ANTUAR
Delivering branch innovation

inBranch Transact - Enterprise Teller Solution Product Summary

Empowering Financial Institutions with Modular Branch Operations. Jan 2025

Executive Summary

inBranch Transact is a comprehensive, full-service enterprise teller solution engineered to seamlessly integrate with diverse core banking systems, including pre-integrations with Temenos and Finxact cores, and certified compatibility with Finastra Fusion and JHA JXchange. Its inherently modular architecture empowers Financial Institutions to select and deploy only the functionalities essential to their operational requirements, optimizing resource allocation and accelerating implementation cycles. This adaptable design ensures that Financial Institutions can enhance teller capabilities, streamline branch efficiencies, and extend service offerings from foundational transactions to comprehensive account and customer management, alongside advanced sales services. Furthermore, the inherent flexibility of the product architecture allows for the development and integration of bespoke functionalities as specific business requirements evolve.

The product's business logic is highly configurable, enabling Financial Institutions to tailor functionalities to their specific requirements without custom code development. Business rules are configurable without the need to make code releases, allowing Financial Institutions more control and being responsive to their business needs.

The inBranch Transact BASE product is the starting point that, once deployed, allows the other modules to be added as needed to extend the features being offered through the branch channel.

BASE PRODUCT

The Antuar inBranch Transact BASE product provides our banking clients with the key teller functionality that most Financial Institutions require to serve as their branch application. The BASE product contains several underlying frameworks to support the overall product; with feature and functionality sets to enable employees to perform all the basic teller transactions. Included in the BASE product are the electronic journal; financial transactions engine; authentication and authorization (RBAC); audit and logging; secondary authorizations; key processes like Teller Start/End of Day; and the most common financial transactions used by most Financial Institutions are all included.

Modules are described below and grouped by:

- Transaction and Payment Processing
- Branch Efficiency and Cash Management
- Customer Engagement and Management
- Compliance and Operational Support

TRANSACTIONS AND PAYMENT PROCESSING MODULES

TELLER LINE CHECK21

This module facilitates the seamless, headless capture and processing of check images directly at the teller line, generating standardized X9 formatted files for transmission to the Financial Institution's Check Aggregator.

This capability streamlines check processing workflows, reduces manual intervention, and ensures compliance with Check21 standards for efficient electronic negotiation.

CHECK21 INBRANCH IMAGING

inBranch Imaging is a standalone product that is sold as a service or can be installed on a client site. inBranch Imaging processes check images on request and returns the specific details that are needed to process the check as a Check 21 electronic negotiable instrument: it will read the MICR line, CAR, and LAR (minimum) and return these details to an end user application for processing. This module does not communicate to the FED or create X9 files. This service enhances operational flexibility for check image processing, particularly for institutions that may leverage this data across various digital channels, including Remote Deposit Capture applications, online banking, and Business Deposit Capture.

This is offered as an optional module as a Financial Institution may already have this type of technology available/licensed or have implemented a more integrated check management solution such as Alogent Unify. In those cases, inBranch Transact can consume the Financial Institution's existing services.

The product has previously integrated with FIS, Fiserv and NWBS Item processing solutions.

CHECK21 ALOGENT INTEGRATION

inBranch Transact has been pre-integrated into the Alogent Unify product. The process flows and overall check processes accommodate the Unify integration. This module does not include the Alogent Unify product but is dependent on the institution having the Alogent solution. Unify will provide Image processing; aggregate all checks across all channels; and then integrate back to the core banking system. If this module is used, there is no requirement to use the Antuar Check21 inBranch Imaging module option.

CHECK ISSUING

For Financial Institutions requiring cashier check and money order issuance, this module provides comprehensive management and processing capabilities. It ensures accurate funding, issuance on pre-printed stock, and precise management of check numbers and accounting, thereby enhancing overall branch efficiency and financial accountability. This module also makes calls to OFAC services, and comes pre integrated to SCI and Castellum OFAC services, but does not include the cost of those services.

CHECK PRINTING INTEGRATION

Each Financial Institution may have different check / money order printing solutions, which may have different vendor contracts to supply checks, provide check printing and hardware etc. However, to drive efficiencies in the branch and the check issuing process, Antuar has already integrated with third party software vendors that allow the printing of checks to blank stock through secure printing network services. This module provides this integration as well as the software to drive secure printing. This module can be integrated into the Financial Institution's own solutions.

EXTENDED TRANSACTIONS

This module provides a list of transactions that extend the BASE module functionalities, including ITM transactions, Western Union, wire transfers, night deposits, ATM deposits, and more. This modular approach allows Financial Institutions to incrementally expand their transaction servicing capabilities based on specific market demands and operational priorities.

EWS INTEGRATION

This module provides the pre-configured integration to EWS check and account validation services. This EWS interface allows tellers to be appraised of the risk of each check being processed in real time. This module reduces fraud, and potential checks drawn on accounts with insufficient funds at the time of transactions in a risk-based approach. This requires the Financial Institution to have a separate contract with their EWS service of choice.

ADJUSTMENTS

While a core application will provide the ability to allow staff to adjust customer accounts to make corrections to transactions, this can also be offered through the Transact application. This will allow tellers to select pre-determined adjustments that will match the correct business rules and GL accountancy which will prevent errors and also remove the requirements of access to low level transactions in the core, making the Teller experience more efficient.

SAFE DEPOSIT BOX

This module allows for the management of Safe Deposit Boxes in the branch, it can: create contracts; set up payments; fees; and track each visit to the SDB. This streamlines the administration of SDB services, enhancing efficiency and accuracy in branch operations.

FOREIGN EXCHANGE (FX)

While all Financial Institutions will deal in a base currency, inBranch Transact is designed to be multi-currency. The FX module allows the management of FX currency rules and offers currency exchange transactions for cash and for financial transactions.

CREDIT CARD MANAGEMENT

This module offers pre-built screens that allows the delivery of features for the management of credit card products: viewing of pending transactions; card adjustments; and transaction queries. While the module requires integration work to the Financial Institution's respective back-end systems, offering this functionality in the teller application improves customer experience and drives staff efficiencies.

SPECIAL SAVINGS

This module offers the ability to deal with special savings products that will have different business rules to the typical checking/current and savings accounts. This module will offer the ability to deal with IRA accounts and withdrawals from CDs. (US based)

BRANCH EFFICIENCY AND CASH MANAGEMENT MODULES

CASH MACHINE INTEGRATION

Using Cash Machines such as TCR and TCDs drive huge efficiency in the branch, improving cash accountancy accuracy and creating huge, well documented, time and efficiency saving for the staff. This module connects the inBranch Transact application to the cash machines directly, without the need to use any other user interface (Antuar refer to this as “Headless” integration, as it avoids any dual keying or use of other third-party user interfaces). Different cash machines can be used (recyclers, dispensers, counters). This module provides branch management/configuration, audit, and reporting.

COIN MACHINE INTEGRATION

While most Financial Institutions no longer use coin machines, this module is offered to those that still have this requirement. Similar to the Cash Machine Integration Module, this module allows headless integration to coin machines should it be needed. This provides specialized support for institutions maintaining coin machine operations, ensuring seamless integration and data accuracy.

CASH PLANNING

This module allows the Transact product to make suggested, informed predictions about the amount of cash that will be needed in the next cash order cycle for each branch. This minimizes the amount of cash that may be held in the vault/branch that may not be used for extended periods of time, reducing the insurance limits, fraud and robbery risk, as well as allowing the extra unneeded cash to be more productive elsewhere.

CUSTOMER ENGAGEMENT AND MANAGEMENT MODULES

DIGITAL SIGNATURE INTEGRATION

In the highly digitized world, where accounts may have multiple owners and require multiple signatures to process transactions, this module provides integration to digital signature systems such as Docusign to allow the processing of digital signatures to be requested/provided as part of the branch transaction. This integration streamlines document signing processes, enhancing convenience for customers and accelerating transaction completion within the branch.

PDF FORMS

In certain instances, there are transactions that will need forms to be presented to the customer, either electronically or printed. This module allows the creation of templated forms that the inBranch application can mark up and then pre-populate with customer information, e.g. IRA forms or contracts for a Safe Deposit Box etc. This capability reduces manual data entry, minimizes errors, and ensures consistency in customer-facing documentation, thereby helping to digitize the physical customer experience in the branch.

QUEUE MANAGEMENT

For busier branches, this module provides the ability for a branch to configure different queues to better manage the traffic through the branch. Examples of this could be to have one queue for non-cash related transactions, and two for cash related. By having dedicated queues, the customer wait time can be greatly reduced and the management of staff resources can be greatly improved.

ClickSwitch INTEGRATION

ClickSWITCH is an automated account switching solution provided to US Credit Unions by ServiceCU that makes it easy for members to quickly and securely switch their recurring direct deposits and automatic payments from their previous Credit Union account to a Credit Union's own accounts. It may also initiate the closing of accounts at the customers' previous Credit Union.

This is an efficient way of moving members to your CU, winning new deposits and improving the member experience.

The Credit Union will need to have a separate contract with ServiceCU.

CUSTOMER MANAGEMENT

While some Financial Institutions may drive all customer management through a CRM interface, our experience is that offering customer management within the Teller application will drive efficiencies for the branch staff. As the Transact application interfaces to the CRMs through APIs, the customer management data can be easily managed without the need of a full CRM license per Teller, bringing the power of CRM to the branch staff at the point of contact with the customer.

CUSTOMER ENGAGEMENT

This is a module that will provide configurable multiple-choice sales and engagement scripts personalized to the customer that allow tellers to engage with Customers as the point of contact. This can be used to make offers and "next best" sales engagements. This module is designed to proactively engage customers and drive targeted sales and service offerings, contributing to enhanced customer relationships and revenue growth.

ACCOUNT MANAGEMENT

While some cores and CRMs may provide the ability to manage accounts (statements, preferences, etc.), our experience tells us that having these management features available within the teller system can improve the overall customer experience, as well as the accuracy and efficiency of the branch staff.

ACCOUNT ORIGINATION

While many Financial Institutions utilize dedicated origination platforms, offering the origination of new accounts for existing customers directly through the teller application enhances the customer experience and improves branch staff efficiency, thereby streamlining the overall account opening process.

COMPLIANCE AND OPERATIONAL SUPPORT MODULES

CTR CAPTURE AND AGGREGATION

Every Financial Institution is required to adhere to several regulatory requirements. Cash Transaction Reporting (CTR) is one such requirement. This requirement can be fulfilled as an optional module here as some Financial Institutions may have dedicated AML vendor application offerings. However, if this module is required, it will record the transactions undertaken per day and track the running total against associated SSNs for benefactors and transactors. If the configured daily transaction limit is breached, then the teller is prompted to fill in the online CTR form. This CTR form is pre-filled with the details of the customers and the transactions. This approach will greatly reduce the amount of overhead on the Teller to manually capture the related details. At the end of day - the CTR form details are exported to your vendor of choice at the end of day.

FEE ENGINE

Not every Financial Institution will require fees to be calculated at the branch. inBranch Transact offers a Fee Engine that can be implemented and configured to calculate the fees that are generated at the branch and typically charged at the time of transaction. If required, this module allows the Financial Institution to identify fees per transaction and apply/fund the fee to a customer account and update the appropriate Fee GL on the core.

FINANCIAL TOOLS

inBranch has several prebuilt financial tools that can be used by the branch staff to calculate customer information on accounts or assist in the day-to-day activity of the staff. e.g. Loan payoff Calculator, Average Balance Calculator etc. These tools empower branch staff with quick access to essential financial calculations, improving accuracy and efficiency in customer interactions.

Strategic Advantages of inBranch Transact's Modular Architecture

- **Tailored Solutions & Optimized Investment:** Financial Institutions can precisely select the required modules, avoiding unnecessary expenditure on functionalities available through other channels or not aligned with their operational model, thereby optimizing investment and facilitating phased operational enhancements.
- **Accelerated Implementation:** The pre-built, modular components significantly reduce deployment times, enabling faster time-to-value.
- **Scalability & Future-Proofing:** The server-based design allows for seamless integration of additional modules over time, enabling the solution to evolve with the bank's expanding service requirements and strategic objectives
- **Core System Agnosticism:** Designed for robust integration with diverse core banking systems, with pre-integrations available for some cores.
- **Flexible Deployment Options:** Supports deployment in cloud environments or within the client's private data center, offering flexibility and potential ESG benefits through cloud adoption.

System Dependencies and Integration Considerations

- **Core Product Requirement:** All advanced modules necessitate the foundational inBranch Transact BASE product for operation.

- **Third-Party System Integration:** While inBranch Transact is engineered for real-time integration with existing banking systems, certain modules may require the availability of external authentication applications (e.g., LDAP, Entra, Okta) or specific third-party solutions. Dependencies on third-party vendor contracts will be explicitly identified where applicable.

Subscription and Deployment

- **Subscription Structure:** inBranch Transact subscriptions are based on the number of production locations and the modules implemented. Clients are permitted to deploy the software across an unlimited number of non-production environments to support development, testing, and training, with the associated infrastructure costs being the responsibility of the Financial Institution.

- **End-User License Agreements (EULAs):** Detailed EULA terms specific to each module are provided within the respective module documentation and included in contracts.

- **Data Elements:** The inBranch Application relies on real-time processing of data. It does not master any account or customer data, but some data will be persisted in its database, e.g., Customer names in Electronic Journal; business rules; configuration data etc. Specific data elements utilized by each module are detailed in their respective documentation.

Future Innovations and Strategic Roadmap

Please note: The modules outlined in this section represent items under consideration for future development and are part of the product roadmap. While they demonstrate Antuar's ongoing commitment to the continuous enhancement of the inBranch Transact product, they are not currently being offered for sale and their delivery remains subject to change and market demand.

EXPANDED CHANNEL INTEGRATION – CALL CENTER

Future developments aim to extend inBranch Transact's robust frameworks and features to centralized channels such as call centers. This will provide consistent customer service experience and leverage existing capabilities through integrations with call center dialer technology.

CRYPTO

Anticipating evolving market demands, Antuar is exploring the integration of cryptocurrency transaction capabilities to support future financial instruments and wealth management services.

CUSTOMER ORIGINATION

The roadmap includes modules for comprehensive customer origination lifecycle management and integration with dedicated onboarding platforms, reducing the need for tellers to access multiple systems.

INSTANT ISSUE CARDS

To elevate the customer experience, future enhancements will enable instant issuance of physical or virtual cards directly from the teller interface, including immediate account activation.

TELLER LINE ATM CASH ADVANCE

A planned module will facilitate cash advances from third-party bank cards via the teller application's card readers, requiring integration with the Financial Institution's acquirer network.

FEDNow

To keep pace with market trends, planning is underway to integrate with the FEDNow payment scheme through cores, enabling instant payments for participating Financial Institutions, thereby enhancing speed of funds availability and competitive positioning.

FRAUD AI

Future capabilities include an AI module to analyze transactional and technical logs, identifying potential fraudulent patterns (e.g., suspicious teller activity) and escalating such transactions for secondary authorization or reporting.

POSITIVE PAY INTEGRATION

With the noted increases in check fraud over recent years, the industry has seen a rise in the adoption of Positive Pay services. This module facilitates real-time integration with a Financial Institution's Positive Pay solution during transaction processing. This integration significantly limits the number of potential fraudulent transactions on a Financial Institution's checks, enhancing security and mitigating financial risk.

TELLER RESOURCE REPORTING AND PLANNING

This add-on module facilitates the strategic planning of branch resources by analyzing past behaviors of branches and staff performance. It provides insights into branch outcomes and staff productivity, enabling improved staff recognition, targeted remediation efforts, enhanced overall productivity, and equitable resource allocation.

To learn more about how inBranch Transact can transform your branch operations, or to schedule a comprehensive demonstration tailored to your specific needs, please contact us at Antuar.com