Cascade State Bank – Counterfeit Cash Vigilance

Analysis Information

Problem:

Cascade State Bank occasionally receives counterfeit bills from customers, especially in large cash deposits from high-volume businesses like gas stations and fast food chains. The bank is responsible for reporting and removing these fake bills from circulation.

Goals:

1. Accurately identify and locate the key anti-counterfeit security features
2. Test all critical security features to quickly verify whether the bill is genuine.
3. Execute a strategy for accurately counting and checking large cash deposits for counterfeits.

Current Performance & Observations

Current Performance:

Current performance is inconsistent. Tellers do occasionally receive counterfeit bills, indicating a gap in their vigilance or verification skills. Tellers may be relying on money marker pens, which are insufficient for detecting sophisticated fakes printed on original paper.

Observations:

Focus on Speed: Tellers must keep bank and drive-thru lines moving smoothly, which creates pressure and may lead to rushed verification. Tellers are struggling to prioritize needs under pressure.

Skill Gap: Tellers may lack the knowledge or confidence to leverage all security features (color-shifting ink, watermarks, threads), especially on the most-counterfeited bills ($20s, $100s). Managers are being called out consistently to verify bills.

Conclusions:

The performance gap is primarily due to a skill and strategy deficit related to currency verification, exacerbated by time pressure. Tellers likely understand the need for security but lack the specific, integrated verification strategy needed to quickly and accurately spot subtle differences in sophisticated counterfeits while counting cash deposits.

Recommendations

Non-Training

Job Aids: Provide high-quality, laminated job aids (quick reference cards) for each teller station detailing the key security features of $20s, $50s, and $100s, as this acts as an immediate memory trigger at the point of need.

Security Policy Review: Ensure the bank's official protocol for confiscating counterfeit bills and notifying the customer is clearly documented and easily accessible to all tellers to prevent policy errors.

Training

*eLearning Course: Create the requested interactive eLearning solution focusing on the visual identification and testing of security features (watermarks, threads, color change) using photo identification, flash cards, and simulation.

Hands-On ILT (Required): The eLearning must be supplemented by the in-person ILT session, which is necessary to practice verifying the paper quality and ink texture, as this haptic skill cannot be taught effectively online.