TELLER CASH
RECYCLERS

A teller cash recycler (TCR) is a machine that authenticates incoming bank notes and securely stores the cash in an internal vault. TCRs provide the ability to process automated cash transactions for the tellers from the cash inventory, including deposits and withdrawals.

Reduce capital expense by minimizing the frequency of hardware replacement. With RemoteView Surveillance (RVS), we alleviate the worry of hardware failure and persistent auditing. Our team constantly monitors the health of your system and will always be in compliance with federal regulations regarding Electronic Fund Transfers.

RVS is the answer to your surveillance needs. With a fully managed solution and our Network Operations Center monitoring, managing and maintaining your system 7 days a week, rest easy when you need to access your video, it will be there.

Teller Cash Recyclers Benefits

- Increases cash management efficiencies/elimination of dual control
- Increased security
- FTE reduction, increase operational efficiencies
- Frees up teller allowing for cross-selling and customer service
- Enhances universal banker modeling/open branch design
- Middleware options and all-inclusive service available

Why CSG Teller Cash Automation Services

- Extensive resources such as process mapping and ROI studies
- Scalable modular solutions. Field upgradeable capacity
- FTE reduction, increase operational efficiencies
- Integrated and certified on nearly all teller applications
- Single, dual and self-serve options
- Focused solely on cash automation
- All-inclusive service agreement on all parts and labor

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Questions to ask in the new era of TCRs:

Q: Is the service provider SOC 2 Type 2 certified?
A: If not, this is a major cyber attack risk like ransomware or malware.

Q: Will your TCR allow remote patch management, troubleshooting, reporting, and security updates?
A: If not, a tech must go out manually. Larger costs and wait time.

Q: Can your TCR provide automated cash audits?
A: This saves a huge amount of time and accuracy.

Q: Does your TCR still use rolled storage modules?
A: This is very old technology and limits capacity.

Q: Does your TCR have a large enough capacity?
A: Larger capacity means fewer units needed, tellers could share one, lower service rates. Switching to cassette-based TCR can more than double your capacity.

Q: How much is your current TCR maintenance and does it provide any secure remote managed services?
A: With secure remote managed services, your rates should be lower and uptime increase, plus all the security patched remotely pushed.

Q: Want TCR pricing for the most efficient and technologically advanced?
A: New more efficient units are up to $7,000 less than old technology!

Manual TCR vs. Automated TCR Audit:

Automated TCR Audit Process:

	Time Est.
1: Optional- before during or after	NA
2. Put the unit into service mode Disable transitions	1 MIN
3. Attach locked transit cassette	1 MIN
4. Select self audit in software and monitor	20 MIN
5. Enter counts into teller audit system	5 MIN
Total	27 MIN

Manual TCR Audit Process:

	Time Est.
1: Wait for after or before customer hours	NA
2. Put the unit into service mode Disable transitions	1 MIN
3. Dual Control	Time x 2
4. Open vault door	2 MIN
5. Extract all cassettes	5 MIN
6. Manual counting with counter/sorter device	20 MIN
7. Enter counts into teller audit system	5 MIN
8. Deposit all banks notes back into TCR	10 MIN
Total	43 x 2 86 MIN