

CASE STUDY: TELLER CASH RECYCLERS

Increasing efficiency and accuracy so that you can reimagine your branch experience.



AT A GLANCE

Challenges

- Cash handling took too long
- Staffing shortages
- Inefficient processes

Benefits

- Time saved
- Improved accuracy
- Reduced vault cash kept on hand
- Enhanced fraud protection
- Ability to reimagine the branch experience



"After serving as branch manager for a few years and having the pleasure of helping us learn about the TCR and begin to adopt them in other branches, I moved on to the Training & Development team here at Minnwest Bank. When Universal Banker trainees come to learn about teller line processes I find that some branches have a TCR, while others are still waiting for theirs. When I show those who have never seen a TCR before what it does and how it works their eyes light up and they realize the potential benefits for their team and their customers. Those who have used one before affirm the benefits and sing its praises – it's a fun day as a trainer. If you want your team to react like that to your bank's processes, I would highly recommend utilizing a TCR through Edge One"

Joshua Benjamin



OBJECTIVES

Minnwest Bank came to Edge One looking for opportunities to free up team members from the time consuming tasks associated with cash handling administration. Cash handling was taking too much time and they wanted their free up their tellers so that could more directly interface with the customer and meet their needs.

SOLUTIONS

Minnwest Bank used their Eagan branch as the test group for a TCR. They were looking for efficiencies and sustainability. They hoped the TCR would allow greater flexibility to get Universal Bankers trained and practicing more sophisticated customer-care events, such as account openings, CD renewals, loan applications, etc.. As an added bonus, they hoped that the TCR would allow the branch to be able to operate even during times of short-staffing, whether due to out-bound sales efforts, illness, turnover, etc.

BENEFITS

The TCR through Edge One exceeded objectives. One example was the labor hours involved for just one client, whose weekly deposits had to be spread out over 6 different transactions. Prior to utilizing the TCR, the staff would have to dedicate 1.5 labor hours each Monday to processing of these transactions. After the TCR, their team was able to process these exact same transactions in 10 minutes or less.

Benefits of purchasing a TCR

- Time saved with large & dual control transactions
- Improved balancing accuracy and less time spent balancing cash drawers and the vault
- Total drop in vault cash kept on hand by almost 50%
- Significant reduction in time spent preparing cash shipments out of the branch
- Enhanced fraud protection against counterfeiters and quick-change artists
- Ability to relocate and reimagine the branch experience and customer traffic flow

After increasing adoption of the TCR across Minnwest Bank branches, the greatest benefit has been the increased engagement of the Minnwest Universal Bankers. Excessive time spent conducting monotonous teller line administration can cause financial institutions to lose good people who are looking to have the time and opportunity to expand their horizons. The TCR greatly reduces the busy work of the teller line, allowing those team-members to have the time needed to learn new banking disciplines.