



# RECONCILIATION

---

AN AUTOMATED, "RULES BASED" APPROACH  
ALLOWS BANKS TO MANAGE ATM CASH AND  
TRANSACTIONS BY WORKING WITH EXISTING DATA  
FEEDS, AND APPLYING RULES TO VALIDATE AND  
CONSOLIDATE DATA AT EACH STAGE OF THE ATM  
TRANSACTION CYCLE

## INTRODUCTION

---

Today's fast paced, tech savvy consumers expect the same behavior from their financial institution. Keeping up with the pace requires internal banking operations to move faster with more agility and efficiency. Drive down cost and lower risk by implementing a **smarter** transaction reconciliation process.

## TABLE OF CONTENTS

---

LOOKING FOR THE RIGHT SOLUTION

IS YOUR INEFFICIENT RECONCILIATION PROCESS READY FOR AUTOMATION?

SIGNS YOUR CURRENT RECONCILIATION PROCESS IS OUTDATED

BENEFITS OF NEW RECONCILIATION TECHNOLOGY

WHAT ARE YOUR NEXT STEPS?

## LOOKING FOR THE RIGHT SOLUTION

Does this scene look familiar to you: ATM transactions are increasing and your reconciliation team can barely keep up with matching and verifying all the transactions? On top of that, you're also tasked with reducing cost in your organization. As you stand watching your team, seeing them buried in paper reports and highlighters, you wonder how you can make this process more automated and efficient. Where can you cut cost?

Future branch transformation efforts focus on moving low cost transactions to self-service devices, resulting in increased ATM transactions. As the reconciliation team's work volume increase, it becomes harder and harder to manage the transactions with Excel files or an Access database. As a result, transaction volumes rise along with human error, aging unreconciled items, open-ended dispute cases and difficulty with root cause analysis. You consider bringing on additional staff, but with inconsistent support documentation, individual knowledge buckets within the team and unstructured data, onboarding a new employee could add more delays and bottlenecks. What is the right solution?



## IS YOUR INEFFICIENT RECONCILIATION PROCESS READY FOR AUTOMATION?

Recent business trends indicate slow revenue growth for the financial sector, leaving banks to review internal operations to lower costs and preserve any profit gains. Per the CBI/PwC survey, IT spending, however, will grow quickly. Eighty percent of the respondents say the main reason is to increase efficiency and speed while half of the respondents will be investing in process automation. Financial institutions need a solution that will not only streamline and automate manual reconciliation processes, but one that will also work with all their internal systems, helping to identify fraud and make regulatory compliance less of a hassle.

A best-in-class reconciliation solution allows banks to manage ATM cash and transactions by working with existing data feeds, applying rules to validate and consolidate data at each stage of the ATM transaction cycle. Increasing automatic transaction match rates allows teams to focus on exception management. This “rules based” approach improves operational performance, mitigates risk and drives up efficiencies, while providing a controlled and auditable environment.





## SIGNS YOUR CURRENT RECONCILIATION PROCESS IS OUTDATED

Thinking about your team, you wonder how to onboard new associates under these circumstances. Is the process lengthy because of cumbersome, inconsistent support documentation to perform manually intensive processes with a high number of steps? Are your associates constantly manipulating data points in Excel with no ability to identify root-cause? Do these processes leave too much room for human error with little to no automation? If you answered yes to any of these questions, then it's time to re-evaluate your outdated reconciliation process. Continuing with manual, error-prone processes can lead to open-ended dispute cases, aged unreconciled items, inaccurate accounting records and difficulty in identifying discrepancies.

Trusted reconciliation processes are important as they yield accurate and reliable financial reporting, help detect fraudulent activity and support regulatory compliance. As you think about implementing a new technology solution, you'll want to consider one that can keep pace with volume growth and allows for increased staff productivity. That way, teams can spend time doing their job—addressing customer discrepancies and providing more data analysis. Implementing a reconciliation solution strengthens the controls and governance throughout the cash and transaction cycle while reducing the time spent on monthly reconciliations.



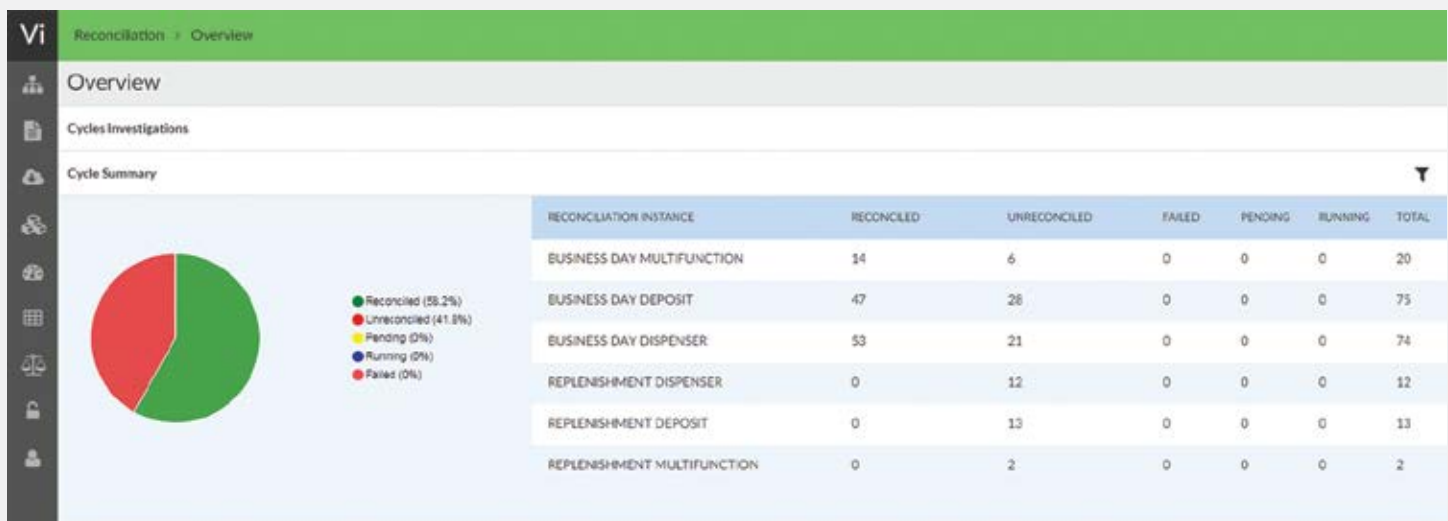
# BENEFITS OF A NEW RECONCILIATION TECHNOLOGY

**Staying positioned for growth** is the key to a successful, productive organization. Having better technology helps you stay ahead of growth.

**Increased staff productivity** allows your team to spend more time doing their job—analytics, addressing discrepancies and being more strategic. No more repetitive, low-value tasks.

**Improved process management** reduces overall time needed to spend on monthly reconciliation by automating most of the reconciliation process, giving your team more time and increased transparency into transactions and consumer behavior.

By implementing the correct solution, businesses can achieve a cost effective, transparent and actionable control regime that fully supports reconciliations and reporting across your ATM estate.



## WHAT ARE YOUR NEXT STEPS?

Look for a solution that will take data in any format, from many sources. This includes, but is not limited to:

- **Cash orders**
- **Replenishment data**
- **Daily transaction data**
- **Reports from cash in transit carriers and general ledger entries**

Find a solution that breaks data down to the lowest level of granularity and normalizes it to facilitate automatic matching, analysis and remediation. The solution should load data into an engine that ensures transactions are all accounted for and sends alerts if not. Finally, solutions with “live streaming” allow instant and real-time management control and reporting. Configurable workflow functionality allows items to be investigated and corrected within a robustly controlled and fully audited framework.





**CONTACT US AT [NCR.COM](http://NCR.COM) TODAY**

## **WHY NCR?**

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 700 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Ga., with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

All features, functions and operations described herein may not be marketed by NCR in all parts of the world. Consult your NCR representative or NCR office for the latest information.

All brand and product names appearing in this document are trademarks, registered trademarks or service marks of their respective holders.

© 2017 NCR Corporation Patents Pending

17FIN8212-1017

[ncr.com](http://ncr.com)

