



RIO BANK, MCALLEN, TEXAS

Speed, accuracy and local service support: three reasons why Rio Bank prefers the JetScan IFX<sup>®</sup> currency scanner

# Time savings in vault operations



Joe Serna, Teller Manager, Rio Bank

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When it comes to keeping your customers happy, keeping employees happy is real key. Sometimes it's as easy as providing employees with high quality equipment provided by a supplier that's a true business partner. Rio Bank, in McAllen, Texas, found just that when they chose the Cummins Allison JetScan iFX currency scanner to replace their existing note counters.

## A true community bank

Rio Bank, a community bank in south Texas, has assets of \$205 million and services the Rio Grande Valley at seven different locations. They offer a wide range of services, from DDA to checking, savings and loans. With a firm belief in the critical role small businesses play in the American economy, Executive Vice President, Craig Lewis states: “We're definitely a community bank and that's our niche. We believe community banks are the backbone of small businesses and small businesses are what make the United States move and do as well as we do.”

When it comes to keeping his operation running smoothly and his employees happy, Lewis was quick to make a change when he learned his existing currency counters were inefficient and repair service required shipping machines out for several weeks at a time.

## Increased staff efficiency

Rio Bank's Teller Manager, Joel Serna, believes a banking environment must be fast and equipment must be accurate to keep customers and staff happy. “You need to make sure your staff is not stressed out because the equipment isn't working and they have to count the money by hand,” says Serna.

“Any financial institution, any teller area is going to be receiving money. But besides processing deposits, the staff has other work to do. They need to help with reports, check general ledgers and other tasks throughout the day. And the more we can free them up to help in other areas, the more effective our staff can be. If I compare the Cummins Allison currency machines to other bill counters, you have probably 25-30% more free time to do other things,” says Serna.

## Vault operations improved

Rio Bank uses the JetScan iFX scanners in vault operations and has seen considerable time savings. Serna comments: “We found the JetScan iFX machines were very efficient and because they were so efficient and good, we put them in our highest volume area, which is our vaults.” Serna adds product comparisons produced positive results for the JetScan iFX. “We tested our old currency counters side-by-side with the JetScan iFX and the iFX is a lot faster. We can count up to 1,600 notes per minute and that makes any vault processor more efficient, faster and able to go back and keep doing whatever he or she was doing before stopping their regular routine to go and count cash. With the JetScan iFX, my job is a lot easier now. It's easier for everyone because we finish faster and everybody can leave on time, no stress.”

# Prompt, reliable local service makes a difference

## Make your job easier

In addition to speed, accuracy is also important. “Cummins Allison is good at detecting counterfeits and it’s also good at detecting mistakes,” says Serna. “Let’s say you’re counting \$20 bills and by mistake you put in a \$100 bill. The JetScan iFX is going to stop immediately and tell you there’s a wrong note. You pull it out and just keep going. If there’s a mutilated bill, with other machines it gets stuck. With the iFX, it keeps going and going and going. You don’t have to worry about it.”

## Local service means faster response

“With our other vendor we had to ship the equipment to San Antonio and it took so long to get the machine up there and back and then several times it came back and it didn’t work. What we really like about Cummins Allison is the fact that their equipment is reliable. But what is really, really good is the fact that the service techs are here within a few hours at most, if we have any issues. And we haven’t had any issues yet, but we’ve had some questions and they’ve come by and helped us and were wonderful,” says Lewis.

JetScan iFX® scans and counts 1,600 notes per minutes at 99.99% accuracy – the industry benchmark

## Select the fastest, more accurate currency scanner available

The JetScan iFX is faster and more accurate than any other desktop currency scanner. It scans and counts notes at a rate of 1,600 notes per minutes, which is 20% faster than any other model. Its 99.99% accuracy sets the industry benchmark. Available with counterfeit detection, serial number capture and check imaging capabilities, the JetScan iFX was designed to help financial institutions improve their operations. Backed by local service throughout North America, you can count on the JetScan iFX to help your organization improve their efficiency and customer service.



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Executive Vice  
President, Rio Bank

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## About Rio Bank

The Mission of Rio Bank is to provide the basic banking products that have come to be identified with, and synonymous with, "Community Banking." We will provide these services in a way that is centered on customer service with a "can do" attitude thereby creating a sense of loyalty to the bank by its customers, employees and shareholders. Each employee should always remember that customers may not remember what you said to them or what you did for them but they will always remember how they felt when they walked out of the bank.

## Standard features

**Touch panel display:** 4.3" color touch-screen display.

**Four levels of memory:** Keeps separate totals for: sub-batches, batches, day totals and strap limits.

**Unit/value display:** Totals can be shown as dollar value or unit counts.

**Adjustable strap stops:** Separate strap stop limits for each denomination.

**Verification:** Allows currency to be counted or recounted without changing day totals.

**Add function:** For cumulative counting when desired.

**Interface/communications:** Hi-Speed USB, RS232, Ethernet.

**Operating System:** Windows CE

## Specifications

**Dimensions:** 13.5"W x 13"D x 9.5"H (without hopper).

**Weight:** 20 pounds.

**Feeder type:** Automatic feeder with auto-sensing document detection.

**Transport:** High-volume straight-through transport path.

**Feeder capacity:** 500 documents.

**Exit pocket capacity:** 200 documents.

**Document size:** Height: 2.41" to 3.75", Length: 4.5" to 8.75"



To learn more about how this revolutionary product can help you achieve faster processing and lower operating costs please visit [cumminsallison.com/iFX](http://cumminsallison.com/iFX)



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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. With a 125-year heritage of leadership in technology and product innovation, 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 recommend our products and services.

CA holds more than 350 U.S. 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, 4 wholly-owned subsidiaries in Europe and is represented in more than 70 countries around the world.

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