

QUEENSBOROUGH NATIONAL BANK & TRUST

Thriving in the New Era of Electronic Transactions

HIGHLIGHTS

QNB&T

Queensborough National Bank & Trust (QNB&T), headquartered in Louisville, Georgia, is an independent, full-service financial institution honored by the American Bankers Association as one of the TOP 50 COMMUNITY BANKS in the United States.

Business Objectives

To leverage the two most strategic technologies enabled by advances in check electronication – remote deposit capture (at the merchant site and bank branches) and check image exchange.

Metavante Solution

- SendPoint Merchant – A managed service merchant capture solution that lets commercial clients make electronic check deposits directly from their workplace
- Branch Capture – Image capture, truncation, and processing from the point-of-transaction
- xVision – integrates remote deposit capture with centralized check image exchange
- Endpoint Exchange – clearing check-based transactions by exchanging check images with other member institutions

Benefits Achieved

- Eliminated sorter and associated click charges and maintenance fees by capturing at the point-of-presentment
- Eliminated risk of holdover and delayed availability
- Accelerated the electronic clearing of items and improved funds availability
- Offered a convenient, safe, and cost-effective merchant capture solution to attract new customers.

“By clearing check images rather than paper checks, QNB&T has been able to eliminate the expense of maintaining our large check sorters.”

– Pat Brown, Sr. Vice President and COO,
Queensborough National Bank & Trust

THE MIGRATION TO A CHECK 21 PAYMENT PROCESSING INFRASTRUCTURE

Queensborough National Bank & Trust (QNB&T) is well known for its strong commitment to customer appreciation and community involvement. In today’s competitive post-Check 21 processing environment, QNB&T examined the current trends in payments and saw that check volume was declining 3 – 7% per year on a nationwide basis, while the costs to clear checks through traditional channels continued to rise. Banks across the country were incurring rising operating expenses due to ever-increasing transportation costs and the closing of more and more Federal Reserve check processing sites. As paper check volumes continued to decline, QNB&T knew there would be increasing pressure on the bank and its commercial customers to manage these rising costs.

QNB&T also saw that new electronic payment offerings were becoming predominant for both consumers and businesses. Additionally, QNB&T understood that check payment revenues continued to make a significant contribution to the bank’s bottom line and new image-based solutions could maintain and enhance the revenue from traditional paper check products. As a result, QNB&T drew up a strategic plan to transition to new remote deposit capture and image exchange solutions that would support the migration from traditional check processing to check imaging and electronic payments and clearing. “We see the transition from paper to electronics as a positive step, and Queensborough National Bank & Trust is actively promoting this



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transition with our customers,” said Pat Brown, Senior Vice President and COO, QNB&T.

QNB&T made a commitment to leverage new electronic payment technologies that promised to streamline the business banking relationship and provide commercial customers with a convenient, safe, and cost-effective method for making daily deposits. The bank also committed to branch capture and check image exchange, completing a comprehensive, end-to-end, image-enabled payment processing solution with realtime forwarding of electronic payments and deposits, resulting in same- or next-day availability of funds.

After a thorough competitive evaluation, QNB&T selected Metavante for the full suite of check imaging and electronic payment solutions. “In our search to provide the most feature rich and seamless solution for remote deposit capture and image exchange, we turned to Metavante Image Solutions and Endpoint Exchange,” said Brown. “Metavante and Endpoint Exchange made a commitment to work with us to provide an integrated solution with the ability to image capture, truncate, and exchange check images from our bank branches and commercial customer sites. This has allowed us to eliminate the expense of maintaining our large check sorters.”

The benefits of a merchant capture solution were clear – allow commercial customers to enjoy later-than-paper deadlines, which significantly improve availability. Metavante’s SendPoint managed service for merchant capture provides QNB&T and its commercial customers with a cost-effective alternative to acquiring, installing, and managing merchant capture technology on-site. “Merchant capture through Metavante’s SendPoint service has been a great fit for QNB&T and our commercial customers,” said Brown. “It really boils down to getting commercial deposits into the bank faster,

safer, and more efficiently, and SendPoint has delivered on all counts.”

Metavante’s Branch Capture improves branch transaction processing while reducing back-office processing costs. Additionally, Branch Capture eliminates the microfilming of transactions at the branches, and provides the perfect complement to check image exchange. “Metavante’s Branch Capture provides so many benefits,” said Brown. “Work simplification, efficiency gains, and the seamless path to check image exchange.”

Metavante’s xVision unified check image exchange platform supports full interoperability and seamless check image exchange between all the leading check image exchange networks, including the Federal Reserve’s FedImage Services and Endpoint Exchange. Metavante’s xVision provides a number of operational and transaction cost advantages for QNB&T. “Now that we are in live image exchange mode with the Fed and Endpoint Exchange, we have improved our next-day availability to almost 100 percent, and consistently meet the Fed’s earliest cutoff deadline for outgoing cash letters,” said Brown. “Each month we will reduce our per-item costs as more electronic receivers of check images come online with the Fed and Endpoint Exchange.”

“Remote deposit capture and image exchange have had the most positive impact on the changing Check 21 landscape,” said Brian Hurdis, President, Metavante Image Solutions. “Helping our clients position themselves for success in today’s electronic payments environment is the driving force behind our technology. Top financial institutions like QNB&T realize the need to exploit the full value of images and control new transaction revenue with quality imaging solutions.”



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QNB&T'S KEYS TO SUCCESS

The dedicated management team at QNB&T proved to be invaluable during the conversion to the new electronic payment technologies. The outstanding leadership and teamwork provided by Carla Boulineau – AVP of Operations, Leila McCall – Transaction Processing Manager, and Sue Powell, VP of Operations, resulted in the successful implementation and introduction of these new offerings. These ladies made teamwork a priority and now QNB&T's valued customers are benefiting from the seamless integration of new electronic payments solutions that extend deposit cut-off times, lower transaction costs, reduce the amount of time spent on deposit preparation and paper handling, and eliminate daily trips to the bank.

A strong commitment to quality continues to serve QNB&T very well. QNB&T has been extensively reviewed with extremely positive approvals by regulatory agencies, including the Office of the Comptroller of the Currency (OCC). QNB&T's reconciling processes were reviewed to create standards for other audits performed by various agencies.

SOLID RESULTS

By partnering with Metavante Image Solutions to deploy the industry's most comprehensive suite of remote deposit capture and check image exchange solutions, QNB&T and its commercial customers are:

- Experiencing increased operational efficiency and productivity from handling balanced images files
- Reducing transportation issues (the cost and risk of moving items to the bank are now almost eliminated), creating a more effective and safer environment
- Meeting earlier Federal Reserve deadlines

- Achieving accelerated check clearing and settlement through seamless check image exchange with the Federal Reserve and Endpoint Exchange

CONTACT METAVANTE

For more information about how Metavante Image Solutions can help your organization enhance its check and document imaging capabilities, call 1-800-822-6758 or visit metavante.com.