

EXPRESS CASH RECYCLERS DELIVER BIG EFFICIENCIES FOR COMMUNITY BANK



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Client: Republic Bank & Trust

Location: Norman, Oklahoma

Solution: Diebold's Express Cash Recycler addressed the bank's unique space and efficiency challenges while giving tellers more time to provide personalized service.

Diebold® Express Cash Recyclers (ECRs) helped Republic Bank & Trust meet customer expectations of fast personal service within a limited branch footprint.

Service History

With only 700 square feet, Republic Bank and Trust needed to find a way to maximize its use of space and move its personal and business customers through the branch more quickly and efficiently. Diebold Express Cash Recyclers helped the bank do both.

Established in June, 1988 in Norman, Oklahoma, Republic is regarded as the last true community bank in town. It has five full-service banking centers and total assets of more than \$300 million.

The bank had been receiving benefits of teller automation for years through its Diebold Cash Dispensers. But tellers were still spending precious minutes completing vault buy and sell transactions and counting cash. To assure accuracy tellers were required to count cash at least two or three times during each transaction, leading to lines in Republic's small branches. Balancing teller drawers was also time-consuming and sometimes frustrating.



The bank knew it had to take its automation strategy a step farther with Diebold Express Cash Recyclers (ECRs). The ECRs addressed the bank's unique space and efficiency challenges while giving tellers more time to provide personalized service.

The cash recyclers automatically count, authenticate and securely safeguard cash deposited by customers. That same cash is later dispensed for customer cash withdrawals. The ECRs eliminate the need for tellers to handle cash. Vault buys and sells are now processed through the recycler and Republic's small vault holds only rolled coins, mutilated cash and a small amount of currency.

"With the Express Cash Recyclers, we can get customers in and out of the banking center very quickly. That's because our tellers no longer count money at the teller line."

*Staci Pruett
VP & Banking Center Manager
Republic Bank & Trust*

The teller system software provides seamless integration with the ECR, eliminating the need for duplicate entries of cash amounts into the teller system and the recycler. Check cashing and deposit transactions are faster and balancing is automatic.

Security is also improved because limited cash is exposed and Republic's staff does not have to access the safe during business hours. In addition, the ECR allows the bank to provide an open branch environment with increased controls.

"With the Express Cash Recyclers, we can get customers in and out of the banking center very quickly," notes Staci Pruett, vice president and banking center manager for Republic Bank & Trust. "That's because our tellers no longer count money at the teller line."

Customer transactions are processed at a customized service counter with a recycler built in on one side. The other side is a dual counter staffed by a customer service representative who also has access to the recycler. This improves the number of transactions each individual can handle and the speed of the transactions.

When customers need a specific number of bills in specific denominations, the ECRs quickly dispense the required amounts.

"We had a customer who was having a yard sale and needed specific amounts of \$1, \$5 and \$10 bills for her change," Pruett recalls, "We entered those quantities into the recycler and the ECR immediately dispensed the desired amount of each denomination."

In addition to improving the customer experience, the ECRs have streamlined the balancing and auditing process. "For our peace of mind, we audit the recycler," says Pruett. "It constantly gives us the exact amount and totals of each denomination that is housed in the recycler. It has never been out of balance. Tellers love it because they have no cash drawers to balance. Many of our other tellers want to work in our branches that utilize the recyclers."

The ECRs are also very dependable. "We completed 3,000 transactions with zero downtime," Pruett notes. "They have been up and running every second we have been open for business with them."

"Thanks to the Diebold Express Cash Recyclers, we are able to manage more transactions in our limited amount of space," Pruett concludes, "We also provide a better customer experience because tellers can stay in front of the customers."

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