

# Onboarding Solutions

A managed service offering for ATMs with automated deposit technology



# Unlock the full potential of your automated deposit technology

Your ATM network is one of your most important customer touch points. When implementing automated deposit, it's more important than ever to maximize your investment. To be successful, automated deposit deployments must be properly introduced. This includes preparing and training your staff, educating and communicating regularly to consumers.

Cummins Allison's onboarding solutions provide the tools you need for an effective and structured migration to automated deposit, and help smooth your ramp-up to this new technology. A solid on-boarding program benefits your FI in both increased productivity and higher migration levels. We recommend deploying all of these solutions for every automated deposit installation.

## Onboarding menu of services

### Professional Services

Our professional services team works with an FI before, during and after implementation to ensure that your technology investment is designed and optimally deployed to meet your expectations. This service includes:

- Defining requirements
- Impact on business processes
- Software flow
- Screen design, multimedia, language options
- Post implementation follow up

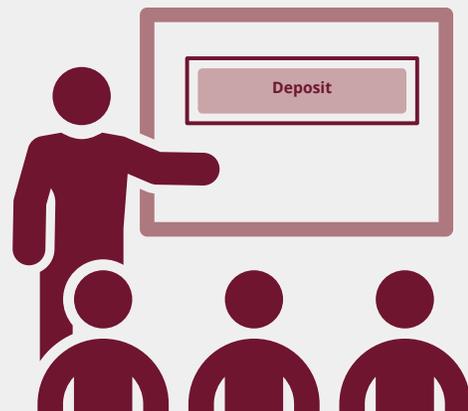


### Automated Deposit Workshop

FIs must migrate a percentage of their customers to this new technology. Migration of 15-20% can typically be achieved, depending on branch demographics. This significantly reduces transaction processing costs and teller wait times.

This four-hour workshop is led by an independent industry expert with extensive experience deploying automated deposit at financial institutions. This workshop has three goals:

- Prepare an FI to migrate transactions from the teller line to an automated deposit ATM
- Educate FI employees on the impact to the FI
- Identify the customer training needed to ensure a superior experience



## FI Employee Readiness Training

Training FI employees on the ADM operation and user benefits is key to migration success. Employee training consists of:



### Online/web based training

Video tutorial that employees can watch at their leisure, to see how the new check and cash deposit technology works. Optimal viewing is four weeks prior to implementation, and afterwards for reinforcement.



### Hands-on/instructor led training

A Cummins Allison specialist will ensure employees understand the ATM's new features and functionality. Employees benefit from hands-on practice of making a check and cash deposit. This training typically lasts two hours.

## Concierge Services

This service includes a dedicated team of professionals stationed in your branches to answer questions and demonstrate ATM usage. Concierges provide personalized assistance and serve as a one-stop source for consumers. Our Concierge Services can:

- Train consumers on how to use the new automated deposit ATM
- Staff ATMs during business hours to address any questions from consumers
- Promote use of the new ATM during business hours
- Run a special event at your branch/branches to promote use of the new ATM



These services are available Monday-Friday 8:00 AM-5:00 pm.

## Marketing Campaign Toolkit

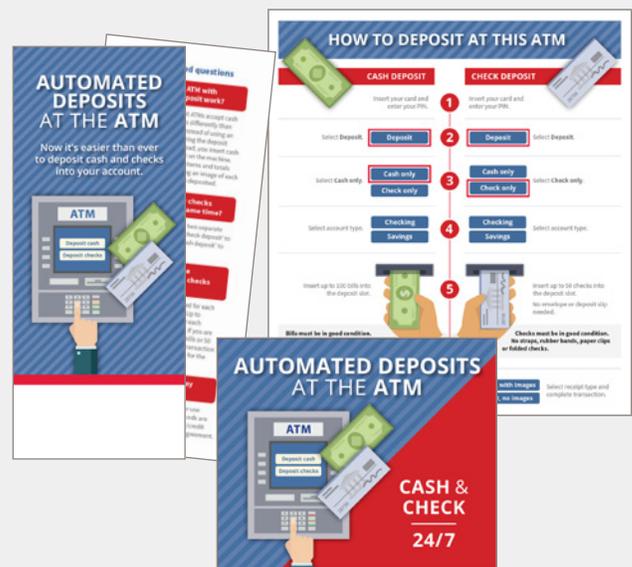
It is important to educate your consumers on the new technology available. If you don't have a marketing department, you can easily communicate and promote your message with pre-designed educational materials.

Cummins Allison offers two design options:

- 1. Standard:** materials are generically branded
- 2. Custom:** materials can be modified with your FI logo, color scheme and images for brand consistency

### Each toolkit contains the following:

- Automated deposit tips sheet with recommended tactics, timelines and promotional ideas
- Sample copy and FAQ to use on website, emails, newsletters
- HTML email you can send to consumers
- Automated deposit "coming soon" promotional pamphlet (1,000 printed copies provided)
- "How to use this ATM" step-by-step pocket guide (1,000 printed copies provided)
- "Coming soon" digital ads for website, other electronic mediums and/or mobile
- Visual aid to place next to ATMs once implemented
- Demo video for use on website, mobile application





## Why use onboarding solutions?

- Smooth migration with no surprises
- Faster learning curve and acceptance of technology
- Satisfied employees and consumers

Do not underestimate the amount of effort it will take to get your team — and consumers — aligned around new processes and technology. Let a trusted provider take on the challenges of your automated deposit implementation so that you experience only the benefits. Onboarding services help make the transition simple and painless.

Get more out of your ADM technology and accelerate the success of your investment. Learn more about onboarding solutions at [cumminsallison.com/onboarding](http://cumminsallison.com/onboarding)



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## Generations of Vision and Excellence

Cummins Allison sets the standard for accuracy and dependability.

Cummins Allison is a global leader in developing solutions that quickly and efficiently count, sort and authenticate currency, checks and coin. We also offer a complete line of full-function automated teller machines (ATMs). Our leadership in technology and product innovation spans more than 125 years. Cummins Allison serves the majority of financial institutions worldwide, as well as leading organizations in retail, gaming, law enforcement and government. Ninety-seven percent of our customers would recommend our products and services.

The company holds more than 350 patents and invests double the industry average in R&D. Our world-class sales and service network includes hundreds of local representatives in more than 50 offices in North America, wholly-owned subsidiaries in Canada, the United Kingdom, Germany, France, Ireland and Australia and is represented in more than 70 countries around the world.

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