

Major Inefficiencies of not going paperless.

Inefficiency: Microfilming teller receipts

The issue

About 40% of credit unions still microfilm their teller receipts to create a backup in case the paper document is lost or destroyed. Only about 20% of credit unions that microfilm their receipts destroy the paper documents. The other 80% simply are adding the cost of filming on top of all the other costs associated with creating and managing these documents.

Research is done by first viewing the microfilm and if they cannot locate it on film, then they will pull the physical box and attempt to locate it there. Costs associated with microfilming include: equipment, maintenance, film, developing the film, labor to get the documents to the filmer, then the filming.

Ask yourself these questions:

- Can you estimate what your annual microfilm costs are:
 - o equipment
 - o film
 - o developing costs
 - o storage
 - o labor to get film to filmer
 - o annual film costs
 - o reproduction costs – printer, toner, developer
- Are checks endorsed by your micro-filmer or by the teller?
- Where is the film located?
- Who has access?
- Is film retained in a fireproof cabinet?
- Is film developed as exposed or as required?
- How much time is required to retrieve a document from microfilm?
- How many losses are incurred each year as the result of bad film copies?

What is the solution?

The use of **C21 Teller Capture** eliminates microfilming. By capturing images at the point of presentment, Teller Capture eliminates the costs of film developing, storage and labor. Distributed capture eliminates the filming backlog at the end-of-the-day. All items can be submitted for nightly deposit or electronically transferred utilizing Transport Server. Items are also available for immediate retrieval by all member service staff.