

DE LA RUE  
CASH SYSTEMS

## Improved teller performance

The ergonomics of the VERTERA ensure that the number of repetitive tasks to be carried out by the teller is reduced through the automation of the note counting and authentication process.

A largely automated process allows the teller to concentrate less on the cash transaction and devote more time to serving the customer's needs. This in turn creates a more customer-orientated banking environment, allows the teller to more easily and naturally interact with the customer to create cross-selling opportunities, enhances the overall customer experience and helps to strengthen customer relationships.

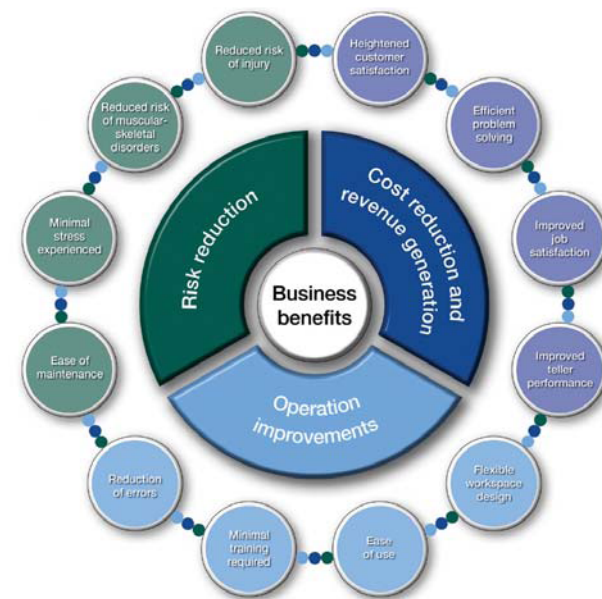
Time saved on repetitive activities not only helps to lower operational costs and improve efficiency, but also provides an opportunity to reallocate resources to higher value activities and encourages the teller to shift focus from counting cash and cash drawer management to customer service.

The compact design fits under a standard height desk

## De La Rue: maximising the benefits of teller automation

The VERTERA teller cash recycler has been assessed by independent professionals in the human-factors field and has successfully passed detailed analysis and practical assessment.

De La Rue's expertise in cash recycling technology combined with leadership of advanced authentication and fitness sorting have provided a robust solution that sets new standards. Through early engagement of ergonomic experts in the design process, De La Rue has ensured an optimised solution that addresses the human factors concerns of our customers including the responsibilities of operational branch managers and senior risk executives directing health and safety policy.



**VERTERA™**  
Teller cash recycler

Improving teller productivity through ergonomic design



DE LA RUE  
**Authenticator**  
SERIES™



## Improving teller productivity through ergonomic design

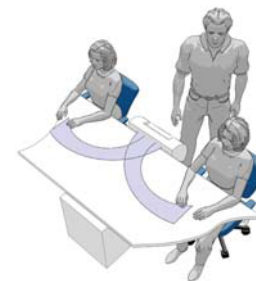
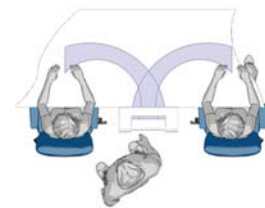
The development of the VERTERA™ teller cash recycler has, from the earliest design stage, involved ergonomic experts to ensure ease of use by tellers, provide considerable flexibility for branch integration and allow ergonomic workspace layout. The result has been a superior solution that helps improve teller performance by achieving greater operational efficiency as well as teller well-being and safety – all aiming to heighten customer satisfaction.

### Workspace design flexibility

The compact, under-counter design of the VERTERA ensures that minimal usable branch space is taken up by the machine. This allows for an optimum workplace design to be achieved, uncompromised by the size or shape of the range of secure safe. In turn, this promotes ease and efficiency of deposit or withdrawal transactions. The purposefully designed exterior shape provides an intuitive layout for convenient operation with smooth lines to reduce any contact points in use.

The different height options of the VERTERA facilitate multi-position teller operation: the lower height option is optimised for seated operation or mixed mode use, with the input and output pockets positioned at the most favourable height for comfortable teller use; the taller alternative is ideally suited to standing operation.

To ensure suitability for a wide range of tellers, the note presentation position has been designed using NASA anthropological data (i.e. inclusive of 90 to 95 percent of the 5th percentile females and 95th percentile males). By taking such a rigorous approach to design, the risk of musculo-skeletal disorders from tellers adopting uncomfortable working postures when reaching to the input and output pocket to deposit or withdraw money is vastly reduced.



### Ease of use

The indicator lights on the top of the Note Handling Module (NHM) allow for dual teller operation. The clear indicator lights serve to inform the teller that the transaction is being processed and to notify each teller of any processing discrepancies. The lights are highly visible when sitting or standing, both to the teller and to the customer. This provides the customer with visual reassurance as they see their cash deposit being placed into the top input pocket and the operation of the machine. The use of familiar colour-coding ensures that the teller is able to easily monitor that the VERTERA is operating normally and also identify any issue with the transaction.



### Ease of maintenance

The design philosophy of the VERTERA ensures that the internal modules which may need to be accessed, take ergonomic best practice and usability into consideration.

The release mechanisms used to open modules within the VERTERA are intuitive in their design, colour coded green to indicate their function and are marked consistently so as to be easily distinguished from other parts of the VERTERA that are in close proximity.

This attention to detail includes the positioning of each lever on or close to the module to be opened and for each to require minimal force. In addition, all release mechanisms are readily accessible and do not require the teller or field service engineer to adopt any uncomfortable postures to operate.

Ease of access not only improves time efficiencies, but also reduces the risk of the teller or field service engineer incurring an injury when attempting to maintain or service the VERTERA.



Readily accessible handles, marked green to show function

