

# Converting Your Back Office



Guaranteeing the Difference  
through  
**Accounting  
Implementation  
Methodology (AIM)**

Revised August 2009



# Your Back Office Conversion to CU\*BASE

## Introduction

A conversion can be a very exciting, yet very challenging period of time for your credit union staff – utilizing existing core systems on a daily basis while at the same time learning about the CU\*BASE functionality that will soon be deployed throughout your organization. This can be especially true for your Back Office staff since they must continue to perform critical daily balancing tasks using existing tools and processes right up until the moment of conversion,

Because we recognize the unique challenges faced by your Back Office support teams, CU\*Answers has developed our **Accounting Implementation Methodology** (called **AIM** for short) in order to ensure that your conversion to CU\*BASE goes as smoothly as possible. *AIM* utilizes a process that has been developed by our conversion experts over several years, and we are confident it will help “*guarantee the difference*” for a successful Back Office conversion.

The information contained in this document should help your staff prepare for the upcoming conversion to CU\*BASE. It is important to remember that CU\*Answers and our team of specialists will be there with you every step of the way. Welcome to the CU\*Answers family!

## Your Team of Experts

Our promise to you, (and our #1 goal during the transition of your Back Office to CU\*BASE), is our commitment to help lead your team through a smooth conversion process. In order to deliver on this promise, CU\*Answers will dedicate a team of experts that will be working hand-in-hand with your staff. Let’s take a quick look at this Back Office support team:



**Conversion Coordinator** A Conversion Coordinator from CU\*Answers will be assigned to lead the project. Since our Coordinators have many years of CU\*BASE experience and have managed dozens of similar projects, they will be your main point of contact during the conversion process. Their main focus is to exceed your expectations as you move to CU\*BASE.

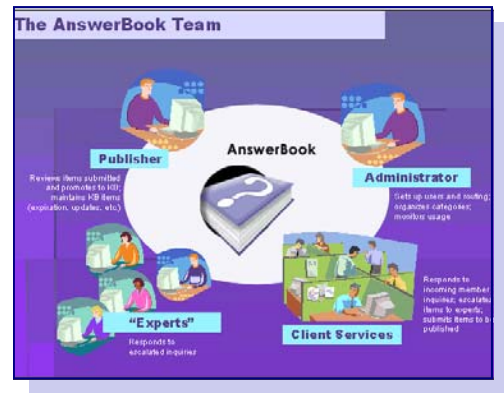
**CU\*Expert** This important role is filled by someone on the credit union staff. They will be specially trained (using our *CU\*Expert Program*) to be the “go to” person at the credit union during the conversion process. The CU\*Expert will work closely with both the Conversion Coordinator and the SRS Bookkeeping Expert to help facilitate a smooth transition for your Back Office team.

**Xtend SRS Bookkeeping Expert** SRS (*Shared Resources and Staff*) is a service provided by Xtend, Inc., a sister CUSO of CU\*Answers that specializes in execution services. SRS provides bookkeeping services for dozens of CU\*BASE credit unions on a daily basis, and has been contracted by CU\*Answers to provide this valuable service. The SRS Expert will work closely with the Conversion Coordinator and CU\*Expert during all three phases of your conversion.

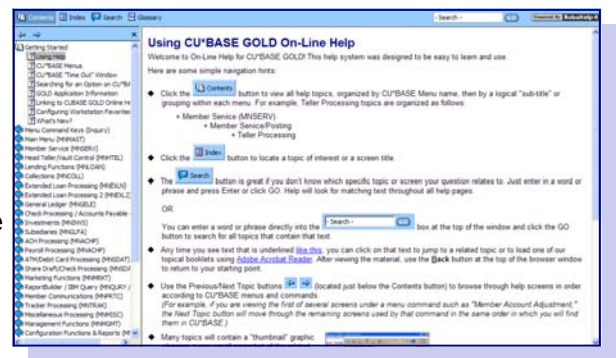


This strong team of specialists is also complemented by two extensive digital knowledge bases that you will become more familiar with over time: *AnswerBook* and CU\*BASE Online Help.

**AnswerBook** While at the CU\*Answers web site, locate the “What is AnswerBook?” link. This is a digital knowledge tool allowing you to ask questions or review answers to questions previously asked by clients. Within *AnswerBook*, a category dedicated to both Xtend and SRS Bookkeeping Services will provide additional answers and links to other common questions about CU\*Answers and the CU\*BASE processing system.



**Online Help** CU\*BASE contains an extensive library of online help information pertaining to bookkeeping and other accounting functions. This can be accessed in a variety of manners and will be covered in detail during the pre-conversion training process.

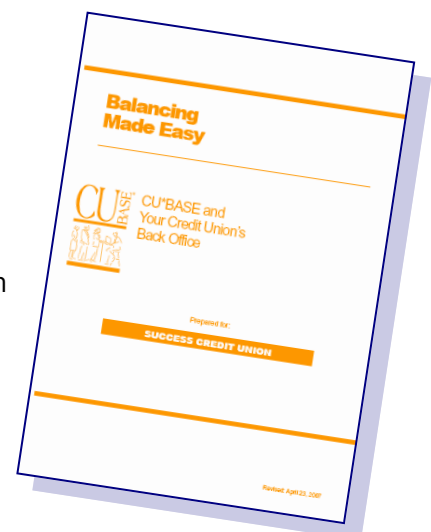


## “Balancing Made Easy”

It is very likely that one of the important factors in your decision to partner with CU\*Answers is the wealth of printed and online education available to CU\*BASE clients. This documentation has been developed in a collaborative manner over many years, and continues to be refreshed as both the software and your business processes evolve. A key source of information that we have developed for your back office staff based on years of successful conversion projects is the “Balancing Made Easy” booklet.

This booklet serves not only as an educational guide for your team as they prepare for your CU\*BASE conversion, but also as a roadmap utilized by our bookkeeping experts during the project. The guide will be provided to you by your Conversion Coordinator well in advance of your conversion. Since it is important for all members of your back office team to learn about these exciting CU\*BASE tools, we recommend that additional copies of the booklet be viewed and/or downloaded from our web site at

[http://www.cuanswers.com/pdf/cb\\_ref/BalancingMadeEasy.pdf](http://www.cuanswers.com/pdf/cb_ref/BalancingMadeEasy.pdf).



## The Process

Beginning as early as six months prior to your CU\*BASE conversion, our team will begin to move forward with the project as described in “*The CU\*BASE Conversion Promise*”. Our AIM process for your Back Office is incorporated into the overall execution of the conversion project in three distinct phases:

**Phase One – Preparation** (tasks done with assistance from your CU\*Expert)

- SRS facilitates web-based pre-conversion classes (Item Processing, ACH/Payroll, Intro to GL Tools, Balancing Made Easy Overview, Head Teller/Vault)
- SRS loads Chart of Accounts
- SRS configures financial statements
- SRS loads GL balances (YTD quarter plus and 1- 3 monthly balances prior to conversion)
- SRS prepares daily run sheets

## Phase Two – Implementation

- SRS executes daily balancing tasks (see “CUSO Responsibilities”)
- Credit union Back Office staff performs designated assignments (see “Credit Union Responsibilities”)
- SRS works with Conversion Coordinator and CU\*Expert to determine appropriate post-conversion education required

## Phase Three – Post-Conversion

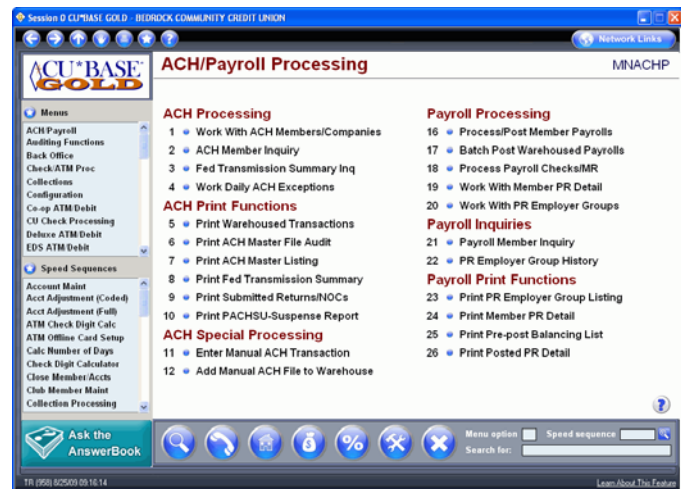
- SRS contacts credit union prior to 2nd end of month to determine if SRS Bookkeeping Service will continue service following initial 60-90 day period
- SRS contract signed (if service will continue) OR transition project plan/timeline established (if credit union bringing in-house)



## AIM Responsibilities:

Since the Accounting function covers such a wide area of daily, monthly, and annual tasks within your credit union, it is important that both sides understand each other's responsibilities. The following list contains the functions that are generally handled by CU\*Answers and/or the Xtend SRS Bookkeeping specialist as part of our Accounting Implementation Methodology:

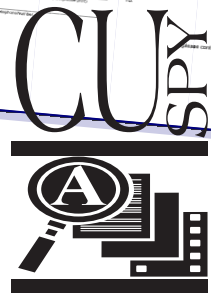
- Create Chart of Accounts based on a spreadsheet listing old and new GL numbers
- Create financial statements
- Load YTD GL balances for the quarter prior to conversion
- Load MTD GL balances for up to 2 months of the current quarter
- Load current month GL balances conversion weekend
- Reconcile LGLACT1 after conversion (with assistance of Coordinator)
- Share draft exceptions, settlement, and related journal entries
- ACH exceptions, settlement, and related journal entries
- ATM reconciliation
- National shared branching network reconciliation
- Change fund and cash verification at conversion
- Change fund balancing first week
- Corporate draft reconciliation
- Online CU\*BASE Credit card balancing
- Suspense account reconciliation
- ACH exceptions (PACHSU report) for debits only for 1<sup>st</sup> 30 days. After 30 days, we will do debits and credits
- Monthly activity book (all daily documentation)
- Xtend shared branching configuration, if applicable



## Credit Union Responsibilities

As previously mentioned, the Accounting function covers such a wide area of daily, monthly, and annual tasks. Although the Xtend SRS Bookkeeping team will be handling a significant number of tasks during your early transition to CU\*BASE, your credit union staff is generally responsible for the following (beginning immediately at conversion):

- Verify Daily, Monthly, and Annual Board financials
- Fixed asset, prepaid, accrued expense subsidiaries loading and balancing; monthly tasks
- Investment subsidiary loading and balancing; monthly tasks
- OTB Credit Card Balancing
- Accounts Payable, loading vendors, invoice processing
- ALM – downloads
- Payroll posting and balancing
- Participation lending
- Corporate settlement reconciliation
- EOM entries and Board reports
- ACH distributions for 1<sup>st</sup> month (credits) (or until auto-post is implemented) and as new ones are added
- Cash letter verification
- Balance TCDs (Teller Cash Dispensers) and ATM machines
- FR2900 Financial Statement configuration
- 5300 Call Report
- Xtend shared branching settlement, if applicable
- Dormancy monitoring
- Post conversion Member Contacts and questions

## Additional Resources

### Other Helpful Tools

[www.cuanswers.com](http://www.cuanswers.com) - There are two separate sections of our web site: click “I Am A Visitor” to learn more about CU\*Answers and our products and services. Click “I Am A Client” (no password is required!) to get a taste of the resources available to any CU\*BASE client.




[www.xtendcu.com](http://www.xtendcu.com) - Additional information regarding our CUSO partner, including a list of services, Leadership profiles, ownership information, and links to other strategic partners of Xtend. Click on the “Execute” tab for more information regarding their SRS Bookkeeping Services.



### Xtend SRS Bookkeeping Product Brochures

- This brochure describes the SRS Bookkeeping services in detail. It can be downloaded from the Xtend web site or provided by your CU\*Answers Sales Representative.

- To request any of the documents mentioned above, please contact our Sales Team at 800-327-3478 x 103 or [spage@cuanswers.com](mailto:spage@cuanswers.com).



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6000 28th Street SE  
Suite 100  
Grand Rapids, Michigan 49546

Phone: 800-327-3478  
Fax: 616-285-5735  
E-mail: [spage@cuanswers.com](mailto:spage@cuanswers.com) or [scollins@cuanswers.com](mailto:scollins@cuanswers.com)  
[www.cuanswers.com](http://www.cuanswers.com)



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