The “Paperless” Trust Department

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T Bank, N.A.

Goals For Today

- What I mean by “paperless”
- Some advantages of storing paper documents electronically
- Some barriers to implementing
- Systems T Bank uses

What do you mean “Paperless”

- Going paperless is more that just scanning documents
- It is a mind set – for the entire organization – management included
- Includes meeting presentations, agendas, supporting documentation, minutes, bills, reports and account files – most everything

Why Go Paperless?

- Disk drive space is cheap which means backup drive space is also cheap.
- Easier Disaster Recovery planning
- Access from remote locations via Internet
- Productivity Gains

More Reasons

- Provides more control than regular files including limiting or monitoring access
- Saves floor space that is increasingly more expensive
- Improved response to auditors and examiners.

More Reasons

- Improves staff efficiency in researching aged items
- Enhanced documentation
- Board has access to agendas and archives with reports
- No degradation of quality

Impediments to Paperless

- Management support
- Resistance to chance -..”it isn’t the way we have always done it..”
- Technology intimidation
- The learning curve

Address the FEARS

- Technology- Technophobia.
- Paper- Papyrophobia
- Computers - Cyberphobia
- Change - Tropophobia or Metathesiophobia

More Impediments

- Implementation for older departments
  What to do with all those files?
- Addiction to Paper – must hold it!
  I need something to put in my desk drawers
- Perceived benefit / cost
- Not having IT resources to support

How did T Bank Do It?

- Management and board support
- Started paperless during organization
- Paperless is part of the bank's vision
- Provided desktop equipment to support

How did T Bank Do It?

- Staff training is easy
- Allowing employees to scan personal records and then take them home.
- Easy systems to use
- Multi-Monitor Displays – a must

What Systems is T Bank Using?

- Cannon Imageware – an off the shelf solution – for document retention
- Portal Framework by Passageways – for meeting management

Systems Continued

- Fidelity National Corp for Remote Capture for all check deposits
- AccuTrust by AccuTech for trust accounting

How Does Paperless Work in Trust?

- First – we get paper, lots of it. It is just used, scanned, stored, then shredded.
- $ 1 billion dollar department – 5 people
- Opened 2,500 accounts in 2 years
  No paper/cardboard file folders, no filing cabinets
- Process over 3,500 deposits per month
  Remote Capture stores all check images

Works for Trust - continued

- Organized like a file folder
  - Legal, Investments, Correspondence, Distributions
- Used for all reconciliations
  Reviewers approve and sign electronically
- Used to gather and deliver all audit requests

Works for Trust - continued

- Vendor Management Records
- Account Risk Rating – all BSA/AML with supporting documentation, reports, etc
- Original account agreement returned to client

Works for Trust - continued

- Documents are checked out and in for Modification – access is recorded
- Easy conversion to PDF for sharing
- Email or fax straight out of DMS
- Version/change tracking

Equipment

Multi monitor display

Every Bank Employee has at least a triple monitor display

Remote Capture Scanner

Each employee who scans checks has one of these on their desk

Equipment

Quad Displays – for some

Tablets for calling officers – or work from home

What to think about?

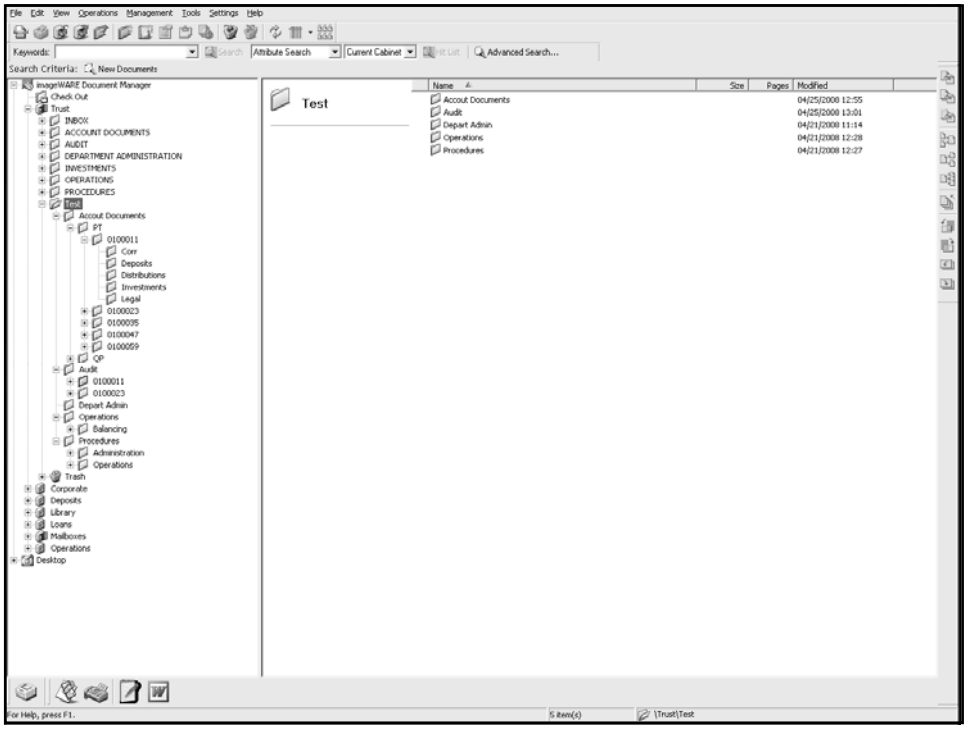
- Perform a comprehensive review, plan, cost comparison, etc.
- Look hard at the costs for storing paper, problems with misfiling, access restriction, etc. probably more expensive than you think

What to think about?

- How to best organize those scanned documents and naming convention for your situation
- Remote capture reduces float time
- IT support on implementation and on going.

Features

- Printing to DMS – just a print driver
- Full drag and drop across screens
- File Conversion – tiff to pdf
- Word, Excel Version tracking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Current Cabinet
Advanced Search...
Search Criteria: New Documents
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Check Out
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INBOX
ACCOUNT DOCUMENTS
AUDIT
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Library
Loans
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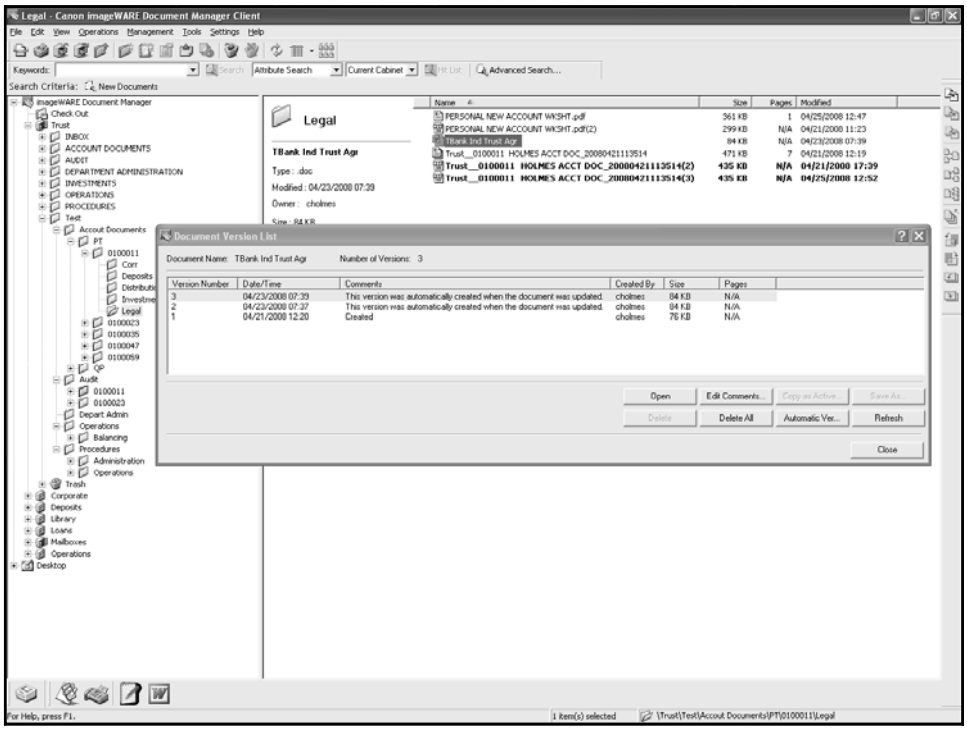
Depart Admin 04/21/2000 11:14
Operations 04/21/2000 12:28
Procedures 04/21/2000 12:27
For Help, press F1.
5 item(s)
\Trust\Test


Legal - Canon imageWARE Document Manager Client
File Edit View Operations Management Tools Settings Help
Keywords:
Attribute Search
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Advanced Search...
Search Criteria: New Documents
imageWARE Document Manager
Legal
TBank Ind Trust Agr
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Name
Size
Pages
Modified
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TBank Ind Trust Agr 84 KB N/A 04/23/2008 07:39
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Trust__0100011 HOLMES ACCT DOC_20000421113514(2) 435 KB N/A 04/21/2000 17:39
Trust__0100011 HOLMES ACCT DOC_20080421113514(3) 435 KB N/A 04/25/2008 12:52
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Number of Versions: 3
Version Number
Date/Time
Comments
Created By
Size
Pages
3 04/23/2008 07:39 This version was automatically created when the document was updated. cholmes 84 KB N/A
2 04/23/2008 07:37 This version was automatically created when the document was updated. cholmes 84 KB N/A
1 04/21/2008 12:20 Created cholmes 76 KB N/A
Open
Edit Comments...
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Refresh
Close
For Help, press F1.
1 item(s) selected
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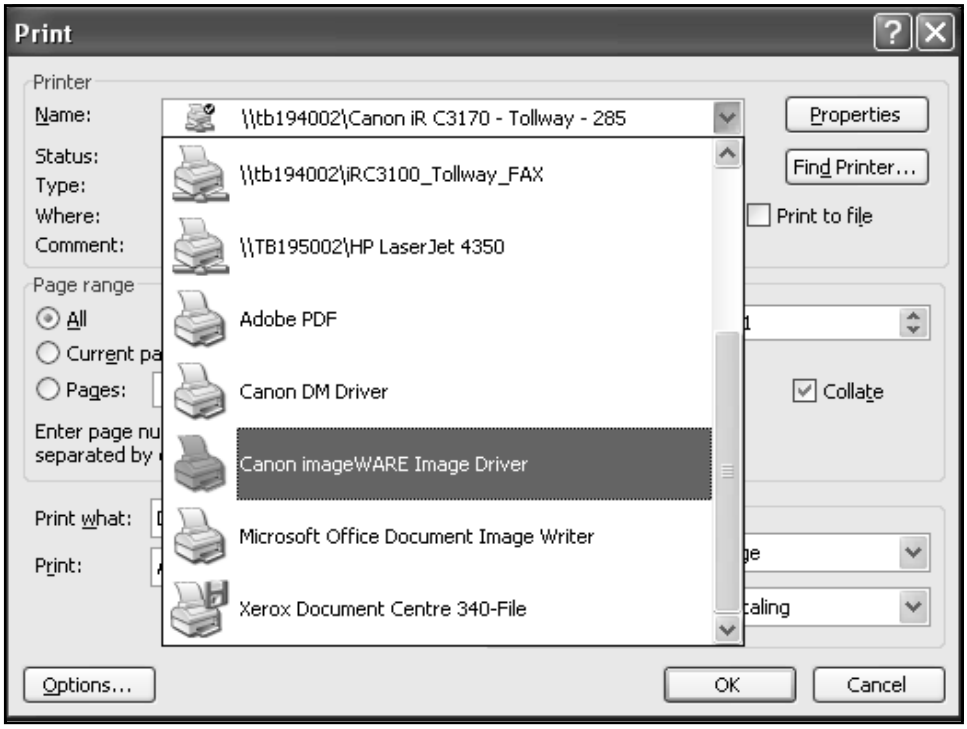
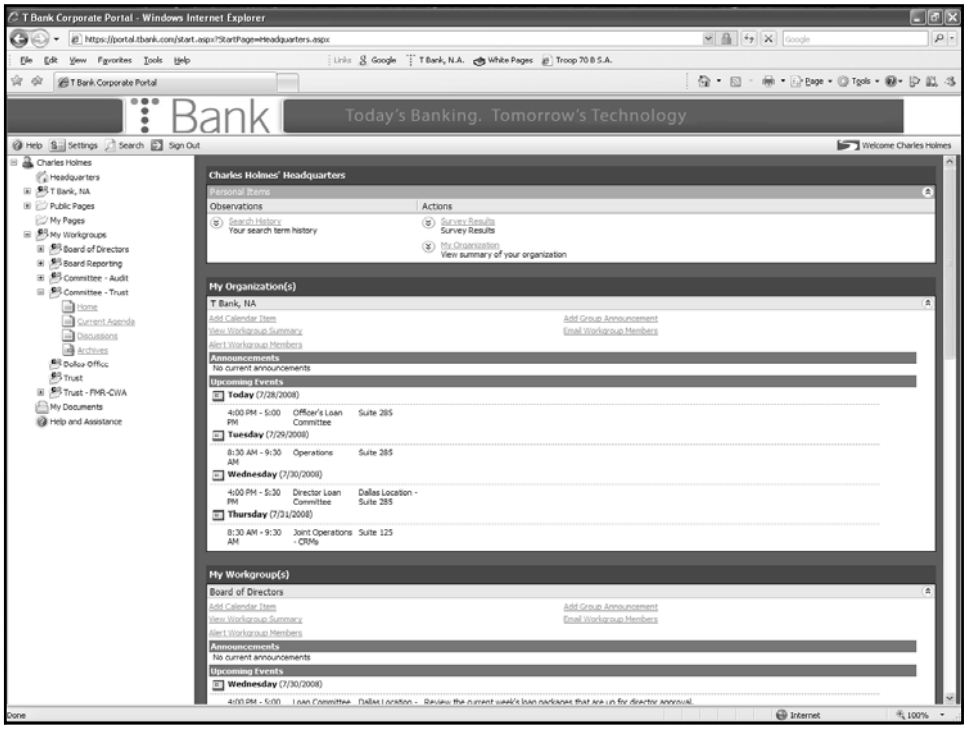
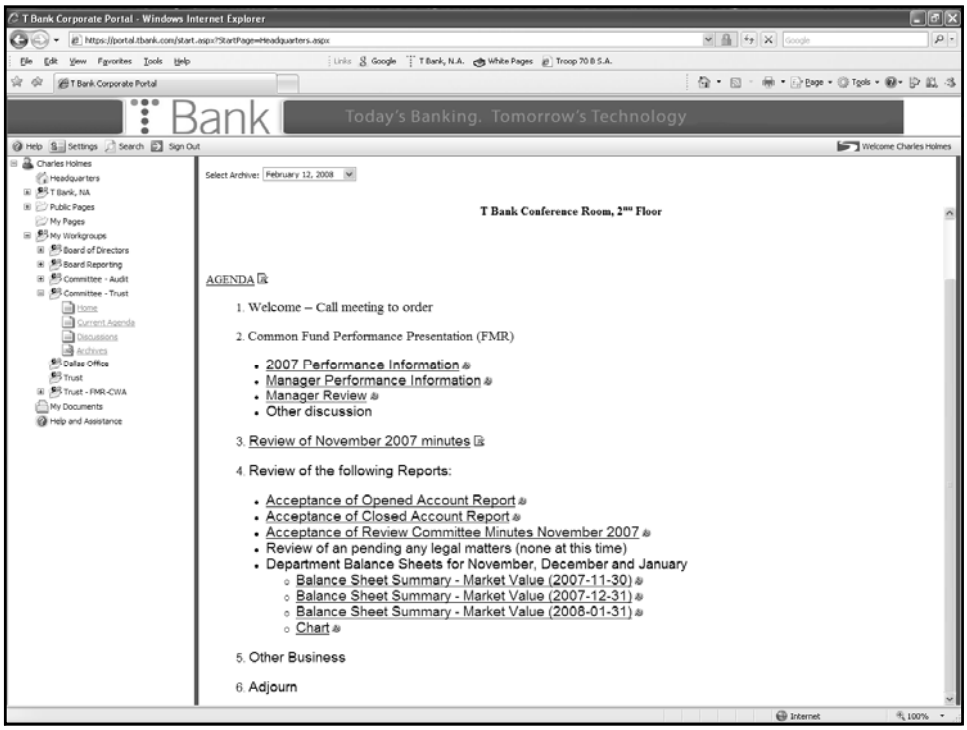
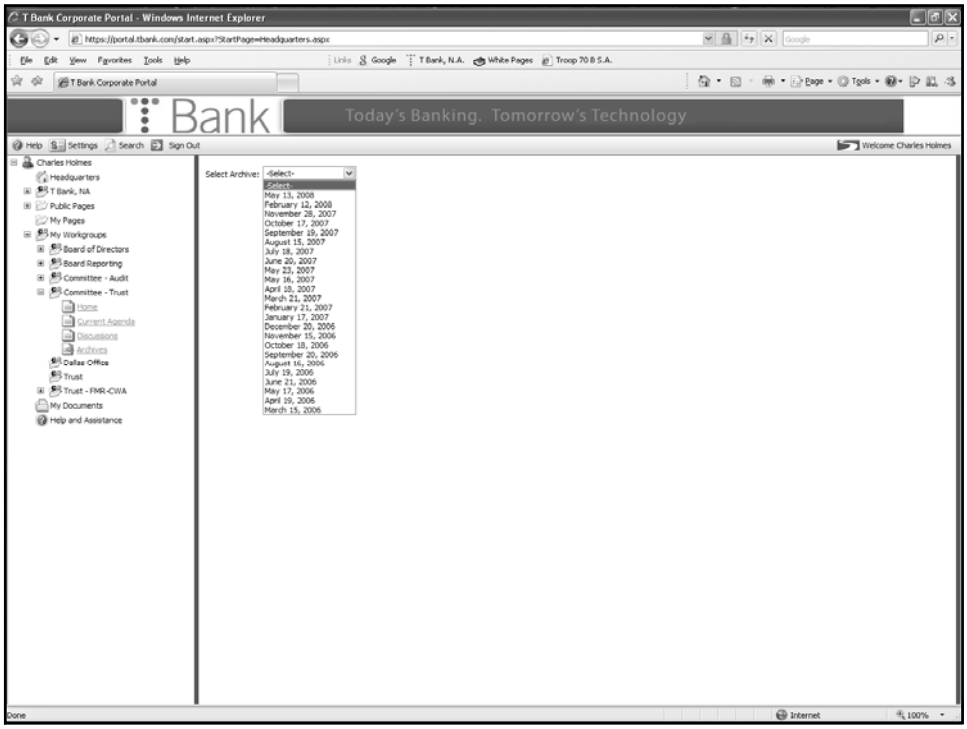


Meeting Management

- All Board and internal meetings - paperless
- All attachments for presentations - paperless
- Each meeting is archived for official records
- All Directors have logon to corporate portal


T Bank Corporate Portal - Windows Internet Explorer
Today's Banking, Tomorrow's Technology
Charles Holmes' Headquarters
Personal Items
Observations
Actions
Search History
Your search term history
Survey Results
Survey Results
My Organization
View summary of your organization
My Organization(s)
T Bank, NA
Add Calendar Item
View Workgroup Summary
Alert Workgroup Members
Add Group Announcement
Email Workgroup Members
Announcements
No current announcements
Upcoming Events
Today (7/28/2008)
4:00 PM - 5:00 PM Officer's Loan Committee Suite 285
Tuesday (7/29/2008)
8:30 AM - 9:30 AM Operations Suite 285
Wednesday (7/30/2008)
4:00 PM - 5:30 PM Director Loan Committee Dallas Location - Suite 285
Thursday (7/31/2008)
8:30 AM - 9:30 AM Joint Operations - CRMs Suite 125
My Workgroup(s)
Board of Directors
Add Calendar Item
View Workgroup Summary
Alert Workgroup Members
Add Group Announcement
Email Workgroup Members
Announcements
No current announcements
Upcoming Events
Wednesday (7/30/2008)

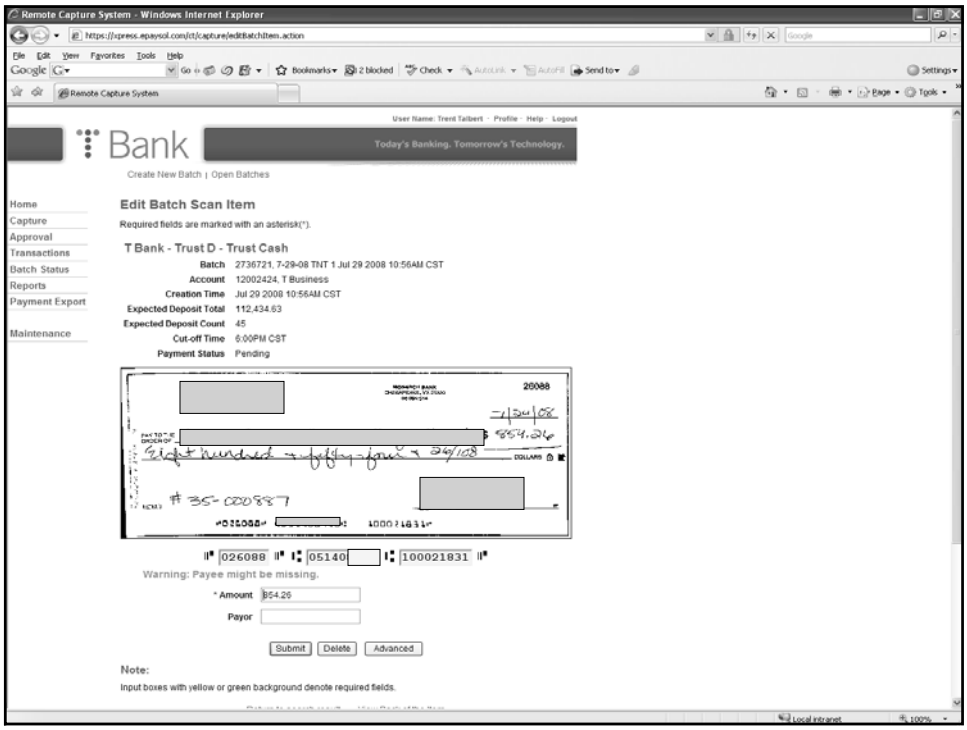

T Bank Corporate Portal - Windows Internet Explorer
Today's Banking, Tomorrow's Technology
Select Archive: February 12, 2008
T Bank Conference Room, 2nd Floor
AGENDA
1. Welcome – Call meeting to order
2. Common Fund Performance Presentation (FMR)
2007 Performance Information
Manager Performance Information
Manager Review
Other discussion
3. Review of November 2007 minutes
4. Review of the following Reports:
Acceptance of Opened Account Report
Acceptance of Closed Account Report
Acceptance of Review Committee Minutes November 2007
Review of an pending any legal matters (none at this time)
Department Balance Sheets for November, December and January
Balance Sheet Summary - Market Value (2007-11-30)
Balance Sheet Summary - Market Value (2007-12-31)
Balance Sheet Summary - Market Value (2008-01-31)
Chart
5. Other Business
6. Adjourn

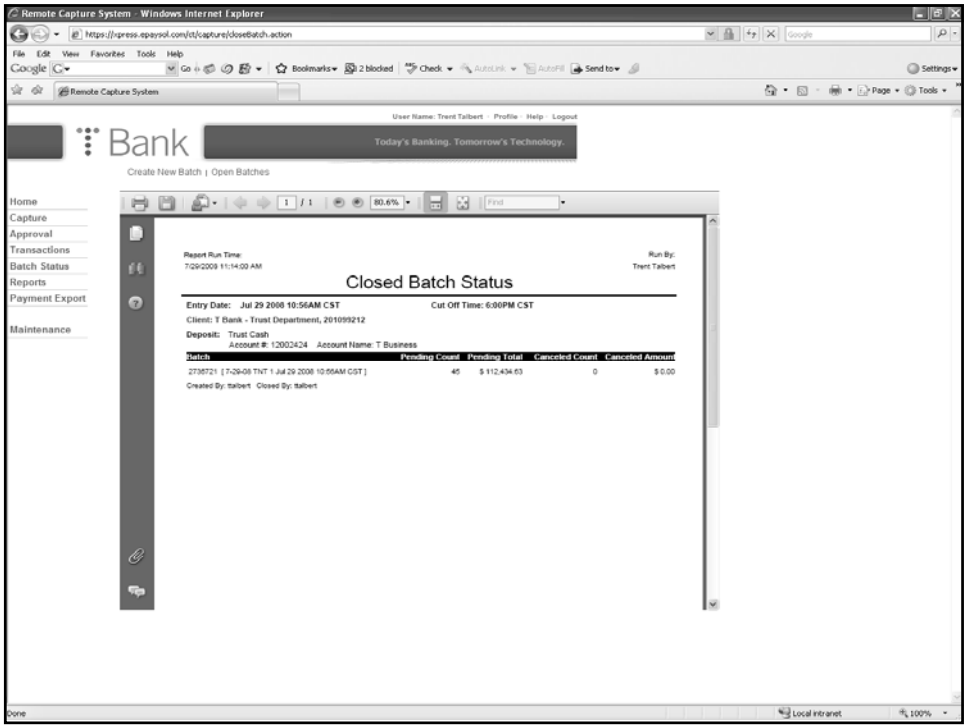


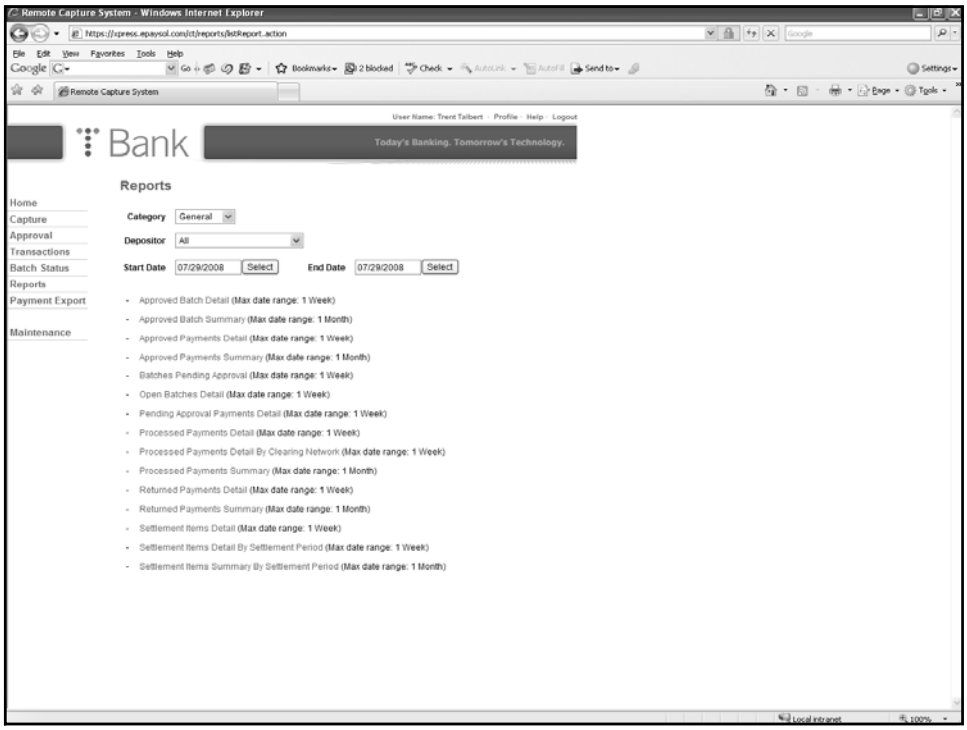
Remote Capture

- Each check is turned into an IRD Image Replacement Document
- The bank's Remote Capture product is used to store all checks
- Records are fully searchable by:
  ABA #; Check #, Account #, $s, and date

Remote Capture System - Windows Internet Explorer
Bank
Today's Banking, Tomorrow's Technology.
Create New Batch | Open Batches
Home
Capture
Approval
Transactions
Batch Status
Reports
Payment Export
Maintenance
Batch Items Search
T Bank - Trust D - Trust Cash
Batch 2736721, 7-29-08 TNT 1 Jul 29 2008 10:56AM CST
Account 12002424, T Business
Cut-off Time 6:00PM CST
Routing #
Account #
Check #
Amount
Search
Reset Filter
Routing # | Account # | Check # | Amount | Payer Name | Status | Entry Date | Actions
051408910 | 026088 | 854.26 | Pending | 07/29/2008 | Edit Audit
061000227 | 004308 | 1,341.66 | Pending | 07/29/2008 | Edit Audit
061000227 | 004309 | 1,291.66 | Pending | 07/29/2008 | Edit Audit
061000227 | 004310 | 3,000.00 | Pending | 07/29/2008 | Edit Audit
104022751 | 10395 | 003590 | 426.22 | Pending | 07/29/2008 | Edit Audit
044115511 | 0006386951 | 734.62 | Pending | 07/29/2008 | Edit Audit
125108272 | 002097 | 2,583.34 | Pending | 07/29/2008 | Edit Audit
125108272 | 002098 | 2,500.00 | Pending | 07/29/2008 | Edit Audit
Select All
Clear Selection
Edit Selected
Edit Suspected
Page 1 of 1 page(s) of total 8 item(s)
10 Rows per Page
Return to open batch
Scan more items


Remote Capture System - Windows Internet Explorer
Bank
Today's Banking, Tomorrow's Technology.
Create New Batch | Open Batches
Home
Capture
Approval
Transactions
Batch Status
Reports
Payment Export
Maintenance
Edit Batch Scan Item
Required fields are marked with an asterisk(*).
T Bank - Trust D - Trust Cash
Batch 2736721, 7-29-08 TNT 1 Jul 29 2008 10:56AM CST
Account 12002424, T Business
Creation Time Jul 29 2008 10:56AM CST
Expected Deposit Total 112,434.63
Expected Deposit Count 45
Cut-off Time 6:00PM CST
Payment Status Pending
026088
854.26
Warning: Payee might be missing.
* Amount 854.26
Payor
Submit
Delete
Advanced
Note:
Input boxes with yellow or green background denote required fields.


Remote Capture System - Windows Internet Explorer
https://xpress.epaysol.com/ct/capture/closeBatch.action
Remote Capture System
User Name: Trent Talbert · Profile · Help · Logout
Bank
Today's Banking. Tomorrow's Technology.
Create New Batch | Open Batches
Home
Capture
Approval
Transactions
Batch Status
Reports
Payment Export
Maintenance
Report Run Time:
7/29/2008 11:14:00 AM
Run By:
Trent Talbert
Closed Batch Status
Entry Date: Jul 29 2008 10:56AM CST
Cut Off Time: 6:00PM CST
Client: T Bank - Trust Department, 201099212
Deposit: Trust Cash
Account #: 12002424 Account Name: T Business
Batch
Pending Count
Pending Total
Canceled Count
Canceled Amount
2736721 [7-29-08 TNT 1 Jul 29 2008 10:56AM CST]
46
$ 112,434.63
0
$ 0.00
Created By: talbert Closed By: talbert
Done
Local intranet
100%


Remote Capture System - Windows Internet Explorer
https://xpress.epaysol.com/ct/reports/listReport..action
Remote Capture System
User Name: Trent Talbert · Profile · Help · Logout
Bank
Today's Banking. Tomorrow's Technology.
Reports
Home
Capture
Approval
Transactions
Batch Status
Reports
Payment Export
Maintenance
Category General
Depositor All
Start Date 07/29/2008 Select
End Date 07/29/2008 Select
- Approved Batch Detail (Max date range: 1 Week)
- Approved Batch Summary (Max date range: 1 Month)
- Approved Payments Detail (Max date range: 1 Week)
- Approved Payments Summary (Max date range: 1 Month)
- Batches Pending Approval (Max date range: 1 Week)
- Open Batches Detail (Max date range: 1 Week)
- Pending Approval Payments Detail (Max date range: 1 Week)
- Processed Payments Detail (Max date range: 1 Week)
- Processed Payments Detail By Clearing Network (Max date range: 1 Week)
- Processed Payments Summary (Max date range: 1 Month)
- Returned Payments Detail (Max date range: 1 Week)
- Returned Payments Summary (Max date range: 1 Month)
- Settlement Items Detail (Max date range: 1 Week)
- Settlement Items Detail By Settlement Period (Max date range: 1 Week)
- Settlement Items Summary By Settlement Period (Max date range: 1 Month)
Local intranet
100%

Just a Recap

- Document imaging is easy, safe, cost effective, secure
- Check around, it is affordable
- Auditors / Examiners like it
- Directors access to information
- Remote capture speeds collection and archives records

Resource Links

- Canon Imageware - www.imageware.com
- AccuTech – www.trustasc.com
- Passageways - www.passageways.com
- Fidelity National Information - www.fidelityinfoservices.com
- Mass Engineered Displays - www.massedi.com

Questions ?

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- Charles Holmes – cholmes@tbank.com
  – 972-720-9022 - office