



Teller Cash Recycler (TCR) Overview and Best Practices

A teller cash recycler, or TCR, is located on the teller line and functions as a secure, automated cash handling system. It acts as a miniature vault that supports both teller transactions and vault buy and sell activity. Typically, a TCR is positioned between two tellers and shared for daily operations.

In everyday use, the TCR performs the following functions.

- Accepts cash received from customers or members
- Sorts bills by denomination
- Screens for suspected counterfeit notes
- Counts and verifies totals
- Stores cash for future dispensing or recycling

A TCR also counts and dispenses cash as needed for teller transactions such as withdrawals and check cashing. In addition, it may be accessed by other tellers for vault buy transactions.

TCRs help reduce the amount of time tellers spend counting cash and improve transaction accuracy. This creates more opportunities for meaningful conversation with customers and members, which can enhance the overall experience.

Benefits of incorporating TCRs into branch design include the following.

- Reduced customer and member wait times
- Improved customer and member engagement
- Enhanced security, as cash is stored within the TCR safe
- Reduced branch operating costs
- Improved teller productivity
- Greater flexibility in branch design, allowing for more personal interactions by reducing or eliminating traditional teller counters

Financial institutions using TCRs commonly follow these best practices.

- Dual control procedures are used when adding or removing cash from the TCR safe.
- Cash is added or removed on a weekly basis to maintain preferred denominations.
- Quarterly audits are conducted to verify cash accuracy. Each bill is verified. Audits should be completed before or after business hours, as large amounts of cash are visible and the TCR is not operable during the audit. Audits are conducted under dual control.
- Most TCRs include a robbery mode feature. When activated by the teller, the TCR dispenses a predetermined amount of cash and then shuts down for approximately 20

minutes. This feature can often be configured to activate the institution's silent alarm system. Cash limits within the TCR should be predefined to control exposure, typically between one thousand and two thousand five hundred dollars.

- Tellers typically do not maintain a cash drawer, except for coins and mutilated bills. These items should be transferred to the vault as soon as possible.
- Cash drawers should be available for emergency use in the event the TCR is not operational.
- While recounting cash moving in and out of the TCR is not required, some institutions establish procedures for teller recounts as an added control.

When used properly, teller cash recyclers support both strong controls and better conversations, allowing tellers to focus less on cash handling and more on serving customers and members.