

SUCCESS STORY



Maine Family FCU Increases Efficiency with Teller Capture



Maine Family FCU, located in Lewiston, Maine, wanted to improve their manual batch check processing. With two locations, the scanning of over-the-counter items was taking a significant amount of time to complete. The credit union wanted to eliminate the batch check process and streamline member services at the teller line.

The credit union turned to Sharetec for their solution. Sharetec's integrated Teller Capture was an ideal solution that both automated the check scanning process and reduced the check input time at the teller line.

"The two major goals were to improve speed and accuracy with our check deposits," stated Christine Clabby, COO at Maine Family FCU. "Our new Teller Capture scanners are 99% accurate when picking up the information on the check. The old way involved one scanning machine, requiring an employee to add up the checks manually and scan them into a batch file. This was a very time consuming process, typically taking a manager away for 1-2 hours a day. Now, this is all taken care of at the teller line, allowing the manager to focus on more important issues."

By working closely with Sharetec's installation team, the credit union deployed fifteen scanners between the main office and the branch location. Sharetec's installation team automated the delivery of the X937 files to the items processor. This freed the credit union's employees from the tedious and time consuming task of manually scanning the day's checks.

"Sharetec Teller Capture is really doing the work for us," continued Mrs. Clabby. "The tellers are taking care of the checks, providing us with more accuracy and better operational efficiency. It's really working great."

"Sharetec will always be on the cutting edge of credit union technology," says Paul Stevens, CTO of Sharetec. "Providing solutions to help our credit unions better serve their members is a top priority for us, and we will continue to broaden our suite of technology solutions to help them stay ahead of the curve."

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Overview

Maine Family FCU installed Sharetec's Teller Capture provided through Alogent to streamline check processing and improve member service.

Problem

Checks were manually scanned into a batch file and then sent to the processor. The scanning process required a manager to be in the back office at least 1-2 hours a day.

Solution

Maine Family FCU approached Sharetec and installed Teller Capture to streamline their batch check process at the main office and the branch.

Results

Maine Family FCU batch check processing has been completely automated, saving the credit union a significant amount of time throughout the day. Members receive improved and expedient service when visiting the main office or the credit union branch.