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# ATM/Debit Processing

## User Guide

### INTRODUCTION

This booklet introduces users to the screens used in the daily maintenance of ATM and Debit cards. The manual provides answers to several frequently asked questions about the daily maintenance of ATM and Debit cards, such as how to create a card, how to reorder a card, and how to change the status on a card. It also provides examples of ATM and Debit card reports that are archived daily in CU\*SPY.

This manual is for users who have access to **ATM/Debit Card Maintenance** on the Online ATM/Debit/Credit Card Processing menu (MNATMD), which allows daily maintenance on ATM and Debit cards. Users who only need to view the ATM and Debit cards screens can access view-only versions of some of the screens shown in this manual through **ATM/Debit Card Activity/Inquiry** on the Online ATM/Debit/Credit Card Processing menu (MNATMD).

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For an updated copy of this booklet, check out the Reference Materials page of our website:  
<http://www.cuanswers.com/resources/doc/cubase-reference>  
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# FREQUENTLY ASKED QUESTIONS

Before moving to the answers to these questions (beginning on page 7), be sure to review the introduction to the entry screens (beginning on the next page). Answers to the questions follow this overview.

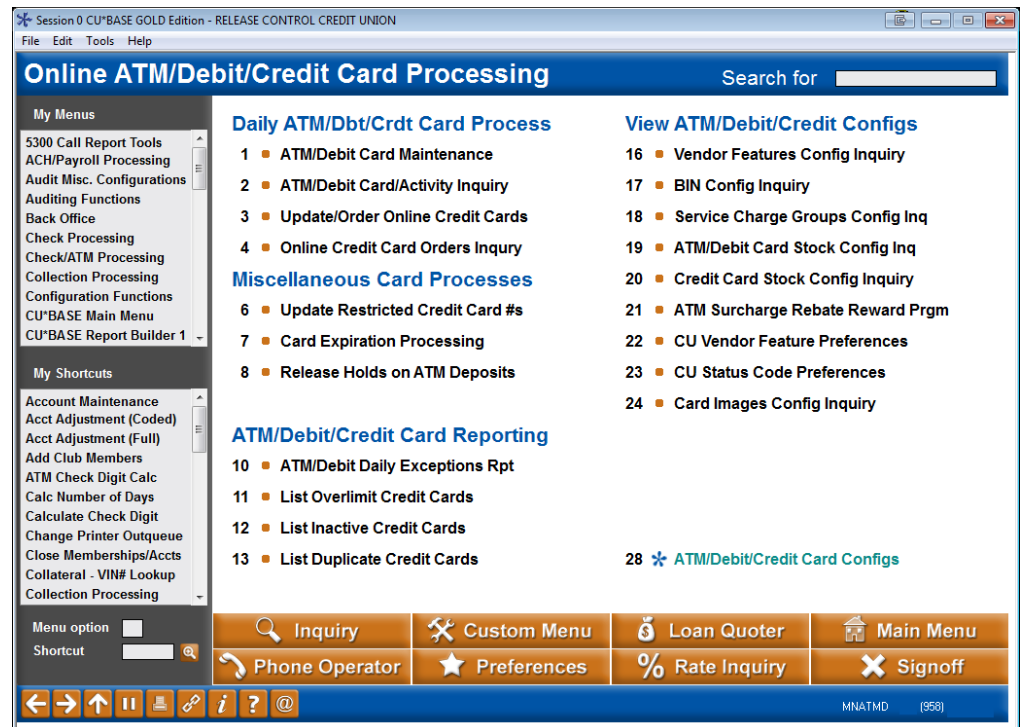
- **Question #1:** My member is the primary account holder and wants to get a brand new ATM/Debit Card. How do I order him or her a card? **See Page 7**
- **Question #2:** My member's card is worn and I need to reorder him or her a replacement card. How do I do this? **See Page 11**
- **Question #3:** My member's spouse or child needs an ATM/Debit card. How do I create a card that does not have the primary account holder's name on the card? **See Page 13**
- **Question #4:** I need to issue the member a specific card number. How do I do this? **See Page 14**
- **Question #5:** A cardholder has lost his or her card. How do I change the status of the card to mark it as a "hot" card? **See Page 15**
- **Question #6:** I need to close a card that is no longer needed. How do I do this? **See Page 18**
- **Question #7:** How do I see all of the cards issued to a member's account? **See Page 22**
- **Question #8:** How do I view the activity on a specific card? **See Page 23**
- **Question #9:** How do I view Card Status Changes for an Account? **See Page 26**
- **Question #10:** How do I close a card the same day it was opened? **See Page 28**
- **Question #11:** How do I temporarily change the daily limit on my member's ATM or Debit card? **See Page 30**
- **Question #12:** My member travels for long periods of time, how can I ensure that the address at the vendor is my member's current physical location? **See Page 32**

# INTRODUCTION TO THE ENTRY SCREENS

## COMPLETE MENUS FOR YOUR ATM/DEBIT CARD PROCESSING

Most of this manual will deal with **ATM/Debit Card Maintenance** on the Online ATM/Debit/Credit Card Processing menu (MNATMD), which allows you to view existing cards, perform maintenance, and order new cards. Access to this option should be given only to people in charge of processing ATM and Debit cards. **ATM/Debit Inquiry** on the Online ATM/Debit/Credit Card Processing menu (MNATMD) allows view-only access to some of the screens available through the first option and should be given to employees who will not order or perform maintenance on ATM or Debit cards.

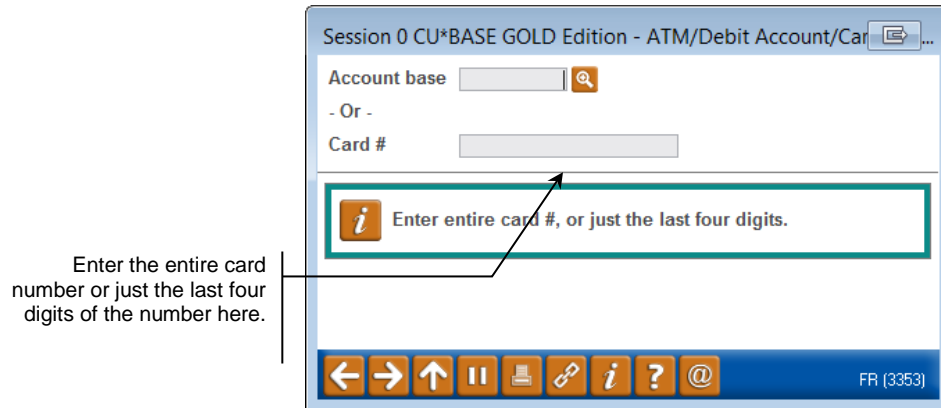
Online ATM/Debit/Credit Card Processing Menu Screen



## MAIN ATM/DEBIT SCREENS

You will work from two main ATM and Debit Card screens to perform all your maintenance, including ordering and reordering new cards or marking a card as a “hot” card.

The Entry Screen – “ATM/Debit Card Maintenance” on the Online ATM/Debit/Credit Card Processing menu



This is the entry screen for performing maintenance on a card, viewing card configuration, or ordering a new card.

You have three options from this screen:

- Enter a valid account base to view all cards associated with that account.
- Enter the full ATM or Debit card number (to view only that card)
- Enter the last four digits of the ATM or Debit or card number (to view all cards with containing those last four digits).

NOTE: You will see a similar entry screen when entering via **ATM/Debit Card Activity Inquiry**. Entering through this option will not allow maintenance or card ordering/re-ordering, but will simply allow a user to view some of the screens shown in this booklet.

## Maintenance Screen

Session 0 CU\*BASE GOLD Edition - RELEASE CONTROL CREDIT UNION

File Edit Tools Help

### ATM/Debit Card Maintenance UPDATE

Relationship account ALLISON J MEMBER

Card #	Seq #	Card Type	Card Status/Description	Embossed Name Line 1	Embossed Name Line 2	Last Used
6319	1	DEBIT CARD 2	C CLOSED	ALLISON J MEMBER		
6327	1	DEBIT CARD 2	A ACTIVE	ALLISON J MEMBER		

Accounts     Counters     Activity     Change Status     Reorder Card/PIN  
 Close     Maintenance     Card Status History

Add Card

(3360)

From this screen, select a card and use of these items to perform maintenance on the card

Use Add Card (F6) to begin creating a new card.

You move to the screen above when you enter an account base number, the last four digits of a credit card number, or the full card number in the entry screen. From this screen, you can select a card and use the options to perform maintenance. This screen is also the starting point for creating a new ATM or Debit card. All cards, regardless of status, will appear on this screen.

# ANSWERS TO FREQUENTLY ASKED QUESTIONS

Question 1: My member is the primary account holder and wants to get a brand new ATM/Debit Card. How do I order him or her a card?

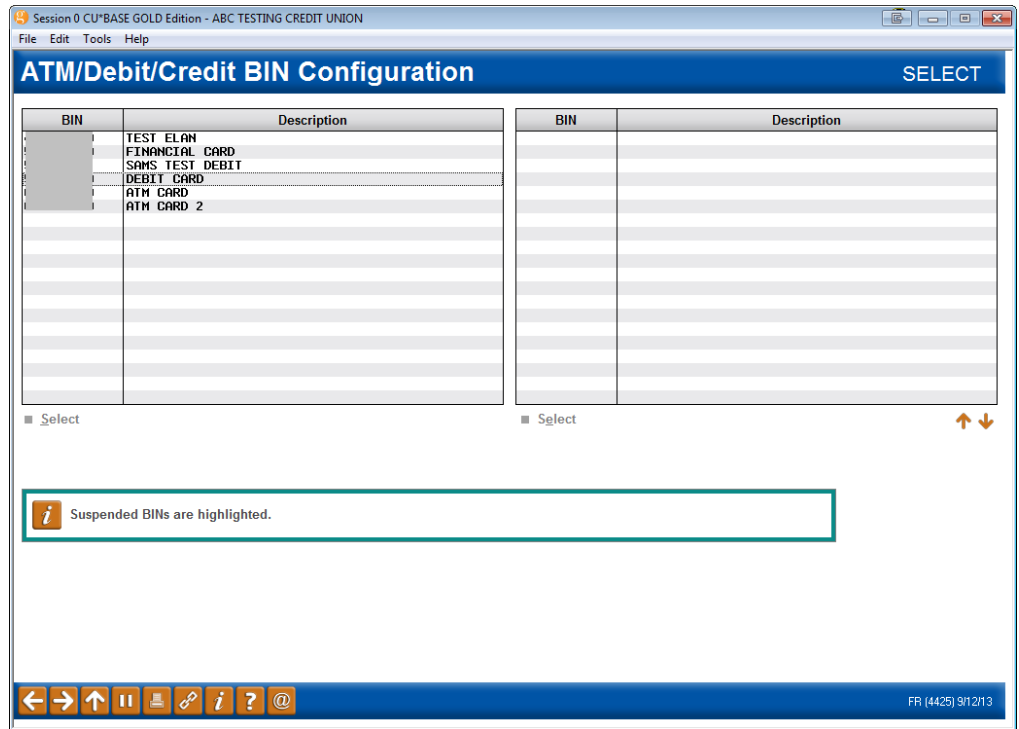
These directions cover how to order a new card for the primary account holder. Questions #2 and #3 cover reordering a card and ordering a card with a different name (for example a spouse or child also needs a card).

- Refer to the **Instant Card Issue** booklet for more information on producing un-embossed plastics that are printed at your credit union that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group.  
[http://www.cuanswers.com/pdf/cb\\_ref/instant\\_card\\_issue.pdf](http://www.cuanswers.com/pdf/cb_ref/instant_card_issue.pdf)
1. Use **ATM/Debit Card Maintenance** on the ATM/Debit/Credit Card Processing (MNATMD) menu and enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
  2. Press Enter.
  3. The Maintenance screen (shown below) will appear. Use **Add Card** (F6) to move to the BIN selection screen.

Maintenance Screen

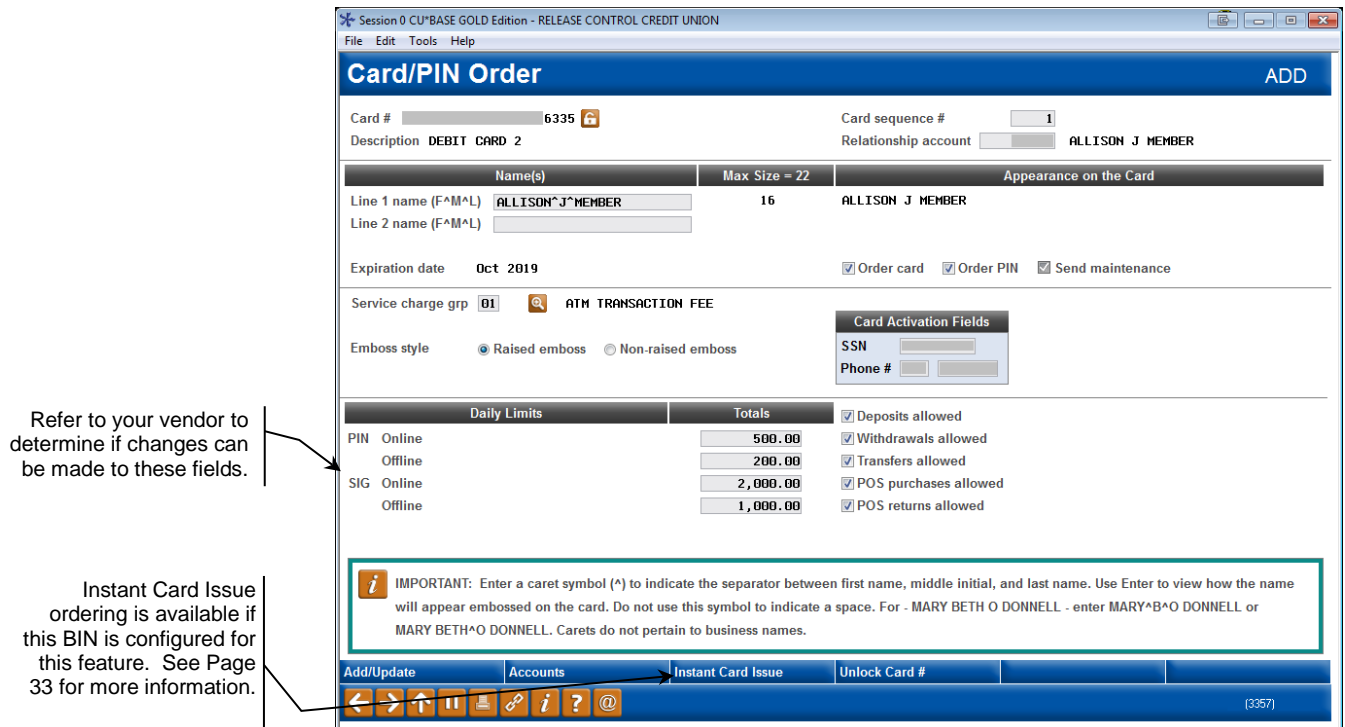
Card #	Seq #	Card Type	Card Status/Description	Embossed Name Line 1	Embossed Name Line 2	Last Used
6319	1	DEBIT CARD 2	C CLOSED	ALLISON J MEMBER		
6327	1	DEBIT CARD 2	A ACTIVE	ALLISON J MEMBER		

## BIN Selection Screen



- This screen lists the BINs available. (For more information about BIN configuration see page 37). Select the appropriate ATM or Debit Card BIN from the list. This will take you to the Card/PIN Order screen.

## Card/PIN Order Screen





5. Confirm that the Line 1 name is correct. (In this case it should be the member's name since we are creating a card for the member). A different name can be entered if you are creating a card for a family member. See Question #3 - "My member's spouse or child needs an ATM/Debit card." for a screen example.
  - **Line 2** is reserved for use with platforms that will accept a two line card embossing. Not all vendors support this through online processing. Contact your vendor to see if Line 2 embossing is supported.
  - When ordering a card, enter a caret symbol (^) to indicate the separator between first name, middle initial, and last name. The caret symbol is created when holding down SHIFT and pressing the number 6, on most standard QWERTY keyboards. Use Enter to view how the name will appear embossed on the card. Do not use this symbol to indicate a space.
  - Some names will require a decision in spacing. For example, for MARY BETH O'DONNELL, you may enter MARY^B^O DONNELL or MARY BETH^O DONNELL.
  - Middle names must be 1 initial when ordering a card.
  - If no carets are used, or are used incorrectly, CU\*BASE will display a warning message along the bottom of the screen, alerting you to the issue with the name.
  - Carets do not pertain to Business Names.
  - Max Number of Characters is configured per BIN, based on vendor and card production requirements. CU\*BASE will display the number of characters used when Enter is pressed to refresh the screen.
6. Confirm that the correct Social Security Number and phone number are entered in the fields. CU\*BASE pulls the primary account holder's social security number and home phone number. You can change this information, for example to allow a member to activate a card via a cell phone.
7. Now we need to add the accounts that will fund this card's transactions. Click *Accounts* (F13) to add funding accounts for the card. The account base you entered previously will appear in the Relationship account field. Confirm you have the correct account base and member name.

## Attached Accounts Screen

The first account listed on this screen is the Relationship account. This account is used for Tiered Services and Marketing Club features. Enter the account that is the primary funding account underneath that. This account must be listed in the area below as well.

In this area list all of the accounts that will provide funds for the card.

Session 0 CU\*BASE GOLD Edition - ABC TESTING CREDIT UNION

File Edit Tools Help

### Attached Accounts ADD

Card # \_\_\_\_\_ Card sequence # 1

Description DEBIT CARD

Relationship account  JOHN MEMBER

Funding account   JOHN MEMBER

**Savings account**

#1   JOHN MEMBER

#2

**Checking account**

#1   JOHN MEMBER

#2   MARY MEMBER

**L O C account**

#1   JOHN MEMBER

#2

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8. Enter a Funding account in the next field. This is the primary account that the ATM or Debit card will use when performing Signature based and Non-Pinned POS transactions. The funding account entered in this field must also be listing in the appropriate section below.
  - NOTE: It is recommended that the Funding account on a Debit Card be a checking account to avoid transaction denials. Check with your vendor to determine whether a savings account can be used. The number of accounts allowed is dependent on your vendor configuration.
9. Enter any additional accounts (different suffixes for the relationship account *(see above)* or accounts from different memberships entirely) that the cards are allowed to access when performing transactions in the area below. There are areas for savings, checking and line of credit accounts.
10. When you are finished entering the accounts, press enter and use the backup arrow to return to the card order screen.
11. Use *Add/Update* (F5) to order the card.
12. At this point, if configured, you can use *Instant Card Issue* (F14) to print a flat un-embossed plastic (printed at your credit union) that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group. See Page 33 for more information.

Question #2: My member's card is worn and I need to reorder him or her a replacement card. How do I do this?

These directions cover the process to reorder ATM or Debit cards. The reordered card will have the same settings and funding accounts as the original card. These steps are also used when members have forgotten their PIN and need to have it resent to them.

- NOTE: Check with your vendor to determine if replacement card orders can be processed through CU\*BASE.
  - Refer to the **Instant Card Issue** booklet for more information on producing un-embossed plastics that are printed at your credit union that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group.  
[http://www.cuanswers.com/pdf/cb\\_ref/instant\\_card\\_issue.pdf](http://www.cuanswers.com/pdf/cb_ref/instant_card_issue.pdf)
1. Use **ATM/Debit Card Maintenance** on the ATM/Debit/Credit Card Processing (MNATMD) menu (see page 5).
  2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
  3. Press Enter.

#### Reordering a Card (Step 1)

Select the card and then *Reorder card/PIN.*

Card #	Seq #	Card Type	Card Status/Description	Embossed Name Line 1	Embossed Name Line 2	Last Used
6319	1	DEBIT CARD 2	C CLOSED	ALLISON J MEMBER		
6327	1	DEBIT CARD 2	A ACTIVE	ALLISON J MEMBER		

1. Select the card from the list and then **Reorder card/PIN.**

2. Confirm that the member's name, account base, social security number and phone number are correct and make any needed changes. For example, you might change the phone number if the member wanted to activate the card via a cell phone.

### Reordering a Card (Step 2)

Session 0 CU\*BASE GOLD Edition - RELEASE CONTROL CREDIT UNION

File Edit Tools Help

## Card/PIN Order

Card #  Card sequence #   
 Description DEBIT CARD 2 Relationship account

Name(s)	Max Size = 22	Appearance on the Card
Line 1 name (F^M^L) <input type="text" value="ALLISON^J^MEMBER"/>	16	ALLISON J MEMBER
Line 2 name (F^M^L) <input type="text"/>		

Expiration date   Order card  Order PIN  Send maintenance

Emboss style  Raised emboss  Non-raised emboss

**Card Activation Fields**  
 SSN   
 Phone #

**IMPORTANT:** Enter a caret symbol (^) to indicate the separator between first name, middle initial, and last name. Use Enter to view how the name will appear embossed on the card. Do not use this symbol to indicate a space. For - MARY BETH O DONNELL - enter MARY^B^O DONNELL or MARY BETH^O DONNELL. Carets do not pertain to business names.

Add/Update Accounts Instant Card Issue

Navigation icons: back, forward, up, down, print, search, help, @

(3357)

Instant Card Issue ordering is available if this BIN is configured for this feature. See Page 33 for more information.

3. Check the appropriate boxes: *Order card*, *Order PIN*, or both.

- If you check *Order Card*, a card will be reordered and sent to the member.
- If you check *Order PIN*, the PIN number will be resent to the member. You can check either one of the options or both of the options.
  - **IMPORTANT!!** Checking these items is required in order for a card to be reordered or a PIN to be resent.

4. Use *Add/Update* (F5) to complete the reordering of the card or PIN.

- At this point, if configured, you can use *Instant Card Issue* (F14) to print a flat un-embossed plastic (printed at your credit union) that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group. See Page 33 for more information.

Question #3: My member's spouse or child needs an ATM/Debit card. How do I create a card that does not have the primary account holder's name on the card?

Ordering an ATM or Debit card for a person with a different name than the primary account holder's name is very similar to ordering a card for the primary member on the account. This process might be followed, for example, when you create a card for a spouse or child of a member.

Follow the directions in Question #1- How do I create a card for a member? (See page 7). While on the screen shown below, simply enter the new embossing information, including the new name, social security number or phone number, as appropriate.

### Changing the Embossing Information on a Card

On this screen, enter the name of the new cardholder.

To protect the privacy of the member you may wish to enter a new social security number here. You can also enter in a new phone number here as well.

The screenshot displays the 'Card/PIN Order' interface. Key elements include:

- Card #:** 6343
- Card sequence #:** 1
- Relationship account:** ALLISON J MEMBER
- Name(s):** ALEXANDER J MEMBER (Line 1 name)
- Max Size:** 22
- Appearance on the Card:** ALEXANDER J MEMBER
- Expiration date:** Oct 2019
- Service charge grp:** ATM TRANSACTION FEE
- Emboss style:** Raised emboss (selected)
- Card Activation Fields:**
  - SSN: 77777777
  - Phone #: 777 9603250
- Daily Limits:**

	Online	Offline	Totals
PIN	500.00	200.00	500.00
SIG	2,000.00	1,000.00	2,000.00
- Card Activation Options:** Deposits allowed, Withdrawals allowed, Transfers allowed, POS purchases allowed, POS returns allowed.
- Important Note:** Enter a caret symbol (^) to indicate the separator between first name, middle initial, and last name. Use Enter to view how the name will appear embossed on the card. Do not use this symbol to indicate a space. For - MARY BETH O DONNELL - enter MARY^B^O DONNELL or MARY BETH^O DONNELL. Carets do not pertain to business names.

Question #4: I need to issue the member a specific card number. How do I do this?

Sometimes you may want to control the card number a specific card receives. For example, you may have issued a card through the vendor's site and need to create the card in CU\*BASE. Or perhaps you are sharing a BIN with other credit unions and are using a set list of numbers to create your cards. Please use caution when using this option as to not overlap existing cards in your vendor database.

You can only select a specific card number when you create a new card. Follow the directions in Question #1 (see page 7) except for the following steps:

#### Card/PIN Order Screen

Session 0 CU\*BASE GOLD Edition - RELEASE CONTROL CREDIT UNION

File Edit Tools Help

### Card/PIN Order ADD

Card #  Card sequence #   
Description DEBIT CARD 2 Relationship account

Name(s)	Max Size = 22	Appearance on the Card
Line 1 name (F^M^L) <input type="text" value="ALLISON J MEMBER"/>	16	ALLISON J MEMBER
Line 2 name (F^M^L) <input type="text"/>		

Expiration date   Order card  Order PIN  Send maintenance

Service charge grp  ATM TRANSACTION FEE

Emboss style  Raised emboss  Non-raised emboss

Card Activation Fields

SSN

Phone #

Daily Limits	Totals	
PIN Online	500.00	<input checked="" type="checkbox"/> Deposits allowed
Offline	200.00	<input checked="" type="checkbox"/> Withdrawals allowed
SIG Online	2,000.00	<input checked="" type="checkbox"/> Transfers allowed
Offline	1,000.00	<input checked="" type="checkbox"/> POS purchases allowed
		<input checked="" type="checkbox"/> POS returns allowed

**IMPORTANT:** Enter a caret symbol (^) to indicate the separator between first name, middle initial, and last name. Use Enter to view how the name will appear embossed on the card. Do not use this symbol to indicate a space. For - MARY BETH O DONNELL - enter MARY^B^O DONNELL or MARY BETH^O DONNELL. Carets do not pertain to business names.

Add/Update Accounts Instant Card Issue **Unlock Card #**

Navigation icons: back, forward, up, down, search, help, etc.

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Use *Unlock Card #* (F21) to open the card number field where you can enter your own card number for the ATM or Debit card you are ordering.

1. When you come to the Card PIN Order Screen (shown above), use the *Unlock Card #* (F21). The card sequence # field will become an input-capable field that will allow you to enter the specific card number.
2. Enter the number you wish to use in the field. In the example above the number "9999" was entered.

Question #5: A cardholder has lost his or her card. How do I change the status of the card to mark it as a "hot" card?

Follow these directions to change the status of a card to mark it as a "hot" card.

1. Use **ATM/Debit Card Maintenance** on the ATM/Debit/Credit Card Processing (MNATMD) menu (see page 5).
2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
3. Press Enter.

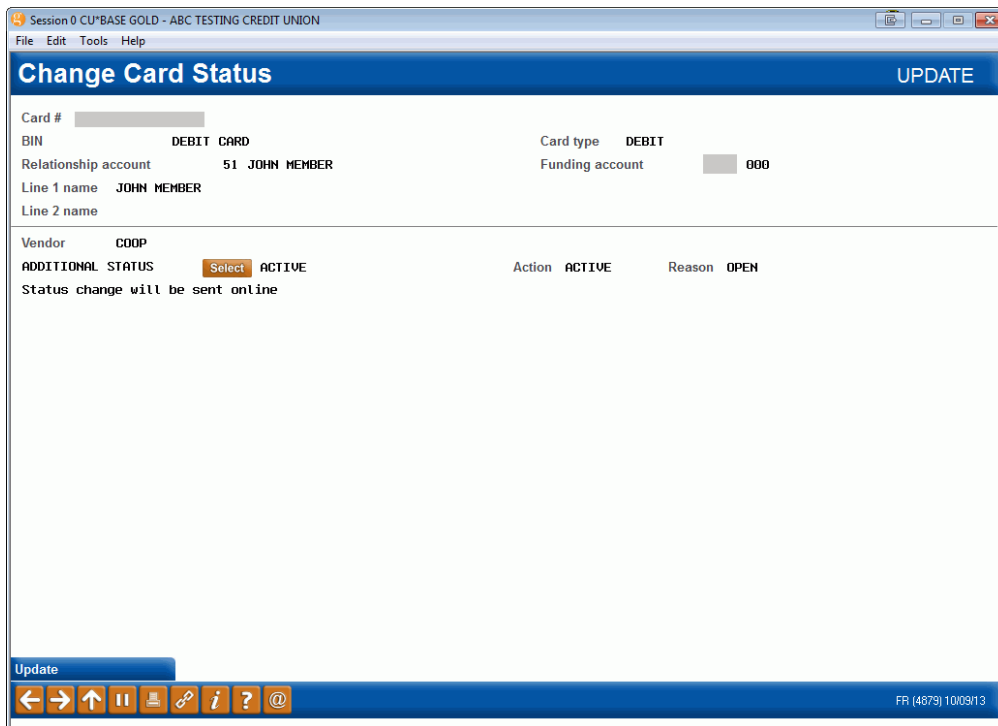
Changing the Status (Step 1)

Select the card and then *Change Status*.

Card #	Seq #	Card Type	Card Status/Description	Embossed Name Line 1	Embossed Name Line 2	Last Used
6319	1	DEBIT CARD 2	C CLOSED	ALLISON J MEMBER		
6327	1	DEBIT CARD 2	A ACTIVE	ALLISON J MEMBER		

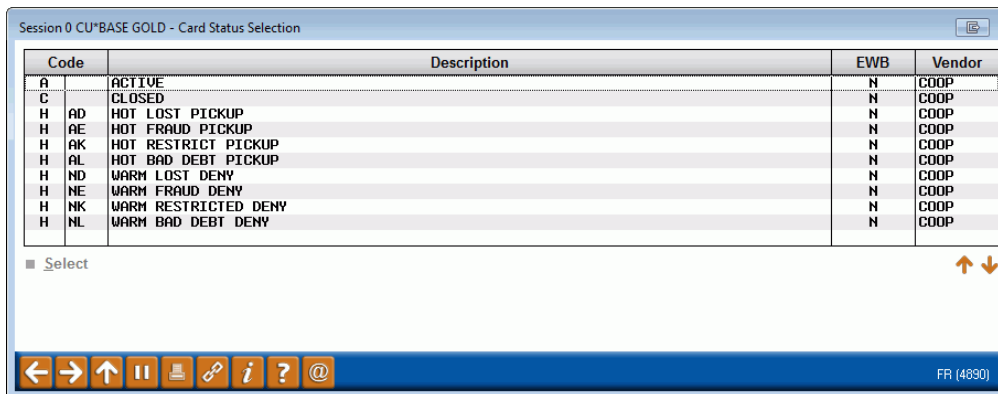
4. Select the card from the list and then **Change Status**.

### Card Status Screen



5. On the Change Card Status screen, use the *Select* button to move to the Status screen.

### Card Status Code Selection Screen





## Change Card Status Screen

Session 0 CU\*BASE GOLD - ABC TESTING CREDIT UNION

File Edit Tools Help

### Change Card Status UPDATE

Card #

BIN  DEBIT CARD Card type DEBIT

Relationship account  JOHN MEMBER Funding account 51 000

Line 1 name JOHN MEMBER

Line 2 name

---

Vendor COOP

ADDITIONAL STATUS  HOT LOST PICKUP Action PICKUP Reason LOST

Status change will be sent online

Update

← → ↑ ↓ 🔍 ? @

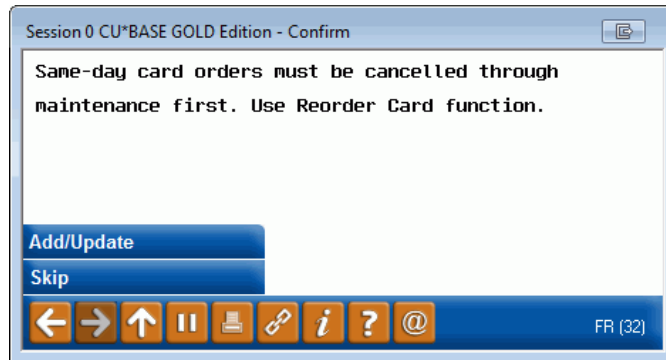
FR (4879) 11009113

6. Use *Update* (F5) to complete the process.
7. Because the status change is a hot status, you will be presented with a confirmation message. You must select *Update* (F5) to finalize the status change.
  - NOTE: If you change the card status to a warm status, you can change the code. Hot (pickup) and closed status changes cannot be altered. To learn more about your status codes and whether they are “warm” or “hot” refer to the Status Code Preference option on MNATMD.
8. **At this point, the status will be changed in CU\*BASE.**
9. You will then receive a notification screen indicating whether this status change has been accepted by the vendor. This screen will display one of three messages: the status was accepted by the vendor, no vendor reply was received, or that the status change request failed. If the vendor did not receive the message, you can resend the status change. If the status change request failed, you will not be allowed to resend the status change.
  - If the status change is not received successfully by your vendor, change the status at your vendor terminal. **The status will already be changed in CU\*BASE.**
10. Use back up arrow up to return to the Maintenance Screen which will show the updated status in CU\*BASE.

Question #6: I need to close a card that is no longer needed.  
How do I do this?

This section explains how to close an ATM or Debit card. For example, a member might be deceased.

- o NOTE: If you opened this account today and a same-day card order exists for this card, you will not be able to close the card and will see the following message during the process of closing the card:



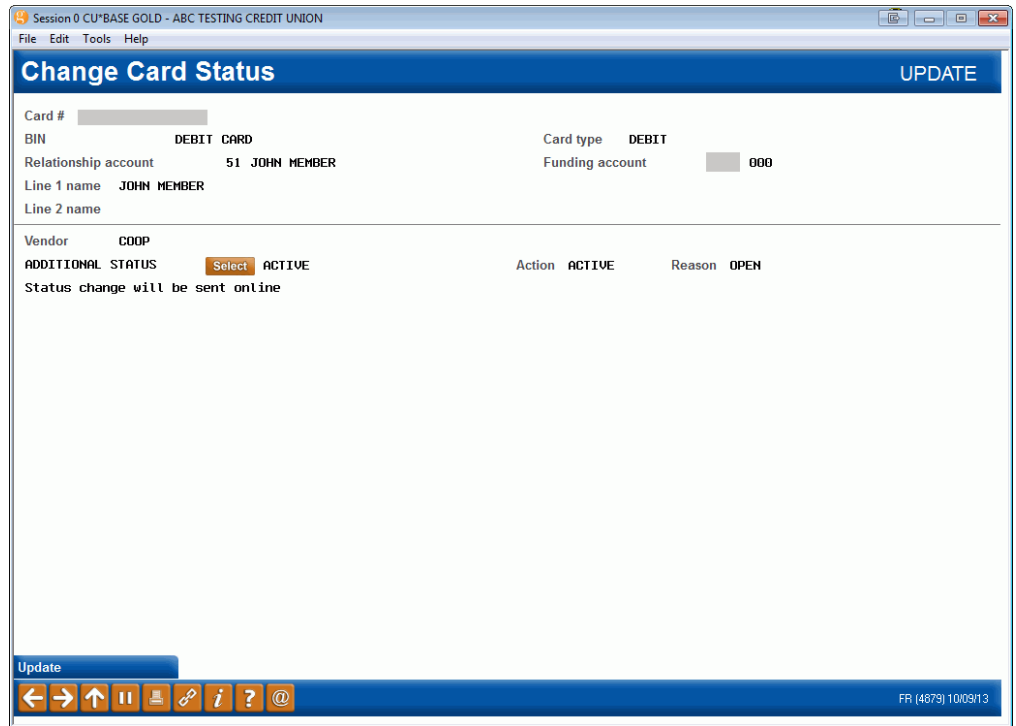
For directions to close a card opened same day, refer to **Question #10: How do I prepare to close a card the same day it was opened? See Page 30.**

1. Use **ATM/Debit Card Maintenance** on the ATM/Debit/Credit Card Processing (MNATMD) menu (see page 5).
2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
3. Press Enter.



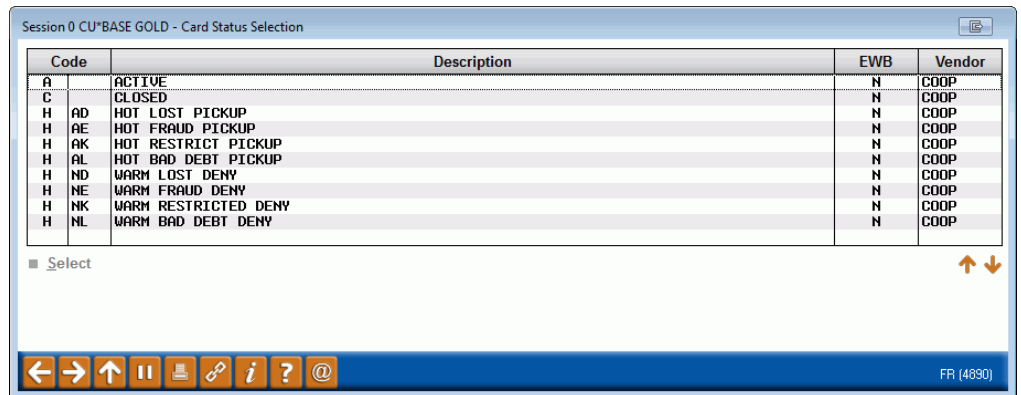
- This will move you to the Change Card Status screen where you can review the information on the card you are closing.

### Card Status Screen



- On the Change Card Status screen, use the *Select* button to move to the Status screen.

### Card Status Code Selection Screen



## Change Card Status Screen

Session 0 CU\*BASE GOLD - ABC TESTING CREDIT UNION

File Edit Tools Help

### Change Card Status UPDATE

Card #

BIN  DEBIT CARD  Card type DEBIT

Relationship account  JOHN MEMBER Funding account 51 000

Line 1 name JOHN MEMBER

Line 2 name

---

Vendor COOP

ADDITIONAL STATUS  CLOSED Action CLOSED Reason CLOSED

Status change will be sent online

Update

← → ↑ || 📄 🔗 ⓘ ? @

FR (4679) 10/09/13

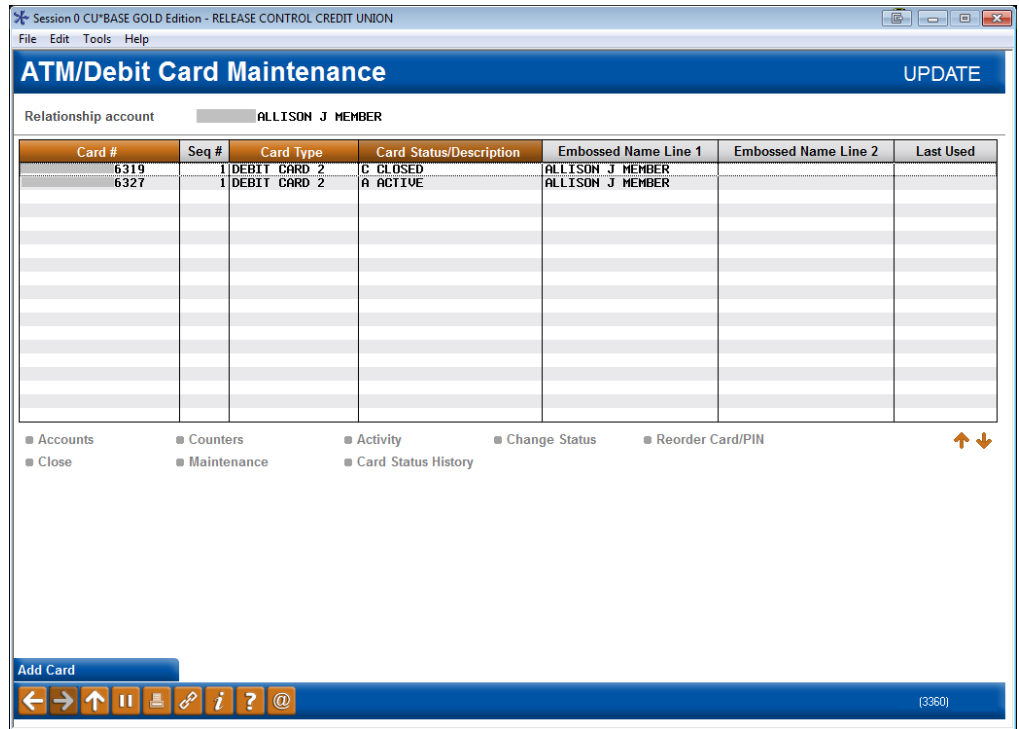
11. Use *Update* (F5) to complete the process.
12. Because the status change is a hot status, you will be presented with a confirmation message. You must select *Update* (F5) to finalize the status change.
13. **At this point, the status will be changed in CU\*BASE.**
14. You will then receive a notification screen indicating whether this status change has been accepted by the vendor. This screen will display one of three messages: the status was accepted by the vendor, no vendor reply was received, or that the status change request failed. If the vendor did not receive the message, you can resend the status change. If the status change request failed, you will not be allowed to resend the status change.
  - If the status change is not received successfully by your vendor, change the status at your vendor terminal. **The status will already be changed in CU\*BASE.**
15. Use the backup arrow up to return to the Maintenance Screen which will show the updated status in CU\*BASE.

Question #7: How do I see all of the cards issued to a member's account?

You may wish to view all of the cards issued to a particular member account.

1. Use **ATM/Debit Card Maintenance** on the ATM/Debit/Credit Card Processing (MNATMD) menu (see page 5).
2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
3. Press Enter to view all of the cards associated with that account number, regardless of status.

### Viewing All Cards





## Card Activity (Screen #1)

Session 0 CU\*BASE GOLD Edition

File Edit Tools Help

### Recorded Card Activity Viewing All Activity

Card # \*\*\*\*\* Account **BETH** Card sequence # **00000**

Embossed name: Line 1 **BETH**  
Line 2

Maint Date	Activity Date/Time	Type	Amount Requested	Location/Merchant	ODP/ANR Used	Amount Available	Response	
							Cd	Description
08/26/2013	62013 00:00	PUR POS/UDR	15.89	DR TJ	No-Not Used	779.89	00	APPROVED
08/24/2013	42013 00:00	PUR POS/UDR	78.24	DR CENTRAL SHOP RI	No-Not Used	858.13	00	APPROVED
08/24/2013	42013 00:00	UDR ATM/UDR	60.00	DR FRANKENMUTH CU	No-Not Used	918.13	00	APPROVED
08/18/2013	82013 00:00	PUR POS/UDR	27.23	DR CENTRAL SHOP RI	No-Not Used	1,968.07	00	APPROVED
08/14/2013	32013 00:00	PUR POS/UDR	12.72	DR BARNES & NOBLE #284	No-Not Used	0.00	00	APPROVED
08/13/2013	32013 00:00	AUT POS/UDR	12.72	DR BARNES & NOBLE #284	No-Not Used	5,858.76	00	APPROVED
08/12/2013	22013 00:00	PUR POS/UDR	34.08	DR CENTRAL SHOP RI	No-Not Used	5,160.84	00	APPROVED
07/29/2013	92013 00:00	PUR POS/UDR	67.50	DR KROGER	No-Not Used	1,347.10	00	APPROVED
07/21/2013	12013 00:00	AUT POS/UDR	38.59	DR CENTRAL SHOP RITE	No-Not Used	1,485.97	00	APPROVED
07/22/2013	12013 00:00	PUR POS/UDR	38.59	DR CENTRAL SHOP RITE	No-Not Used	0.00	00	APPROVED

■ Select ↑ ↓

**i** Offline activity may not be presented.

**i** Multiple records can be selected using the Control key.

Sort by Loc/Merchant

Show Exception

← → ↑ || 🔗 **i** ? @

FR (3782) 8/27/13

For complete details on the columns on this screen, please refer to CU\*BASE GOLD Online Help. Click **i** while working in this screen.



- Select a record on the list to view a detail of that transaction. On this screen you can view detailed information on the selection.

Card Activity (Detail)

Session 0 CU\*BASE GOLD Edition -

File Edit Tools Help

### Recorded Card Activity

Card # \*\*\*\*\* Account BETH Card sequence # 00000

Embossed name: Line 1 BETH Local activity date Aug 24, 2013 Time 10:58:55  
 Line 2 Settlement date Aug 24, 2013 PIN or signature P

Original message type 0200 FINANCIAL REQUEST COPIANR used No-Not Used  
 Response code 00 APPROVED From account 110 To account  
 Last message type 0210 RESPONSE TO FINANCIAL REQUEST Amount available 858.13  
 Response code 00 APPROVED  
 Process code 002000 PUR From Checking Account

				Description	
Original amount	78.24 DR	Posted amount	78.24	Posted status	A
Activity amount	78.24	ISA fee	0.00		
Surcharge	0.00	Activity fee	0.00		
					POS/MOR 004252
					CENTRAL SHOP RI
					WRSSNR HI
					500 GOODRICH


Member Transaction Generated

Transaction Amount	Transaction Amount	Account	Secondary G/L Acct #	Business Date	Activity		Transaction Description	Sequence #
					Date	Time		
78.24	779.89	110	810.50	Aug 24, 2013	Aug 24, 2013	10:58:56	POS/MOR 004252	7784

Additional Network Information

Vendor COOP ISO seq # Net ID STR  
 BIN DEBIT CARD Terminal ID SP013806  
 Retrieval ref #  
 Auth ID response 827702 System trace # 042634 Maintenance date Aug 24, 2013  
 Unique seq # Message code PST000000 Maintained by PISPST1 2  
 Event seq # 001 Trans desc link COP287827702 001 Time 10:58:56

FR (378) 802/n3

*For complete details on the columns on this screen, please refer to CU\*BASE GOLD Online Help. Click  while working in this screen.*

## Question #9: How do I view Card Status Changes for an Account?

The Card Status History screen shows a listing of status changes for the card.

1. Use **ATM/Debit Card Maintenance** on the ATM/Debit/Credit Card Processing (MNATMD) menu (see page 5).
2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
3. Press Enter.

### Viewing Card Status Changes

The screenshot shows the 'ATM/Debit Card Maintenance' window for 'ALLISON J MEMBER'. It contains a table with the following data:

Card #	Seq #	Card Type	Card Status/Description	Embossed Name Line 1	Embossed Name Line 2	Last Used
6319	1	DEBIT CARD 2	C CLOSED	ALLISON J MEMBER		
6327	1	DEBIT CARD 2	A ACTIVE	ALLISON J MEMBER		

Below the table is a menu with the following options: Accounts, Counters, Activity, Change Status, Reorder Card/PIN, Close, Maintenance, and Card Status History. An arrow points from the text 'Select the card and then Card Status History.' to the 'Card Status History' option.

4. Select the card from the list and then **Card Status History**.
5. Selecting this option takes you to a screen listing a record for each card status change.



## Question #10: How do I prepare to close a card the same day it was opened?

Before closing a card that was created same-day, you need to first cancel the card order. Then you can follow the steps in Question 6 on Page 18 to close the card.

*Remember this process can be used for same-day orders only.*

1. Use **ATM/Debit Card Maintenance** on the ATM/Debit/Credit Card Processing (MNATMD) menu (see page 5).
2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
3. Press Enter.

### Closing a Same Day Card

Session 0 CU\*BASE GOLD Edition - RELEASE CONTROL CREDIT UNION

File Edit Tools Help

## ATM/Debit Card Maintenance

 UPDATE

Relationship account ALLISON J MEMBER

Card #	Seq #	Card Type	Card Status/Description	Embossed Name Line 1	Embossed Name Line 2	Last Used
6319	1	DEBIT CARD 2	C CLOSED	ALLISON J MEMBER		
6327	1	DEBIT CARD 2	A ACTIVE	ALLISON J MEMBER		

Accounts Counters Activity Change Status Reorder Card/PIN

Close Maintenance Card Status History

Add Card

Navigation icons: back, forward, up, down, search, help, @

(3360)

Select the card and then Reorder card/PIN..

4. Select the card from the list and then **Reorder Card PIN**. (This is to cancel the card order.)

Click the padlock symbol so you can uncheck the *Send Maintenance* check box.

5. Click the padlock icon next to the *Send Maintenance* check box on the Reorder/Card PIN screen to unlock the field.
6. Uncheck the *Send Maintenance* check box,
7. Uncheck the *Order Card* checkbox.
8. Uncheck the *Order PIN* checkboxes.
9. Use *Update* (F5) to cancel the order.
10. A confirmation message will appear at the bottom of the screen that reads, “Record has been updated successfully.”
11. Use the up arrow to exit the screen.

Once the plastic order is cancelled, you can close the card. Refer to **Question #6: I need to close a card that is no longer needed. How do I do this?** on Page 18.

Question #11: How do I temporarily change the daily limit on my member's ATM or Debit card?

Often, members wish to make large dollar purchases only to be stopped by the daily limits put in place for their ATM/Debit card. To temporarily update your member's daily purchase limit, first *Check Limits* must be enabled.

Session 1 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

### PIN Based Transaction Configuration

VIEW

BIN  PIN vendor **COOP**

- Use account # from vendor
- Use sequence # from vendor
- Free network terminals
- Check limits
- Overdraw on force post
- Transmit maintenance
- Transmit PBF **No**
- Transmit online status
- Status by online acct maint
- Vendor activation
- Card sequence # format **N/A**

Clearing G/L account **810.50**  
 Suspense G/L account **870.13**  
 Fee income G/L account **153.10**  
 ISA G/L account  
 ISA fee % (no conv.) **0.00 %**  
 ISA fee % (w/ conv.) **0.00 %**

Limit group   
 Institution ID   
 User ID   
 User password   
 Online status server

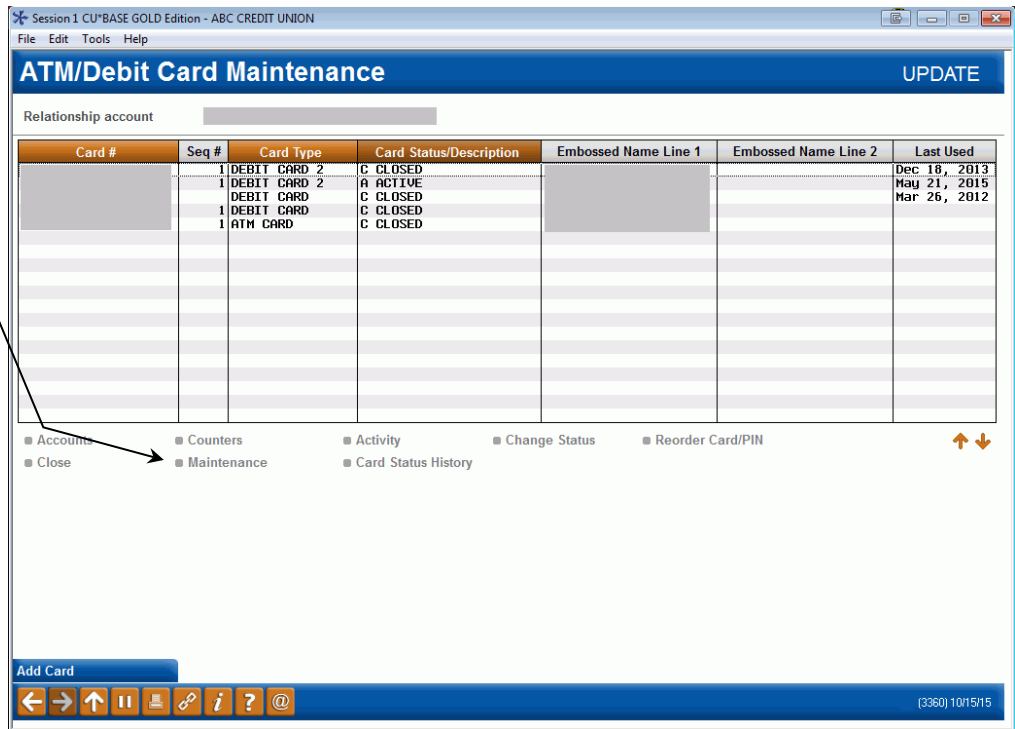
Daily Limits		
	Total	# Transactions
Online	500.00	20
Offline	200.00	20

Allow Early Warning Bulletins (EWB) Vendor EWB retention days **0**

Continue

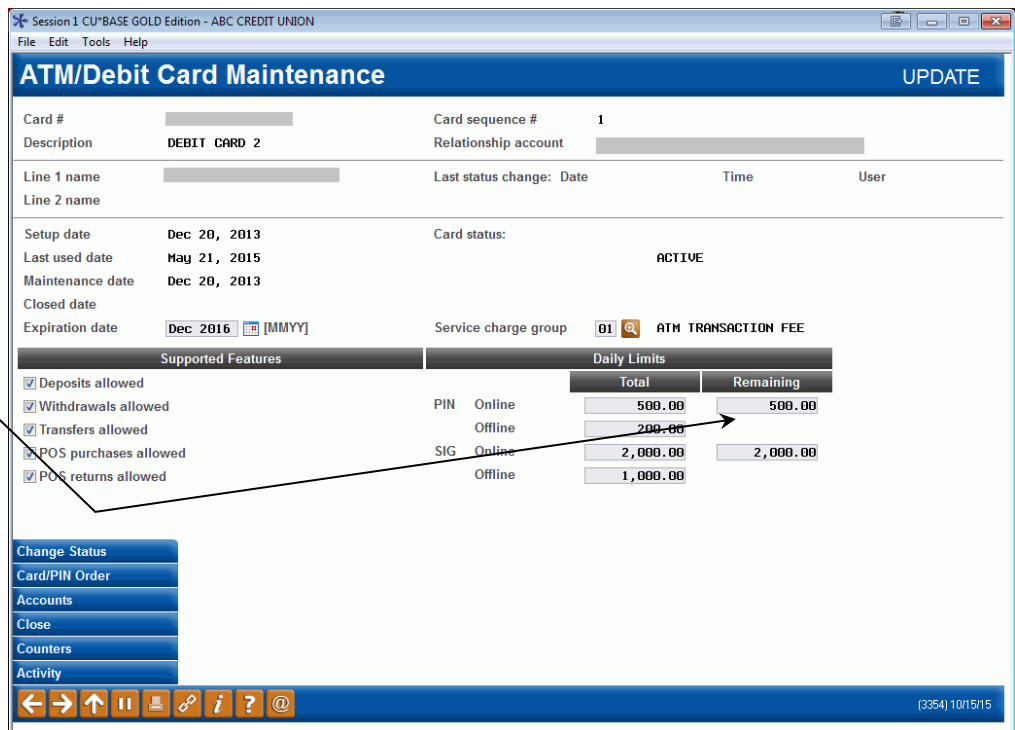
(3348) 10/15/15

First, access your member's debit card via MNATMD 1 and select *Maintenance*.



Select Maintenance. Be sure to access this option via MNATMD 1.

Second, update the Remaining Daily Limit field to a number larger than the requested purchase amount (or the exact purchase amount, if known).



Example: To change a limit to \$3500.00 for one day, only the Remaining field would need to be updated (less the amount already present in the Total field). Under the conditions previously described, the program determines the limits should be reset and resumes use of the Total field value(s).

If changes are made to the *Remaining* field, the member would receive a temporary increase for only the day maintenance was performed. Upon the first transaction on any day other than the day the *Remaining* limit was changed, limits will automatically be reset. The *Remaining* amount would then revert back to the *Total* amount, per typical limit reset procedures. Until a transaction is attempted on any following day, the *Remaining* amount will still show the modified amount.

Question #12: My member travels for long periods of time, how can I ensure that the address at the vendor is my member's current physical location?

Many, if not all, vendors offer transaction verification using the cardholder's zip code or other identifying information in the transaction message. For members that spend time in different zip codes, (the "snowbirds" in Michigan who spend half the year in Florida, for example), CU\*Answers offers a solution to make alternate address processing for member plastics a simple process. Each night during the creation of the nightly maintenance file, CU\*BASE will check member accounts for Alternate Addresses and alternate address begin and end dates. Alternate Addresses are sent to the vendor as master address updates, and once the Alternate Address expires, the member's Master Address will be sent back to the vendor in the nightly file. It may be beneficial to set the member's Alternate Address "begin" date as the day before the address is to take place, and inform the member, as the change is made at night. As with other addresses, if the Alternate Address is flagged as either WRONG or FOREGIN, we will send the Credit Union's address to the vendor.



**This feature must be activated!** Contact a SettleMINT EFT representative at [settleminteft@cuanswers.com](mailto:settleminteft@cuanswers.com) to turn this option on for your vendor.



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# INSTANT CARD ISSUE

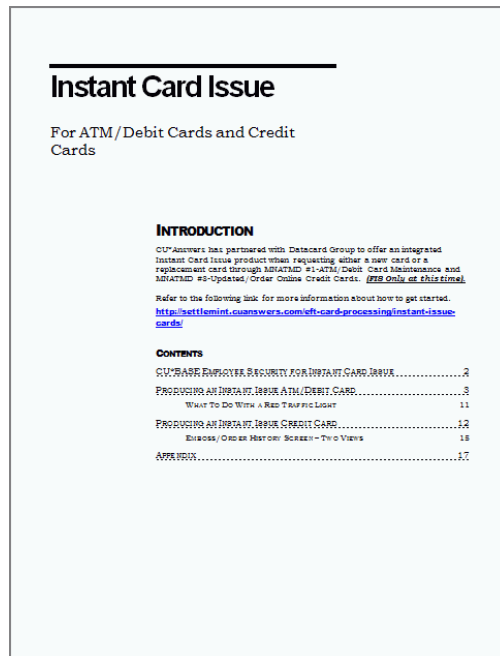
CU\*Answers has partnered with Datacard Group to offer an integrated Instant Card Issue product when requesting either a new card or a replacement ATM or debit card through F14-Instant Card Issue on the Card/PIN Order screen.

Flat un-embossed plastics are printed at your credit union that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group.

- Contact SettleMINT for more information on the activation of this feature.

Refer to the Instant Card Issue booklet for more details and step by step directions for using this feature.

[http://www.cuanswers.com/pdf/cb\\_ref/instant\\_card\\_issue.pdf](http://www.cuanswers.com/pdf/cb_ref/instant_card_issue.pdf)



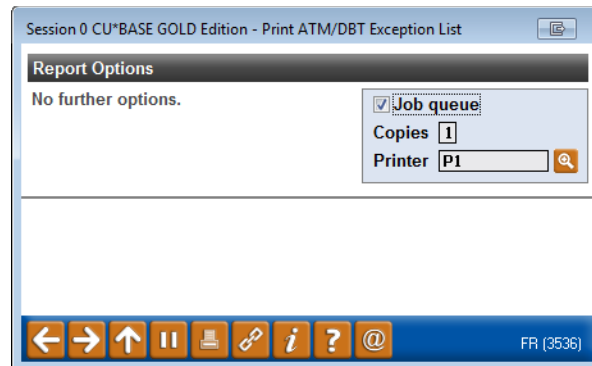
# ON DEMAND EXCEPTIONS REPORT

**Exceptions Report** on the Online ATM/Debit/Credit Card Processing (MNATMD) menu produces an on demand version of the three exception reports. This includes the LPANEX1, LPANEX2, and LPANEX3 Reports.

- Due to the length of these reports and the time required to generate them via this option, it is recommended that you instead access these reports via CU\*SPY. These reports are posted daily to CU\*SPY so you can view previous days reports on CU\*SPY. Examples of these CU\*SPY reports are shown later in this document.

The first exception report lists the transactions that CU\*BASE denied. The second report lists the un-posted transaction (transactions that CU\*BASE could not post that require some action on your part), as well as the NSF transactions (informational only). The third report lists accounts that were charged foreign transaction fees.

“Exceptions Report” on the Online ATM/Debit/Credit Card Processing (MNATMD) menu



12/03/10 10:10:34 SUCCESS CREDIT UNION LPANEX1 PAGE 1										
RUN ON 12/03/10 DENIALS USER										
DATE RANGE: 12/03/10 - 12/03/10										
ACCOUNT	MESSAGE	TRAN	TRANS				MESSAGE	TRANS		
NUMBER	CARD NUMBER	TYPE	CODE	TERMINAL	AMOUNT	MESSAGE	CODE	DATE		
5999	000 499999*****1170	1200	011000		20.00	Insufficient Funds.	0051	12/03		
LINK: NO Act2 Record REF#: 03377868 MERCHNT: 100 MAIN STREET THE PARK BANK NECEDAH WI										
59999	000 599999*****1207	1100	003000		7.47	No Card Record.	0056	12/03		
LINK: NO Act2 Record REF#: 000000561847 MERCHNT: 0000000000000000561847 120310 BFG*BIGFISH866921696 0 , 866-92										
89999	000 479999*****7163	1200	012000		100.00	Insufficient Funds.	0051	12/03		
LINK: NO Act2 Record REF#: 035500004325 MERCHNT: HWYS 16 44 PO BOX 999 KWIK TRIP 825 HOKAH MN										
** END OF REPORT **										

12/03/10 10:10:34 SUCCESS CREDIT UNION LPANEX2 PAGE											
RUN ON 12/03/10 POSTING ERRORS USER											
DATE RANGE: 12/03/10 - 12/03/10											
ACCOUNT	MESSAGE	TRAN	TRANS				MESSAGE	TRANS			
NUMBER	CARD NUMBER	TYPE	CODE	TERMINAL	AMOUNT	MESSAGE	CODE	DATE			
** END OF REPORT **											
12/03/10 10:10:34 SUCCESS CREDIT UNION LPANEX3 PAGE											
RUN ON 12/03/10 ISA FEES USER											
DATE RANGE: 12/03/10 - 12/03/10											
STLMNT	ACCOUNT # /	MESSAGE	TRAN	TRANS				MESSAGE	TRAN		
DATE	STLMNT	AMOUNT	CARD NUMBER	TYPE	CODE	TERMINAL	AMOUNT	MESSAGE	CODE	DATE	
** END OF REPORT **											

# ATM CONFIGURATION SCREENS

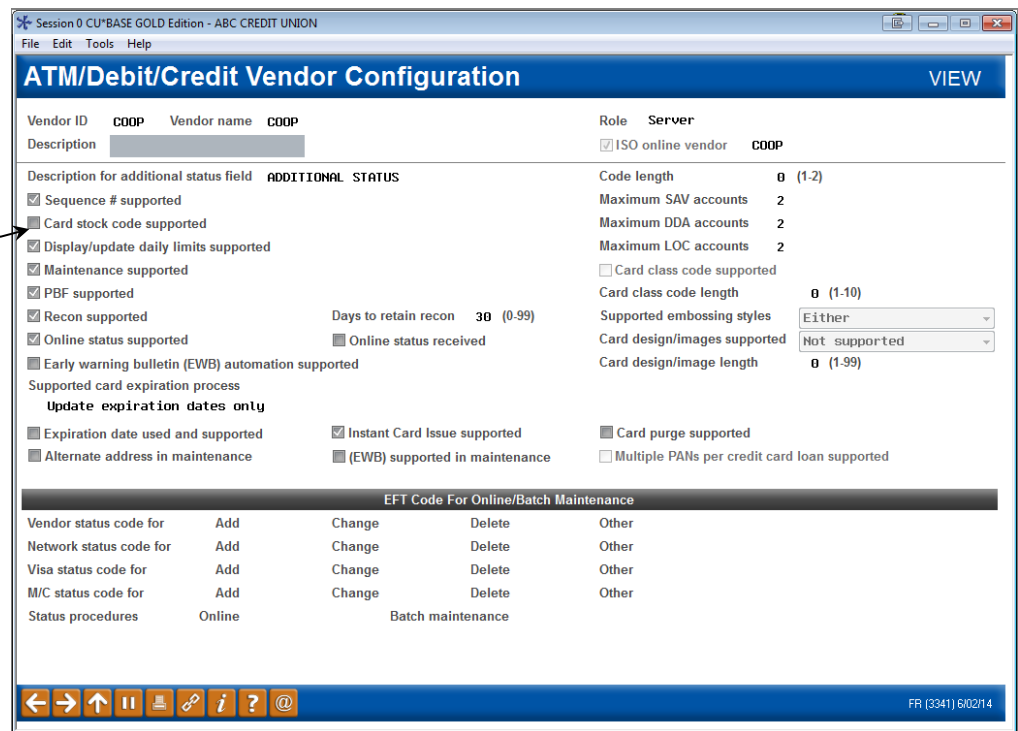
The following screens allow your to view all vendor configurations that are currently supported on the CU\*BASE Standard ATM/Debit card platform. If you are considering changing vendors, this allows you to check out the other vendor options.

You will have view-only access to these configuration screens. **Vendor Features Config Inquiry** on the Online ATM/Debit/Credit Card Processing displays a list of vendors. Select a vendor to view the options that are supported by that vendor.

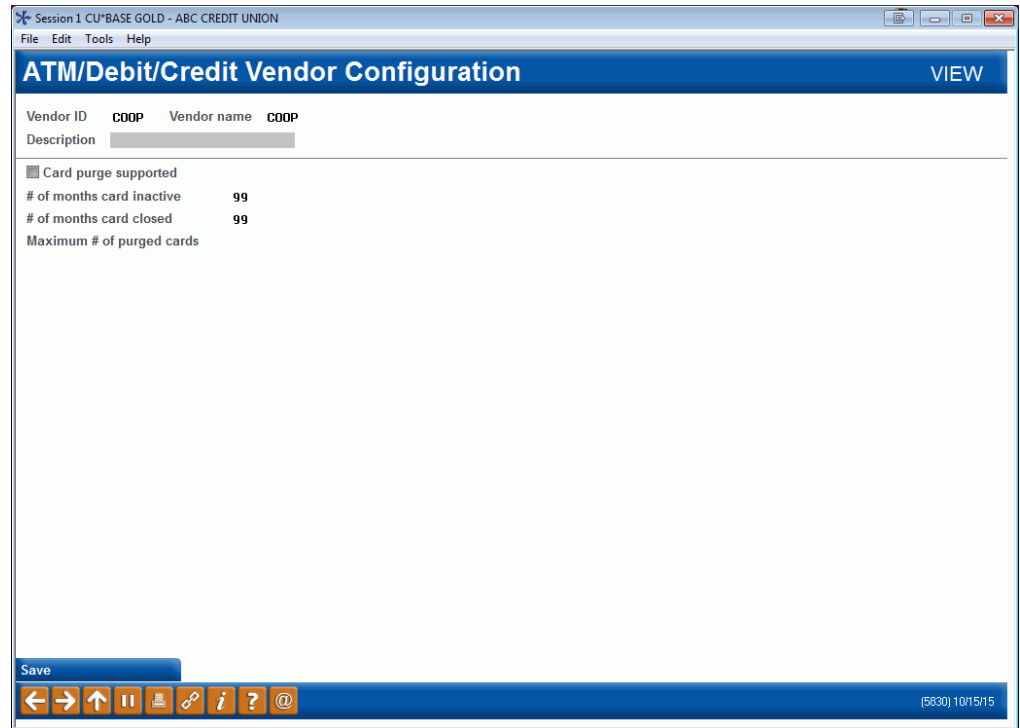
A vendor configuration screen is show below.

“Vendor Features Config Inquiry” on the Online ATM/Debit/Credit Card Processing (MNATMD) menu (Screen #2)

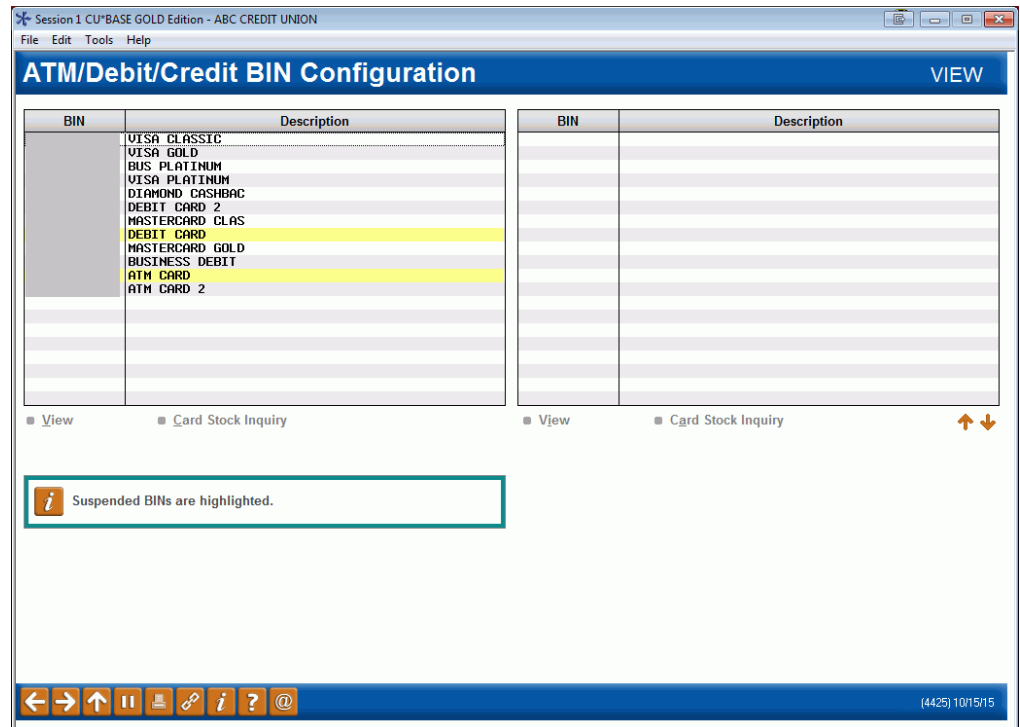
If Card stock code supported is checked, this vendor supports card stock.



“Vendor Features Config Inquiry” on the Online ATM/Debit/Credit Card Processing (MNATMD) menu (Screen #3)



“BIN Config Inquiry” on the Online ATM/Debit/Credit Card Processing (MNATMD) menu (Screen 2)



***BIN Config Inquiry*** on the Online ATM/Debit/Credit Card Processing provides you with a list of your BINs. Select a BIN to view its configured

settings. These configuration screens control what options your credit union has contracted to use. An example of a BIN configuration is show below.


“BIN Config Inquiry” on the Online ATM/Debit/Credit Card Processing (MNATMD) menu (Screen 2)

The screenshot shows the "ATM/Debit/Credit BIN Configuration" screen. The title bar indicates "Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION". The screen is divided into several sections:

- Header:** "ATM/Debit/Credit BIN Configuration" with a "VIEW" button on the right.
- Fields:**
  - BIN: [Redacted]
  - BIN description: [Redacted]
  - PIN vendor: COOP
  - SIG vendor: COOP
  - Card order vendor: COOP
  - Card type: Debit
  - Routing/Transit #: [Redacted]
  - Network type: Mastercard
  - BIN length: 9
  - PAN length: 16
  - Months to expire: 36
  - Next card #: 61383
  - Next card increment: 1
  - Card activation type: 1st PIN tran
  - Account type override: [ ]
  - Custom PIN allowed: [ ]
  - Card supplier: [Redacted]
  - PIN mailer supplier: [Redacted]
  - Vendor fraud program: [Redacted]
  - Default service charge group: 01
  - ATM TRANSACTION FEE: [Redacted]
- Features Supported:**
  - Card stock codes: [ ]
  - Display/update daily limits: [x]
  - Replacement card orders: [x]
  - New PIN requests: [x]
  - Instant issue: [x]
  - Default print or queue: Default
  - Default instant activation: [Redacted]
  - Card class code: [Redacted]
  - EMV type: HS, Mag strip only
  - EMV date: Aug 31, 2015
  - Default stock code: [Redacted]
  - Corporate ID: 01
  - Deposit hold days: 2
  - Authorization hold type: Miscellaneous
  - Authorization hold days: 2
  - Multiple PANs per credit card loan supported: [ ]
  - Supported card embossing styles: Either (dropdown)
  - Card designs/images supported: [ ]
  - Design/image length: 08
- Card Expiration:**
  - Card expiration process: Expiration dates only
  - Charge fee for reissued cards: Fee amount 0.00, G/L account [Redacted], Transaction description [Redacted]
  - Multiply fee amount by # of cards: [ ] (Fees will post to the funding account)
- Footer:** "Continue" button, navigation icons (back, forward, up, down, home, search, help, info, question mark, @), and session ID (3347)1009/15.

Pressing Enter from this screen will allow you to move through the PIN configuration screen and the SIG (signature) configuration screens. While many credit unions use the same vendor for both services, the separation allows for two different vendors and also allows for different online and offline limits for PIN-based and signature-based transactions.

- NOTE: This is where Instant Card Issue is activated. See Page 33.

*For complete details on the columns on this screen, please refer to CU\*BASE GOLD Online Help. Click  while working in this screen.*

### BIN Configuration (PIN Configuration - Screen 3)

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

## PIN Based Transaction Configuration VIEW

BIN  ATM CARD 2 PIN vendor **COOP**

<input checked="" type="checkbox"/> Use account # from vendor	Clearing G/L account <b>810.50</b>
<input checked="" type="checkbox"/> Use sequence # from vendor	Suspense G/L account <b>870.13</b>
<input type="checkbox"/> Free network terminals	Fee income G/L account <b>153.10</b>
<input checked="" type="checkbox"/> Check limits	ISA G/L account
<input checked="" type="checkbox"/> Overdraw on force post	ISA fee % (no conv.) <b>0.00 %</b>
<input checked="" type="checkbox"/> Transmit maintenance	ISA fee % (w/ conv.) <b>0.00 %</b>
Transmit PBF <b>No</b>	
<input checked="" type="checkbox"/> Transmit online status	Limit group <b>S65002</b>
<input checked="" type="checkbox"/> Status by online acct maint	Institution ID <input type="text"/>
	User ID <b>CSBI7</b>
<input type="checkbox"/> Vendor activation	User password <b>N/A</b>
Card sequence # format <b>N/A</b>	Online status server <b>C466</b>

Daily Limits		
	Total	# Transactions
Online	500.00	5
Offline	200.00	5

Allow Early Warning Bulletins (EWB) Vendor EWB retention days **0**

Continue

← → ↑ ↓ ⏸ ⏹ ⏶ ⏷ ⓘ ? @

FR (3348) 12/31/13

### BIN Configuration (SIG configuration - Screen 4)

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

## SIG Based Transaction Configuration VIEW

BIN  ATM CARD 2 SIG vendor **COOP**

<input checked="" type="checkbox"/> Use account # from vendor	Clearing G/L account <b>810.50</b>
<input checked="" type="checkbox"/> Use sequence # from vendor	Suspense G/L account <b>870.13</b>
<input type="checkbox"/> Free network terminals	Fee income G/L account <b>153.10</b>
<input checked="" type="checkbox"/> Check limits	ISA G/L account
<input checked="" type="checkbox"/> Overdraw on force post	ISA fee % (no conv.) <b>0.00 %</b>
<input checked="" type="checkbox"/> Transmit maintenance	ISA fee % (w/ conv.) <b>0.00 %</b>
Transmit PBF <b>No</b>	
<input checked="" type="checkbox"/> Transmit online status	Limit group <b>S65002</b>
<input checked="" type="checkbox"/> Status by online acct maint	Institution ID <input type="text"/>
	User ID <b>CSBI7</b>
<input type="checkbox"/> Vendor activation	User password <b>N/A</b>
Card sequence # format <b>N/A</b>	Online status server <b>C466</b>


Daily Limits		
	Total	# Transactions
Online	500.00	5
Offline	200.00	5

Allow Early Warning Bulletins (EWB) Vendor EWB retention days **0**

Continue

← → ↑ ↓ ⏸ ⏹ ⏶ ⏷ ⓘ ? @

FR (3349) 12/31/13

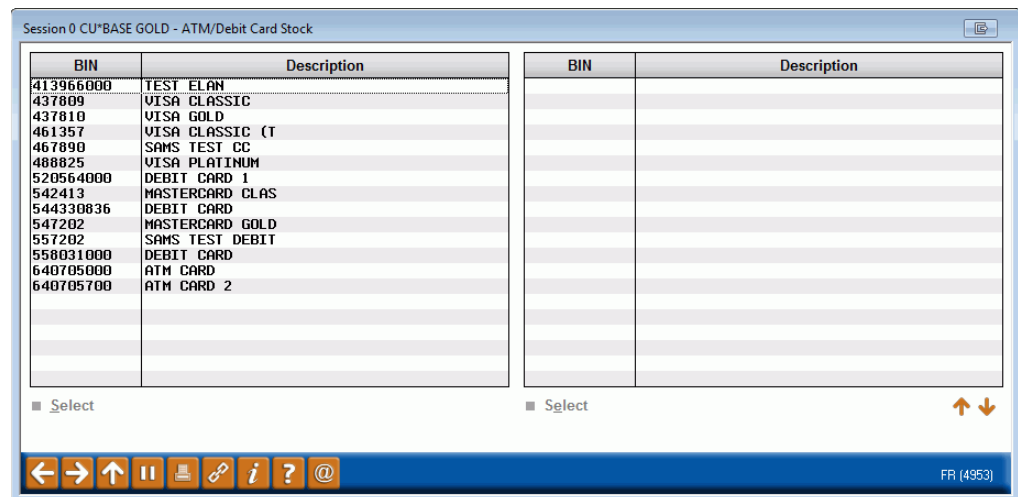
*For complete details on the columns on this screen, please refer to CU\*BASE GOLD Online Help. Click  while working in this screen.*

“Service Charge Groups Config Inq” on the Online ATM/Debit/Credit Card Processing (MNATMD) menu (Screen 2)



**Service Charge Groups Config Inq** shows a listing of the current service charge groups. Select a service charge group to view its configuration. An example of a configuration is shown above.

“Card Stock Config Inquiry” on the Online ATM/Debit/Credit Card Processing (MNATMD) menu (Screen 1)



Card Stock Config Inquiry shows you a listing of the card stock options associated with each BIN. An example of a listing of stock code options is shown below.

- Not all vendors support stock codes. Refer to the Vendor Configuration screen (shown on page 35) for the field that determines whether this feature is supported.

Contact a Client Service Department Representative for assistance setting up this feature.

# CU\*SPY ATM REPORTS

Following is a listing of the ATM/Debit reports that are archived daily to CU\*SPY.

## TRANSACTIONS DETAIL REPORT

<i>Report Name</i>	LPANTX1
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report lists transactions to be compared to your ATM/Debit vendor report for daily balancing comparison. This report is by card number order. This report also included credit card transactions.
<i>Purpose / Tips</i>	It is produced during end of day processing for transactions posted to CU*BASE from transactions sent from your vendor. Both this and the accompanying summary report are used for balancing and research purposes.
<i>Responsible Employee</i>	

3/25/09 20:32:01		CREDIT UNION										LPANTX1	PAGE 1
RUN ON 3/25/09		TRANSACTIONS BY NETWORK, DATE, AND TIME										USER CUBASEND	
CARD NUMBER	ACCOUNT NUMBER	STATUS	MESSAGE TYPE	TRAN CODE	TRANSACTION DESCRIPTION	SETTL DATE	RESP CODE	TRANS AMOUNT	SETTL AMOUNT	TRANS DATE	TRANS TIME		
S *****	1 030		0100	072000	DEB/WDR 9080000098800	3/23	00	12.37	.00	3/21	17:28:06		
S *****	1 030		0200	012000	ATM/WDR 9080000099961	3/23	00	52.50	52.50	3/21	17:14:02		
S *****	1 030		0220	972000	DEB/WDR 908000016196	3/23		10.00	10.00	3/21	20:49:59		
S *****	1 030		0220	972000	DEB/WDR 908000016197	3/23		12.37	12.37	3/21	20:49:59		
S *****	1 030		0100	002000	POS/WDR 908000707712	3/23	00	31.00	31.00	3/21	16:20:33		
S *****	1 030		0100	072000	DEB/WDR 908100013687	3/23	00	70.00	.00	3/22	13:18:53		
S *****	3 030		0220	972000	DEB/WDR 908100020271	3/23		24.91	24.91	3/22	5:02:34		
S *****	8 030		0200	002000	POS/WDR 908100037801	3/23	00	5.95	5.95	3/22	12:42:00		
S *****	8 030		0220	972000	DEB/WDR 908000016198	3/23		6.70	6.70	3/21	20:49:59		
S *****	8 000		0200	002000		3/23	51	9.90	.00	3/21	19:32:41		
S *****	8 030		0100	072000	DEB/WDR 908000021798	3/23	00	6.70	.00	3/21	19:14:27		
S *****	8 030		0200	002000	POS/WDR 908000818570	3/23	00	4.00	4.00	3/21	17:20:48		
S *****	7 030		0100	072000	DEB/WDR 908100026961	3/23	00	32.91	.00	3/22	14:33:49		
S *****	7 030		0100	072000	DEB/WDR 908100032352	3/23	00	14.99	.00	3/22	10:06:58		
S *****	5 030		0220	972000	DEB/WDR 908000016199	3/23		3.47	3.47	3/21	20:49:59		
S *****	5 030		0100	072000	DEB/WDR 908000027696	3/23	00	17.36	.00	3/21	15:40:41		
S *****	5 030		0220	972000	DEB/WDR 908000030810	3/23		17.36	17.36	3/21	43:08		
S *****	5 030		0200	002000	POS/WDR 908000160517	3/23	00	18.52	18.52	3/21	16:05:17		
S *****	5 030		0200	002000	POS/WDR 908000211377	3/23	00	41.70	41.70	3/21	16:52:28		



# ATM/DEBIT TRANSACTIONS SUMMARY REPORT

<i>Report Name</i>	LPANTX2
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report will list transactions to be compared to your ATM/Debit vendor report for daily balancing comparison. This report is by card number order.
<i>Purpose / Tips</i>	It is produced during end of day processing for transactions posted to CU*BASE from transactions sent from your vendor. Both this and the accompanying detail report are used for balancing and research purposes.
<i>Responsible Employee</i>	

4/19/15 9:59:03 RUN ON 4/20/15	<b>ATM/DEBIT CARD TRANSACTION SUMMARY REPORT</b>	LPANTX2	PAGE 1																																																																																																																																																																																																						
Settlement Date: 4/17/15	Post Date: 4/17/15		USER																																																																																																																																																																																																						
<table style="width: 100%; border-collapse: collapse; font-family: monospace;"> <thead> <tr> <th style="text-align: left;">GL#</th> <th style="text-align: left;">VENDOR</th> <th style="text-align: left;">BIN</th> <th style="text-align: left;">W/D</th> <th style="text-align: left;">DEP</th> <th style="text-align: left;">TRANSFERS</th> <th style="text-align: left;">PMT MER</th> <th style="text-align: left;">RFD MER</th> <th style="text-align: left;">NET</th> </tr> </thead> <tbody> <tr><td>729.</td><td>COOP</td><td>000</td><td>1,308.25</td><td>.00</td><td>.00</td><td>240.43</td><td>.00</td><td>1,548.68</td></tr> <tr><td>729.</td><td>COOP</td><td>001</td><td>15,395.27</td><td>.00</td><td>1,800.00</td><td>5,718.05</td><td>156.40</td><td>20,956.92</td></tr> <tr><td>729.</td><td>COOP</td><td>002</td><td>66,296.23</td><td>.00</td><td>4,642.00</td><td>46,437.37</td><td>269.35</td><td>112,464.25</td></tr> <tr><td>729.</td><td>COOP</td><td>003</td><td>1,394.50</td><td>.00</td><td>.00</td><td>2,814.35</td><td>25.15</td><td>4,183.70</td></tr> <tr><td>729.</td><td>COOP</td><td>004</td><td>1,145.00</td><td>.00</td><td>234.00</td><td>648.48</td><td>.00</td><td>1,793.48</td></tr> <tr><td>729.</td><td>COOP</td><td>005</td><td>4,163.75</td><td>.00</td><td>.00</td><td>3,275.68</td><td>126.61</td><td>7,312.82</td></tr> <tr><td>729.</td><td>COOP</td><td>006</td><td>611.95</td><td>.00</td><td>.00</td><td>1,548.10</td><td>.00</td><td>2,160.05</td></tr> <tr><td>729.</td><td>COOP</td><td>007</td><td>884.50</td><td>.00</td><td>.00</td><td>926.14</td><td>.00</td><td>1,810.64</td></tr> <tr><td>729.</td><td>COOP</td><td>008</td><td>4,662.20</td><td>83.03</td><td>1,620.00</td><td>2,796.83</td><td>.00</td><td>7,376.00</td></tr> <tr><td>729.</td><td>COOP</td><td>009</td><td>3,834.95</td><td>.00</td><td>.00</td><td>5,180.17</td><td>60.28</td><td>8,954.84</td></tr> <tr><td>729.</td><td>COOP</td><td>990</td><td>11,157.79</td><td>.00</td><td>.00</td><td>223.75</td><td>.00</td><td>11,381.54</td></tr> <tr><td>729.</td><td>COOP</td><td>991</td><td>324.75</td><td>.00</td><td>.00</td><td>26.59</td><td>.00</td><td>351.34</td></tr> <tr><td>729.</td><td>COOP</td><td>992</td><td>1,927.95</td><td>.00</td><td>.00</td><td>101.70</td><td>.00</td><td>2,029.65</td></tr> <tr><td>729.</td><td>COOP</td><td>993</td><td>1,926.25</td><td>.00</td><td>.00</td><td>172.41</td><td>.00</td><td>2,098.66</td></tr> <tr><td>729.</td><td>COOP</td><td>994</td><td>966.95</td><td>.00</td><td>.00</td><td>.00</td><td>.00</td><td>966.95</td></tr> <tr><td>729.</td><td>COOP</td><td>995</td><td>649.75</td><td>.00</td><td>.00</td><td>73.48</td><td>.00</td><td>723.23</td></tr> <tr><td>729.</td><td>COOP</td><td>996</td><td>1,768.00</td><td>.00</td><td>.00</td><td>372.04</td><td>.00</td><td>2,140.04</td></tr> <tr><td>729.</td><td>COOP</td><td>997</td><td>1,967.50</td><td>.00</td><td>.00</td><td>170.43</td><td>.00</td><td>2,137.93</td></tr> <tr><td>729.</td><td>COOP</td><td>998</td><td>2,359.70</td><td>.00</td><td>.00</td><td>342.83</td><td>.00</td><td>2,702.53</td></tr> <tr><td>729.</td><td>COOP</td><td>999</td><td>18,438.74</td><td>100.00</td><td>.00</td><td>544.96</td><td>.00</td><td>18,883.70</td></tr> <tr> <td colspan="3">Net Summary: COOP</td> <td>GL# 729.09</td> <td>Debit Total</td> <td>216,945.77</td> <td>Credit Total</td> <td>4,968.82</td> <td>Net Total</td> <td>211,976.95</td> </tr> </tbody> </table>	GL#	VENDOR	BIN	W/D	DEP	TRANSFERS	PMT MER	RFD MER	NET	729.	COOP	000	1,308.25	.00	.00	240.43	.00	1,548.68	729.	COOP	001	15,395.27	.00	1,800.00	5,718.05	156.40	20,956.92	729.	COOP	002	66,296.23	.00	4,642.00	46,437.37	269.35	112,464.25	729.	COOP	003	1,394.50	.00	.00	2,814.35	25.15	4,183.70	729.	COOP	004	1,145.00	.00	234.00	648.48	.00	1,793.48	729.	COOP	005	4,163.75	.00	.00	3,275.68	126.61	7,312.82	729.	COOP	006	611.95	.00	.00	1,548.10	.00	2,160.05	729.	COOP	007	884.50	.00	.00	926.14	.00	1,810.64	729.	COOP	008	4,662.20	83.03	1,620.00	2,796.83	.00	7,376.00	729.	COOP	009	3,834.95	.00	.00	5,180.17	60.28	8,954.84	729.	COOP	990	11,157.79	.00	.00	223.75	.00	11,381.54	729.	COOP	991	324.75	.00	.00	26.59	.00	351.34	729.	COOP	992	1,927.95	.00	.00	101.70	.00	2,029.65	729.	COOP	993	1,926.25	.00	.00	172.41	.00	2,098.66	729.	COOP	994	966.95	.00	.00	.00	.00	966.95	729.	COOP	995	649.75	.00	.00	73.48	.00	723.23	729.	COOP	996	1,768.00	.00	.00	372.04	.00	2,140.04	729.	COOP	997	1,967.50	.00	.00	170.43	.00	2,137.93	729.	COOP	998	2,359.70	.00	.00	342.83	.00	2,702.53	729.	COOP	999	18,438.74	100.00	.00	544.96	.00	18,883.70	Net Summary: COOP			GL# 729.09	Debit Total	216,945.77	Credit Total	4,968.82	Net Total	211,976.95		
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## EXCEPTION REPORT- DENIALS

<i>Report Name</i>	LPANEX1
<i>CU*Spy Menu</i>	Electronic Third Party
<i>View/Print</i>	Daily
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report contains information on why a member's transaction was declined by the CU*BASE system and is the first source your personnel should use in researching a declination. This report ATM/Debit Card and credit card denials.
<i>Purpose / Tips</i>	This report is a good resource for determining denials from the previous day for members.
<i>Responsible Employee</i>	

ACCOUNT NUMBER	CARD NUMBER	MESSAGE TYPE	TRAN CODE	TERMINAL	TRANS AMOUNT	MESSAGE	MESSAGE CODE	TRANS DATE
12/11/10	38:20	CREDIT UNION			LPANEX1	PAGE	1	
RUN ON	12/12/10	DENIALS			USER OPER			
DATE RANGE: 12/09/10 - 12/15/10								
2	000	*****1662	1100	003000	20.00	No Card Record.	0056	12/09
LINK: NO Act2 Record REF#: 100449975545 MERCHANT: 0000000000100449975545 120910 GROUPON INC. , CHICAGO , IL 0								
3	000	*****6785	1100	003000	22.23	Insufficient Funds.	0051	12/09
LINK: NO Act2 Record REF#: 034319877043 MERCHANT: 0000000000034319877043 120910 HY VEE 1631 , , 00								
3	000	*****2181	1100	003000	450.50	Insufficient Funds.	0051	12/09
LINK: NO Act2 Record REF#: 034380640001 MERCHANT: 0000000000034380640001 120910 MENARDS , F								
4	000	*****1925	1100	003000	257.71	Insufficient Funds.	0051	12/09
LINK: NO Act2 Record REF#: 034321458964 MERCHANT: 0000000000034321458964 120910 ALLTEL *DEFERRED PAY , 800-255-835								
7	000	445736*****1180	1100	003000	124.47	Insufficient Funds.	0051	12/09
LINK: NO Act2 Record REF#: 034300006690 MERCHANT: 0000000000034300006690 120910 AUTOPAY/DISH NITWK , 800-894-9131 ,								
7	000	*****1065	1100	003000	18.75	Insufficient Funds.	0051	12/09
LINK: NO Act2 Record REF#: 034403601132 MERCHANT: 0000000000034403601132 120910 AOTA , 301-652-6611 , MD 0000								
7	000	*****1800	1100	003000	18.14	Insufficient Funds.	0051	12/09
LINK: NO Act2 Record REF#: 102770006345 MERCHANT: 0000000000102770006345 120910 TAILGATORS BAR & GRI LL , BRANDO								
7	000	*****1800	1100	003000	18.14	Insufficient Funds.	0051	12/09

# EXCEPTION REPORT - EXCEPTIONS

<i>Report Name</i>	LPANEX2
<i>CU*Spy Menu</i>	Electronic Third Party
<i>View/Print</i>	Daily
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	<p>This report includes posting exceptions that were posted to the suspense G/L account and accounts that were posted NSF.</p> <p>Preapproved authorization exceptions can also appear on this report when the funds can't be secured on the member's account due to situations like the card being closed, the status of account being closed, frozen, etc. The member's account should be reviewed and a determination should be made by the credit union to manually secure the funds.</p> <p>This report includes both ATM/Debit and credit card posting errors.</p>
<i>Purpose / Tips</i>	This report is a good resource for determining items that need to be posted by hand. You may want to review the accounts that were posted negative.
<i>Responsible Employee</i>	

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12/11/10 38:20 CREDIT UNION LPANEX2 PAGE 1
RUN ON 12/12/10 POSTING ERRORS USER OPER
DATE RANGE: 12/09/10 - 12/15/10
    
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ACCOUNT NUMBER	CARD NUMBER	MESSAGE TYPE	TRAN CODE	TERMINAL	TRANS AMOUNT	MESSAGE	MESSAGE CODE	TRANS DATE
4	004	*****3370	0200 ATM 312000	LK625914	.00	POSTING NSF PIN TRANS.	PST000108012/09	
LINK: MET004536304 001 REF#: 101210002812 MERCHNT: 4101 S LOUISE AVE HY VEE 1631								
5	004	*****0366	0200 ATM 312000	455929	.00	POSTING NSF SIG TRANS.	PST000108512/09	
LINK: MET004513749 001 REF#: 101209141626 MERCHNT: CASEYS 0002166								
5	004	*****6699	0200 ATM 312000	422443	.00	POSTING NSF SIG TRANS.	PST000108512/09	
LINK: MET004522318 001 REF#: 101209181939 MERCHNT: LEWIS DRUG 6								
7	004	*****2219	0200 ATM 312000	407105	.00	POSTING NSF SIG TRANS.	PST000108512/09	
LINK: MET004537968 001 REF#: 101210012212 MERCHNT: BILLY FROGS								
8	004	*****7596	0200 ATM 312000	422443	.00	POSTING NSF SIG TRANS.	PST000108512/09	
LINK: MET004526680 001 REF#: 101209201949 MERCHNT: LEWIS DRUG 7								
9	004	*****7507	0200 ATM 312000	439900	.00	POSTING NSF SIG TRANS.	PST000108512/09	
LINK: MET004524638 001 REF#: 101209192540 MERCHNT: 297								
9	004	*****7875	0200 ATM 312000	442733	.00	POSTING NSF SIG TRANS.	PST000108512/09	
LINK: MET004515596 001 REF#: 101209151602 MERCHNT: FAMILY THRIFT CENTER								
1	004	*****4137	0200 ATM 312000	438664	.00	POSTING NSF SIG TRANS.	PST000108512/09	
LINK: MET004518044 001 REF#: 101209161850 MERCHNT: GORDMANS								

# ISA FEES

<i>Report Name</i>	LPANEX3
<i>CU*Spy Menu</i>	Electronic Third Party
<i>View/Print</i>	Daily
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report contains all ISA fees processed for your members for the previous day. This report is sorted by settlement date detail and summary. This report includes both ATM/Debit and credit card ISA fees.
<i>Purpose / Tips</i>	Use this to review summary of ISA fee by settlement date. The totals (by settlement date) are included at the bottom of the report.
<i>Responsible Employee</i>	

STLMNT DATE	ACCOUNT # / STLMNT	AMOUNT	CARD NUMBER	MESSAGE TYPE	TRAN CODE	TERMINAL	TRANS AMOUNT	MESSAGE	MESSAGE CODE	TRANS DATE
12/11/10	38:20									
	RUN ON	12/12/10								
				CREDIT UNION				LPANEX3	PAGE	1
				ISA FEES					USER OPER	
				DATE RANGE:		12/09/10 - 12/15/10				
12/10	4	004	*****7874	0220 POS	002000	454706	.05	GENERIC APPROVED	00	12/09
		5.95	LINK: MET004540223	001						
			REF#: 034472090009	MERCHNT:	INFO RUNESCAPE COM	CAMBRIDGE				
12/10	7	004	*****9717	0220 POS	002000	453787	.67	GENERIC APPROVED	00	12/09
		83.15	LINK: MET004543262	001						
			REF#: 034372043608	MERCHNT:	NORWEX ENVIRO PRODUC TS	DAUPHIN		MB		
12/10	7	004	*****9717	0220 POS	002000	453787	.17	GENERIC APPROVED	00	12/09
		21.48	LINK: MET004543267	001						
			REF#: 034376043608	MERCHNT:	NORWEX ENVIRO PRODUC TS	DAUPHIN		MB		
12/10	3	004	*****4289	0220 ATM	012000	434119	2.71	GENERIC APPROVED	00	12/10
		271.00	LINK: MET004544986	001						
			REF#: 034410306676	MERCHNT:	*ARUSHA 2 ARUSHA					
12/11	7	004	*****1896	0220 POS	002000	452900	.60	GENERIC APPROVED	00	12/09
		60.03	LINK: MET004587806	001						
			REF#: 034473920348	MERCHNT:	WAL MART SUPERCENTER 3	GUELPH		ON		
12/11	3	009	*****6722	0220 POS	002000	423262	.40	GENERIC APPROVED	00	12/10

# ACCOUNT POSTING DETAIL REPORT

<i>Report Name</i>	LPANAC1
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report will list transactions to be compared to your ATM/Debit vendor report for daily balancing comparison. This is presented by member account number. This would also include credit card transactions
<i>Purpose / Tips</i>	It is produced during end of day processing for transactions posted to CU*BASE from transactions sent from your vendor. Both this and the accompanying summary report are used for balancing and research purposes.
<i>Responsible Employee</i>	

```

3/25/09 20:31:58
RUN ON 3/25/09
ACCOUNT NUMBER 030 S *****5
CARD NUMBER
DATE 3/23
DESCRIPTION DBT/WDR 908000026148 A
STATUS
TRANS AMOUNT 22.00
SETTL AMOUNT 22.00
TRANS DATE 3/21
TRANS TIME 20:46:33
REFERENCE NUMBER 908000026148
TRANSACTIONS BY ACCOUNT NUMBER, CARD NUMBER, SETTLEMENT DATE
CREDIT UNION
LPANAC1
PAGE 1

```

ACCOUNT NUMBER	CARD NUMBER	DATE	DESCRIPTION	STATUS	TRANS AMOUNT	SETTL AMOUNT	TRANS DATE	TRANS TIME	REFERENCE NUMBER
1 030 S *****5		3/23	DBT/WDR 908000026148 A		22.00	22.00	3/21	20:46:33	908000026148
1 030 S *****2		3/23	POS/WDR 908000895893 A		31.70	31.70	3/21	15:01:23	908000895893
1 030 S *****2		3/23	POS/WDR 908100160401 A		19.44	19.44	3/22	16:04:01	908100160401
1 030 S *****2		3/23	POS/WDR 908200639197 A		17.46	17.46	3/23	12:45:40	908200639197
1 030 S *****6		3/23	DBT/WDR 908000026154 A		20.00	20.00	3/21	20:46:33	908000026154
1 030 S *****6		3/23	DBT/WDR 908000026155 A		10.00	10.00	3/21	20:46:33	908000026155
1 030 S *****6		3/23	POS/WDR 908000193050 A		72.53	72.53	3/21	16:34:29	908000193050
1 030 S *****7		3/23	ATM/WDR 908100000426 A		102.00	102.00	3/22	10:05:33	908100000426
1 030 S *****5		3/23	POS/WDR 908100107376 A		13.66	13.66	3/22	8:51:51	908100107376
1 030 S *****5		3/23	POS/WDR 908100281500 A		18.78	18.78	3/22	15:36:00	908100281500
1 030 S *****5		3/23	POS/WDR 908100678300 A		24.61	24.61	3/22	15:44:00	908100678300
1 030 S *****1		3/23	DBT/WDR 907900016249 A		15.99	15.99	3/20	20:49:59	907900016249
1 030 S *****1		3/23	DBT/WDR 907900016251 A		10.72	10.72	3/20	20:49:59	907900016251
1 030 S *****1		3/23	POS/WDR 908000053244 A		30.11	30.11	3/21	17:03:22	908000053244
1 030 S *****1		3/23	POS/WDR 908100095460 A		20.48	20.48	3/22	13:46:41	908100095460
1 030 S *****0		3/23	DBT/WDR 907900020319 A		19.65	19.65	3/20	20:46:29	907900020319
1 030 S *****0		3/23	DBT/WDR 907900020320 A		8.74	8.74	3/20	20:46:29	907900020320
1 030 S *****0		3/23	DBT/WDR 908100017464 A		45.53	45.53	3/22	10:58:06	908100017464

# ACCOUNT POSTING SUMMARY REPORT

<i>Report Name</i>	LPANAC2
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report will list transactions to be compared to your ATM/Debit vendor report for daily balancing comparison. This is presented by member account number.
<i>Purpose / Tips</i>	It is produced during end of day processing for transactions posted to CU*BASE from transactions sent from your vendor. Both this and the accompanying summary report are used for balancing and research purposes.
<i>Responsible Employee</i>	

```

3/25/09 20:31:58          CREDIT UNION          LPANAC2          PAGE 1
RUN ON 3/25/09          ATM TRANSACTIONS BY ACCOUNT NUMBER, CARD NUMBER, SETTLEMENT DATE          USER CUBASEKD
SUMMARY
DATE: 3/23/09  TOTAL WITHDRAWALS PROCESSED = 536          21,186.54  NOT PROCESSED =          .00
                TOTAL DEPOSITS   PROCESSED = 5          182.65  NOT PROCESSED =          .00
                TOTAL TRANSFERS  PROCESSED =          .00  NOT PROCESSED =          .00
                TOTAL PMT MER    PROCESSED = 264          9,984.51  NOT PROCESSED =          .00
                TOTAL RFD MER    PROCESSED =          .00  NOT PROCESSED =          .00
                TOTAL            DEBITS          31,171.05  CREDITS          182.65
DATE: 3/24/09  TOTAL WITHDRAWALS PROCESSED = 235          7,594.29  NOT PROCESSED =          .00
                TOTAL DEPOSITS   PROCESSED = 3          243.26  NOT PROCESSED =          .00
                TOTAL TRANSFERS  PROCESSED =          .00  NOT PROCESSED =          .00
                TOTAL PMT MER    PROCESSED = 122          4,631.37  NOT PROCESSED =          .00
                TOTAL RFD MER    PROCESSED = 1          21.02  NOT PROCESSED =          .00
                TOTAL            DEBITS          12,225.66  CREDITS          264.28
DATE: 3/25/09  TOTAL WITHDRAWALS PROCESSED = 212          7,901.09  NOT PROCESSED =          .00
                TOTAL DEPOSITS   PROCESSED = 5          206.37  NOT PROCESSED =          .00
                TOTAL TRANSFERS  PROCESSED =          .00  NOT PROCESSED =          .00
                TOTAL PMT MER    PROCESSED = 100          4,214.94  NOT PROCESSED =          .00
                TOTAL RFD MER    PROCESSED = 1          69.28  NOT PROCESSED =          .00
                TOTAL            DEBITS          12,116.03  CREDITS          275.65
DATE: 3/26/09  TOTAL WITHDRAWALS PROCESSED = 58          1,495.18  NOT PROCESSED =          .00
                TOTAL DEPOSITS   PROCESSED = 4          105.93  NOT PROCESSED =          .00
                TOTAL TRANSFERS  PROCESSED =          .00  NOT PROCESSED =          .00
                TOTAL PMT MER    PROCESSED = 58          1,738.81  NOT PROCESSED =          .00
                TOTAL RFD MER    PROCESSED =          .00  NOT PROCESSED =          .00
                TOTAL            DEBITS          3,233.99  CREDITS          105.93
          ** END OF REPORT **
    
```

# PANCARD CU\*BASE

<i>Report Name</i>	PADLIM
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report identifies differences between CU*BASE card file and member files.
<i>Purpose / Tips</i>	This report is used to work mismatches between the card files and the member account and membership files.
<i>Responsible Employee</i>	

```

9/23/09 1:18:53                                PADLIM                PAGE 1
RUN ON 9/24/09                                USFDATA/PANCARD FILE ERROR  USER OPER
TODAY IS 9/24/09 - END-OF-MONTH COUNTERS NOT RESET
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 1 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 1 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 1 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 3 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -011
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 1 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 3 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 3 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 1 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 1 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 3 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 3 -001
TOTAL CARDS: 1,108 TOTAL ATM CARDS: 407 TOTAL DEBIT CARDS: 701
TOTAL ACCTS: 2,073 ACCTS WITH MEMB: 2,047 NO MEMBER ACCT: 26
*** END OF REPORT ***

```

## VENDOR RECONCILIATION REPORT - RECON TO ONLINE MATCH

<i>Report Name</i>	PRCNXX1
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	<p>This report is designed to show any differences between what the vendor indicates they settled your corporate account with them for this and what CU*BASE indicates we received on your behalf from the vendor. This is shown recon to online match.</p> <p><b>NOTE:</b> This report is by vendor; the credit union may have multiple reports</p>
<i>Purpose / Tips</i>	Use this report when your settlement is out of balance to determine if a transactions needs to be manually posted.
<i>Responsible Employee</i>	

3/30/11 21:57:40	CREDIT UNION	PRCNXX1	PAGE	1		
RUN ON 3/30/11	VENDOR RECONCILIATION RECON TO ONLINE MATCH		USER			
	VENDOR NAME: FIDELITY					
	SETTLEMENT DATE: 3/30/11					
ACCT NUM FRM VEND	FUNDNG ACCT	RETRIEVAL REFERENCE NUMBER	RECON CREDITS	RECON DEBITS	RECON TOTAL	DIFFERENCE
CARD NUMBER	MERCHANT NAME/CITY/STATE		ONLINE CREDITS	ONLINE DEBITS	ONLINE TOTAL	
-811	-811	740088020302	.00	35.43	35.43-	35.43-
*****0396	BO'S VILLAGE BP	MI	.00	.00	.00	
-811	-811	792243823259	.00	162.50	162.50-	162.50-
*****0396	MCLAREN DRUG S10015469	MI	.00	.00	.00	
-811	-811	286285300095	.00	19.53	19.53-	19.53-
*****0446	WINGS WEST OLD BURDICKS KALAMAZOO	MI	.00	.00	.00	
-811	-811	009204951836	.00	11.20	11.20-	11.20-
*****0560	MARATHON OIL 061804	MI	.00	.00	.00	
-811	-811	207002089314	.00	15.95	15.95-	15.95-
*****0560	PATISSERIE	MI	.00	.00	.00	
-811	-811	987131239659	.00	234.55	234.55-	234.55-
*****0750	COMPUTER COUNTRY LLC	MI	.00	.00	.00	



# VENDOR RECONCILIATION REPORT - ONLINE TO RECON MATCH

<i>Report Name</i>	PRCNXX2
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report is designed to show any differences between what the vendor indicates they settled your corporate account with them for this and what CU*BASE indicates we received on your behalf from the vendor. This is shown online to recon match. <b>NOTE:</b> This report is by vendor; the credit union may have multiple reports
<i>Purpose / Tips</i>	Use this report when your settlement is out of balance to determine if a transactions needs to be manually posted.
<i>Responsible Employee</i>	

```

3/30/11 21:34:38          CREDIT UNION          PRCNXX2          PAGE 1
RUN ON 3/30/11          VENDOR RECONCILIATION ONLINE TO RECON MATCH          USER ;
                          VENDOR NAME: COOP
                          SETTLEMENT DATE: 3/30/11
    
```

ACCT NUM FRM VEND CARD NUMBER	RETRIEVAL REFERENCE NUMBER MERCHANT NAME/CITY/STATE	RECON CREDITS ONLINE CREDITS	RECON DEBITS ONLINE DEBITS	RECON TOTAL ONLINE TOTAL	DIFFERENCE
-110	30004707490	.00	.00	.00	30.00-
*****8214	KROGER FUEL	.00	30.00	30.00-	
-110	00407454342	.00	.00	.00	35.00-
*****8354	7 ELEVEN Q	.00	35.00	35.00-	
-110	108900169394	.00	.00	.00	20.00-
*****8354	SECURITY_CU Flint	.00	20.00	20.00-	
-110	23015664922	.00	.00	.00	25.40-
*****8362	CARO ACE HARDWARE CARO	.00	25.40	25.40-	
-110	500001365758	.00	.00	.00	20.00-
*****8362	TEAM ONE CREDIT CARO	.00	20.00	20.00-	
-110	00064127970	.00	.00	.00	28.01-

```

CUA Online Totals :
Total Credits : 32,297.75
Total Debits : 220,538.04
Total Transfers :
Total Settlement : 188,240.29-
Transaction Cnt. : 5,672

Offage Totals :
Total Credits :
Total Debits : 2,724.42
Total Settlement : 2,724.42-
Total Not Matched : 99
    
```

## Vendor Reconciliation Report - Duplicate Records

<i>Report Name</i>	PRCNXX3
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report is generated when two transactions have the same Trans Ref number. In these cases, only one transaction is posted to the member's account since CU*BASE deems the other suspicious. <b>NOTE:</b> This report is not generated every day, only when duplicates are received.
<i>Purpose / Tips</i>	Review when you are out of balance.
<i>Responsible Employee</i>	

12/11/10 19:20:04 CREDIT UNION PRCNXX3 PAGE 1  
 RUN ON 12/11/10 VENDOR RECONCILIATION DUPLICATE RECORDS USER TIMT  
 VENDOR NAME: METAVANTE  
 SETTLEMENT DATE: 12/10/10

C/V	VENDR	SEQUENCE	BIN	ACCOUNT	BASE TRACE	MERCHANT	TRAN DATE/TIME	TRAN REF NO	STLMT	AMT
V	MEI	SX	7355				2010/12/10	605-5823531 USASD	034328050003	17.00 DB
		*****4872			-000					
				IS A POSSIBLE DUPLICATE OF THE FOLLOWING RECORD						
V	MEI	SX	7354				2010/12/10	605-5823531 USASD	034328050003	70.00 DB
		*****4872			-000					
V	MEI	SX	7360				2010/12/10	HUNT VALLEY USAMD	034323326400	1.10 DB
		*****4880			-000					
				IS A POSSIBLE DUPLICATE OF THE FOLLOWING RECORD						
V	MEI	SX	7359	442642000			2010/12/10	HUNT VALLEY USAMD	034323326400	.85 DB
		*****4880			-000					
V	MEI	SX	7591				2010/12/10	SIOUX FALLS USASD	034321720000	24.53 DB
		*****2275			7385-000					
				IS A POSSIBLE DUPLICATE OF THE FOLLOWING RECORD						
V	MEI	SX	7589				2010/12/10	SIOUX FALLS USASD	034321720000	1.06 DB
		*****2275			-000					

# ATM/DEBIT CARDS ACCOUNT MAINTENANCE REPORT

<i>Report Name</i>	LADMXX1A
<i>CU*Spy Menu</i>	Electronic Third Party
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report includes any maintenance on ATM/Debit accounts on CU*BASE that was sent to your vendor via batch maintenance file.
<i>Purpose / Tips</i>	We recommend this report be worked on a daily basis. Match back to your vendor reports.
<i>Responsible Employee</i>	

7/09/11 22:00:59 RUN ON 7/09/11	UNION	LADMXX1A	PAGE 1				
ATM/DEBIT CARDS - ACCOUNT MAINTENANCE REPORT		USER	TIMT				
CARD NUMBER	SEQ #	FIELD DESCRIPTION	BEFORE DATA	AFTER DATA	USER	DATE	TIME
*****2430	1	Card Status Code	A=ACTIVE/OPEN	H=HOT (LOST/STOLEN)	LINDYF11	7/09/11	13:51:25
		Add'l Card Status Code		ND=LOST/STOLEN	LINDYF11	7/09/11	13:51:25
		Card Status Code	H=HOT (LOST/STOLEN)	C=Closed	LINDYF11	7/09/11	13:51:27
*****1803	1	NEW CARD DEBIT			BRANDIB1	7/09/11	1
		Line 1 Name		CODY G			
		Line 2 Name					
		Address Line 1		1207			ST
		Address Line 2					
		City/St/Zip			MI		-0000
		SSN# (Last 4 Digits)					
		Home Phone					-6655
		Work Phone					
		Setup Date		2011/07/09			
		Expiration Date		7/14			
		Service Charge Group		01			
		Deposits Allowed		Y			
		Withdrawals Allowed		Y			
		POS Purchases Allowed		Y			
		POS Returns Allowed		Y			
		Transfers Allowed		Y			
		PIN Online Limit		100.00			
		PIN Offline Limit		50.00			
		SIG Online Limit		2000.00			
		SIG Offline Limit		50.00			
*****3010		Card Status Code	A=ACTIVE/OPEN	C=Closed	BRANDIB1	7/09/11	11:10:55
*****6040		Card Status Code	H=HOT (LOST/STOLEN)	C=Closed	PAMELAG1	7/09/11	11:28:14
*****6155		MIEPHN (CUFMNT)			JENNIFS1	7/09/11	11:48:10
*****6787		Card Status Code	A=ACTIVE/OPEN	C=Closed	JENNIFS1	7/09/11	11:54:04
*****0431		Card Status Code	A=ACTIVE/OPEN	C=Closed	JENNIFS1	7/09/11	11:54:18
*****2759		Card Status Code	H=HOT (LOST/STOLEN)	C=Closed	PAMELAG1	7/09/11	11:28:22
*****4140	1	Card Status Code	H=HOT (LOST/STOLEN)	A=ACTIVE/OPEN	JENNIFS1	7/09/11	9:38:41
		Add'l Card Status Code	NE=FRAUD		JENNIFS1	7/09/11	9:38:41
***TOTALS***							
CARDS MAINTAINED:		9					
ERRORS:		0					
*** END OF REPORT ***							

## ATM/DEBIT CARDS ACCOUNT MAINTENANCE REPORT

<i>Report Name</i>	LADMXX1B
<i>CU*Spy Menu</i>	Electronic Third Party
<i>View/Print</i>	Daily
<i>When Report is Generated</i>	EOD
<i>View/Print</i>	Daily
<i>Description</i>	This report includes any maintenance on ATM/Debit accounts on CU*BASE that was sent to your vendor via batch maintenance file.
<i>Purpose / Tips</i>	We recommend this report be worked on a daily basis. Match back to your vendor reports.
<i>Responsible Employee</i>	

7/09/11 22:00:59		CREDIT UNION		LADMXX1B	PAGE 1
RUN ON 7/09/11		ATM/DEBIT CARDS - ACCOUNT MAINTENANCE REPORT			USER TIME
CARD NUMBER	SEQ #	FIELD DESCRIPTION	BEFORE DATA	AFTER DATA	ERROR DESCRIPTION
***TOTALS***					
CARDS MAINTAINED:	9				
ERRORS:	0				
*** END OF REPORT ***					