Statement Mail Groups

Archiving Statements without Printing Them

INTRODUCTION

Statement Mail Groups are an easy way for you to flag member accounts so that monthly, quarterly, and credit card statements are archived as usual (for CU*SPY) but no printed copy is produced. They can also be used to print statements, but instead of mailing them, return the printed copies to the credit union for special handling.

Common reasons for using a Statement Mail Group:

- Board members and employees, where the credit union wants to avoid the mailing costs and deliver the statements personally.
- Members with charged-off loans, since by law statements cannot be sent to these members.
- Members marked with a "wrong address" (these are automatically funneled into group 7 when statements are produced).

Archiving statements without printing them avoids having to manually destroy stacks of printed statements, saving time, paper and printing costs.

A member account can be flagged with a Statement Mail Group on the normal membership information update screens, as well as through the Loan Write-Off Process screen, so that you can flag a member not to receive a printed statement at the point when a loan is being written off.

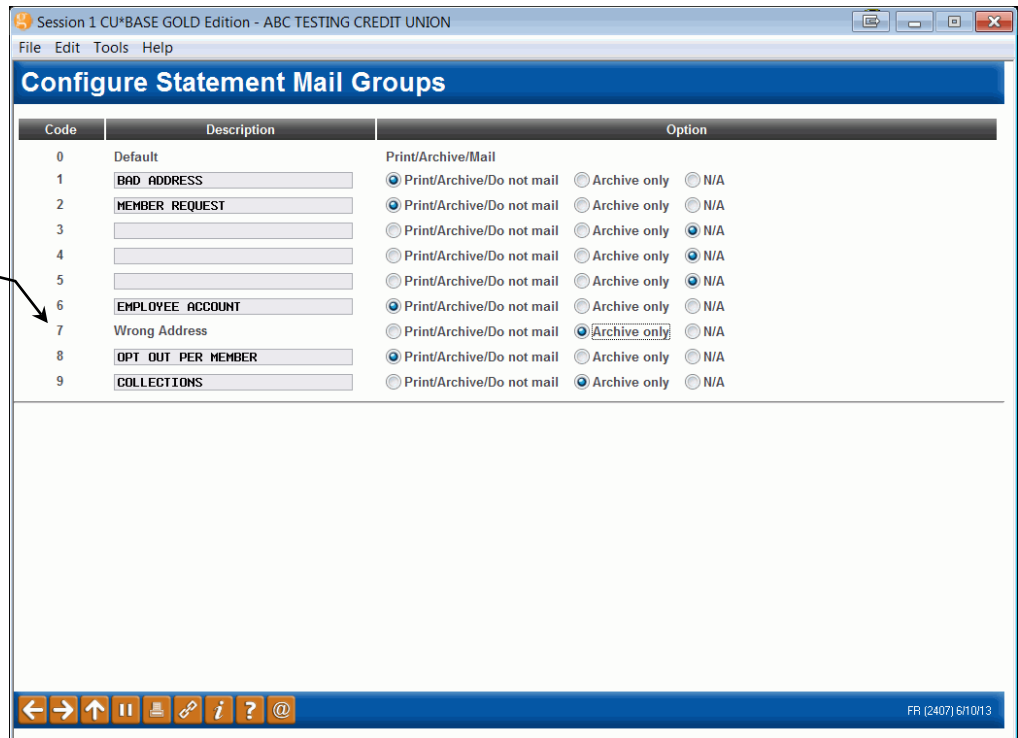### CONTENTS

CONFIGURING STATEMENT MAIL GROUP CODES

"Configure Statement Mail Groups" on the Member Communication (MNPRTC) menu

To save paper and keep from having to destroy unused statements, we highly recommend the Wrong Address code (7) be set to "*Archive only.*" If the member calls for his statement, simply print it from CU*SPY, correct the address and remove the Wrong Address flag as usual. Next month's statements will print normally. **It is not possible to manually flag a member with code 7.**

This screen is used to define what should happen to member statements for members that have been flagged with a Statement Mail Group other than 0. Just like before, any memberships marked with group 0 (the default) will be printed, archived, and mailed as usual. You can configure as many of the codes as you need. Notice that the description for codes 0 and 7 cannot be changed. For code 7 (Wrong Address), you can, however, choose which print option you wish to use.

> *Remember that any members who are flagged as having a Wrong Address will automatically be funneled into group 7 when statements are printed, regardless of the setting of the Statement Mail Group code on the membership account.*

There are two choices for each code you configure:

Print, archive, do not mail	This setting means the statement will be printed as usual, but will then be returned to the credit union for special handling, instead of being mailed out. This is helpful for your employee's own statements, or for credit unions that deliver statements via inter-company mail delivery systems.
Archive only	This setting means that statements will not be printed at all. However, a statement will still be archived so that it can be accessed via CU*SPY. This is recommended for the Wrong

	Address Code (7) as well as whichever code you designate for your charged-off members.

FLAGGING MEMBER ACCOUNTS

Member accounts can be flagged with a statement mail group code from several places in CU*BASE.

- For active memberships, use the Update Membership Information feature
- For closed memberships that should still receive one final statement, use the Update Closed Membership Information feature
- For members use the field when charging of an account of writing off a loan

"Update Membership Information" on the Update Functions 1 (MNUPDT) menu

Use the *Statement group* field to enter one of your configured codes (1-9).

Click the lookup button 🔍 to display a window showing a list of available codes. For normal handling (print, mail and archive), choose code 0 (zero).

> **CU*TIP:** *It is not possible to flag a member account with Code 7 (wrong address). This code is used behind the scenes during statement processing to hold any statements where members are flagged with a wrong address. When the address is corrected and the checkmark removed from the current address is incorrect, the system will automatically print the next statement as usual.*

The next time statements are generated, any members who are flagged with a code other than 0 will not be mailed. Codes configured to print and archive will be will returned to the credit union for special handling. Any with a code that has been configured to "archive only" will not receive a printed

statement. However, statements will still be generated for access via CU*SPY.

If your credit union offers **e-statements**, any members that have enrolled to receive only electronic statements are already coded so that a printed statement is not produced. **You do NOT need to set this flag on the member record for your e-statement members.**

> *Consideration should be made when adding any statement mail code to an account that also receives e-Statements. If a member has been assigned a special Statement Mail Code other than zero (the default), that member will not receive an e-statement notification. The member will also not receive a fee or rebate for his or her participation in e-Statements.*

"Update Closed Member Infor" on the Update Functions 2 (MNUPDA) menu

When closing a membership, the Statement Mail Group flag that was on the active member record is automatically carried over to the closed membership record. If you have recently closed a membership, and the member has not yet received his or her final statement, you may update the Statement Mail Group flag on the closed member record to control how that final statement will be handled.

"Write Off Loans" on the Collections (MNCOLL) menu

Because a common reason for assigning a Statement Mail Group is to prevent statements from being mailed to charged-off members, you can update a member's Statement Mail Group code at the same time as you write off a member loan. Simply choose the code you have configured for charged-off memberships. Click the lookup button to display a window showing a list of available codes.