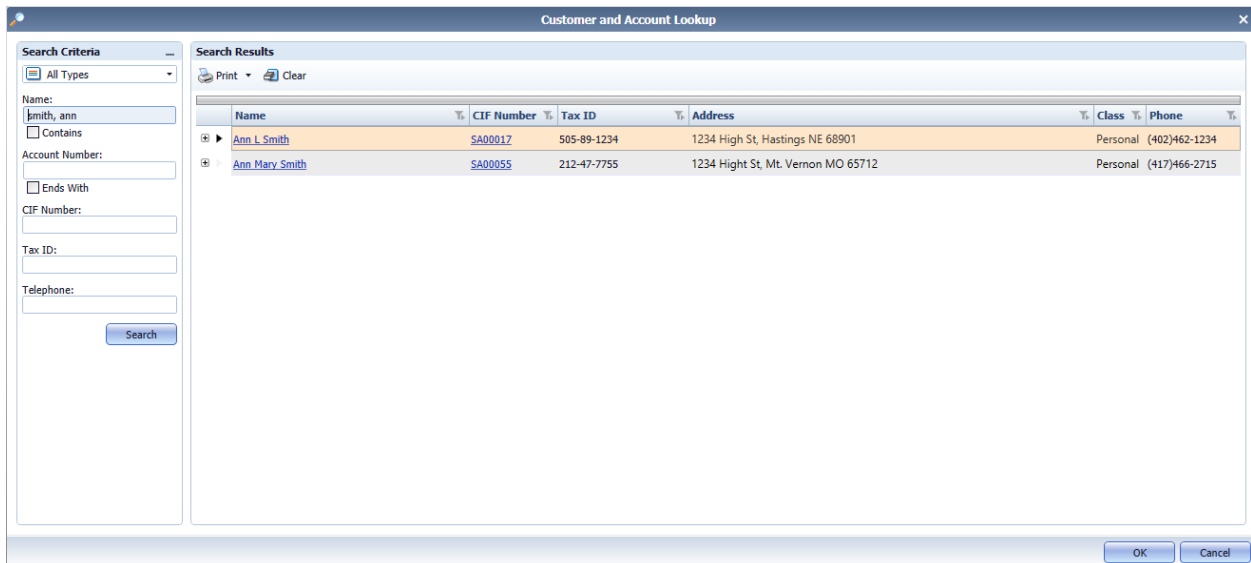


The image shows a screenshot of a software interface titled "Customer Information". At the top, there is a search input field containing the text "smith, bob" and a magnifying glass icon to its right. Below the search field is a large, empty white rectangular area, which is likely a placeholder for search results.

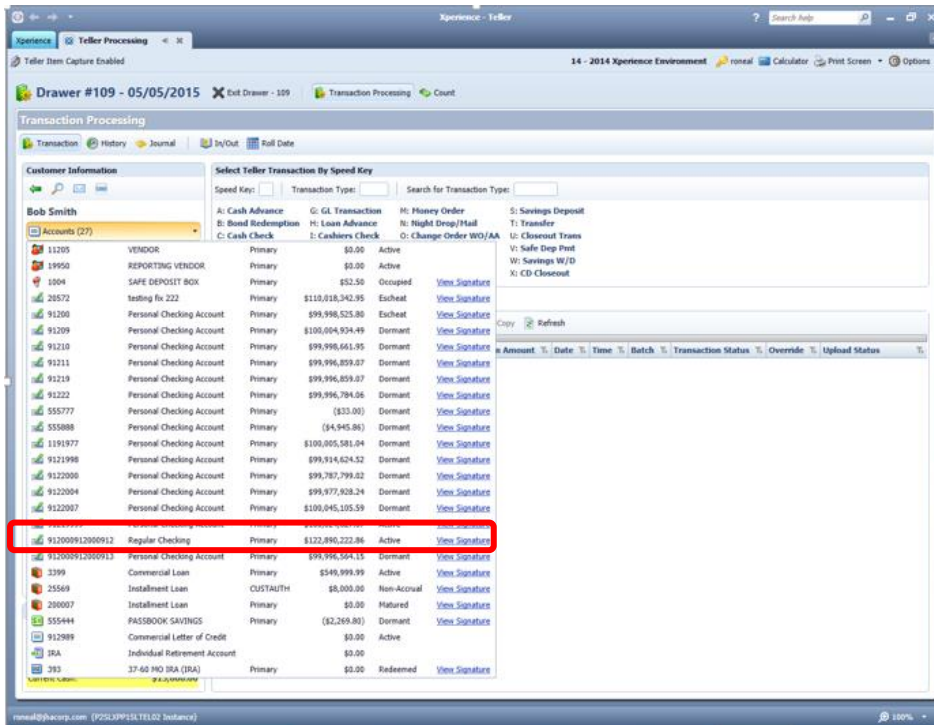
- View a list of the customer's accounts by clicking the drop-down arrow to the right of the accounts.



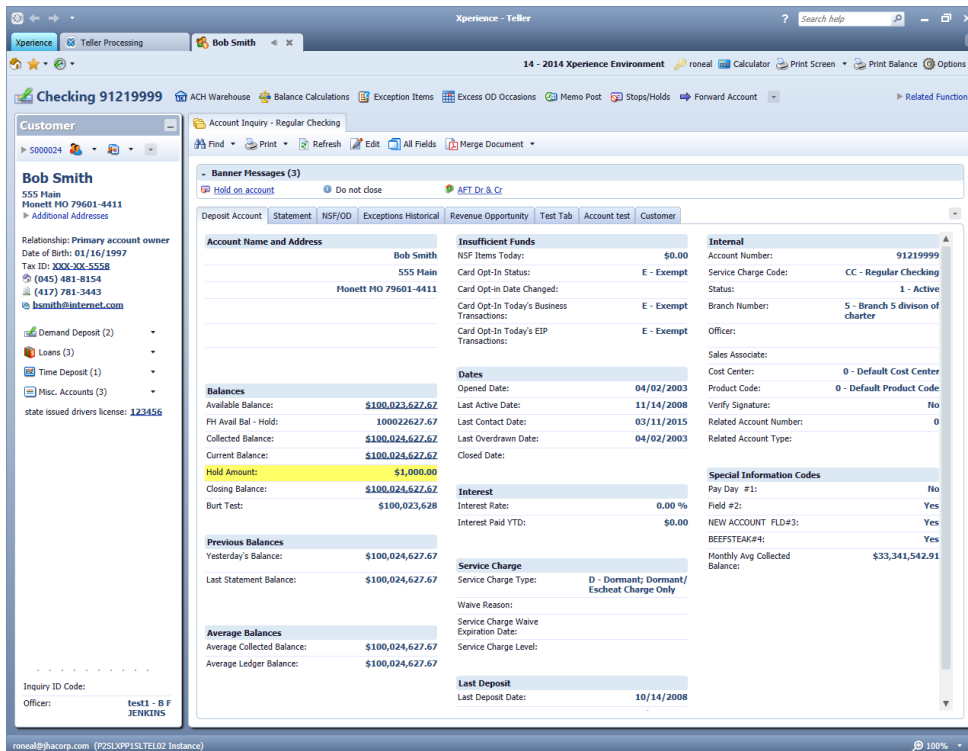
Note: If there is not an exact match based on the search criteria entered, you are given a list of potential matches.



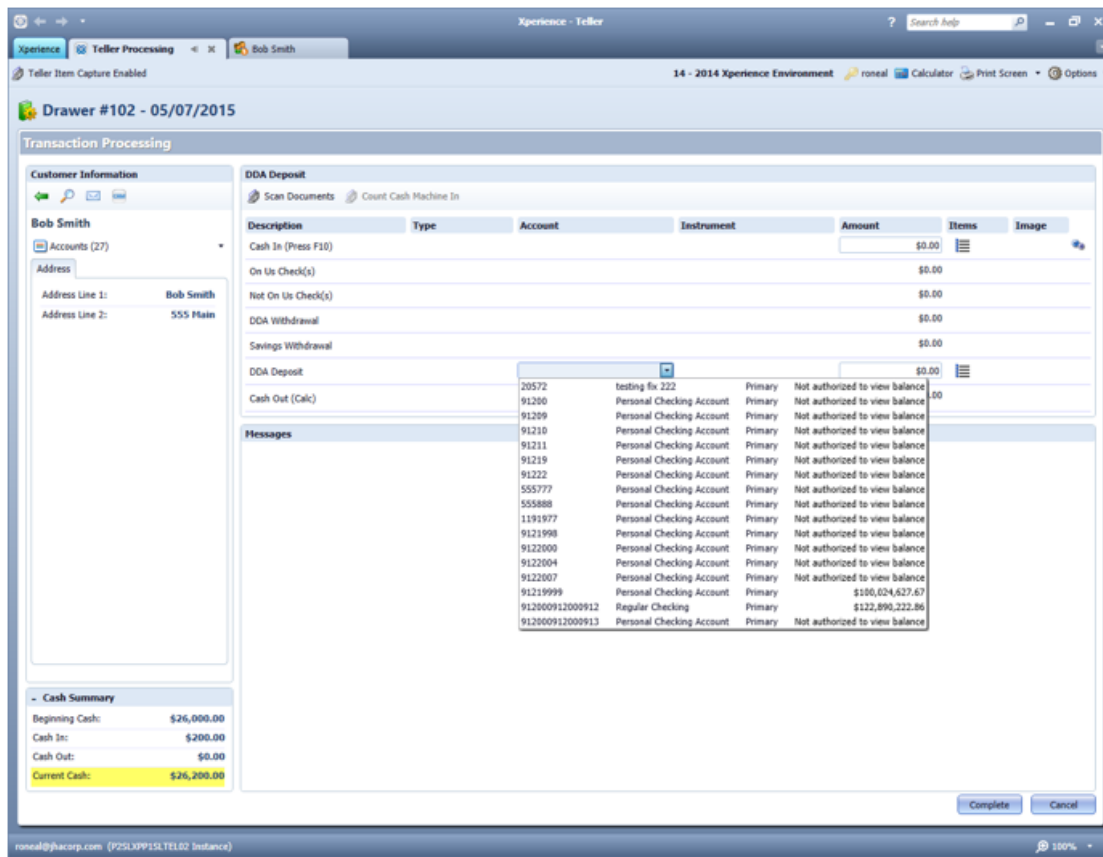
- You can view the customer accounts, balances, product type, and signature.



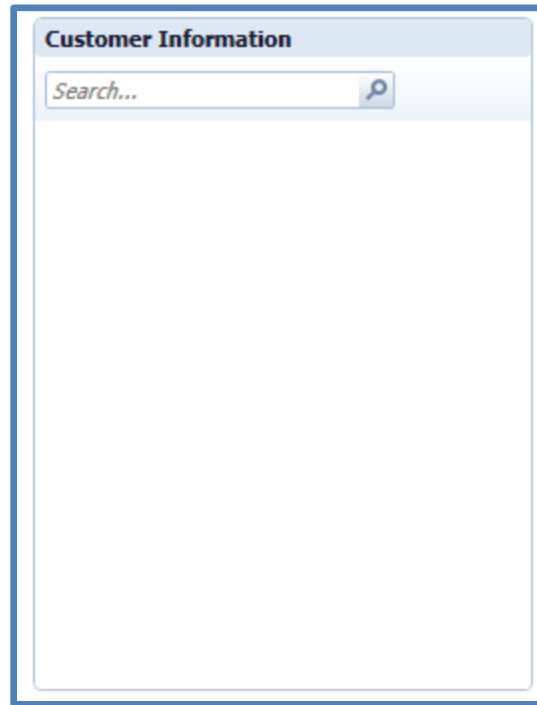
- When you select an account, an account inquiry tab for that account appears.



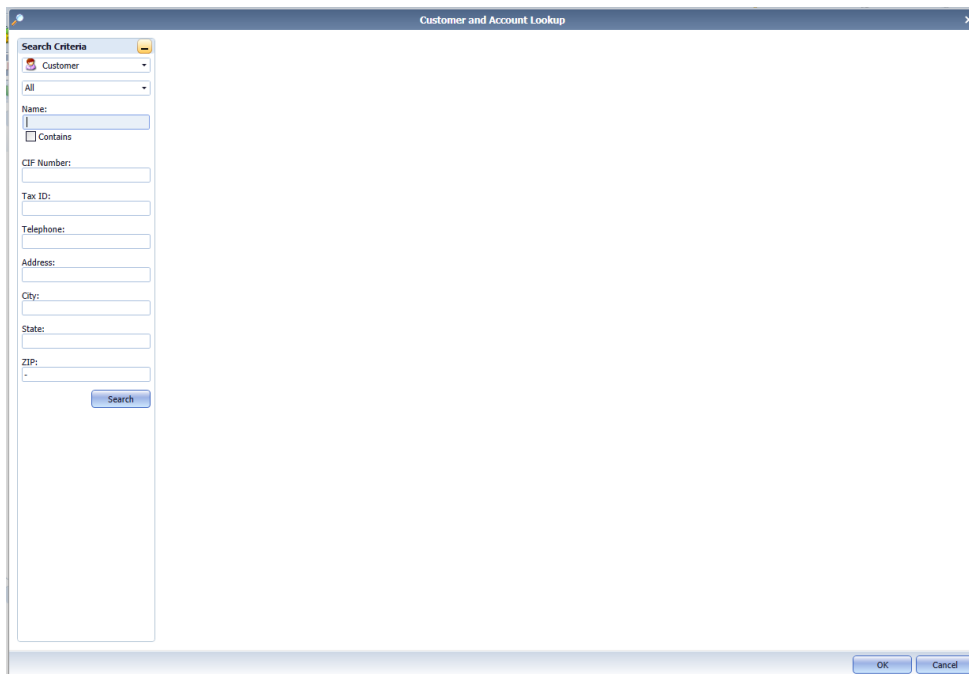
- If you select a customer prior to running a transaction, the accounts for the customer appear in a drop-down box within the transaction.



- 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.



Cashier's Check Transaction

Drawer #100 - 05/15/2015

Transaction Processing

Customer Information
Search...

Cashiers Check
Scan Documents Count Cash Machine In

Description	Type	Account	Instrument	Amount	Items	Image
Cash In (Press F10)				\$500.00		
On Us Check				\$0.00		
Not On Us Check				\$0.00		
DDA Withdrawal				\$0.00		
Savings Withdrawal				\$0.00		
Cashiers Check				\$500.00		
Fee			CASHIERS CHECK FEE	\$0.00		
Cash Out (Calc.)				\$0.00		

Messages

Cash Summary

Beginning Cash:	\$15,000.00
Cash In:	\$77,170.00
Cash Out:	\$225.00
Current Cash:	\$91,945.00

You are OVER your cash drawer LIMIT. SELL MONEY!

Complete Cancel

Drawer #100 - 05/15/2015

Transaction Processing

Customer Information
Search...

Policy Exceptions

Overrides All Messages

Teller Overrides

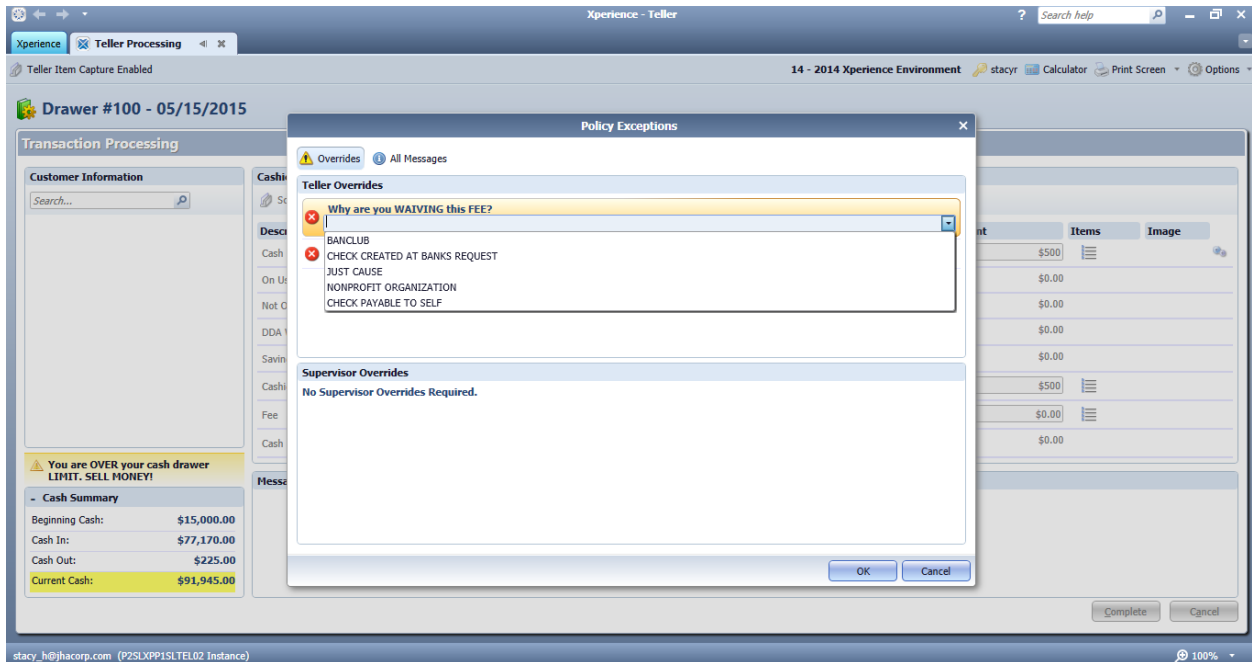
- Why are you WAIVING this FEE?
- You are OVER your cash drawer LIMIT. SELL MONEY!

Supervisor Overrides

No Supervisor Overrides Required.

OK Cancel

Complete Cancel



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.

Cashiers Check - CASHIERS CHECK (1 of 1)

Add Transactor OFAC

Vertex Main Office
101 MAIN STREET
BIRMINGHAM AL 23232

Date: 05/15/2015

Pay To The Order Of

Address Line 1

Address Line 2

Address Line 3

\$500.00

EXACTLY ****500 AND 00/100 DOLLARS

DOLLARS

Comment

Remitter

Remitter Name

Address Line 1

Address Line 2

Address Line 3

Is Customer: No

Check Information

Check Amount: \$500.00

Check Fee: \$0.00

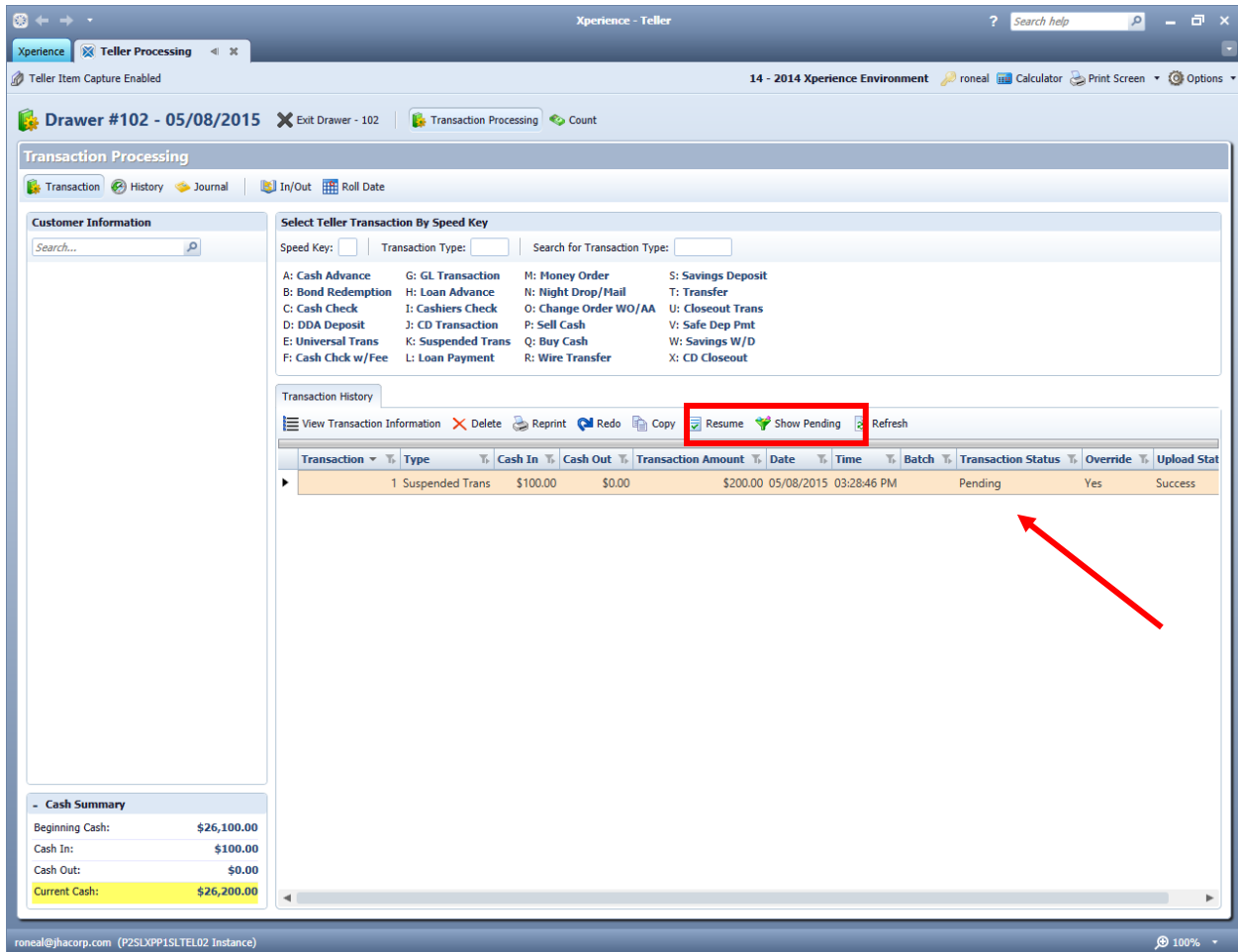
Waive Fee Reason:

Print Skip

What's New

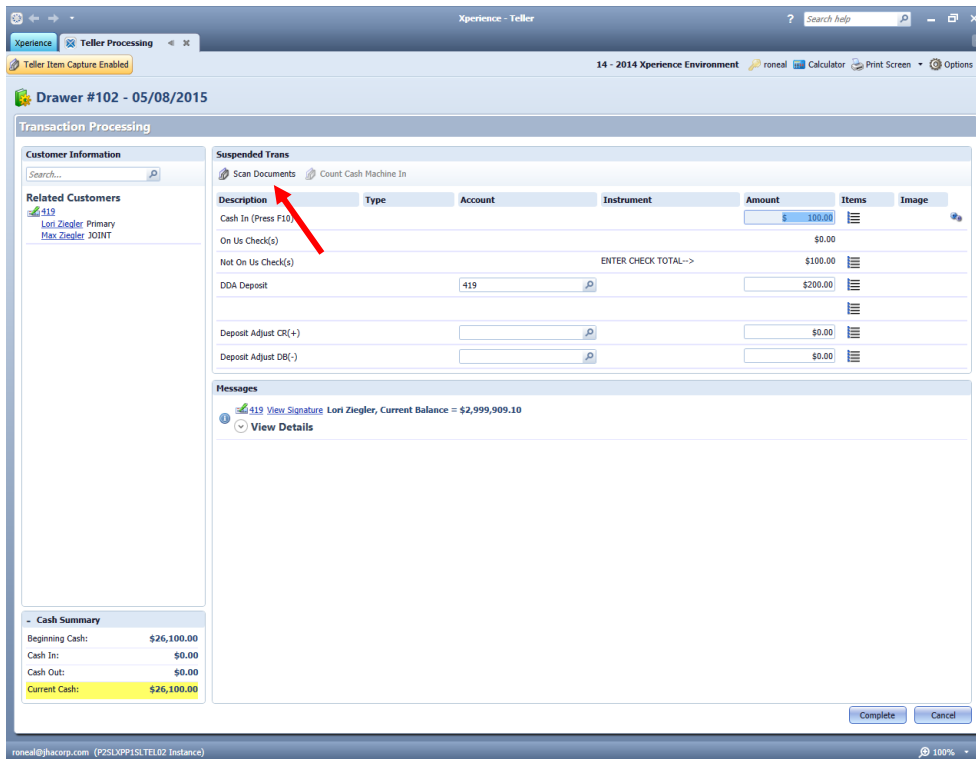
- Enter the **Pay to the Order Of** text manually, or choose the magnifying glass to use the customer search to locate the customer.
- Enter the **Remitter** information manually or select it by using the customer search.
- Use the **Skip** button if you make an error you do not need to print the check.

Suspended Transaction

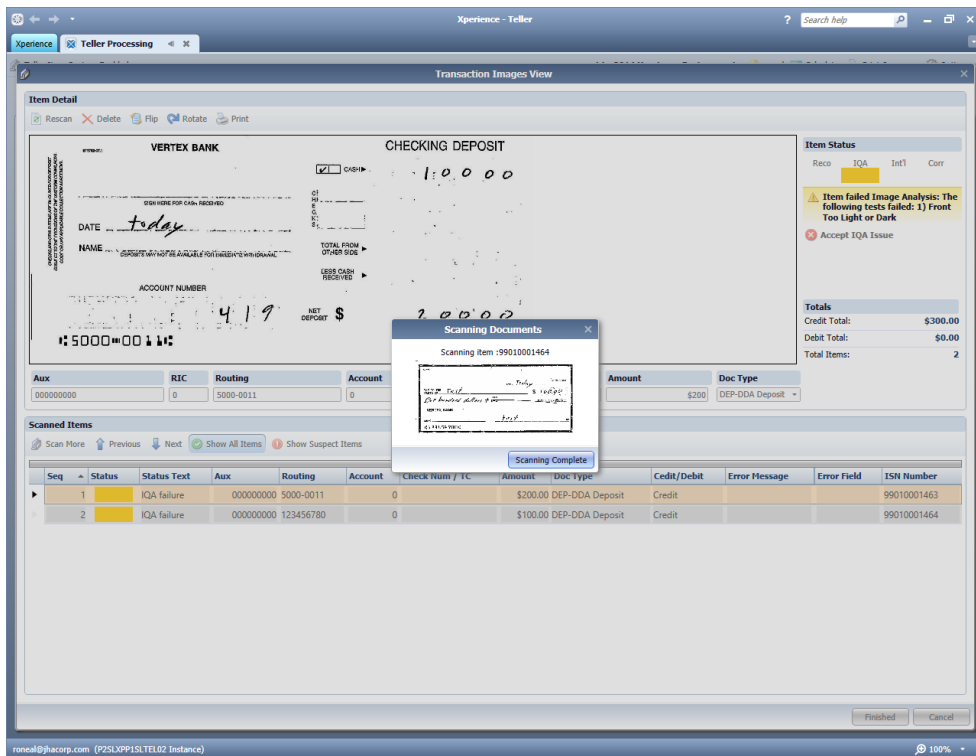


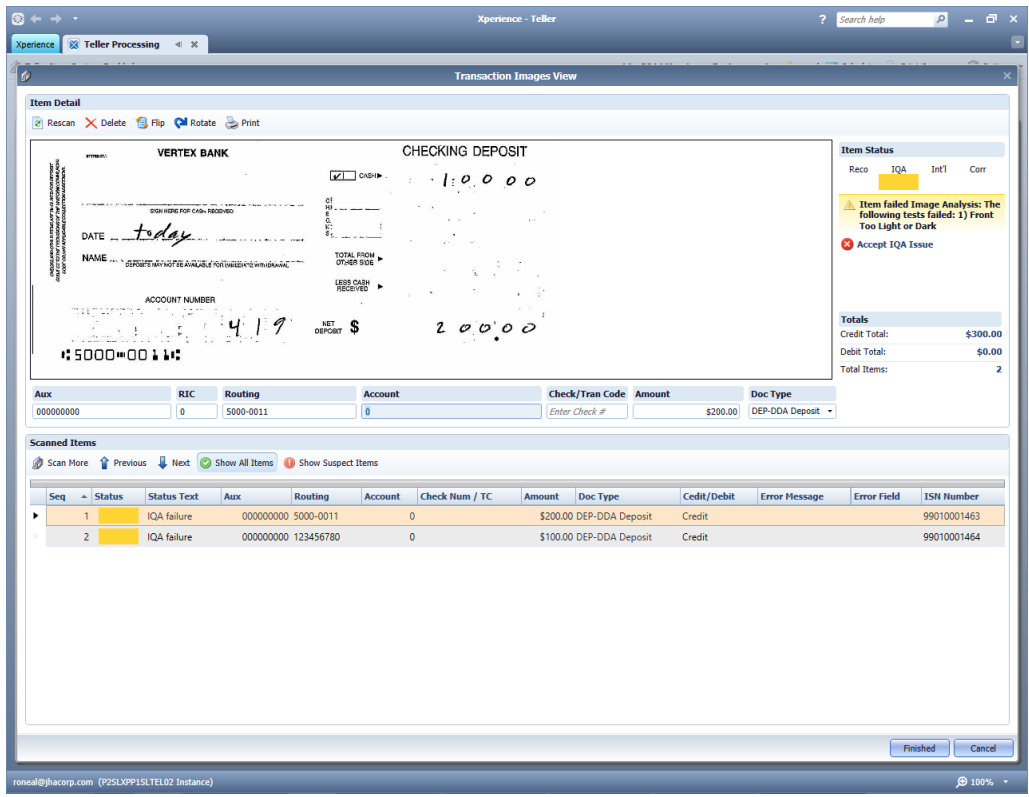
What's New

- 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**.

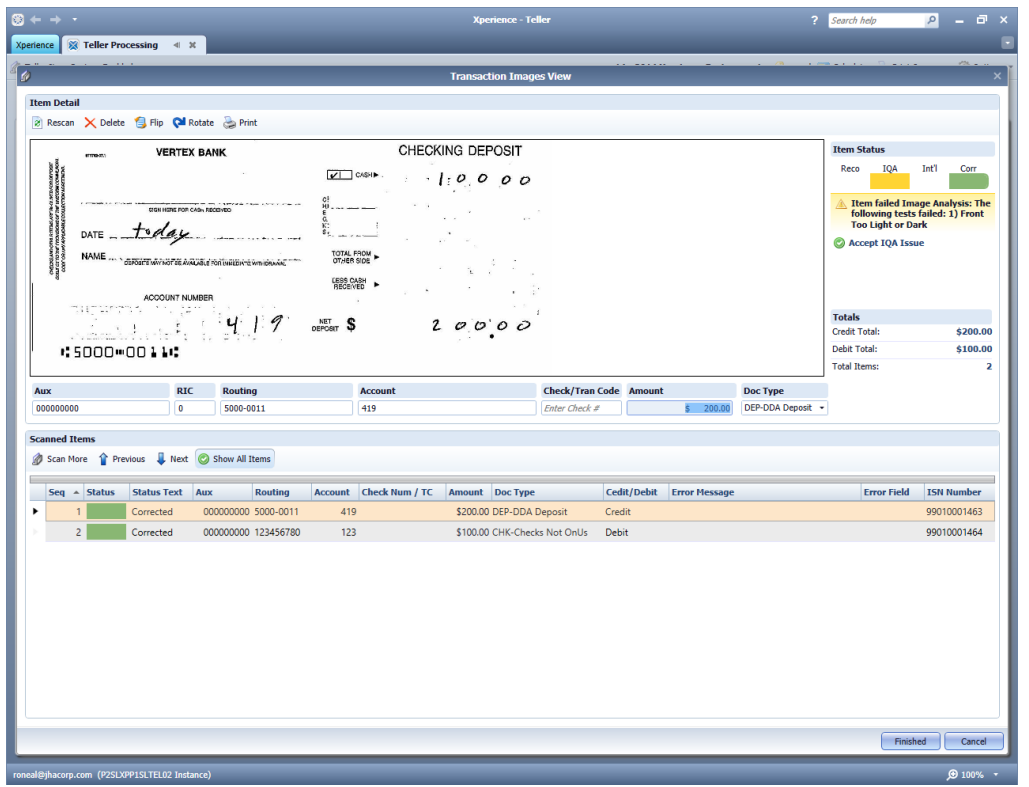


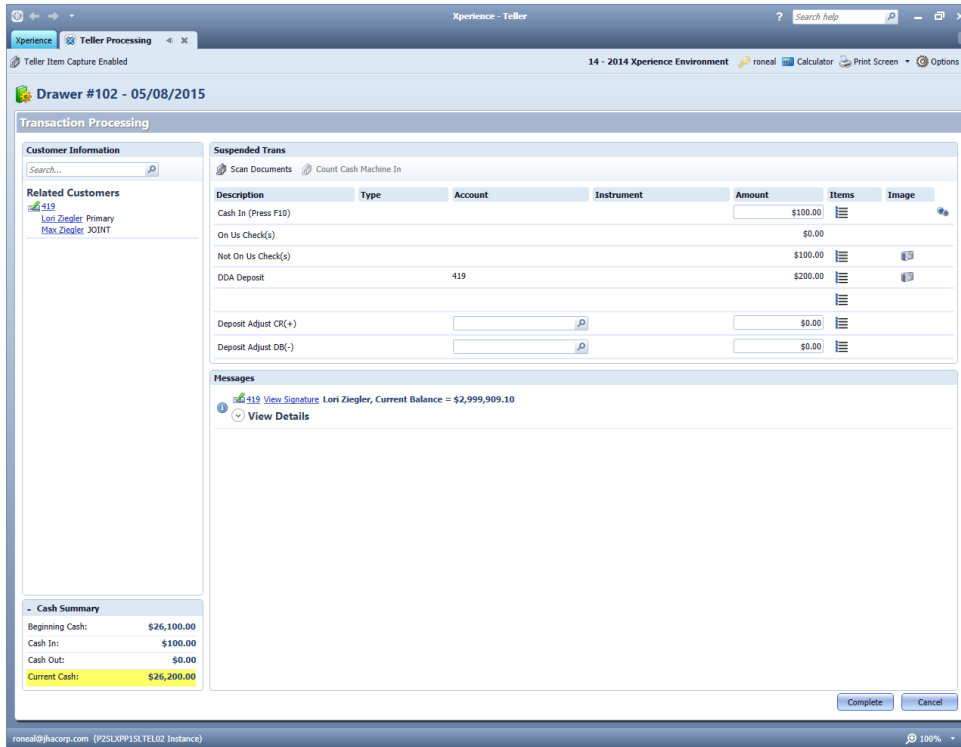
- Place the deposit ticket and the checks in the scanner, and then click **Scan Docs.**



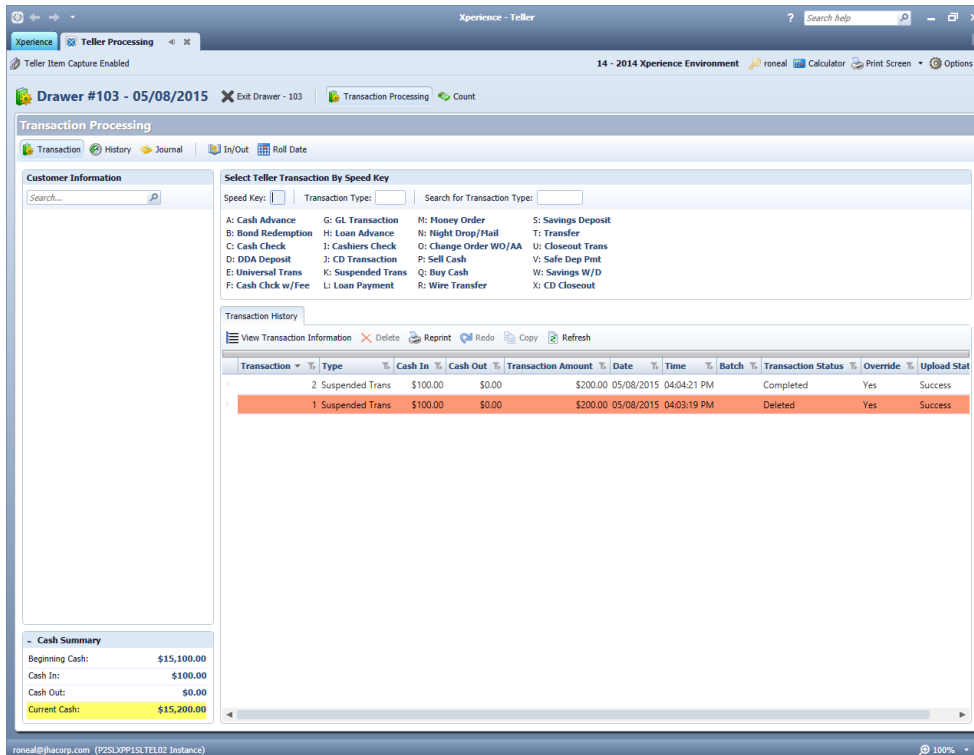


- Make any changes necessary and click **Finished**.





- 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.

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.

The screenshot shows the 'Transaction Summary' window. On the left, there is a 'Print Queue' section with a 'Print' button and two transaction items: a physical receipt for \$1,000.00 and a virtual DDA deposit for \$1,000.00. On the right, the 'Account Information' section shows a table with columns for Primary Account Holder, Account, Debit, Credit, and Available Balance. The account for Dara Merritt (3555) is highlighted, showing a credit of \$1,000.00 and an available balance of \$0.00. At the top of the Account Information section, there are buttons for 'Reg CC', 'CRM', 'View Signature', 'Print Envelope', and 'Print Balance'.

The screenshot shows the 'Reg CC Hold Information' window. At the top, it displays the account number '3555' and the amount '\$1,000.00'. The window is divided into three main sections: 'Customer', 'Transaction Information', and 'Reasons'.
 - **Customer:** Dara Merritt (Primary). Fields include Name, Address Line 1 (6581 FARM RD 52), Address Line 2, City (AURORA), State (MO), and Zip (642620000).
 - **Transaction Information:** Date of Deposit: 05/06/2015, Amount of Deposit: \$1,000.00, and a field for Check Description.
 - **Reasons:** A list of checkboxes for reasons such as 'Case by Case Hold', 'A check you deposited was previously returned unpaid', 'You've overdrawn your account repeatedly in the last 6 mths', 'The checks you deposited on this day exceed \$5000.00', 'An emergency such as a failure in computer equip. occurred', 'We believe the check won't be paid for the following reasons' (with sub-reasons like 'We received notice that the check is being returned Unpaid', 'We have information that indicates the check may not be paid', etc.), and 'We've been notified that the check has been lost or damaged'.
 Below these sections is a 'Holds' table with columns for Amount, Days, and Date Available. One hold is listed with an amount of \$0.00, 0 days, and a date available of 5/6/2015. The total hold amount is \$0.00. An 'Other:' field is at the bottom right.

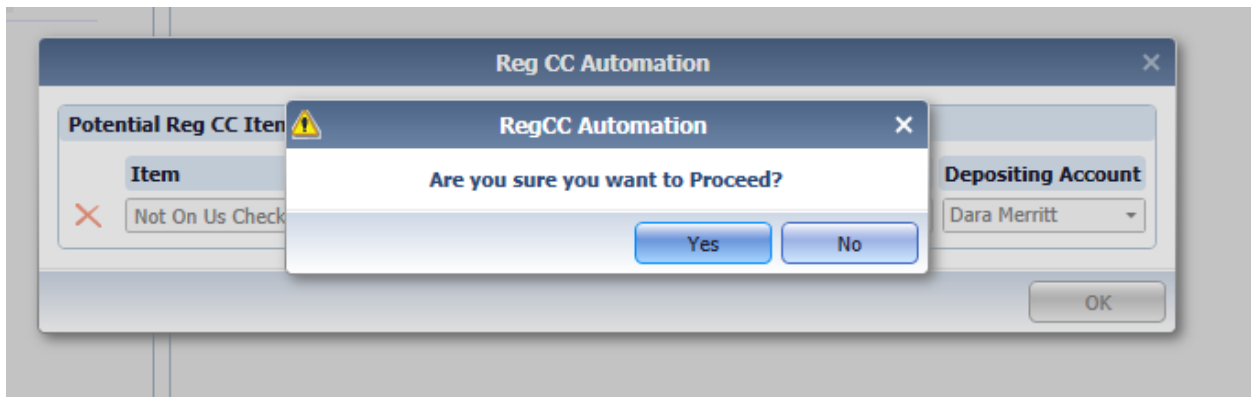
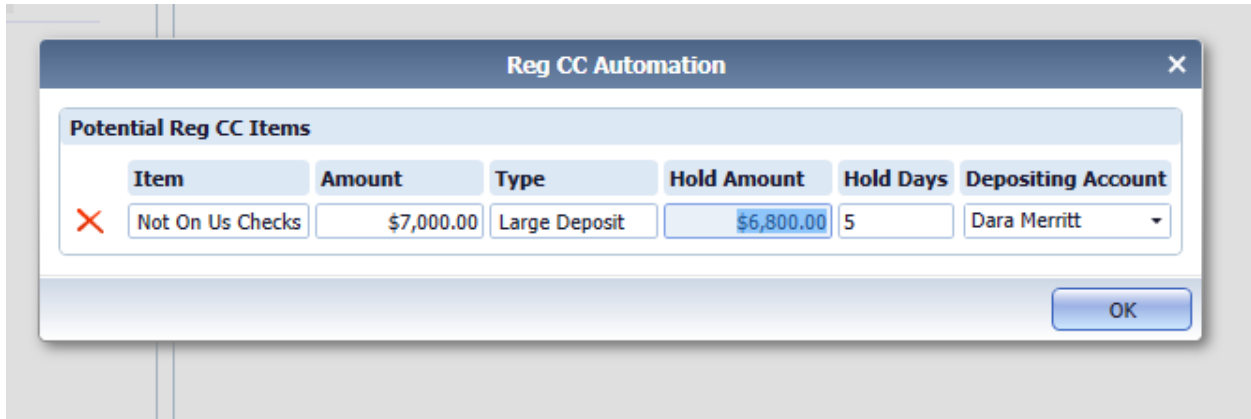
What's New

- 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.

Reg. CC Form (Automated)

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



Reg CC

Hold Information

3555 \$7,000.00

Customer		Transaction Information		Reasons
Dara Merritt (Primary)		3555		<input checked="" type="checkbox"/> The checks you deposited on this day exceed \$5,000.00
Name:	Dara Merritt	Date of Deposit:	05/06/2015	
Address Line 1:	6581 FARM RD 52	Amount of Deposit:	\$7,000.00	
Address Line 2:		Check Description:		
City:	AURORA			
State:	MO			
Zip:	642620000			

Holds		
Amount	Days	Date Available
✗ \$4,800.00	2	5/8/2015
✗ \$2,000.00	5	5/13/2015
✗ \$0.00	0	5/6/2015

Total Hold Amount: \$6,800.00

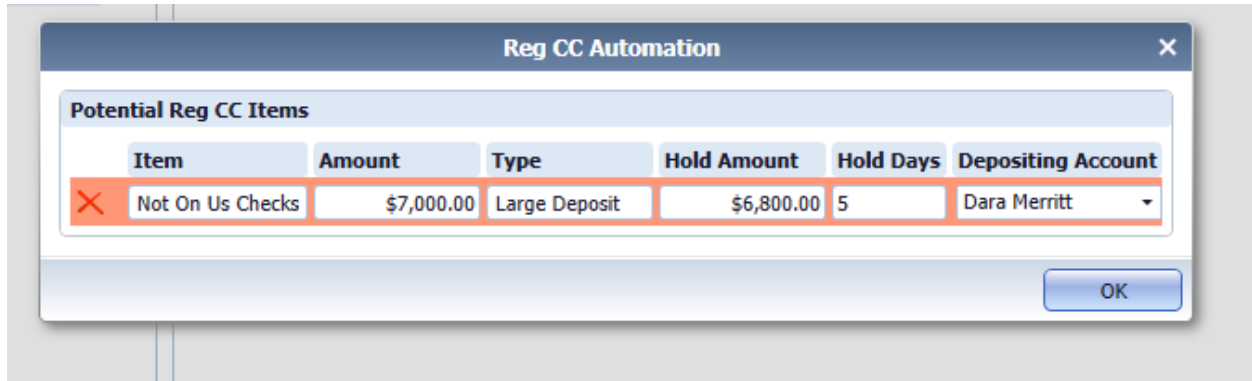
Other:

OK Cancel

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.

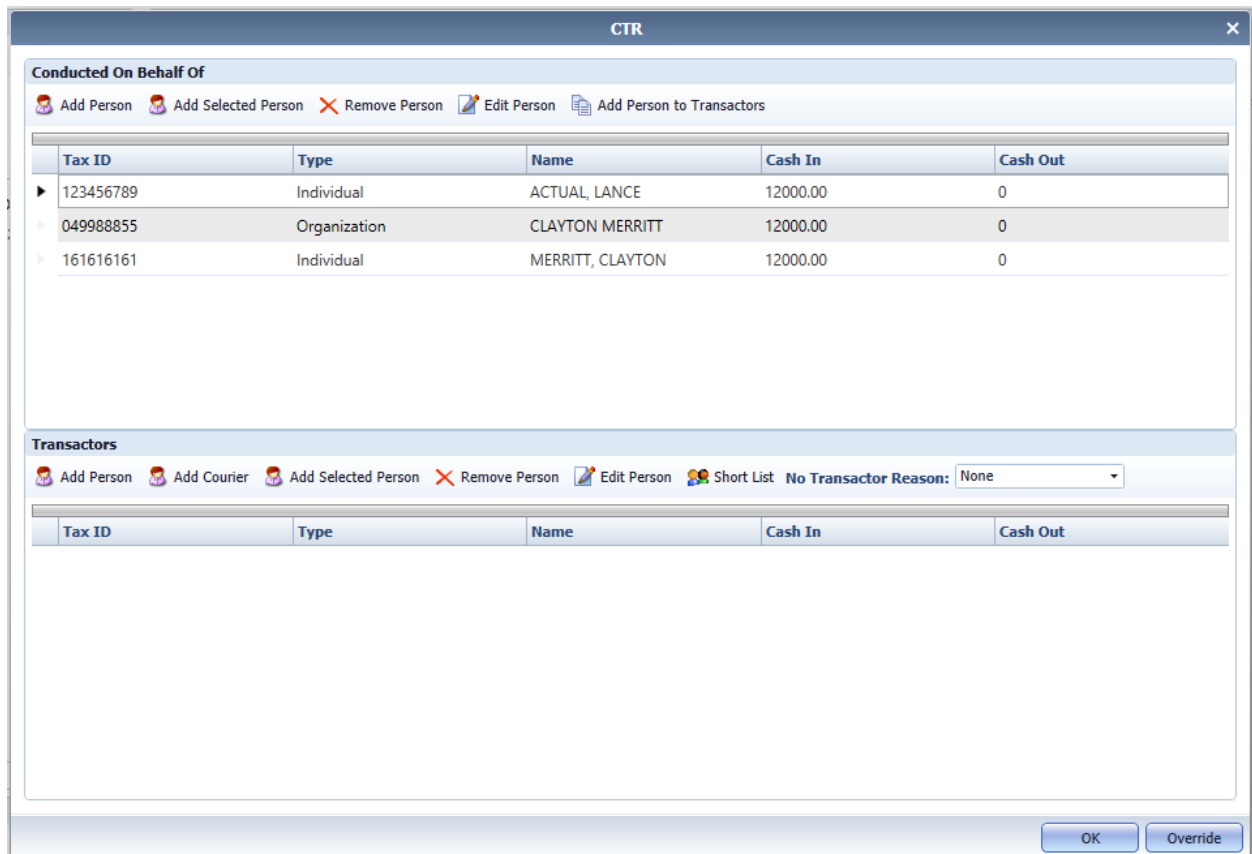
Reg CC Automation Waive



What's New

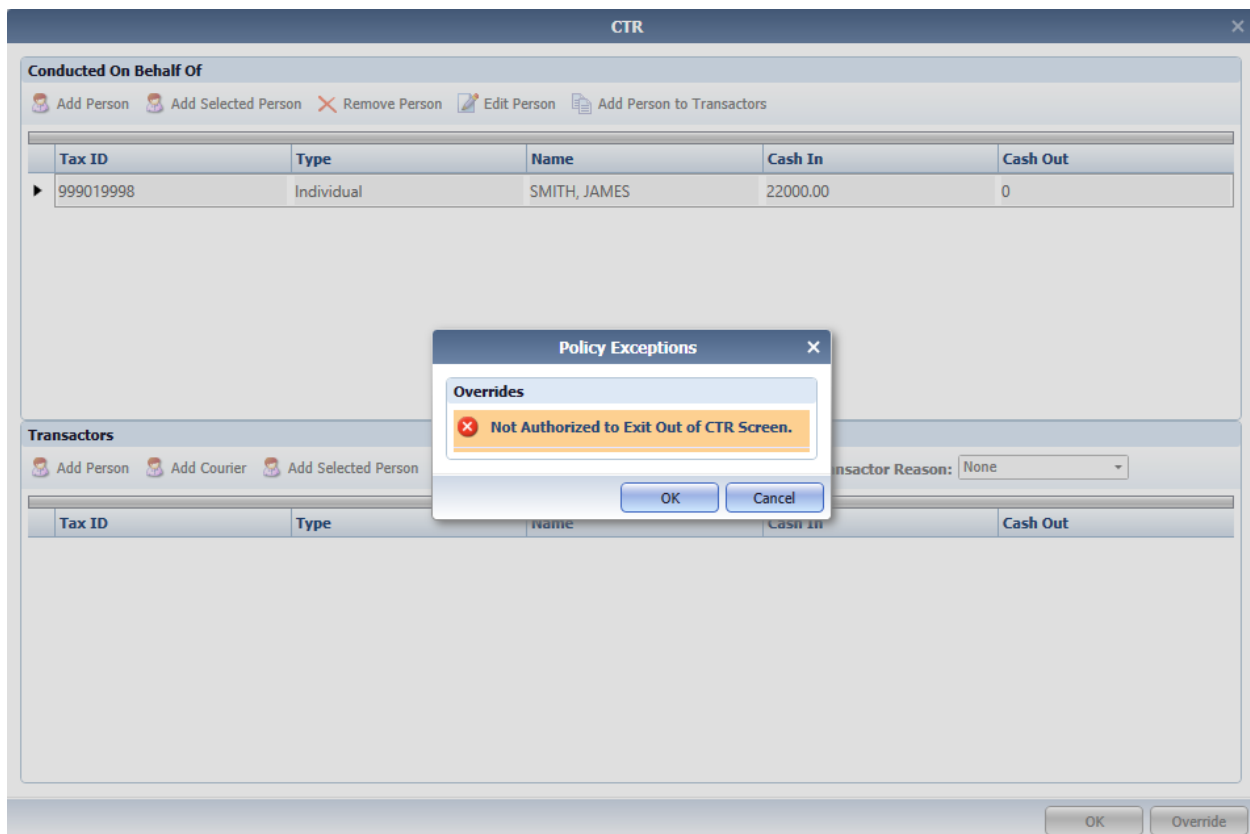
- When waiving a recommended Reg CC hold, select the red X to waive.

Currency Transaction Reporting (CTR)



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

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**.



Teller Capture (NICE)

Select Teller Transaction By Speed Key

Speed Key: Transaction Type: Search for Transaction Type:

B: Bond Redemption H: Loan Advance Q: Buy Cash
 C: Cash Check I: Cashiers Check R: CD Transaction
 D: DDA Deposit J: Suspended Trans S: Savings Deposit
 E: Universal Trans L: Loan Payment T: Transfer
 F: Cash Chck w/Fee N: Mail W: Withdrawal
 G: GL Transaction P: Sell Cash

Transaction History

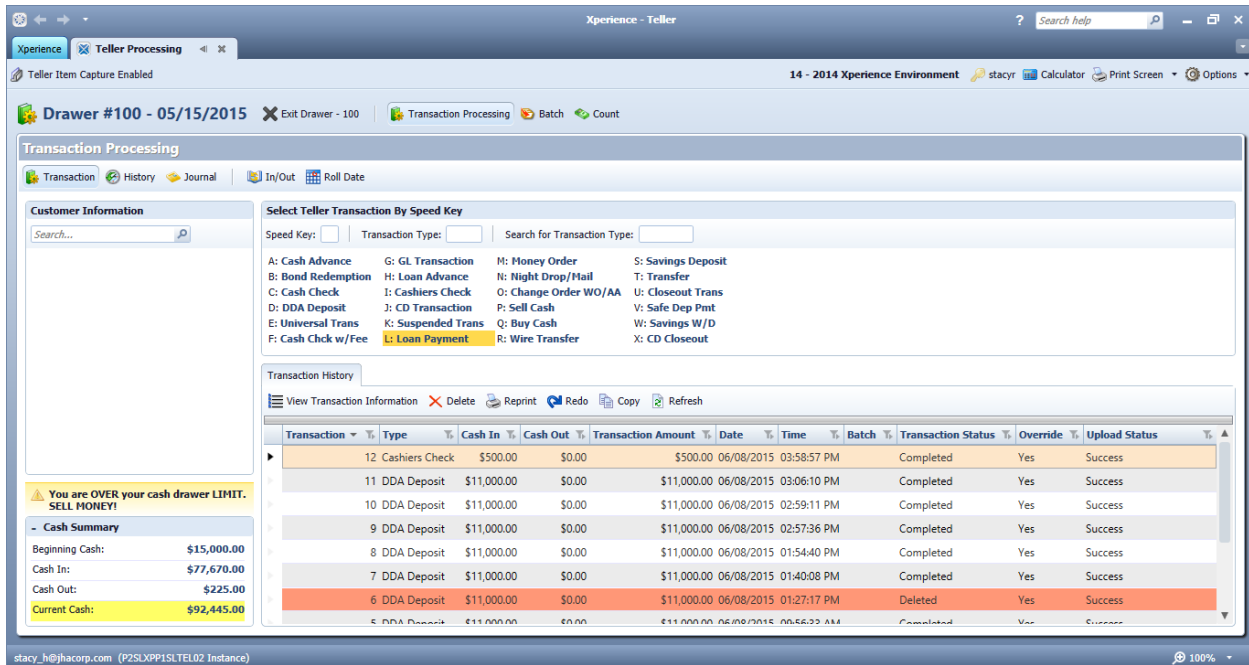
View Transaction Information Delete Reprint Redo Copy Show Pending Refresh

Transaction	Type	Cash In	Cash Out	Transaction Amount	Date	Time	Batch	Transaction Status	Override	Upload Status	X937 Sent Status
3	Suspended Trans	\$300.00	\$0.00	\$300.00	03/27/2018	05:28:39 PM		Pending	Yes	Success	Not Applicable
2	DDA Deposit	\$200.00	\$0.00	\$200.00	03/27/2018	05:22:53 PM		Completed	Yes	Success	Not Sent
1	DDA Deposit	\$100.00	\$0.00	\$100.00	03/27/2018	05:21:07 PM		Completed	Yes	Success	Sent

What's New

- Upload Status – This Column 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 exits a drawer, all transactions will automatically.
- X937 Sent Status - This Column 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.

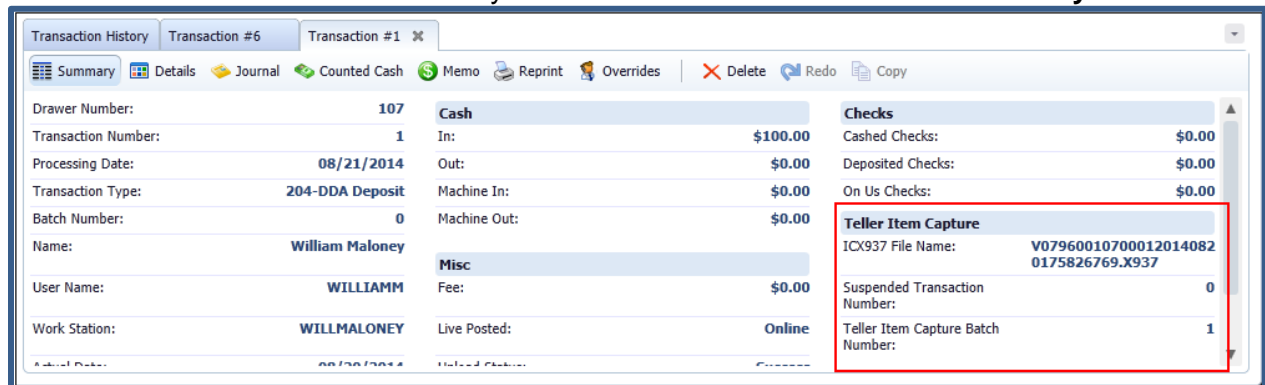
Transaction History



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.

Details

Description	Type	Account	Instrument	Amount	Items	Image
Cash In (Press F10)		1		\$500.00		
On Us Check				\$0.00		
Not On Us Check				\$0.00		
DDA Withdrawal				\$0.00		
Savings Withdrawal				\$0.00		
Cashiers Check				\$500.00		

What's New

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

Journal

Search Text:

Transaction:

TOTAL 500.00

----- 12 -----

15:58:57 Cashiers Check 5/15/2015

Cash In: 500.00

Cash Out: 0.00

500.00 Cash In (Press F10)

Account: 1 C

500.00 Cashiers Check

0.00 Fee

Account: 0 G

Instrmt: CASHIERS CHECK FEE

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

Cash In: \$500.00 Cash Out: \$0.00

Description	A/A Item	Cash In	A/A Item	Cash Out
▶ Hundreds.....	100	\$500.00		

Memo

Transaction History Transaction #11

Summary Details Journal Counted Cash Memo Reprint Overrides

Drawer Number: 100 Transaction Number: 11 Date: 05/15/2015

Account Number	Status	Transaction Disposition	Current Balance	Available Balance	Collected Balance	Posted	Deleted
4		Posted Credit	\$0.00	\$11,000.00	\$0.00	06/08/2015	

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

Transaction History Transaction #11

Summary Details Journal Counted Cash Memo Reprint Overrides

Print Queue

Print

Physical (3 items)

Copies	Ticket	Account	Amount	Instrument	Status
0	Cash In Ticket		\$11,000.00		No printer configured.
1	Receipt	4	\$11,000.00		No printer configured.
0	DDA Deposit	4	\$11,000.00		No printer configured.

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

Overrides

Transaction History Transaction #11

Summary Details Journal Counted Cash Memo Reprint Overrides

Policy	Account	Amount	Instrument	User	Authorizing User	Viewed Details
Dormant Account	4	\$0.00		SR (STACYR)	SR (STACYR)	
Memo Post Credits	4	\$0.00		SR (STACYR)	SR (STACYR)	
Excess Drawer Cash		\$91,945.00		SR (STACYR)	SR (STACYR)	

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

Transaction History Transaction #2

Summary Details Journal Counted Cash Memo Reprint Overrides Delete Redo Copy

Drawer Number: 101 Cash

Transaction Number: 2 In: \$250.00 Checks

Processing Date: 08/31/2015 Out: \$100.00 Cashed Checks: \$0.00

Transaction Type: 204-DDA Deposit Machine In: \$0.00 Deposited Checks: \$0.00

Batch Number: 0 Machine Out: \$0.00 On Us Checks: \$0.00

Name: Robert O'Neal

User Name: roneal

Work Station: RUSTY-ONE-LAP

Actual Date: 08/31/2015

Actual Time: 12:05:41 PM

Misc Fee: \$0.00

Live Posted: Online

Upload Status: Success

Teller Item Capture

ICX937 File Name: V001400101000220150831120555509.X937

Suspended Transaction Number: 0

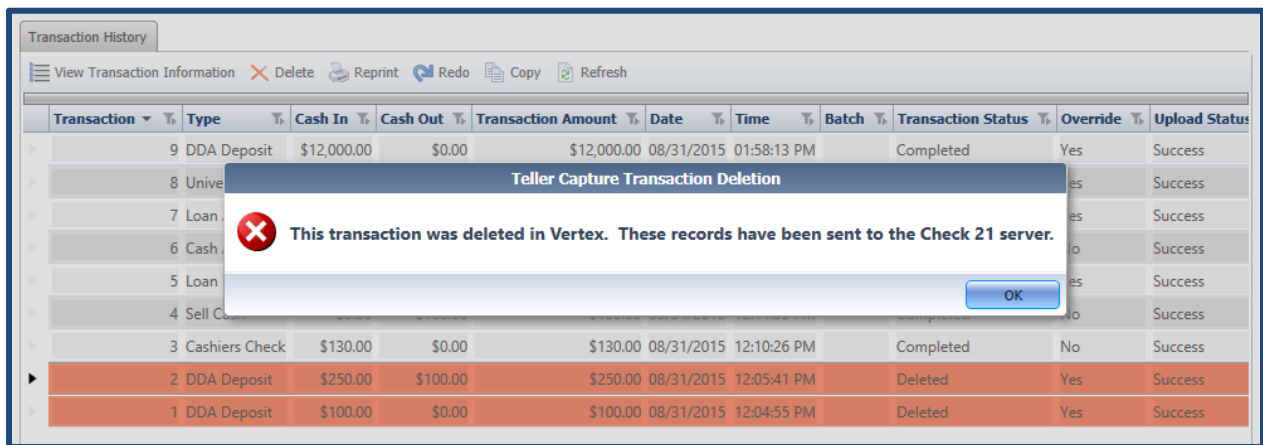
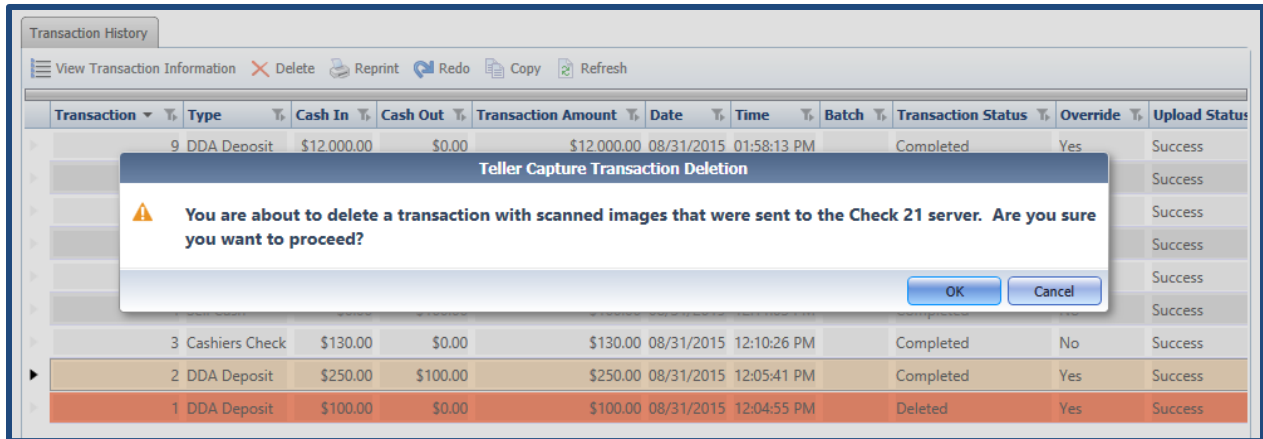
Teller Item Capture Batch Number: 2

Transaction History

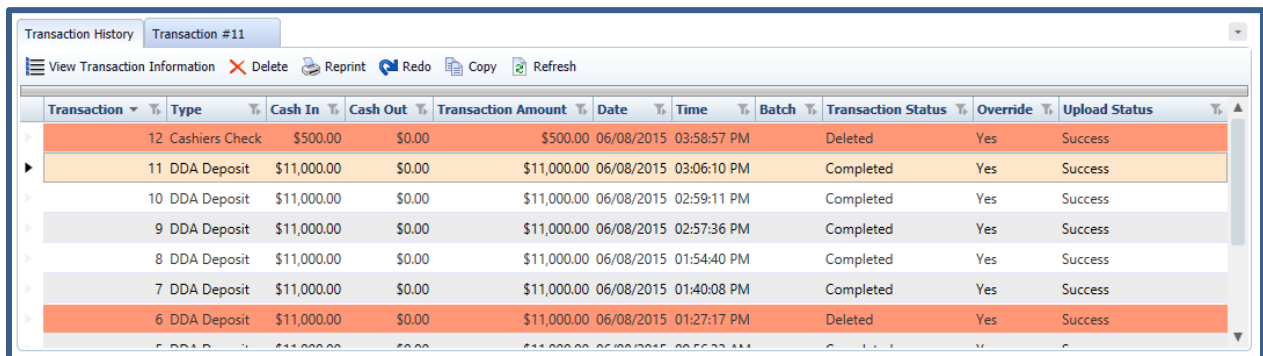
View Transaction Information Delete Reprint Redo Copy Show Pending Refresh

Transaction	Type	Cash In	Cash Out	Transaction Amount	Date	Time	Batch	Transaction Status	Override	Upload Status	X937 Sent Status
3	Suspended Trans	\$300.00	\$0.00	\$300.00	03/27/2018	05:28:39 PM		Pending	Yes	Success	Not Applicable
2	DDA Deposit	\$200.00	\$0.00	\$200.00	03/27/2018	05:22:53 PM		Completed	Yes	Success	Not Sent
1	DDA Deposit	\$100.00	\$0.00	\$100.00	03/27/2018	05:21:07 PM		Completed	Yes	Success	Sent

- 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.



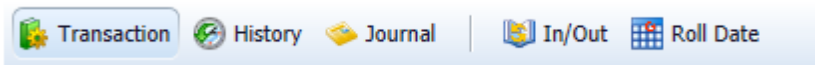
- If you delete a sent transaction, you will see the screens shown above.



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

Transaction Processing Toolbar

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



History

The screenshot shows the 'History' view of the Transaction Processing screen. It displays a table of transactions for Drawer #100 on 05/15/2015. The table includes columns for Drawer, Transaction, Type, Cash In, Cash Out, Transaction Amount, Date, Time, Batch, Transaction Status, Override, and Upload Status.

Drawer	Transaction	Type	Cash In	Cash Out	Transaction Amount	Date	Time	Batch	Transaction Status	Override	Upload Status
100	12	Cashiers Check	\$500.00	\$0.00	\$500.00	06/08/2015	03:58:57 PM		Deleted	Yes	Success
100	11	DDA Deposit	\$11,000.00	\$0.00	\$11,000.00	06/08/2015	03:06:10 PM		Completed	Yes	Success
100	10	DDA Deposit	\$11,000.00	\$0.00	\$11,000.00	06/08/2015	02:59:11 PM		Completed	Yes	Success
100	9	DDA Deposit	\$11,000.00	\$0.00	\$11,000.00	06/08/2015	02:57:36 PM		Completed	Yes	Success
100	8	DDA Deposit	\$11,000.00	\$0.00	\$11,000.00	06/08/2015	01:54:40 PM		Completed	Yes	Success
100	7	DDA Deposit	\$11,000.00	\$0.00	\$11,000.00	06/08/2015	01:40:08 PM		Completed	Yes	Success
100	6	DDA Deposit	\$11,000.00	\$0.00	\$11,000.00	06/08/2015	01:27:17 PM		Deleted	Yes	Success
100	5	DDA Deposit	\$11,000.00	\$0.00	\$11,000.00	06/08/2015	09:56:33 AM		Completed	Yes	Success
100	4	DDA Deposit	\$11,000.00	\$0.00	\$11,000.00	05/15/2015	09:30:48 AM		Completed	Yes	Success
100	3	DDA Deposit	\$0.00	\$0.00	\$7,000.00	05/15/2015	09:27:53 AM		Completed	Yes	Success
100	2	Cash Check	\$0.00	\$225.00	\$225.00	05/15/2015	09:14:41 AM	1	Completed	Yes	Success
100	1	DDA Deposit	\$170.00	\$0.00	\$170.00	05/15/2015	09:03:48 AM		Completed	Yes	Success

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

Search

The screenshot shows a 'Transaction Inquiry' window with a 'Defaults' tab. It contains several sections for defining search criteria:

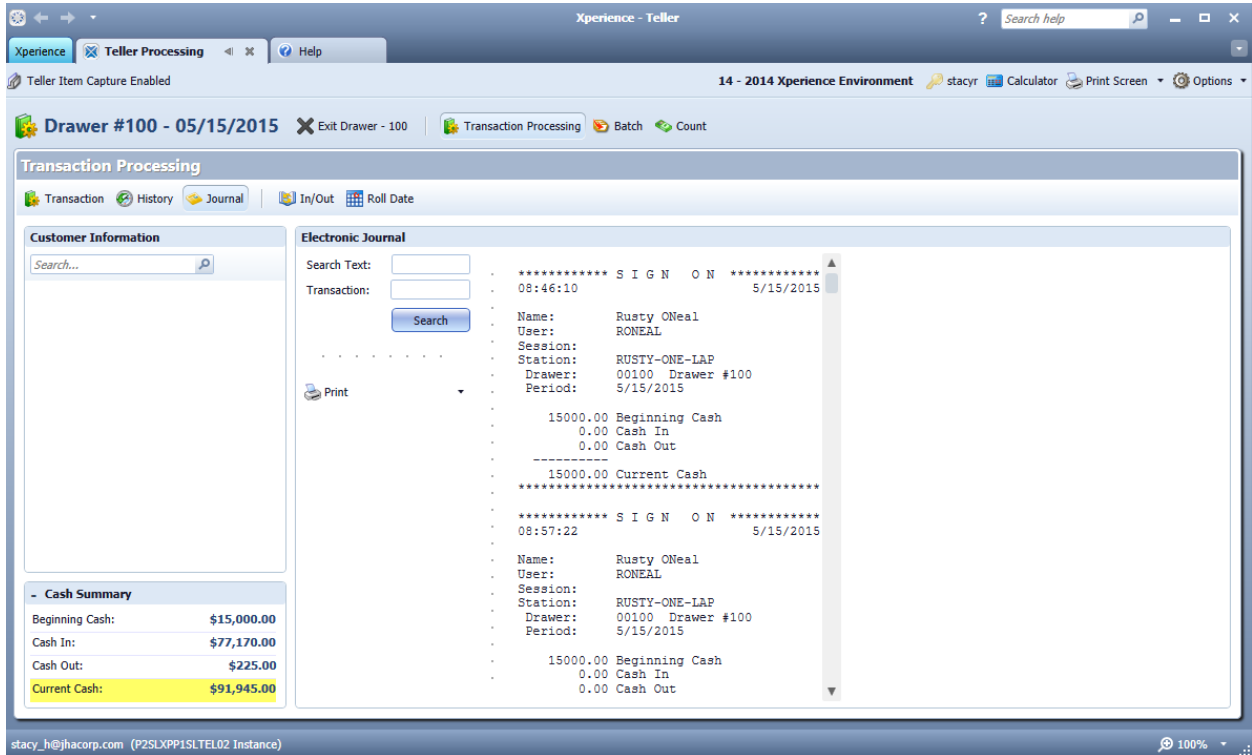
- Transaction Details:** Fields for Transaction Number (From: 0, To: 0), Transaction Amount (\$0.00), Cash In (\$0.00), Cash Out (\$0.00), and Line Item Amount (\$0.00). It also includes dropdowns for Filter Transaction Types (set to 'Teller Item Capture'), Transaction Type, Batch Number (0), Instrument, and Non-Cash Category.
- Drawer:** Fields for Drawer Number (From: 100, To: 100) and Processing Period (05/15/2015 to 05/15/2015). There is a checked checkbox for 'Include Deleted'.
- Customer Criteria:** Fields for Account Type, Account Number, Policy Exception, and User.

At the bottom right, there are 'Search' and 'Cancel' buttons. A red arrow points to the 'Filter Transaction Types' dropdown menu.

What's New

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

Journal



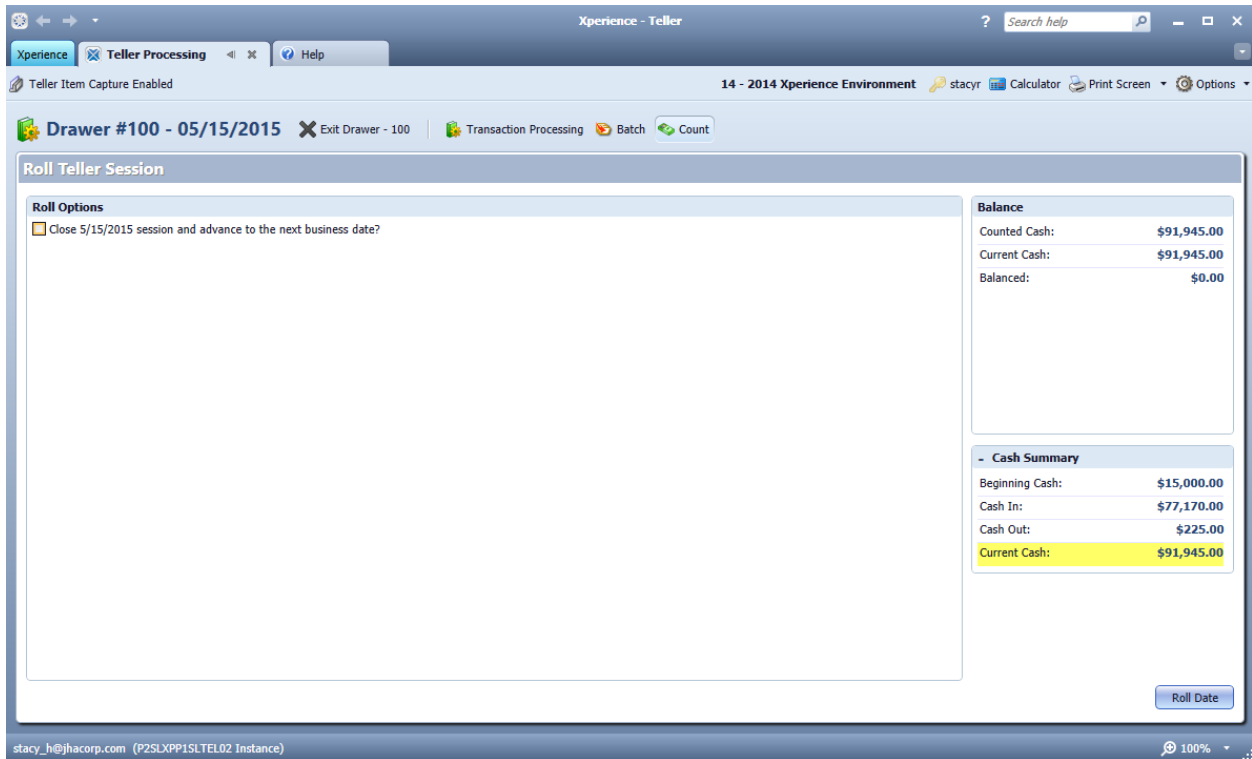
What's New

- 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.

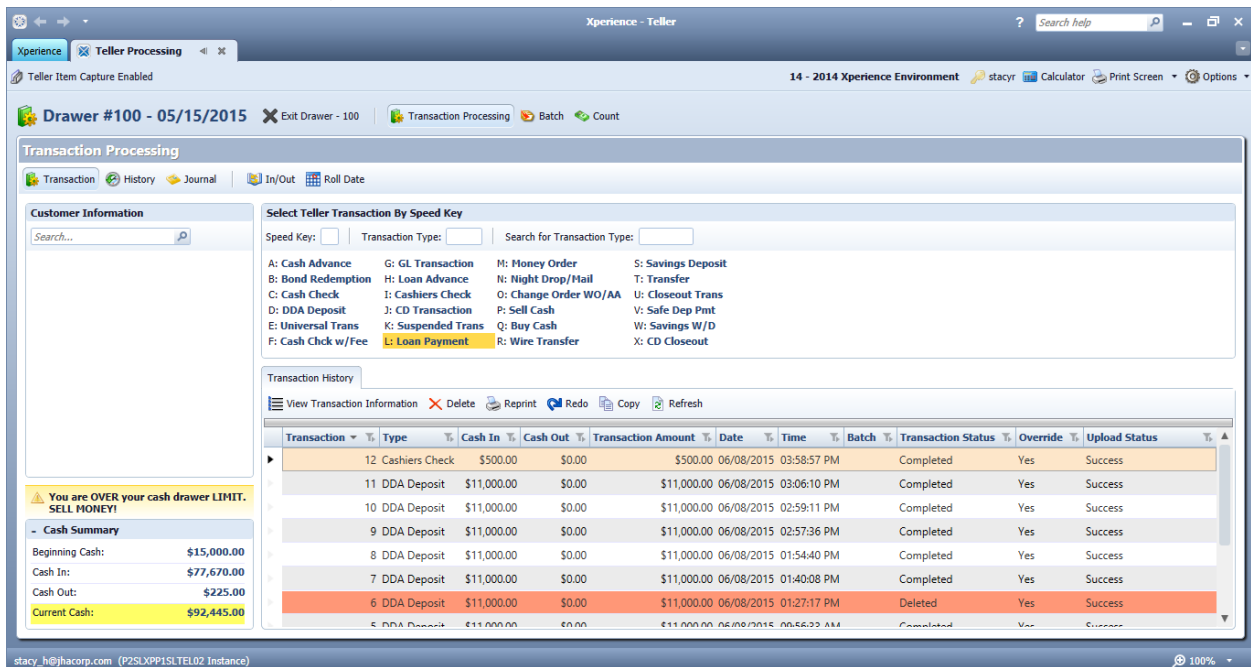
Roll Date



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**.

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.

Batch

Teller Capture users will not use the batch function.

Count

The screenshot displays the 'Count Cash In Drawer' interface. The 'Cash Compartments' table is as follows:

Compartment	Value	Options
Loose	\$15,000.00	Count Cash Clear Compartment
Strapped	\$0.00	Count Cash Clear Compartment

The 'Balance' section on the right shows the following values:

Counted Cash:	\$15,000.00
Current Cash:	\$91,945.00
Short:	(\$76,945.00)

The 'Cash Summary' section shows the following values:

Beginning Cash:	\$15,000.00
Cash In:	\$77,170.00
Cash Out:	\$225.00
Current Cash:	\$91,945.00

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.

Clearing Compartments

The screenshot displays the Xperience Teller interface. At the top, the window title is 'Xperience - Teller'. Below the title bar, there are tabs for 'Xperience', 'Teller Processing', and 'Help'. The main header area shows 'Drawer #100 - 05/15/2015' and several action buttons: 'Exit Drawer - 100', 'Transaction Processing', 'Batch', and 'Count'. The main content area is titled 'Count Cash In Drawer' and contains a 'Cash Compartments' section with a 'Supervisor Audit' icon. Below this is a table with columns for 'Compartment', 'Value', and 'Options'. The table lists two compartments: 'Loose' with a value of '\$15,000.00' and 'Strapped' with a value of '\$0.00'. Each row has 'Count Cash' and 'Clear Compartment' options. A 'Clear Compartment' dialog box is open in the center, displaying a warning icon and the text 'Clear cash count for compartment: Loose?' with 'Yes' and 'No' buttons. To the right of the table is a 'Balance' section with a table showing 'Counted Cash: \$15,000.00', 'Current Cash: \$91,945.00', and 'Short: (\$76,945.00)'. Below the balance section is a 'Cash Summary' section with a table showing 'Beginning Cash: \$15,000.00', 'Cash In: \$77,170.00', 'Cash Out: \$225.00', and 'Current Cash: \$91,945.00'. At the bottom right of the main content area is a 'Balance' button. The status bar at the bottom shows 'stacy_h@jhacorp.com (P2SLXPP1SLTEL02 Instance)' and a 100% zoom level.

Compartment	Value	Options
Loose	\$15,000.00	Count Cash Clear Compartment
Strapped	\$0.00	Count Cash Clear Compartment

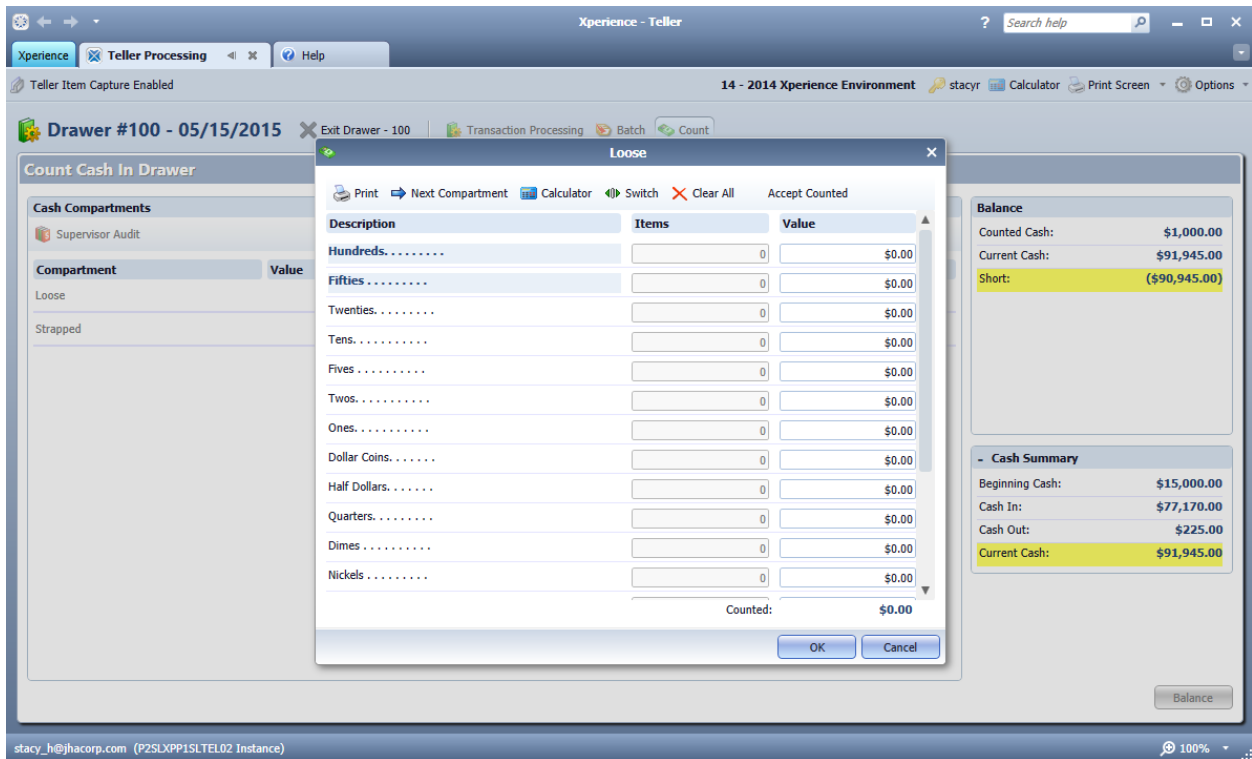
Balance	
Counted Cash:	\$15,000.00
Current Cash:	\$91,945.00
Short:	(\$76,945.00)

Cash Summary	
Beginning Cash:	\$15,000.00
Cash In:	\$77,170.00
Cash Out:	\$225.00
Current Cash:	\$91,945.00

What's New

- You must confirm when clearing the compartment.

Count Cash



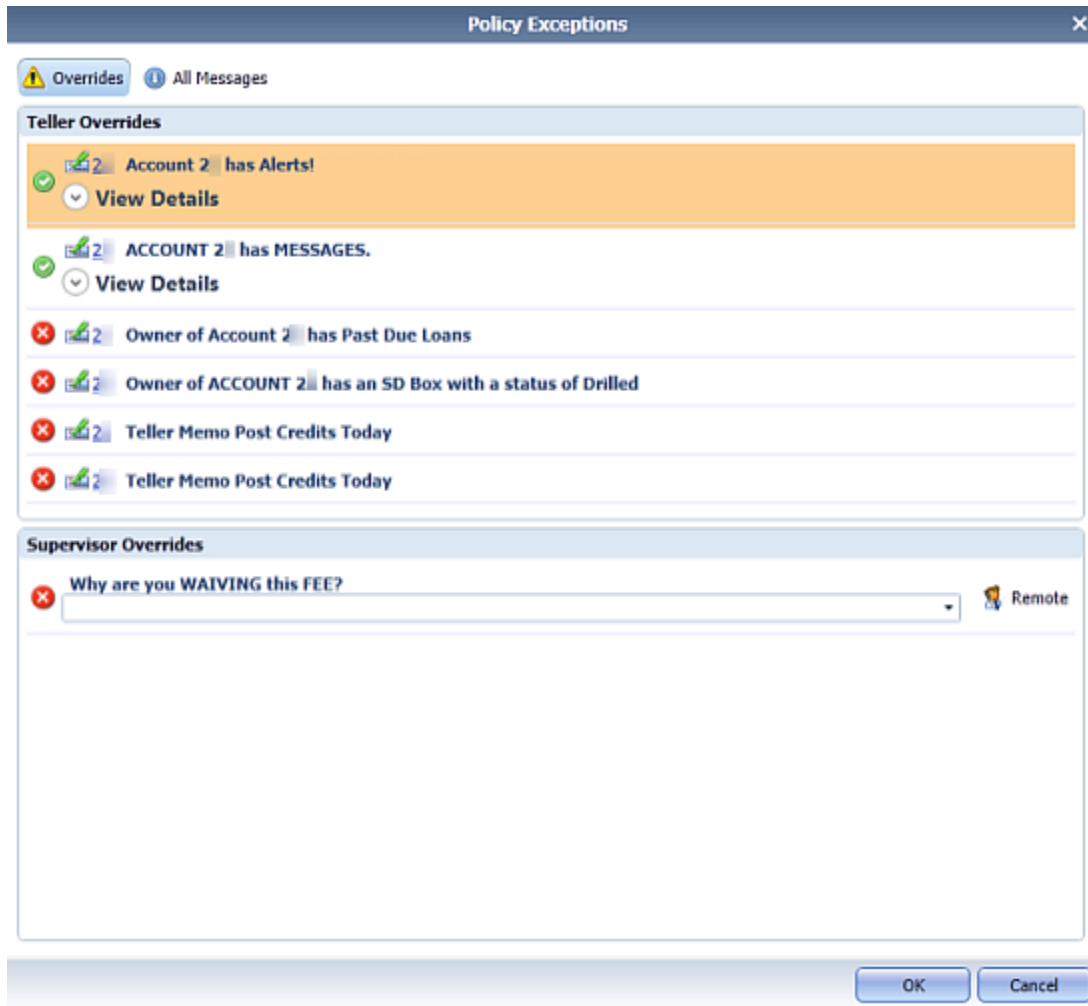
What's New

- 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.

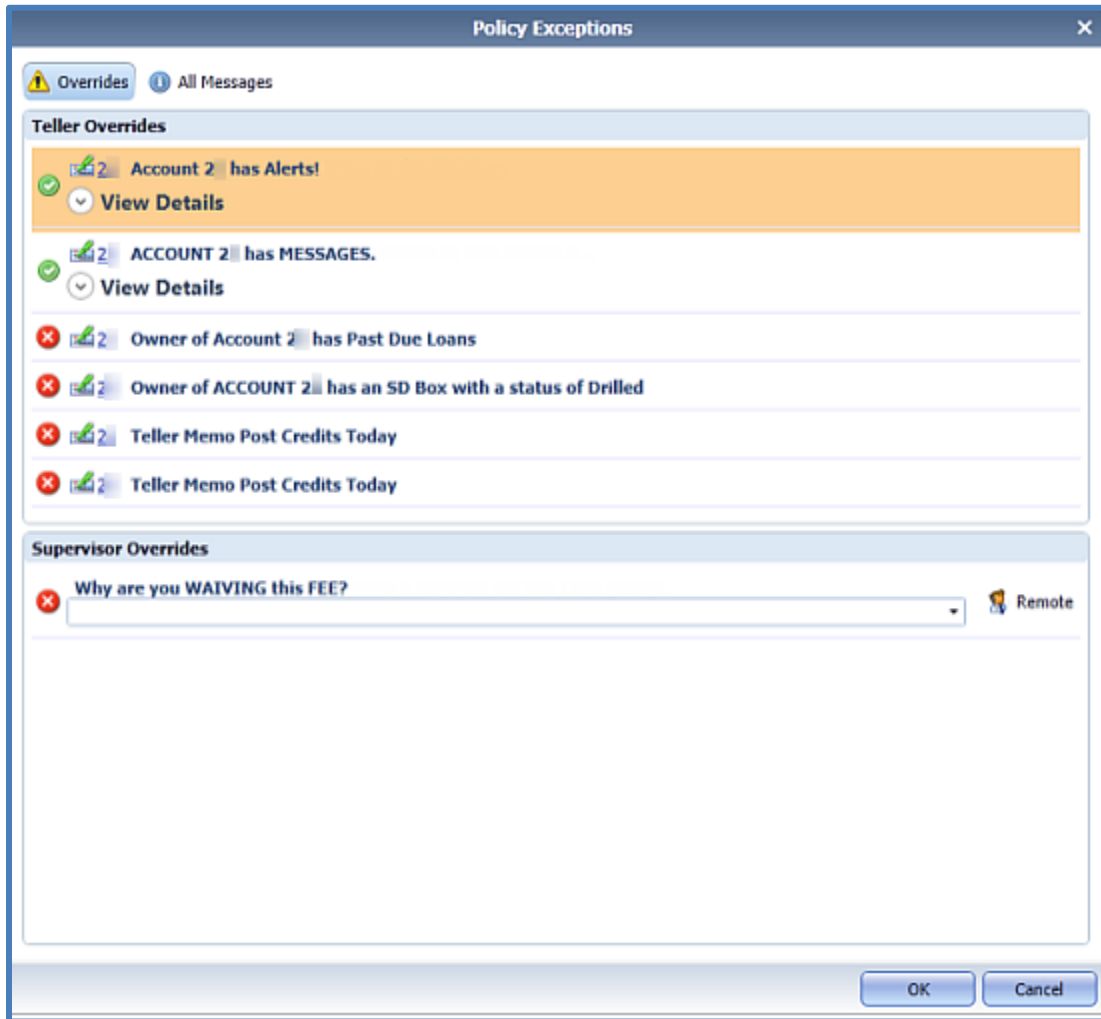
Supervisor Overrides



What's New

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

Supervisor Overrides Performed Locally



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

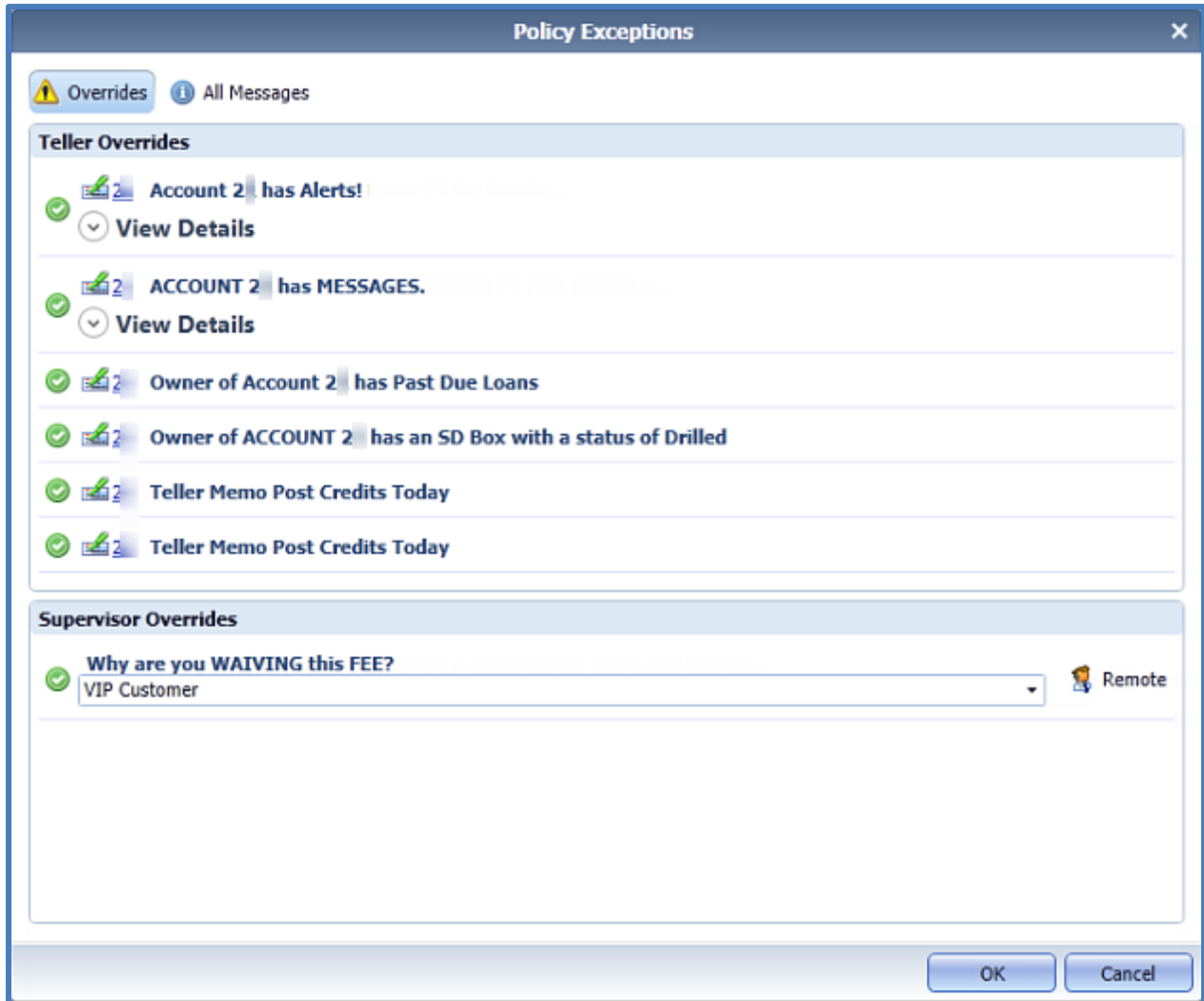


jha Xperience™
Jack Henry & Associates, Inc.

Username:
Password:
Domain:

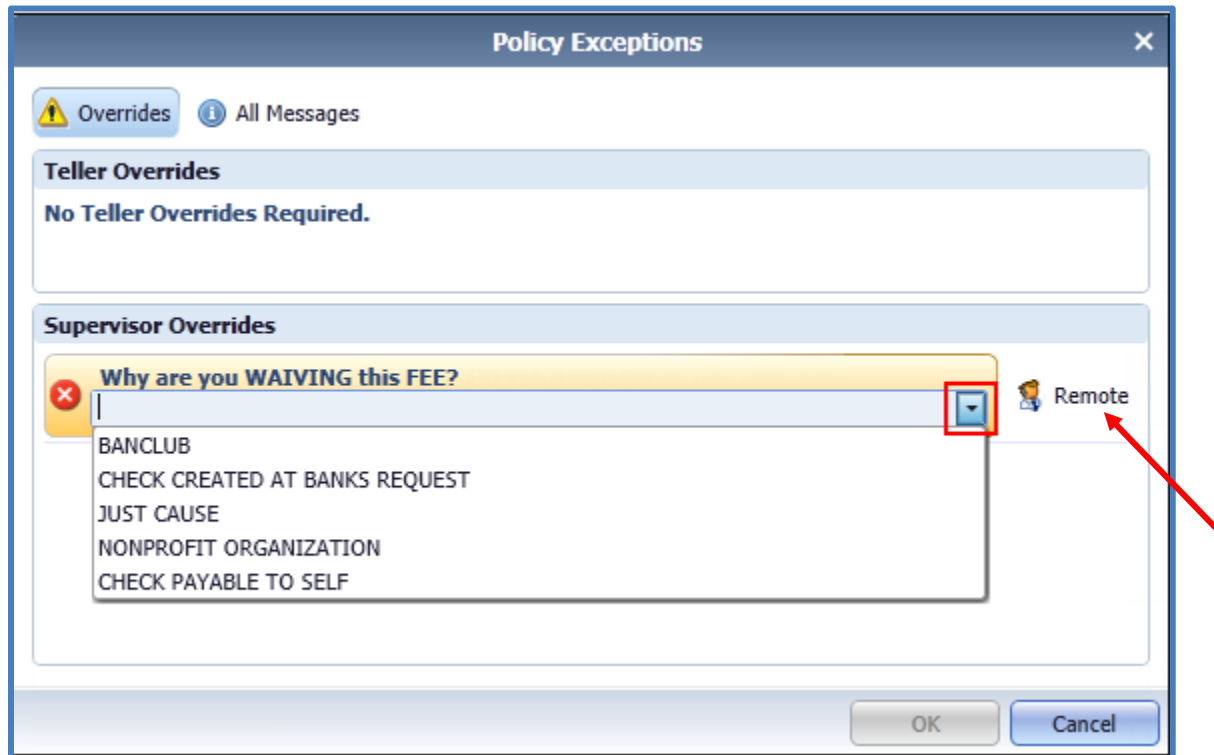
Copyright © 1999-2013 Jack Henry & Associates, Inc. All rights reserved.

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

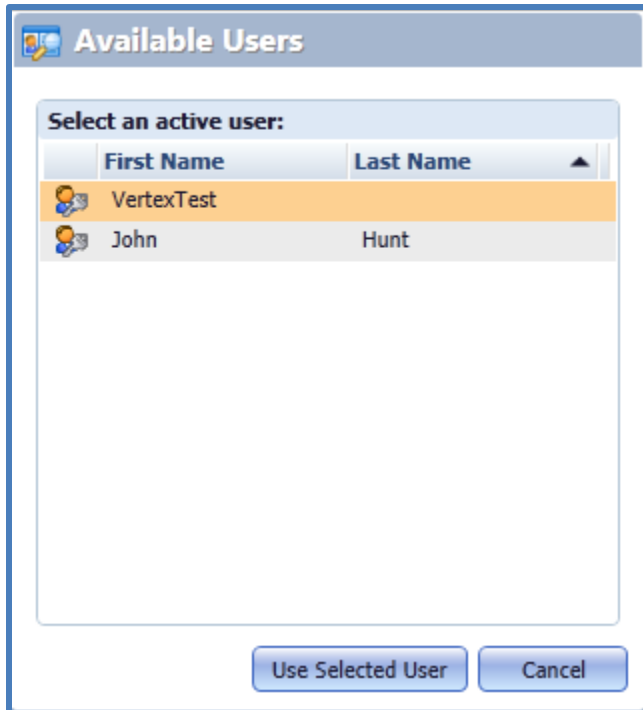


- Click **OK** and complete the transaction.

Requesting a Remote Supervisor Override



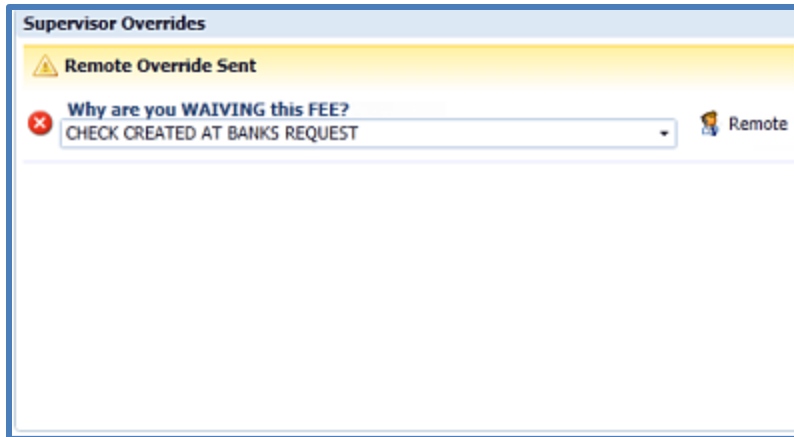
- Select the reason from the drop-down list or enter the reason in the field.
- Once you determine that you need the override performed remotely, click the **Remote** button to the right of the override.



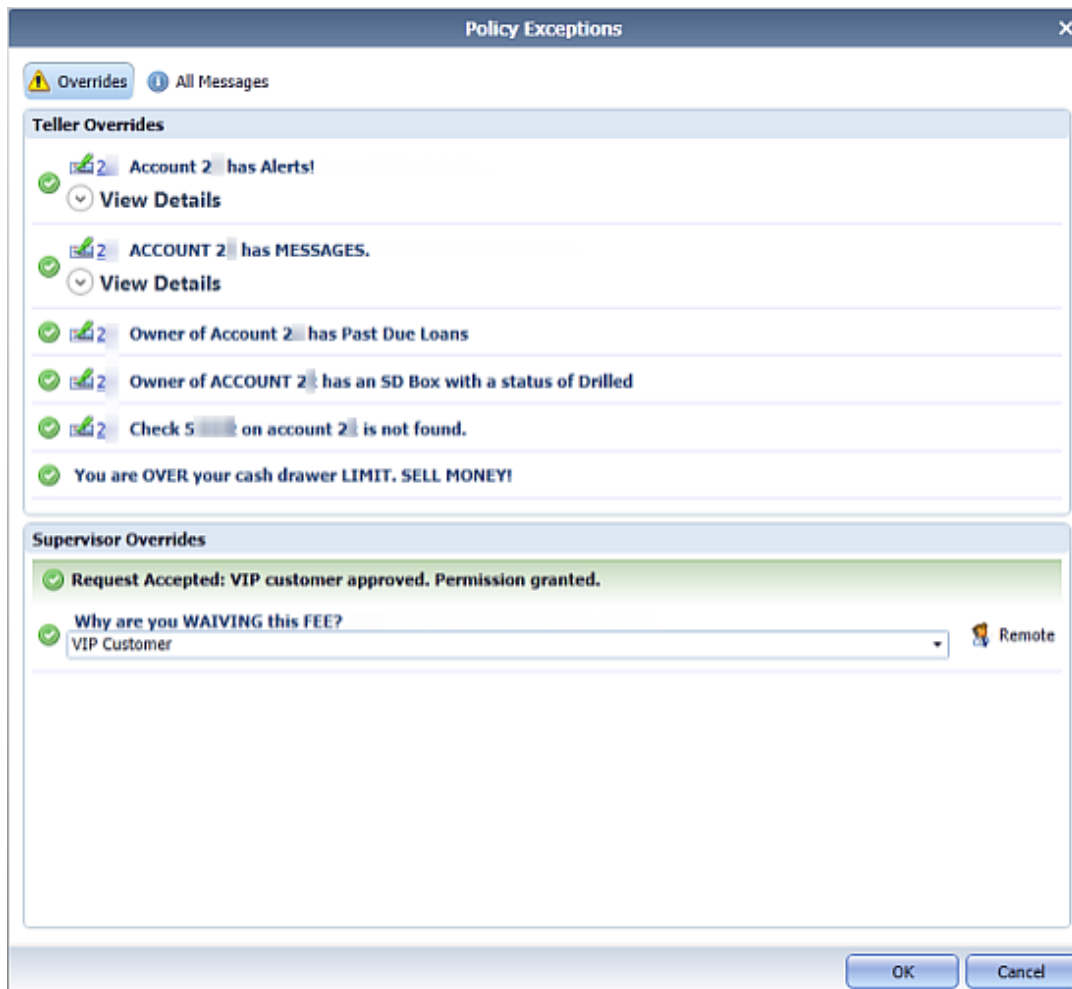
- The *Available Users* window appears. The users listed are those that have authority to perform the override.
- The supervisor must be signed in to JHA Xperience to be listed as an active user.
- Highlight and choose **Use Selected User**.



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



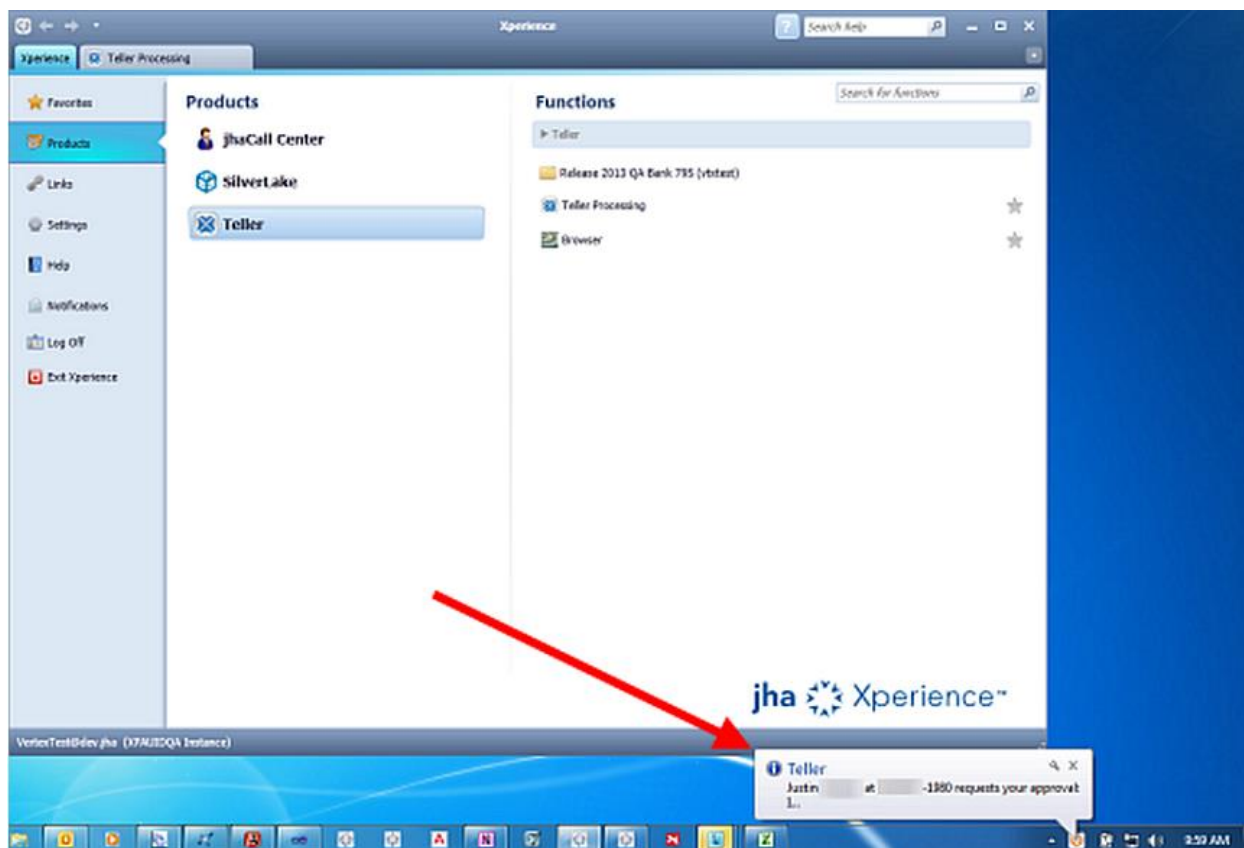
- You are notified that the request was sent.



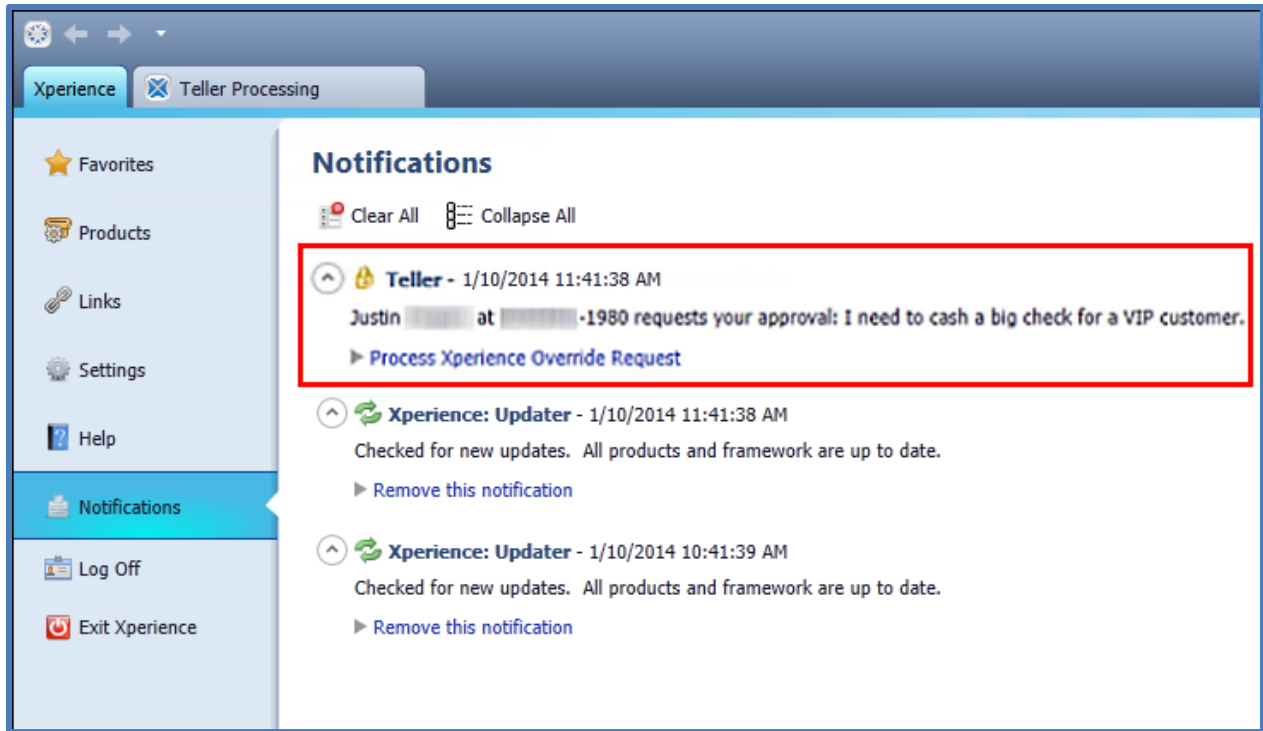
- You are notified when the override is accepted and granted. The red X turns to a green check.
- The transaction can now be completed.

Authorizing a Remote Supervisor Override Request

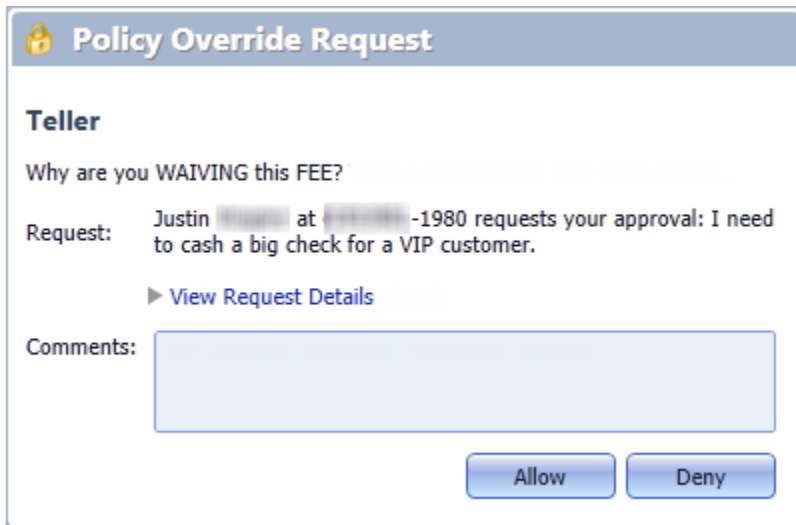
Supervisors can receive requests to override policy exceptions from their workstation, as long as they are logged in to JHA Xperience.



- 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.



- Click **Process Xperience Override Request**.



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

795 - Vertex Xperience VT Release 2013

Drawer #102 - 01/03/2014

Transaction Processing

Customer Information

Accounts (22)

Teller Customer Information

VIP Customer: No

Insider Code:

Inquiry ID Code:

Officer:

Original Customer: 09/28/1995

Date:

Tax ID Number:

Branch: 0

Customer Type: Individual

Code:

Date of Birth:

E-mail Address:

You are OVER your cash drawer LIMIT. SELL MONEY!

- Cash Summary

Beginning Cash:	\$37,050.00
Cash In:	\$4,850.00
Cash Out:	\$3,690.00
Current Cash:	\$38,210.00

Cash Check

Description	Type	Account	Instrument	Amount	Items
Check	Checking			\$ 40.00	
Cash Out (calc.)				\$40.00	

Messages

- Owner of Account has Past Due Loans [Remote](#)
- Owner of ACCOUNT has an SD Box with a status of Drifted [Remote](#)
- Check number required for account [Remote](#)
- Essent, Current Balance = \$302,608.26 [Remote](#)
- [View Details](#)

Complete Cancel

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

Policy Override Request

Teller

Why are you WAIVING this FEE?

Request: Justin [redacted] at [redacted]-1980 requests your approval: I need to cash a big check for a VIP customer.

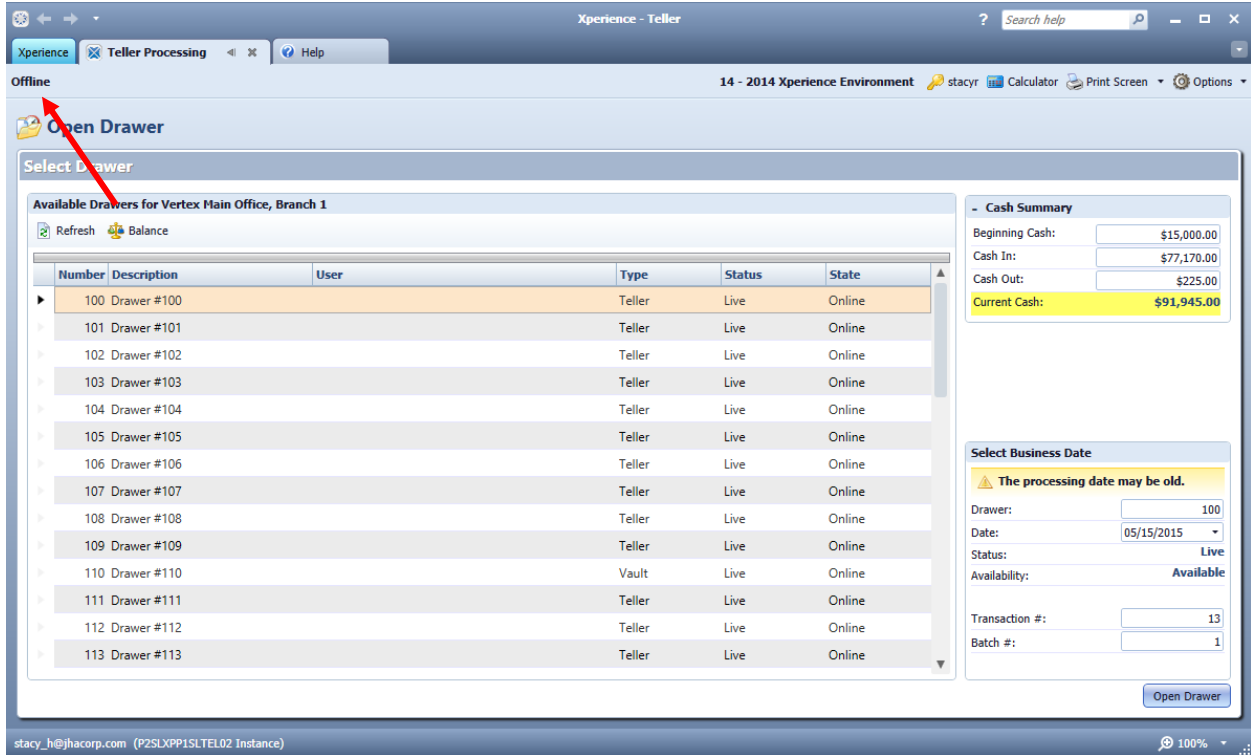
[View Request Details](#)

Comments:

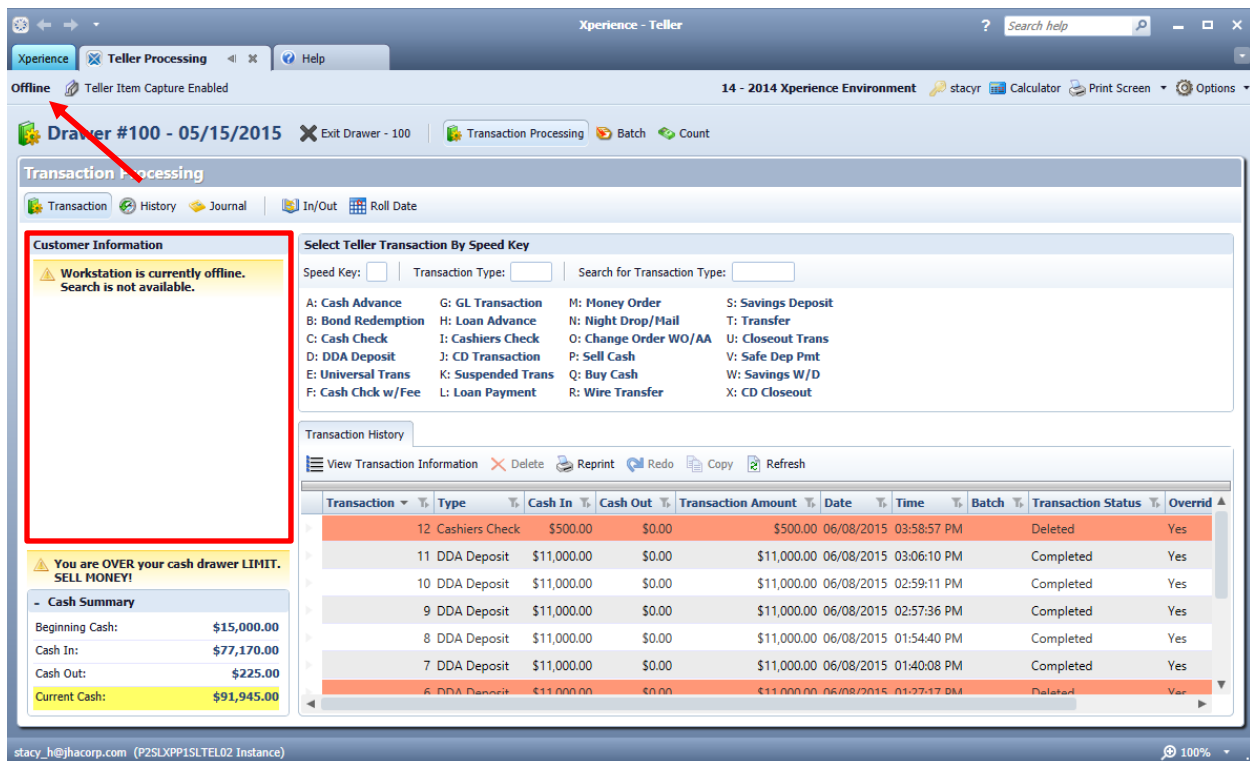
- Enter comments as necessary.
- Click **Allow** or **Deny** to complete the request.

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.



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.

Xperience - Teller

Offline Teller Item Capture Disabled 14 - 2014 Xperience Environment stacyr Calculator Print Screen Options

Drawer #100 - 05/15/2015

Transaction Processing

Customer Information

⚠ Workstation is currently offline. Search is not available.

⚠ You are OVER your cash drawer LIMIT. SELL MONEY!

- Cash Summary

Beginning Cash:	\$15,100.00
Cash In:	\$77,170.00
Cash Out:	\$225.00
Current Cash:	\$92,045.00

DDA Deposit

Description	Type	Account	Instrument	Amount	Items	Image
Cash In (Press F10)				\$ 0.00		
On Us Check(s)				\$0.00		
Not On Us Check(s)				\$0.00		
DDA Withdrawal				\$0.00		
Savings Withdrawal				\$0.00		
DDA Deposit		<input type="text"/>		\$0.00		
Cash Out (Calc)				\$0.00		

Messages

⚠ Workstation is currently offline. Account information is not available.

Complete Cancel

DDA Deposit Transaction – Offline

Xperience - Teller Search help

Offline Teller Item Capture Enabled 14 - 2014 Xperience Environment stacyr Calculator Print Screen Options

Drawer #101 - 06/16/2015

Transaction Processing

Customer Information

⚠ Workstation is currently offline. Search is not available.

DDA Deposit

Scan Documents Count Cash Machine In

Description	Type	Account	Instrument	Amount	Items	Image
Cash In (Press F10)				\$ 0.00		
On Us Check(s)				\$0.00		
Not On Us Check(s)				\$0.00		
DDA Withdrawal				\$0.00		
Savings Withdrawal				\$0.00		
DDA Deposit		<input type="text"/>		<input type="text" value="\$0.00"/>		
Cash Out (Calc)				\$0.00		

⚠ You are OVER your cash drawer LIMIT. SELL MONEY!

- Cash Summary

Beginning Cash:	\$25,352.00
Cash In:	\$0.00
Cash Out:	\$0.00
Current Cash:	\$25,352.00

Messages

⚠ Workstation is currently offline. Account information is not available.

stacy_h@jhc corp.com (P2SLXPP1SLTEL02 Instance) 100%

Xperience - Teller

Transaction Images View

Item Detail

Rescan Delete Flip Rotate Print

VENDOR NO. CHECK DATE CHECK NO.
26838 6/16/2010 00059166

FIVE THOUSAND TWO HUNDRED SEVENTY TWO AND 00/100

59166

\$5,272.00

Item Status

Reco	IQA	Int'l	Corr
------	-----	-------	------

Totals

Credit Total:	\$0.00
Debit Total:	\$5,272.00
Total Items:	1

Scanning Documents

Scanning item :10230002479

Scanning Complete

Aux	RIC	Routing	Account	Amount	Doc Type
000000000059166	0	000000000	000000000	\$5,272	CHK-Checks

Scanned Items

Scan More Previous Next Show All Items

Seq	Status	Status Text	Aux	Routing	Account	Check Num / TC	Amount	Doc Type	Credit/Debit	Error Message	Error Field	ISN Number
1	Pass		000000000059166	000000000	000000000		\$5,272.00	CHK-Checks Not OnUs	Debit			10230002479

Finished Cancel

Xperience - Teller

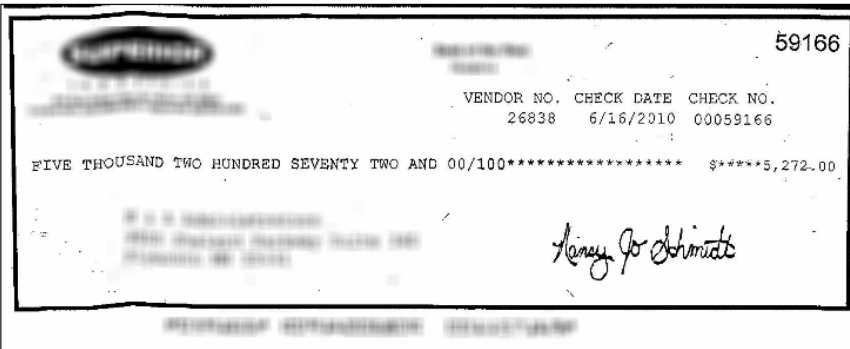
Search help

Xperience Teller Processing

Transaction Images View

Item Detail

Rescan Delete Flip Rotate Print



59166

VENDOR NO. CHECK DATE CHECK NO.
26838 6/16/2010 00059166

FIVE THOUSAND TWO HUNDRED SEVENTY TWO AND 00/100***** \$*****5,272.00

Henry J. Johnson

Item Status

Reco	IQA	Int'l	Corr

Totals

Credit Total: \$0.00
Debit Total: \$5,272.00
Total Items: 1

Aux	RIC	Routing	Account	Check/Tran Code	Amount	Doc Type
000000000059166	0	00000000	00000000	Enter Check #	\$ 5,272.00	CHK-Checks

Scanned Items

Scan More Previous Next Show All Items

Seq	Status	Status Text	Aux	Routing	Account	Check Num / TC	Amount	Doc Type	Credit/Debit	Error Message	Error Field	ISN Number
1	Pass		000000000059166	00000000	00000000	59166	\$5,272.00	CHK-Checks Not OnUs	Debit			10230002479

Finished Cancel

Xperience - Teller

Offline Teller Item Capture Enabled 14 - 2014 Xperience Environment stacyr Calculator Print Screen Options

Drawer #101 - 06/16/2015

Transaction Processing

Customer Information

⚠ Workstation is currently offline. Search is not available.

⚠ You are OVER your cash drawer LIMIT. SELL MONEY!

- Cash Summary

Beginning Cash:	\$25,352.00
Cash In:	\$0.00
Cash Out:	\$0.00
Current Cash:	\$25,352.00

DDA Deposit

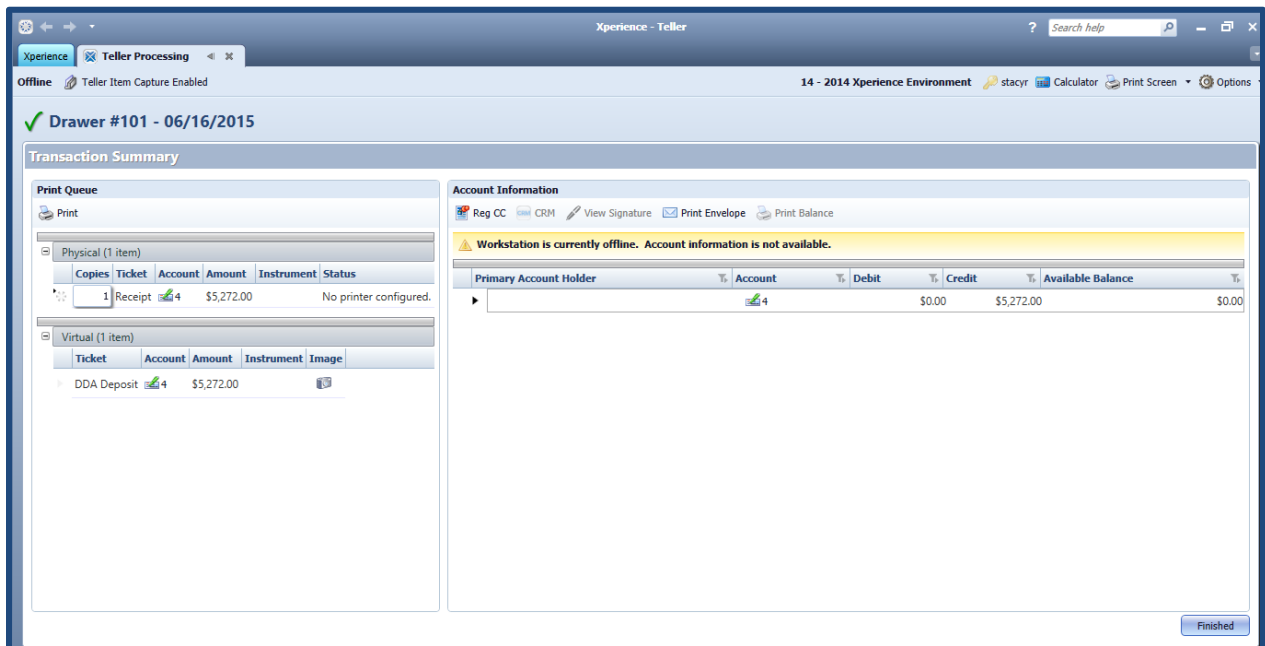
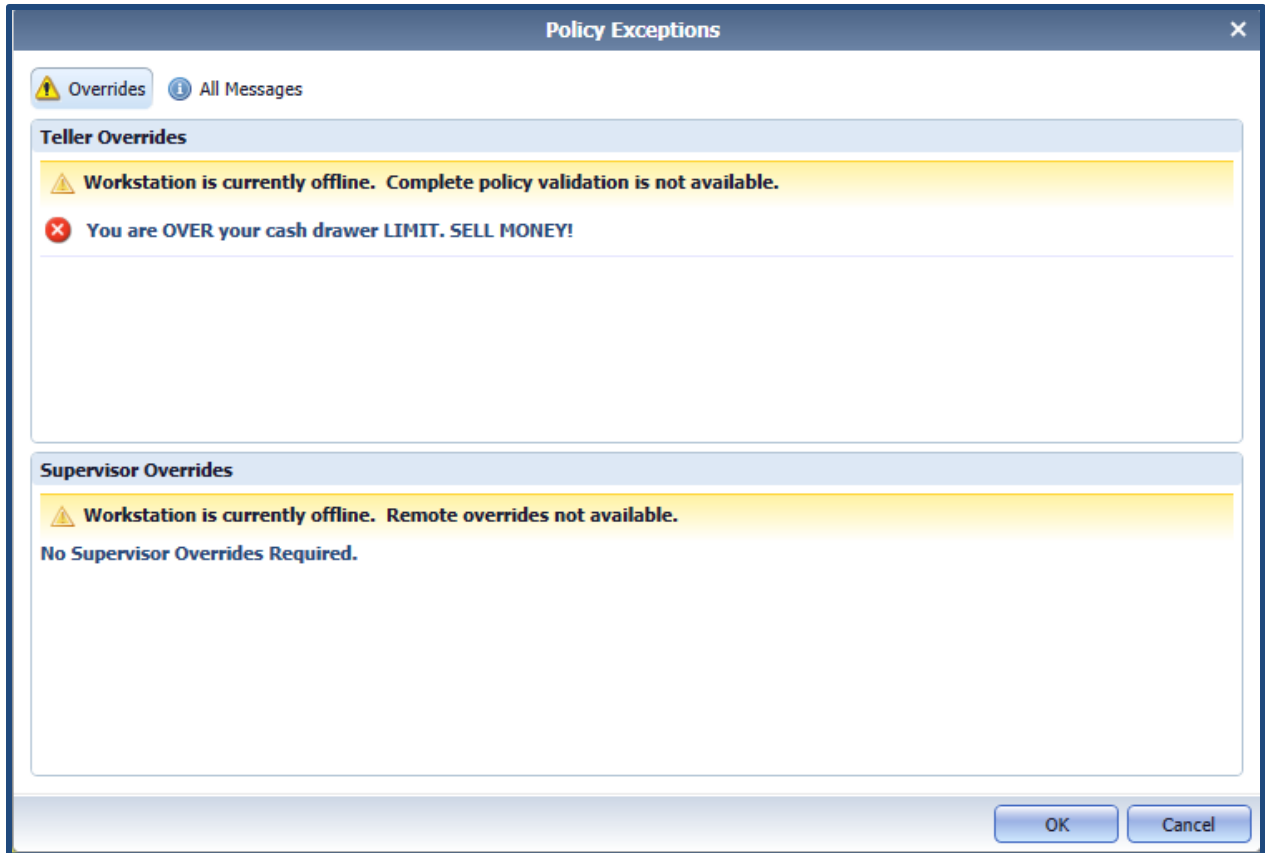
Scan Documents Count Cash Machine In

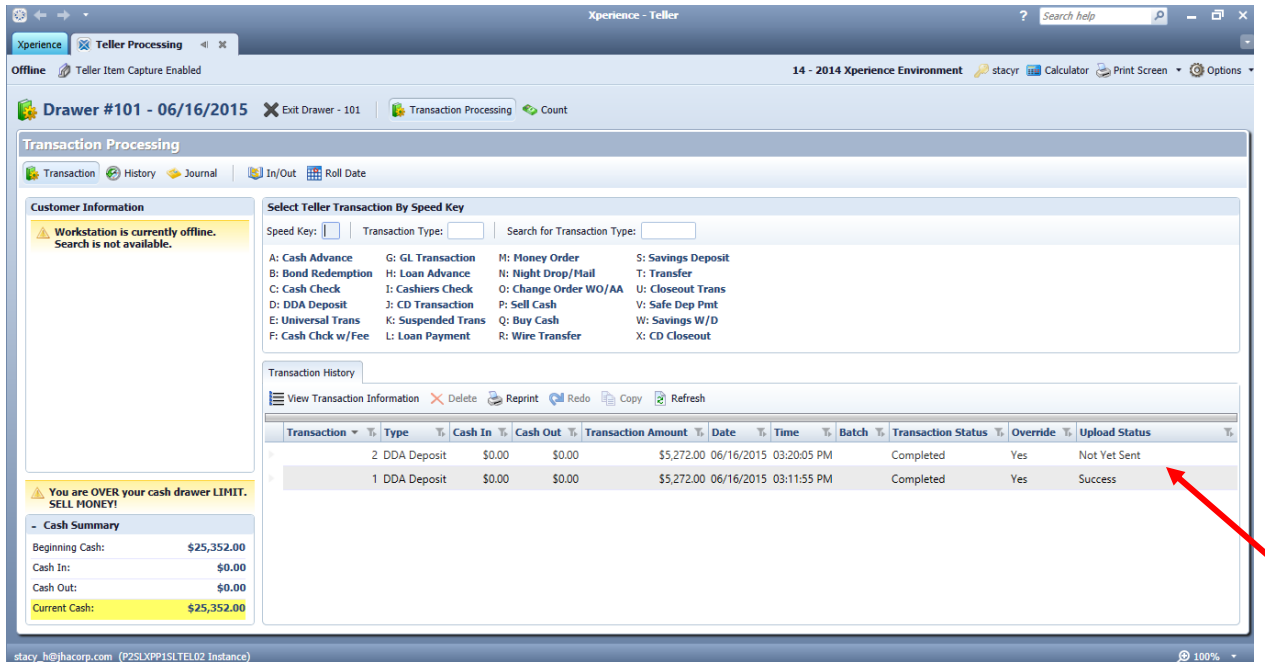
Description	Type	Account	Instrument	Amount	Items	Image
Cash In (Press F10)				\$0.00		
On Us Check(s)				\$0.00		
Not On Us Check(s)			000059166	\$5,272.00		
DDA Withdrawal				\$0.00		
Savings Withdrawal				\$0.00		
DDA Deposit		4		\$5,272.00		
Cash Out (Calc)				\$0.00		

Messages

⚠ Workstation is currently offline. Account information is not available.

stacy_h@jhacorp.com (P2SLXPP1SLTEL02 Instance) 100%





- 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

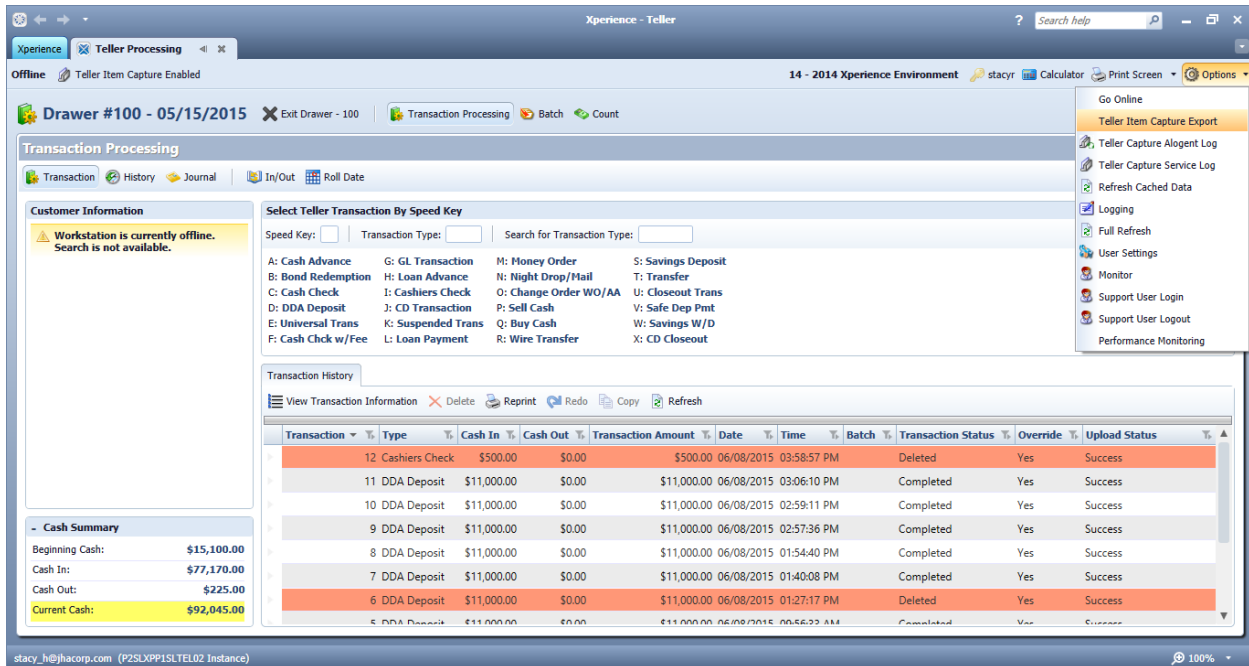
- Cashiers checks can be printed when SilverLake Teller and CIF 20/20 Teller is offline.
- Offline offers two check printing options, local printing and remote printing.
 - Local Printing
 - Complete the check screen and the check prints to the designated printer.
 - Remote Printing
 - Use Offline Checks 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.

Exporting Images to Check 21 Server

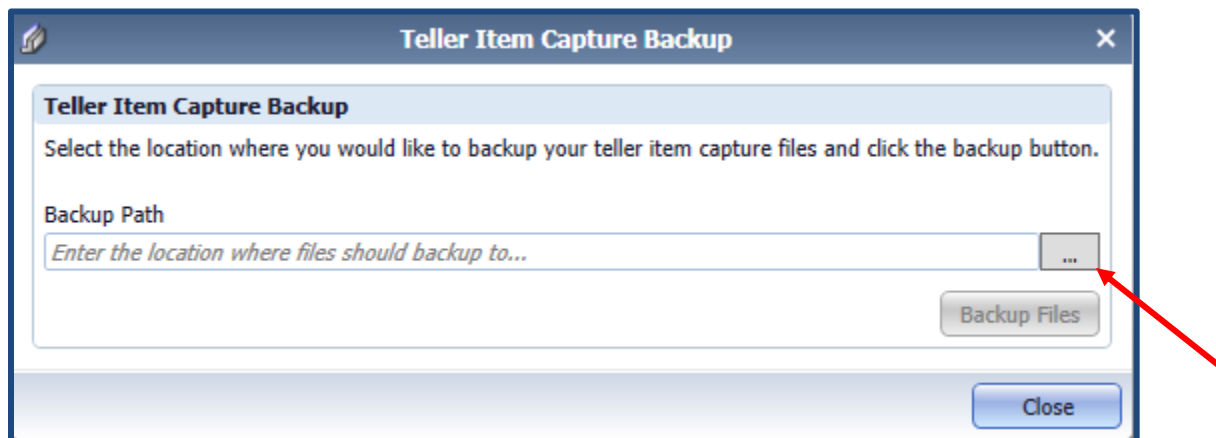
If connectivity is not restored, SilverLake Teller and CIF 20/20 Teller provides you with the ability to export images to a specific location so they can in turn be moved to the Check 21 server.

The screenshot shows the Xperience - Teller software interface. The window title is "Xperience - Teller". The top menu bar includes "Offline", "Teller Item Capture Enabled", "14 - 2014 Xperience Environment", "stacyr", "Calculator", "Print Screen", and "Options". A red arrow points to the "Options" dropdown menu. The main content area is titled "Transaction Processing" and includes a "Customer Information" panel with a warning "Workstation is currently offline. Search is not available.", a "Select Teller Transaction By Speed Key" section with a grid of transaction types (A: Cash Advance, B: Bond Redemption, C: Cash Check, D: DDA Deposit, E: Universal Trans, F: Cash Chk w/Fee, G: GL Transaction, H: Loan Advance, I: Cashiers Check, J: CD Transaction, K: Suspended Trans, L: Loan Payment, M: Money Order, N: Night Drop/Mail, O: Change Order WO/AA, P: Sell Cash, Q: Buy Cash, R: Wire Transfer, S: Savings Deposit, T: Transfer, U: Closeout Trans, V: Safe Dep Pmt, W: Savings W/D, X: CD Closeout), and a "Transaction History" table. The table has columns for Transaction, Type, Cash In, Cash Out, Transaction Amount, Date, Time, Batch, Transaction Status, Override, and Upload St. The table contains several rows of transaction data, including DDA Deposits and Cashiers Checks. A "Cash Summary" panel is visible at the bottom left of the main content area, showing "Beginning Cash: \$15,100.00", "Cash In: \$77,170.00", "Cash Out: \$225.00", and "Current Cash: \$92,045.00".

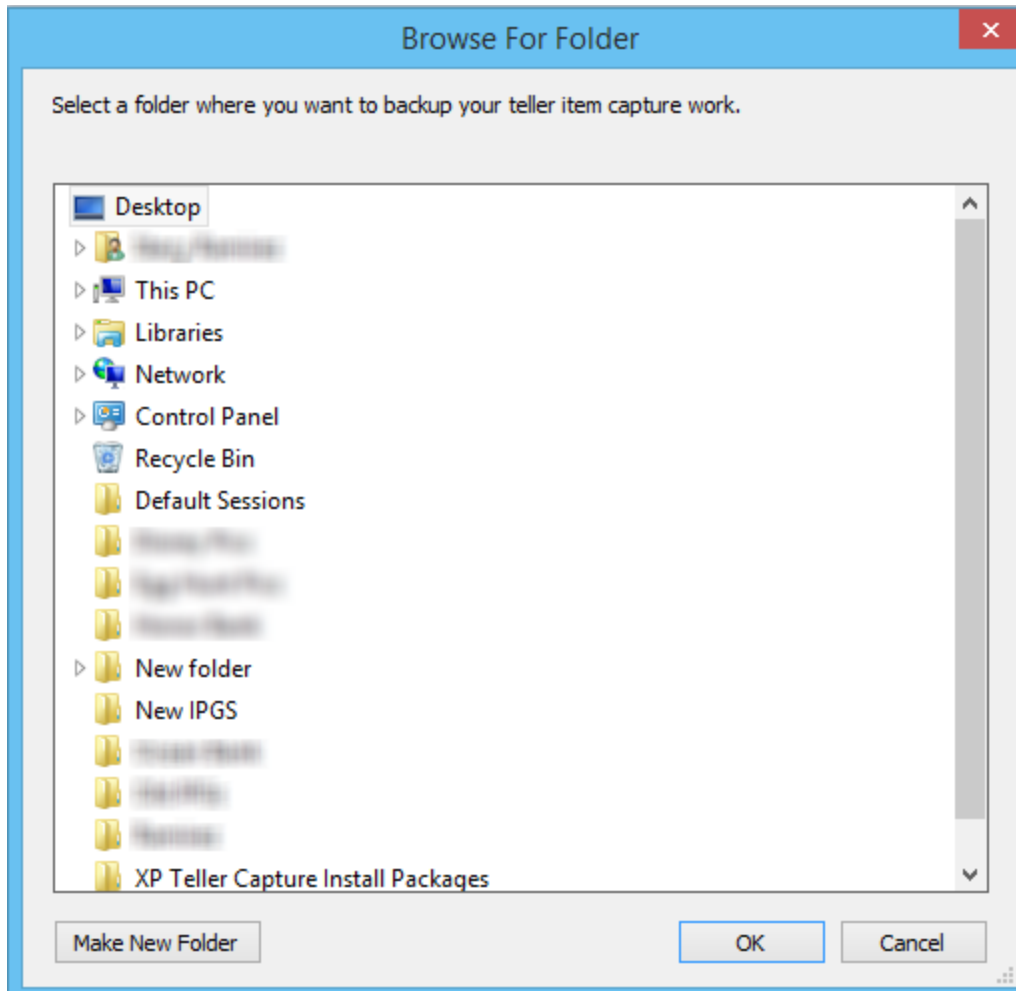
- The export function is located within the **Options** drop-down in the upper right corner.



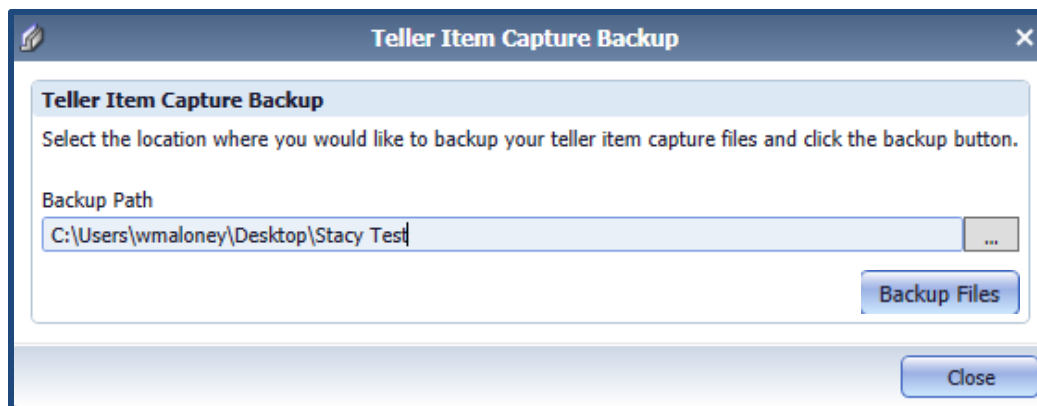
- Choose **Teller Item Capture Export**.



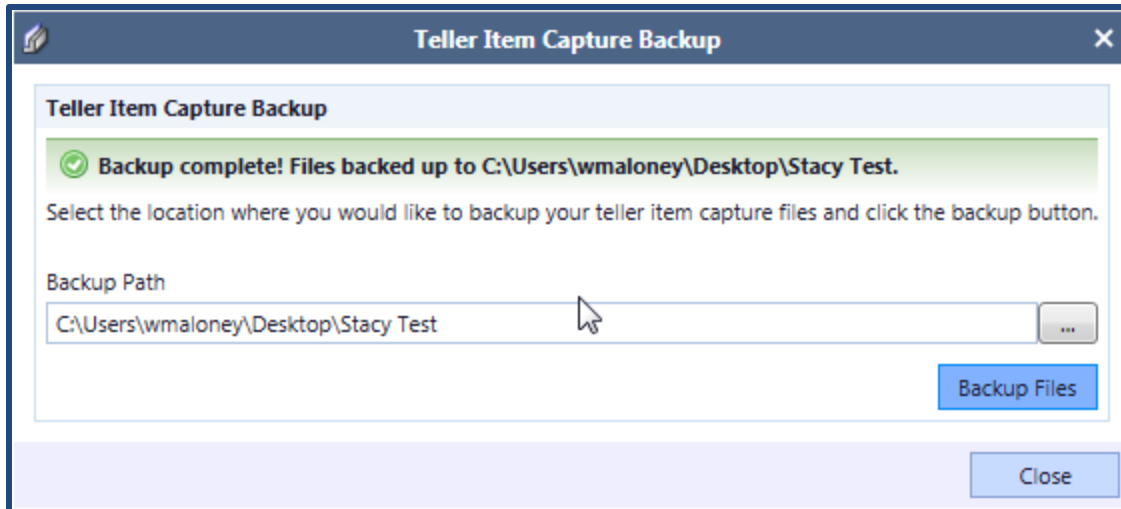
- Enter the location for the files need to be sent.
- Click the icon on the far right to search for the location.



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



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



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