
COOP National Shared Branch Teller Training

Shared Branching from CU*BASE
through the FSCC or CUSC Shared
Branch Network

INTRODUCTION

This booklet gives an overview of the steps required to process teller transactions through the FSCC or CUSC Shared Branch network. It also includes a list of supported transactions.

If your credit union is interested in using the FSCC Acquirer or CUSC Acquirer interface, please contact a Client Service Representative for assistance getting started, setting up the required configurations, and testing everything before implementation.

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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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GETTING STARTED

SUPPORTED FEATURES

The CU*BASE interface to the FSCC/CUSC Acquirer system supports the following types of transactions:

- Basic account inquiries: member verification information, share and loan account balances, and the 10 most recent transactions (“mini statement”)
- Deposits and withdrawals on share/savings accounts
- Deposits and withdrawals on draft/checking accounts
- Loan payments
- Cash loan disbursements (depending on the loan)
- Transferring funds from one account to another (as long as the accounts are not the same account type)
- Miscellaneous receipts
- Check disbursements from a savings, checking or loan account
- Endorse deposited checks (special check endorsing printer required)
- Transaction reversals (same-day)
- Reverse Lookup

The Action Codes supported include*:

- M = Miscellaneous Receipt
- C = Check Deposit
- T = Transfer
- W = Withdrawal transfer**
- D = Deposit Transfer **
- I = Inquiry

*These codes go into the Proc Code field.

**The W and D codes are for situations where the member has two different account numbers (not sub-accounts) and is transferring between them. You will still perform the transaction the same as usual with a cash withdrawal and cash deposit, but the new codes let you inform the member's CU that a transfer took place.

The system also supports the following informational codes*

- 1 = Loan interview
- 2 = Loan close
- 3 = Loan distribution
- 4 = Documentation notification
- 5 = Vehicle inspection
- 6 = New sub-account
- 8 = Card reorder
- 9 = Check reorder
- A = Address change
- F = Force post (approval required)
- V = Check Authorization

The system is set up to perform only one transaction at a time. However, once you authenticate a member, you can post one transaction after another

until you exit that session. This enables you to perform several transactions for the same member without having to enter the member's account and authorization information over and over.

Features *not* supported through this interface:

- ◆ Cannot look up a member's account number. If the member cannot provide his or her account number, transactions cannot be posted for that member. You can however, use the reverse lookup and enter the member's Social Security Number (SSN), a MICR account number, or the member's birth date and the last four of the SSN to find the account number.

Ultimately, the issuer (member's home credit union) determines exactly what types of transactions are allowed on an individual account. So if a savings account has been frozen from withdrawals, you will not be able to post a withdrawal from that savings account. Likewise, if a loan account is not set up to allow cash disbursements through the shared branch network, you will not be allowed to post a withdrawal from that loan.

CONFIGURATION

In order to use the FSCC/CUSC Acquirer software a special configuration must be completed which includes G/L account information and other details needed for the interface. **Contact a Client Service Rep. for assistance.** (Also refer to the Appendix on Page 33 for more information.)

TCD INTERFACE

If your credit union uses Teller Cash Dispensing machines for normal CU*BASE teller activity, the FSCC/CUSC Acquirer system will interface with that TCD the same way as normal CU*BASE teller transactions do.

Please refer to the separate TCD reference booklets available on our website for more information on supported TCD interfaces.

TELLER DRAWER INTERFACE

All teller transactions performed through the FSCC/CUSC Acquirer software will interface with the teller drawer exactly the same as transactions posted through the normal CU*BASE Teller Processing software. You can use normal Teller Drawer Control auditing features for balancing.

Below is an example of the Teller Drawer Audit screen showing three deposit transactions posted through the FSCC/CUSC Acquirer software, along with a few normal teller transactions on credit union members:

Notice that the account number of a shared branch member is in a different format than your credit union's own members.

The screenshot displays the 'Teller Audit / Change Fund Analysis' window. The interface includes a header with the window title, a menu bar (File, Edit, Tools, Help), and a title bar. Below the title bar, there are search and filter options for Teller ID (92), CU*ANSWERS PROGRAMMI, Processing date (Today/Prior), and Branch/vault # (01). There are also input fields for Transaction amount from (0.00) to (0.00) and Processing time from () to ().

The main area contains a table with the following columns: Teller ID, Time, Audit Key, Audit Key Type, MR/MA Description, Account #, Transaction Amount, and Delete Flag. The table lists various transactions, including Cash Out, Cash In, Deposit/Payment, and Withdraw/Disbur. A callout box points to the 'Account #' column, highlighting that some numbers (like 2 520 000) have a different format than others (like 20 000).

At the bottom of the window, there are buttons for 'Print receipt', 'Retrieve e-Receipt image', 'Show Alternate View', and 'Audit Key Report'. The status bar at the bottom right shows 'BT (484) 6/14/13'.

Teller ID	Time	Audit Key	Audit Key Type	MR/MA Description	Account #	Transaction Amount	Delete Flag
92	19:45:49	8335	B Cash Out		2 520	10.00	
92	16:36:19	8320	B Cash In		20	10,000.01	
92	16:36:19	8327	2 Deposit/Payment		20 000	10,000.01	D
92	16:36:19	8350	9 Cash In		20	10,000.01	
92	16:36:19	8351	2 Deposit/Payment		20 000	10,000.01	D
92	8:28:07	8328	8 Withdraw/Disbur		20 000	12,001.02	D
92	8:28:07	8329	B Cash Out		20	12,001.02	
92	8:28:07	8352	8 Withdraw/Disbur		20 000	12,001.02	D
92	8:28:07	8353	B Cash Out		20	12,001.02	
92	19:45:49	8334	8 Withdraw/Disbur		2 520 000	10.00	
92	19:45:49	8366	8 Withdraw/Disbur		2 520 000	10.00	
92	19:45:49	8367	B Cash Out		2 520	10.00	
92	8:36:57	8354	5 Misc Advance	VISA ADVA	20	10.00	D
92	8:36:57	8355	0 Funds Forwarded		20	10.00	

CONSIDERATIONS FOR SELF PROCESSING CREDIT UNIONS

The CUSC/FSCC Acquirer software was intended to be used by both online credit unions as well as for our self processing credit union partners. Self processors will need a communications link between the credit union and CUSC/FSCC (this activity cannot be funneled through the CU*Answers Extended Business Network).

Also see the Appendix on Page 35 for a list of daily and weekly tasks.

POSTING A TELLER TRANSACTION

Following are step by step instructions for posting typical types of transactions through the FSCC/CUSC Acquirer Shared Branch Network interface. Once you have accessed the member's account, shown below, you can process several different types of transactions:

- For Posting a Deposit, refer to page 12.
- For Using the Reverse Lookup, refer to page 10.
- For Posting a Cash Withdrawal/Disbursement, refer to page 15.
- For Transferring Funds, refer to page 17.
- For Cashing Checks, refer to page 18.
- For Miscellaneous Receipts, refer to page 20.
- For Check Withdrawal, refer to page 22.
- For Account Inquiries, refer to page 24.

Assisting Joint Owners

If you need to withdraw funds for a joint owner, you will need to access the account through the member and verify the joint owner through Inquiry. Joint owners have restrictions on the types of transactions that they are allowed to do through Shared Branching. For example, they cannot do a cash or check withdrawal.

ACCESSING THE MEMBER ACCOUNT

1. Choose **Teller Posting** from the Member Service (MNSERV) menu.

After entering your Employee ID, select **SB Network** (F15).

2. Enter your Employee ID and password, and then use **SB Network** (F15) on the lower right of the screen to proceed.

Enter the two-character state (such as MI for Michigan) and press Enter to display only those CUs. (Click the lookup button to choose from a list of states.)

Or enter the first few letters of the credit union name in the *Jump to Name* field and press Enter to scroll quickly to the first name that matches.

Credit Union	City	State	Phone	R&T Number
CU > CU VA93		VA	-7000	
CU > CU MI3		MI	-4285	
FCU TX1		TX	-6800	
CREDIT UNION WI1		WI	-5160	
FCU PA1	L	PA	-2274	
FCU IN1		IN	-8021	
CU MI3		MI	-4429	

3. Double-click to select the member's credit union from the list.


The system will automatically pull all share and loan account information, so this field needs to be changed only when you wish to limit the account data that is pulled. If you enter a SSN, this field will change to an R for the reverse SSN lookup.

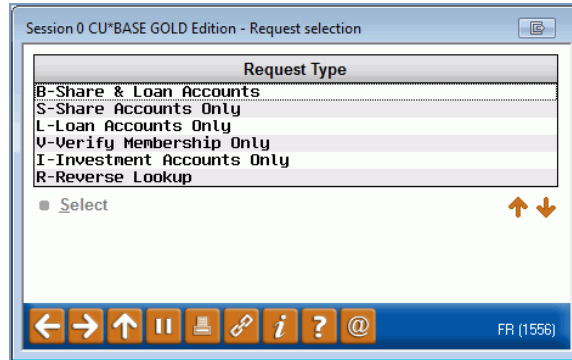
Credit Union	City	State	Phone	R&T Number
1ST ADVANTAGE FCU	NEWPORT NEWS	VA	(757)877-2444	2
1ST CHOICE COMMUNITY FCU	ERIE	PA	(814)866-1111	2
1ST CHOICE CU	ATLANTA	GA	(404)832-5800	2
1ST COOPERATIVE FCU	CAYCE	SC	(803)796-0234	2
1ST FINANCIAL FCU	WENTZVILLE	MO	(636)916-8300	2
1ST LIBERTY FCU	GREAT FALLS	MT	(406)761-8300	2

4. Use the fields at the bottom of the screen to enter the member's account number and specify whether this is a member, joint owner, or non-member.

- You can select to search by account or by Social Security Number. See page 10 for details.

- The *Select Request* field displays the type of accounts that will be pulled available for transactions. **This will default automatically to pull both share and loan accounts, so leave it as “B” unless you need to change the setting.**

To change the setting, click the lookup button  to see a list of available options. The following window will appear:

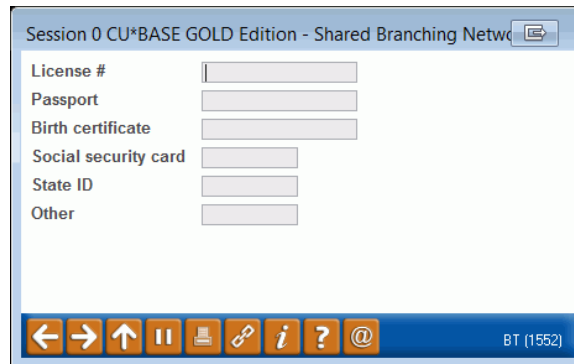


Double-click on the desired option to select it and return to the previous screen.

- After, use **Enter** to proceed to the next screen.

This screen is currently used to verify the SSN of a joint owner. This information is not saved in the system past the day it is entered.

Data entered on this screen is saved for the day of the transaction and prints on the Shared Branching Transactions report shown on page 32. NOTE: You may only enter one item on this screen.



- If performing a transaction for a **joint owner**, enter a **SSN**. Otherwise, after verifying the member’s identity manually, you can press **Enter** to skip this screen and proceed.

It may take a few seconds while member information is verified and account information is pulled.

Use the steps shown on the following pages to post a deposit, a withdrawal, transfer funds, process miscellaneous receipts, receive loan advances, withdraw money from a share account with a check, process account inquiries, and reverse transactions.

REVERSE LOOKUP

You can also search for an account by entering the member's Social Security Number (SSN), the MICR account #, or both the member's birth date and last four digits of the SSN. (For the last reverse lookup two pieces of information are needed.)

On the first screen, choose *Reverse Lookup (R)* for the *Select Request* field.

Credit Union	City	State	Phone	R&T Number
CU UT1			4750	
1ST ADVANTAGE FCU VA1	NEWPUNK NEWS	VA	(757)877-2444	
1ST CHOICE COMMUNITY FCU PA1	ERIE	PA	(814)866-1111	
1ST CHOICE CU GA1	ATLANTA	GA	(404)832-5800	
1ST COOPERATIVE FCU VA1	CAYCE	SC	(803)796-0234	
1ST FINANCIAL FCU MO3	WENTZVILLE	MO	(636)916-8300	
1ST LIBERTY FCU MT1	GREAT FALLS	MT	(406)761-8300	

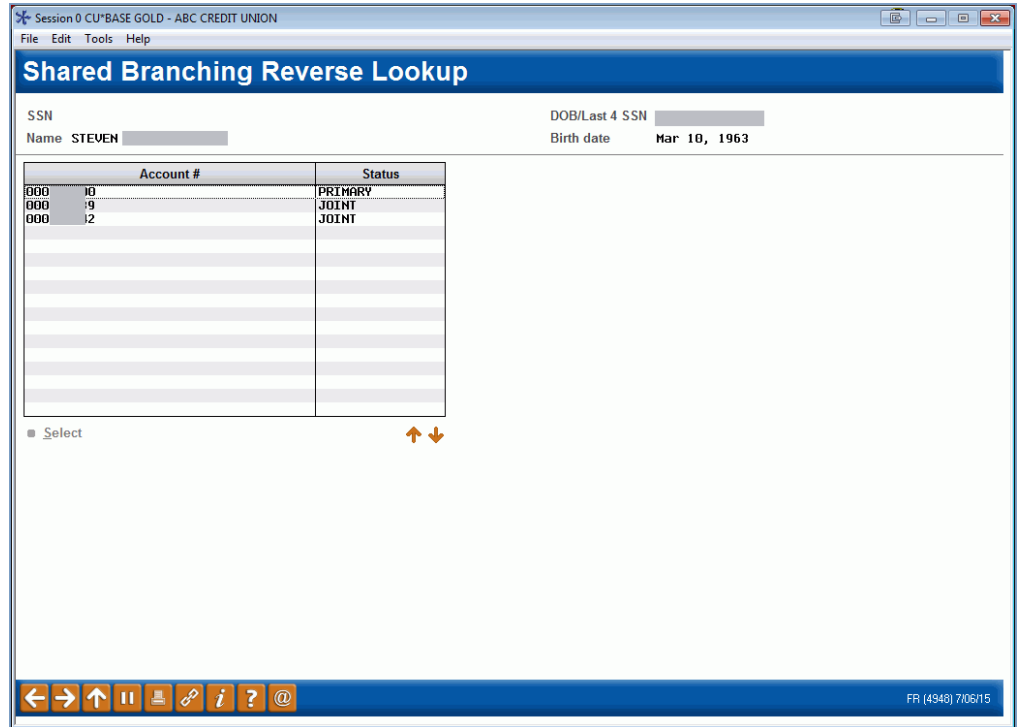
Then enter your information:

- The entire SSN of the member
- The MICR account number of the check
- The birth date of the member and the last four digits of the member's Social Security number.

Press Enter.

From the next screen select the individual on the account in front of you.

- Different information about the member will appear at the top of the screen depending on the information used in the reverse lookup.



You will return to the initial selection screen with the account number populated.

POSTING A DEPOSIT

After performing the steps under “Accessing the Member Account” on Page 7, the Funds In screen shown below will appear. Use the following steps to post a deposit to one of the member’s accounts.

IMPORTANT: Only one deposit can be done per transaction. If the member wants to deposit funds into two accounts, you will need to process it as two transactions. See below for further instructions.

HINT: Click the arrow next to the *Check Type* field for valid choices, which include the following:

I=Immediate
or L=Local
(See note below for more information.)

The screenshot shows the 'Shared Branching Network' application window. The title bar reads 'Session 0 CU*BASE GOLD Edition - ABC CREDIT UNION'. The main window has a blue header with the text 'Shared Branching Network'. Below the header, there is a section for 'Account #' and two columns: 'Member Information' and 'Credit Union Information'. The 'Member Information' column contains fields for Name, Address, Phone, SSN, Drivers lic, and Email. The 'Credit Union Information' column contains fields for Name, Address, Phone, and R&T #. Below these columns is a 'Message' field with the text 'Heather former by Heather'. The main area of the screen is divided into two sections: 'Funds In' and 'Outside Checks/Drafts'. The 'Funds In' section has a 'Cash' field with a value of 0.00, and 'Total outside checks' and 'Total available funds' both showing 0.00. The 'Outside Checks/Drafts' section is a table with columns: Check #, Account #, R&T #, Check Amount, and Check Type. The table contains several rows, each with a '0.00' in the 'Check Amount' column and a dropdown arrow in the 'Check Type' column. A hint box on the left points to the 'Check Type' dropdown. At the bottom of the screen, there is a navigation bar with buttons for 'Endorse Check', 'Date Calculator', 'Deposit/Withdrawal', and 'Record Selections'. A message box at the bottom center contains an information icon and the text: 'Only 1 deposit can be done per transaction. Depositing funds into 2 accounts requires 2 transactions.' The bottom right corner of the window shows 'Page 001' and 'FR (1546) 7/01/15'.

1. Use the **Cash** field to enter the total amount of cash coming in for this transaction.

2. Use the **Outside Checks/Drafts** fields for information about any checks coming in for this transaction (use Page Down to enter more than 8 checks), including the following details:
 - ◆ Check number
 - ◆ Account number
 - ◆ R&T number (*from the MICR line of the check*)
 - ◆ Check amount
 - ◆ Check type (*used to determine hold days*)

IMPORTANT: *Only check cashing can be done per this transaction. If a member also wants to withdrawal or deposit funds, this will need to be done as a separate transaction.*

Note on Check Type

When depositing a check, you can select a *Check Type* of either “Immediate,” “Local,” “Business,” or “Payroll.” This selection is presented in the message file with the transaction to the member credit union, which determines the number of hold days, if selected. Check holds are determined as follows:

- If the teller flags the check for “Immediate” availability, then the funds will not be held and will be immediately available to the member.
 - If the teller flags the check for a “Local” hold, then funds will be held for the number of days configured in the member credit union’s Issuer Configuration screen. *Online credit unions can contact a Client Service Representative to adjust this configuration. Self-processing credit unions can adjust this configuration in OPER 10 > 28, option 14. Please note that regardless of the hold configured here, \$200 will be automatically released on the next business day as required by Regulation CC.*
 - If the teller selects “Business” then the funds will be held with the same hold rules as “Local” (see above), but will be sent as business checks. (NOTE: Checks marked as “Business” can only be sent by themselves.)
 - If the teller selects “Payroll,” then the funds will be held with the same hold rules as “Local” (see above), but will be sent as payroll checks. (NOTE: Only five payroll checks are allowed in one batch.)
3. Press **Enter** to refresh the screen and calculate total funds in.
 4. Repeat steps 2 and 3 as many times as needed until all checks are logged.

- Use **Deposit - W/D** (F10) to proceed to the next screen.

If cash or checks were entered on the Funds In screen, no withdrawals will be allowed here.

The screenshot shows the 'Shared Branching Network' interface. At the top, there's a menu bar with 'File', 'Edit', 'Tools', and 'Help'. Below that, the title 'Shared Branching Network' is displayed. The interface is divided into several sections:

- Member Information:** Name: COREY, Address: [redacted], Phone: [redacted]-4555, SSN: [redacted]. Account type: 1 = Individual. Drivers lic: [redacted]-705.
- Credit Union Information:** Name: [redacted] CU, Address: [redacted] AVE, Phone: [redacted]-4750, R&T #: [redacted].
- Transaction Table:**

Loan Payoff/Current Balance	Loan Payment/Net Available	Account #/Description	Deposit Amount	Withdrawal Amount	Proc Code
2,085.27	2,080.27	REGULAR SHARE	0.00	0.00	<input type="checkbox"/>
2,393.53	2,010.40	SHARE SAVINGS	0.00	150.00	<input type="checkbox"/>
6,771.41	6,771.41	SHARE DRAFT	0.00	0.00	<input type="checkbox"/>
- Funds In:** Funds in: .00
- Net cash trans +:** .00
- Cash back =:** .00
- Buttons:** Post, Show Acct Type, Calculate Cash Back.
- Footer:** FR (1551) 7/02/15

- On this screen, enter the full Funds In amount into a single account.

The entire Funds In amount must be deposited during this transaction. If the member wants cash back, once this transaction has been posted you can proceed to post a separate withdrawal transaction. Also, you cannot deposit part of the funds into a savings account and part into a checking account during the same transaction.

- Press **Calculate Cash Back/Enter** to refresh the screen, verifying that *Cash back to member* shows as 0.00.
- When ready, use **Post** (F5) to post the transaction.
- If the transaction was completed, the following confirmation window will appear:

The screenshot shows a 'Confirm' window with the text 'Approved or completed successfully' and 'Press Enter to Continue'. The window has a menu bar with 'File', 'Edit', 'Tools', and 'Help'. At the bottom, there are navigation buttons and the text 'FR (1470)'.

- Press **Enter** to return to the Funds In screen.
- Perform any additional transactions this member needs.

OR

Use the up arrow to exit this member and return to the initial teller posting screen.

A teller receipt will be produced as usual, with a notation “FSCC” or “CUSC” and the foreign credit union’s R&T number at the bottom of the receipt to denote a shared branch transaction.

POSTING A CASH WITHDRAWAL / DISBURSEMENT

After performing the steps under “Accessing the Member Account” on page 5, the Funds In screen shown below will appear. Use the following steps to post a withdrawal from one of the member’s accounts.

IMPORTANT: Only one withdrawal can be done per transaction. If the member wants to withdraw funds from two accounts, you will need to process it as two transactions. See below for further instructions.

Session 0 CU-BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

Shared Branching Network

Account # : [REDACTED]

Member Information				Credit Union Information	
Name	[REDACTED]	Account type	1 = Individual	Name	[REDACTED]
Address	[REDACTED]	Phone	[REDACTED]	Address	[REDACTED]
Phone	[REDACTED]	SSN	***-**-****	Phone	[REDACTED]
Birth date	Dec 17, 1980	Drivers lic	[REDACTED] 705	R&T #	[REDACTED]
Email	[REDACTED]@hotmail.com	Message	Heather [REDACTED] formerly Heather [REDACTED]		

Funds In		Outside Checks/Drafts				
		Check #	Account #	R&T #	Check Amount	Check Type
Cash	0.00			0000000000	0.00	[Dropdown]
Total outside checks	0.00			0000000000	0.00	[Dropdown]
Total available funds	0.00			0000000000	0.00	[Dropdown]
				0000000000	0.00	[Dropdown]
				0000000000	0.00	[Dropdown]
				0000000000	0.00	[Dropdown]
				0000000000	0.00	[Dropdown]
				0000000000	0.00	[Dropdown]

Endorse Check
Date Calculator
Deposit/Withdrawal
Record Selections

Page 001 [Up/Down arrows]

i Only 1 deposit can be done per transaction. Depositing funds into 2 accounts requires 2 transactions.

FR (1548) 7/01/15

1. Withdrawals cannot be posted if cash or checks are entered on the Funds In screen; therefore, leave all fields blank and use **Deposit - W/D** (F10) to proceed directly to the next screen.

Withdrawals will be allowed only if no cash or checks were entered on the Funds In screen.

Session 0 CU*BASE GOLD Edition - Shared Branching Network

File Edit Tools Help

Shared Branching Network

Account # [REDACTED]

Member Information				Credit Union Information			
Name	COREY [REDACTED]	Address	[REDACTED]	Name	[REDACTED] CU	Address	[REDACTED] AVE
Phone	[REDACTED]-4555	Account type	1 = Individual	Phone	[REDACTED]-4750	R&T #	[REDACTED]
SSN	***-**-****	Drivers lic	[REDACTED] 705				

Loan Payoff/Current Balance	Loan Payment/Net Available	Account #/Description	Deposit Amount	Withdrawal Amount	Proc Code
2,085.27	2,080.27	REGULAR SHARE	0.00	0.00	[REDACTED]
2,393.53	2,010.40	SHARE SAVINGS	0.00	0.00	[REDACTED]
6,771.41	6,771.41	SHARE DRAFT	0.00	0.00	[REDACTED]

Funds in .00

Net cash trans + .00

Cash back = .00

Suppress receipt

Suppress balances

Post

Show Acct Type

Calculate Cash Back

i The entire funds in amount must be deposited during this transaction into either a checking or savings account as a whole.

FR (1551) 7/02/15

2. On this screen, enter the full amount to be withdrawn from a single account.

You cannot withdraw funds from more than one account at a time.

3. Press **Calculate Cash Back/Enter** to refresh the screen, calculating *Cash back to member*.

NOTE: The system will not verify available balance at this time. This is done when the transaction is posted.

4. When ready, use **Post** (F5) to post the transaction.
5. If the transaction was completed, the following confirmation window will appear:

Session 0 CU*BASE GOLD Edition - Confirm

Approved or completed successfully Press Enter to Continue

FR (1470)

6. Press **Enter** to return to the Funds In screen and perform any additional transactions this member needs.

OR

Use the backup arrow to exit this member and return to the initial teller posting screen.

A teller receipt will be produced as usual, with a notation “FSCC” or “CUSC” and the foreign credit union’s R&T number at the bottom of the receipt to denote a shared branch transaction.

TRANSFERRING FUNDS

After performing the steps under “Accessing the Member Account” on Page 7, the Funds In screen shown below will appear. Use the following steps to transfer funds from one account to another.

- **IMPORTANT NOTE:** This is the only supported method to transfer funds using the FSCC or CUSC Acquirer software.
1. Transfers cannot be posted if cash or checks are entered on the Funds In screen; therefore, leave all fields blank and use **Deposit - W/D** (F10) to proceed directly to the next screen.
 2. Enter the dollar amount in the account you would like to transfer the money **from**. Enter the dollar amount in this field only.
 3. Enter a **T** (for Transfer) in the *Proc Code* field next to the account that you would like to transfer the dollar amount **to**. Enter a T in this field only.

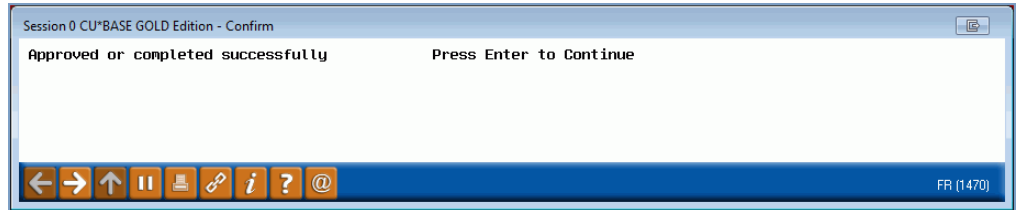
Do not enter a Proc Code “T” next to both accounts.

The screenshot shows the 'Shared Branching Network' interface. At the top, there's a menu bar with 'File', 'Edit', 'Tools', and 'Help'. Below that is the title 'Shared Branching Network' and an 'Account #' field. The main area is divided into 'Member Information' and 'Credit Union Information'. The Member Information section includes fields for Name (COREY), Address, Phone (.4555), SSN (****-*), Account type (1 = Individual), and Drivers lic (.705). The Credit Union Information section includes Name (CU), Address (AVE), Phone (.4750), and R&T #. Below this is a table with columns: Loan Payoff/Current Balance, Loan Payment/Net Available, Account #/Description, Deposit Amount, Withdrawal Amount, and Proc Code. The table has three rows: REGULAR SHARE (2,085.27 / 2,080.27 / 0.00 / 50.00), SHARE SAVINGS (2,393.53 / 2,010.40 / 0.00 / 0.00), and SHARE DRAFT (6,771.41 / 6,771.41 / 0.00 / 0.00). A callout box points to the Proc Code field in the second row, which contains 'T'. At the bottom, there are buttons for 'Post', 'Show Acct Type', and 'Calculate Cash Back', along with a status bar showing 'FR (1551) 7/02/15'.

4. Press **Calculate Cash Back/Enter** to refresh the screen and calculate the transfer amount.

NOTE: The system will not verify available balance at this time. This is done when the transaction is posted.

- Press **Post** (F5) to post the transaction.
- If the transaction was completed, the following confirmation window will appear:



- Press **Enter** to return to the Funds In screen and perform any additional transactions this member needs.

OR

Use the up arrow to exit this member and return to the initial teller posting screen.

A teller receipt will be produced as usual, with a notation "FSCC" or "CUSC" and the foreign credit union's R&T number at the bottom of the receipt to denote a shared branch transaction.

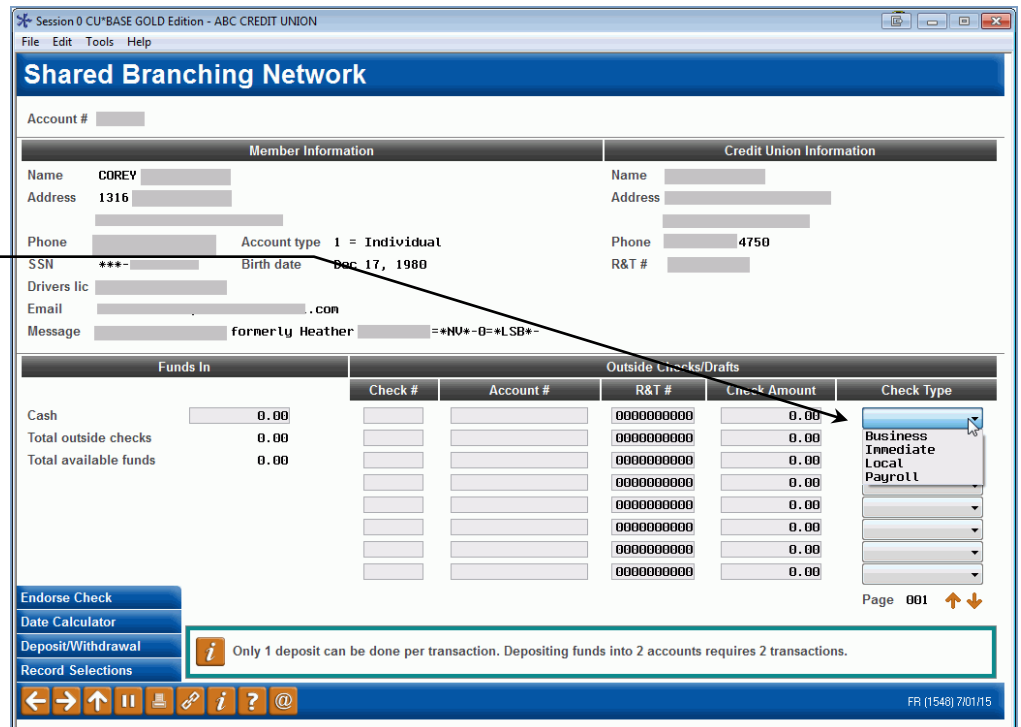
CASHING CHECKS

After performing the steps under "Accessing the Member Account" on page 7, the Funds In screen will appear. Use the following steps to cash member checks.

- On the Funds In screen, enter the check information.

HINT: Click the arrow next to the *Check Type* field for valid choices, which include the following:

I=Immediate
or L=Local
(see note on next page for more information.)



2. Use the Outside Checks/Drafts fields for information about the checks coming in for this transaction (use Page Down to enter more than 8 checks), including the following details:

- ◆ Check number
- ◆ Account number
- ◆ R&T number (*from the MICR line of the check*)
- ◆ Check amount
- ◆ Check type (used to determine hold days (see note on following page))

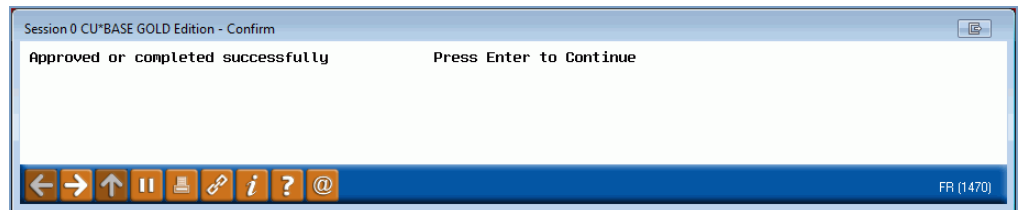
IMPORTANT: *Only check cashing can be done per this transaction. If a member also wants to withdrawal or deposit funds, this will need to be done as a separate transaction.*

Note on Check Type

When depositing a check, you can select a *Check Type* of either “Immediate,” “Local,” “Business,” or “Payroll.” This selection is presented in the message file with the transaction to the member credit union, which determines the number of hold days, if selected. Check holds are determined as follows:

- If the teller flags the check for “Immediate” availability, then the funds will not be held and will be immediately available to the member.
- If the teller flags the check for a “Local” hold, then funds will be held for the number of days configured in the member credit union’s Issuer Configuration screen. *Online credit unions can contact a Client Service Representative to adjust this configuration. Self-processing credit unions can adjust this configuration in OPER 10 > 28, option 14. Please note that regardless of the hold configured here, \$200 will be automatically released on the next business day as required by Regulation CC.*
- If the teller selects “Business” then the funds will be held with the same hold rules as “Local” (see above), but will be sent as business checks. (NOTE: Checks marked as “Business” can only be sent by themselves.)
- If the teller selects “Payroll,” then the funds will be held with the same hold rules as “Local” (see above), but will be sent as payroll checks. (NOTE: Only five payroll checks are allowed in one batch.)

3. Press Enter to refresh the screen and calculate the total funds in.
4. Press **Deposit - W/D** (F10) to proceed to the Deposits/Withdrawals screen.
5. Enter a **V** (for Verification) in the Proc Code area for the account that will cover the amount of the checks.
6. Press **Post** (F5) to post the transaction.
7. If the transaction was completed, the following confirmation window will appear.



8. Press Enter to return to the Funds In screen and perform any additional transactions this member needs.

OR

Use the up arrow to exit this member and return to the initial teller posting screen.

A teller receipt will be produced as usual, with a notation “CUSC” or “FSCC” and the foreign credit union’s R&T number at the bottom of the receipt to denote a shared branch transaction. A check will print as well.

MISCELLANEOUS RECEIPTS

After performing the steps under “Accessing the Member Account” on Page 7, the Funds In screen will appear. Use the following steps to process miscellaneous receipts.

1. On the Funds In screen, enter the cash amount.

Member Information		Credit Union Information	
Name	COREY	Name	
Address		Address	
Phone		Phone	
SSN	***-**-****	R&T #	
Birth date	Dec 17, 1980		
Account type	1 = Individual		
Drivers lic			
Email	@hotmail.com		
Message	Heather fornerty Heather		

Funds In		Outside Checks/Drafts				
		Check #	Account #	R&T #	Check Amount	Check Type
Cash	150.00			0000000000	0.00	
Total outside checks	0.00			0000000000	0.00	
Total available funds	0.00			0000000000	0.00	
				0000000000	0.00	
				0000000000	0.00	
				0000000000	0.00	
				0000000000	0.00	
				0000000000	0.00	
				0000000000	0.00	

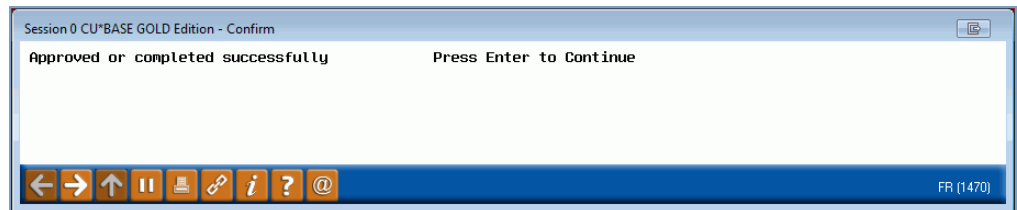
Endorse Check
Date Calculator
Deposit/Withdrawal
Record Selections

Only 1 deposit can be done per transaction. Depositing funds into 2 accounts requires 2 transactions.

Page 001 ↑ ↓

FR (1548) 710115

2. Press **Deposit - W/D** (F10) to proceed to the Deposits/Withdrawals screen.



7. Press **Enter** to return to the Funds In screen and perform any additional transactions this member needs.

OR

Use the up arrow to exit this member and return to the initial teller posting screen.

A teller receipt will be produced as usual, with a notation “FSCC” or “CUSC” and the foreign credit union’s R&T number at the bottom of the receipt to denote a shared branch transaction.

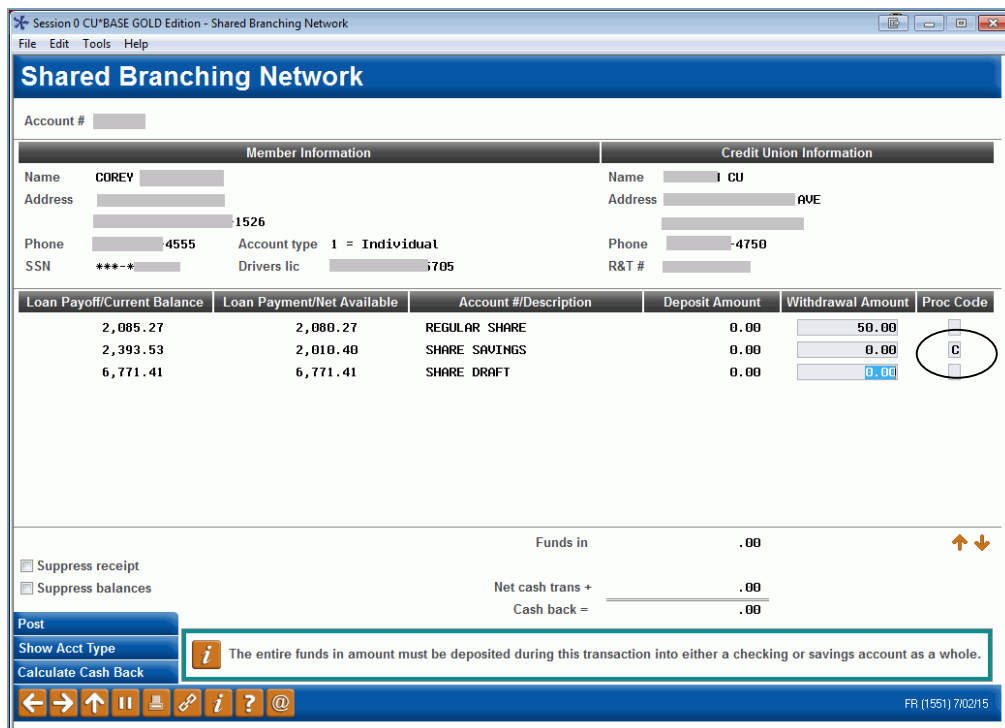
CHECK WITHDRAWAL

After performing the steps under “Accessing the Member Account” on Page 7, the Funds In screen will appear. Use the following steps to withdraw money from a savings account, a share account, or a loan account with a check.

The loan account must allow disbursements for you to be able to make a check withdrawal from that account.

1. On the Funds In screen, press or click **Deposit - W/D** (F10) to proceed to the Deposits/Withdrawals screen.
2. In the account field enter the dollar amount the member wants to withdraw.

3. Enter a **C** (for Check) in the Proc Code field next to this account.

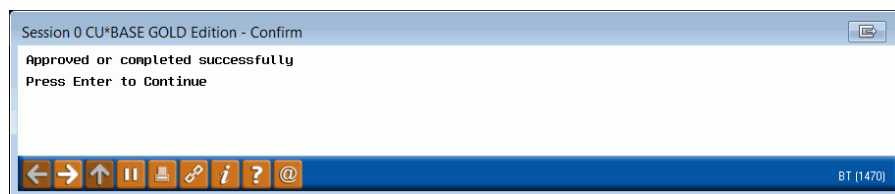


4. Press **Calculate Cash Back/Enter** to refresh the screen and calculate the cash back to the member.

5. Use **Post** (F5).

No cash or checks are allowed in the Funds In screen during this process.

6. The next screen allows you to change the address of the recipient of the check. Then use **Post** (F5).
7. Then you will move through a series of OFAC screens followed by the confirmation screen. This screen indicates that the transaction has been approved by the member's credit union. If the transaction was completed, the following confirmation window will appear:



Press **Enter** to return to the Funds In screen and perform any additional transactions this member needs.

OR

Use the up arrow to exit this member and return to the initial teller posting screen.

A teller receipt will be produced as usual, with a notation “FSCC” and the foreign credit union’s R&T number at the bottom of the receipt to denote a shared branch transaction. A check will print at this time as well.

ACCOUNT INQUIRIES

After performing the steps under “Accessing the Member Account” shown on Page 7, the Funds In screen will appear. Use the following steps to perform inquiries on the member’s accounts, including balance information and recent transactions.

1. On the Funds In screen, press or click **Deposit - W/D** (F10) to proceed to the Deposits/Withdrawals screen.

Session 0 CU*BASE GOLD Edition - Shared Branching Network

File Edit Tools Help

Shared Branching Network

Account # []

Member Information				Credit Union Information	
Name	COREY []	Name	[] CU	Address	[] AVE
Address	[] 1526	Phone	[] -4750	R&T #	[]
Phone	[] 4555	Account type	1 = Individual		
SSN	***-*[]	Drivers lic	[] 705		

Loan Payoff/Current Balance	Loan Payment/Net Available	Account #/Description	Deposit Amount	Withdrawal Amount	Proc Code
2,085.27	2,080.27	REGULAR SHARE	0.00	0.00	[]
2,393.53	2,010.40	SHARE SAVINGS	0.00	0.00	[]
6,771.41	6,771.41	SHARE DRAFT	0.00	0.00	[]

Funds in .00

Net cash trans + .00

Cash back = .00

Suppress receipt

Suppress balances

Post

Show Acct Type

Calculate Cash Back

i The entire funds in amount must be deposited during this transaction into either a checking or savings account as a whole.

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2. Enter an **I** (for Inquiry) into the *Proc Code* field next to the account on which you wish to inquire and press **Show Account Type** to proceed.

Sample Inquiry: Savings Account

Session 0 CU*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

Shared Branching Network Member Account Inquiry

Account # [REDACTED]

Member Information		Credit Union Information	
Name	[REDACTED]	Name	[REDACTED] CU
Address	1316 [REDACTED]	Address	[REDACTED] AVE
Phone	[REDACTED] 4555	Phone	[REDACTED] -4750
SSN	***-**-****	Birth date	Dec 17, 1980
Drivers lic	[REDACTED]	R&T #	[REDACTED]
Email	*****@hotmail.com		

Message

Account # 003 Account type 1 = Individual
SHARE SAVINGS

Opened Jan 31, 2014

Current balance 2,400.53

Available balance 2,025.40

Joint Owner(s)	Birth Date	SSN	Email Address
No Records Found			

Transactions

Reversals

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

FR (4944) 7/01/15

Sample Inquiry: Certificate Account (Investment Account)

Session 0 CU*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

Shared Branching Network Member Account Inquiry

Account # [REDACTED]

Member Information		Credit Union Information	
Name	CAMERON [REDACTED]	Name	[REDACTED] CU
Address	[REDACTED]	Address	[REDACTED] AVE
Phone	[REDACTED]	Phone	[REDACTED] 4750
SSN	***-**-****	R&T #	[REDACTED]
Drivers lic	[REDACTED]		
Account type	1 = Individual		

Account # 340
24 MO CERT

G/L account Opened Sep 08, 2010

Current balance 7,765.43 Interest rate .480

Available balance 56.80 Maturity date 0/00/0000

Message

Joint Owner(s)	Birth Date	SSN	Email Address
No Records Found			

Transactions

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

FR (4944) 7/02/15

Sample Inquiry: Loan Account

Session 0 CU*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

Shared Branching Network Member Account Inquiry

Account # [REDACTED]

Member Information		Credit Union Information	
Name	JOHN [REDACTED]	Name	CU [REDACTED]
Address	5117 [REDACTED] AVE	Address	[REDACTED] AVE
Phone	[REDACTED]	Phone	[REDACTED]-4750
SSN	***-[REDACTED]	Drivers lic	[REDACTED]
	Account type 1 = Individual	R&T #	[REDACTED]

Account # 701
NEW AUTO

G/L account		Opened	Aug 16, 2013
Current balance	24,935.84	Interest rate	
Available balance	0.00	Disbursement limit	
Reg payment	413.74	Next payment	Mar 20, 2014
Payoff amount	26,203.92	Payoff 10 days	26,226.72

Message

Joint Owner(s)	Birth Date	SSN	Email Address
TINA [REDACTED]	Nov 06, 1966	***-[REDACTED]	[REDACTED]@gnai

Transactions
Reversals

Navigation icons: [Left], [Right], [Up], [Down], [Print], [Refresh], [Info], [Help], [Home]

FR (4945) 7/01/15

Use Reversals (F10) to reverse a transaction posted today on this account. (See Page 19 for details.)

- To view a “mini statement” of recent transactions, use **Transactions** (F9).
- Select the date range or number of days or number of transactions you would like to view from the selection screen.

Session 0 CU*BASE GOLD Edition - Shared Branching Network

Account # [REDACTED]

Select Only One Option

From date: [00000000] [MMDDYYYY]

To date: [00000000] [MMDDYYYY]

- Or -

of days: [000]

- Or -

of transactions: [000]

- Or -

Draft/check # [REDACTED]

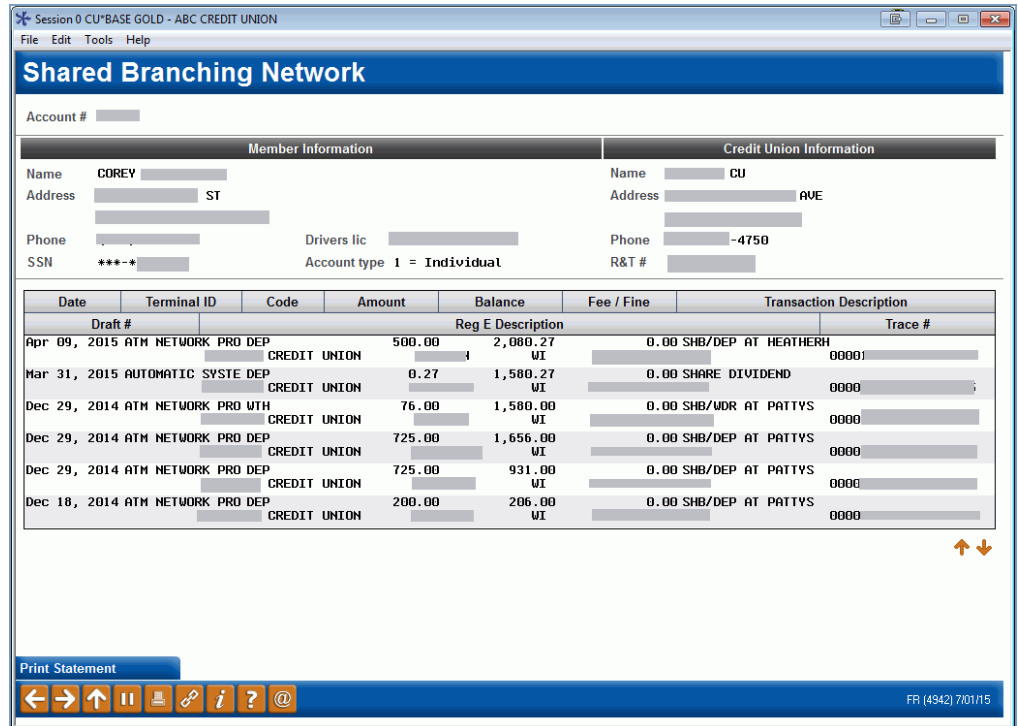
Continue

Navigation icons: [Left], [Right], [Up], [Down], [Print], [Refresh], [Info], [Help], [Home]

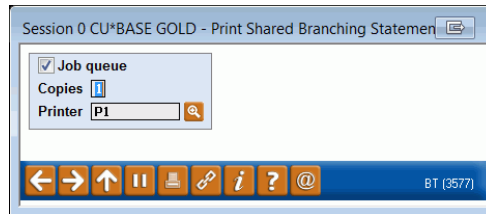
FR (3578)

- The maximum number of days you can request is 31 and the maximum number of transactions is 100.

5. The following screen shows the transaction listing.



- When done with inquiries, use **the backup arrow** as needed to return to the Deposits/Withdrawals screen and proceed with any additional transactions (or use **the up arrow** to exit this member and return to the initial teller posting screen).
- Or Use **Print Statement** (F10) to print a statement of the transactions and move to the print statement screen



8. Press **Enter**.

A statement like the one following will print.

Date	Transaction Code	Terminal ID	Trans Amount	Balance
04/09/2015	DEP	ATM NETWORK PRO	500.00	2080.27
		SHB/DEP AT HEATHERH		.00
		ANYCITY MI 123 EAST STREET		.00
03/31/2015	DEP	AUTOMATIC SYSTE	.27	1580.27
		SHARE DIVIDEND		.00

REVERSING TRANSACTIONS

The system can be used to reverse any transaction performed by your credit union on the **current day** only.

For previous-day reversals, contact the member's home credit union (the issuer) and request that an adjustment be made to the member's account. A journal entry may also need to be made by your accounting department to offset your shared branch settlement G/L.

Remember that you should reverse only those transactions that were **performed by you**. Reversing another teller's transactions will cause your teller drawer to be out of balance.

1. If necessary, access the member's account (use the steps on Page 7).

*CU*TIP: If you just posted the transaction and are still in that member's account, you do not need to exit first.*

2. When the Funds In screen appears, use **Deposit - W/D** (F10).
3. Enter an **I** (for Inquiry) into the *Proc Code* field next to the account where the original transaction was posted and press **Enter**.
4. Use **Reversals** (F10) to display the following screen:

The screenshot shows a software window titled "Session 0 CU*BASE GOLD - ABC CREDIT UNION". The main heading is "Shared Branching Network". Below this, there are fields for "Account #" and a table with two columns: "Member Information" and "Credit Union Information".

Member Information		Credit Union Information	
Name	AMY T MEMBER	Name	CU
Address	123 MAIN STREET ANYCITY, MI 49000	Address	
Phone	(555)555-5555	Phone	
SSN	***- -	R&T #	
Drivers lic			
Account type	1 = Individual		

Teller	Date	Time	Account Type	Amount	Description
	Jul 06, 2015	11:34:04	000	200.00	Check deposit

Below the table is a "Select" button and up/down arrow icons. At the bottom, there is an information box with an "i" icon and a footer with navigation icons and the text "FR (4947) 12/10/14".

5. Select the transaction to be reversed and use **Select** (or press **Enter**). The following confirmation window will appear:

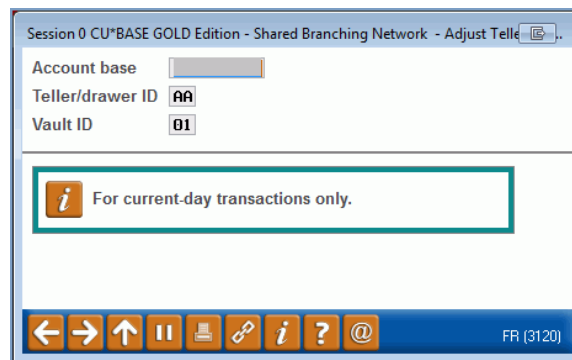


6. Press **Enter** again to proceed. The transaction information will be sent to FSCC/CUSC for approval. Once the approval is received, the following window will appear:

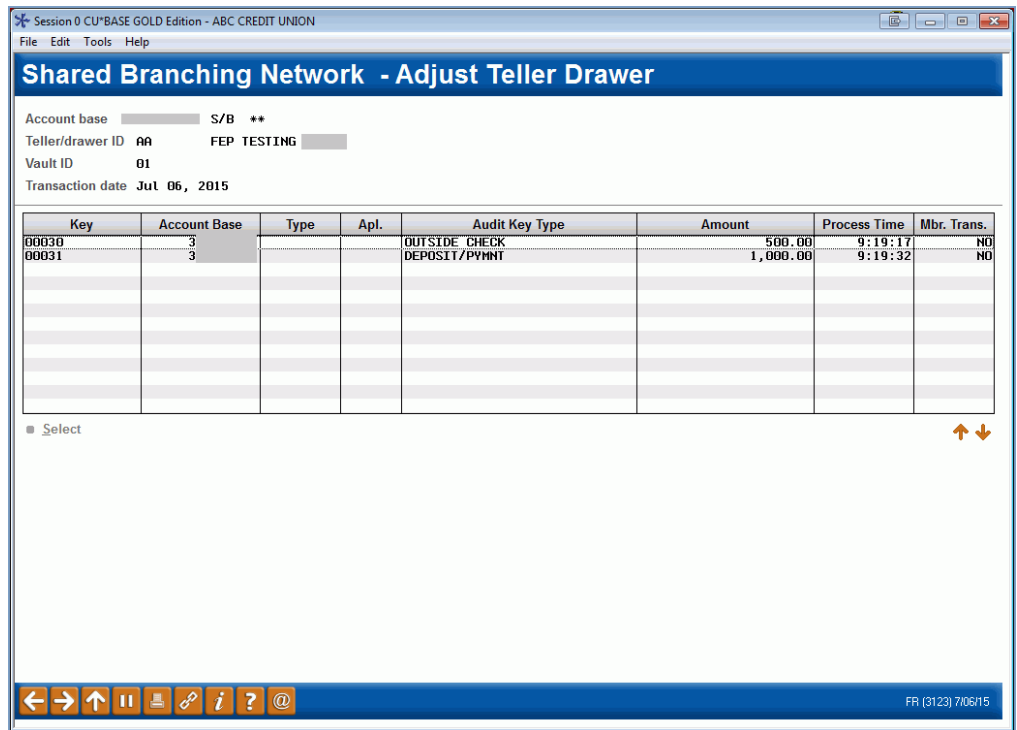


*If a reversal is not approved, you will need to contact the member's own credit union and request an adjustment to the member's account. Then use **Adjust Teller Drawer/Audit Keys** on the Member Account Adjustment Tools (MNADJ) menu to adjust your teller drawer.*

7. Press **Enter** to continue and proceed to correct your teller drawer. The following window will appear next:



8. Verify your teller ID and press **Enter** to proceed. The following screen will appear showing transactions you posted today:



- Select the dollar amount for the transaction and press **Enter**. The following message will appear along the bottom edge of the screen as confirmation:

5107-Audit Key Deleted, no Transaction to Reverse.

- When done, use the up arrow to return to the initial teller posting screen.

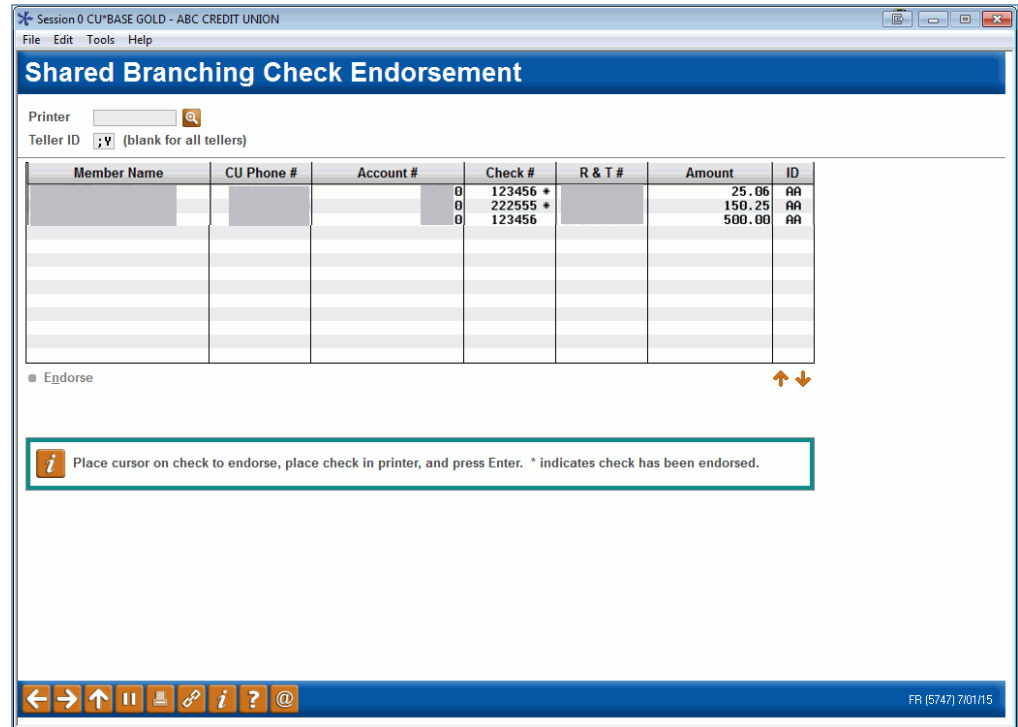
ENDORISING CHECKS

Endorsing checks requires a special check endorsing printer. Checks can be endorsed after they have been deposited by using **Endorse check** (F1) on the Funds In screen (shown on Page 12).

Endorsement can also be done for a batch of checks at the same time using a separate menu option. This is helpful for credit unions that have one centralized endorsing printer to take care of all incoming checks from multiple tellers.

*Of course, checks can still be endorsed manually independent of CU*BASE if you prefer.*

“CUSC/FSC Acquirer - Endorse Chks” on the Vault Control (MNHTEL) menu



Place the check in the endorsing printer. Select the check in the list and select **Endorse**. Check information will print on the back of the check:

```

CU*ANSWERS TEST CREDIT UNION (CU)
      TELLER# 01
TEST CENTERS/GRAND RAPIDS,MI
6000 28TH STREET SE SUITE 100
10/18/11 16:37:05 SEQ # 056618
CR TO THE ACT OF WITHIN NAMED PAYEE
      ACCT# 169
      <<22222222>>
CU*BASE TEST CU
    
```

Once the check has been endorsed, an asterisk will appear in the far right column of the screen. If you select the same check again, you will get a warning message that will allow you to endorse it again if needed, or cancel if the wrong check was selected by mistake.

REPORTING

The Daily CU*SPY Report, Shared Branch Network Transactions (LSBNTRN), shows all Shared Branching transactions for the day.

2/01/12 10:06.57		CU*ANSWERS TEST CREDIT UNION (CU)				LSBNTRN	Page	1
RUN ON 2/01/12		SHARED BRANCH NETWORK TRANSACTIONS					USER	
EMP	TRACE CREDIT UNION	R & T	ACCOUNT NBR	MEMBER ID *	TIME	DEPOSIT	WITHDRAWAL	
+6	018851 ABC TEST CU OF ABCD	222222222	1180=000		12:51:09	.00	2.10	
+6	018901 ABC TEST CU OF ABCD	222222222	1180=000		13:48:12	.00	3.21	
+6	018951 ABC TEST CU OF ABCD	222222222	1960=786		13:56:30	20.01 *	.00	
+6	018952 ABC TEST CU OF ABCD	222222222	1960=771		13:57:19	30.01	.00	
+6	017801 ABC TEST CU OF ABCD	222222222	1353507=000		14:06:56	.00	1.50	
+6	019051 ABC TEST CU OF ABCD	222222222	1960=771		14:14:00	3.33	.00	
01	027751 ABC TEST CU OF ABCD	222222222	1431=000		9:11:30	400.00	.00	
01	034701 ABC TEST CU OF ABCD	222222222	1180=000	D-111LICENSE	9:40:58	.00	50.00	
01	034751 ABC TEST CU OF ABCD	222222222	2001=000	S-22222	9:41:51	500.00	.00	
01	034851 ABC TEST CU OF ABCD	222222222	1180=000	D-123456789012349	9:51:12	.00	100.00	
01	034901 ABC TEST CU OF ABCD	222222222	1180=001	P-123456789012349	9:52:14	1,500.00	.00	
01	034902 ABC TEST CU OF ABCD	222222222	1180=000	P-123456789012349	9:52:51	1.00	.00	
01	021051 ABC TEST CU OF ABCD	222222222	1180=000		10:50:02	100.00	.00	

- The MEMBER ID column includes information that was entered on the Member Verification screen shown on page 9.

APPENDIX

CONFIGURING FSCC ACQUIRER

OPER, #10 Credit Union Configuration 1, then #28, then #5-CUSC/FSCC Acquirer Configuration.

Session 0 CU*BASE GOLD Edition - Shared Branching Acquirer Configuration

Pseudo term

ISO #

Processor code

Network ID

Acquirer R/T #

Settlement G/L account

Fee G/L account

Processing fee

Delete

FR (1750)

Field Descriptions

<i>Field Name</i>	<i>Description</i>
Pseudo term	This number is assigned by FSCC.
ISO #	This number is assigned by FSCC.
Processor Code	This number is assigned by FSCC.
Network ID	This number is assigned by FSCC.
Acquirer R/T #	The routing number of the acquiring institution (the credit union performing the transaction). This field is required.
Settlement G/L Account	The general ledger number to which the shared branching transactions should be posted. This field is required.
Fee G/L Account	The general ledger number to which the processing fee (if any) should be posted. Leave the field blank if there is no processing fee.
Processing fee	The fee charged to the member's home credit union by the acquirer to perform the requested transaction. Leave the field blank (0.00) if there is no processing fee.

CONFIGURING CUSC ACQUIRER

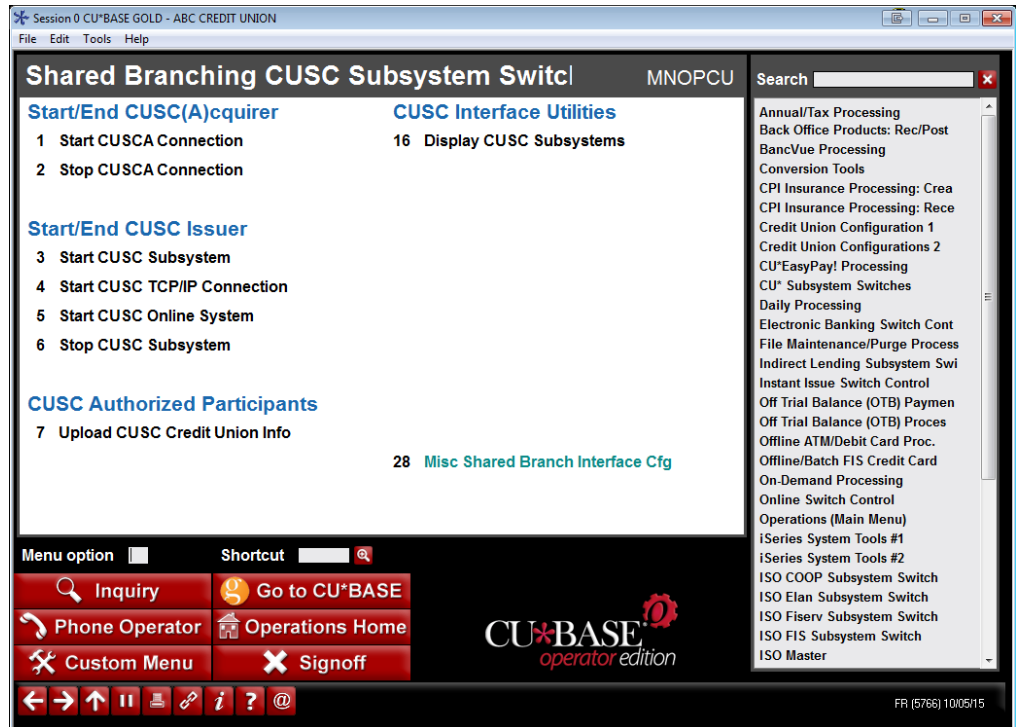
OPER, #10 Credit Union Configuration 1, then #28, then #5-CUSC/FSCC Acquirer Configuration.

Field Descriptions

<i>Field Name</i>	<i>Description</i>
Pseudo term	This number is assigned by CUSC.
ISO #	This number is assigned by CUSC.
Processor Code	This number is assigned by CUSC.
Network ID	This number is assigned by CUSC.
Acquirer R/T #	The routing number of the acquiring institution (the credit union performing the transaction). This field is required.
Settlement G/L Account	The general ledger number to which the shared branching transactions should be posted. This field is required.
Fee G/L Account	The general ledger number to which the processing fee (if any) should be posted. Leave the field blank if there is no processing fee.
Processing fee	The fee charged to the member's home credit union by the acquirer to perform the requested transaction. Leave the field blank (0.00) if there is no processing fee.

DAILY/WEEKLY TASKS FOR SELF PROCESSING CREDIT UNIONS

OPER #1 Back Office Products: Rec/Post, then #14, then #17, then #1 CUSC & CUSC (Acquirer)



Weekly

Each Monday morning CUSC requires that you upload information about your credit union to refresh their master list of credit union names for the shared branch CU list used in the teller system. From this menu take option 7 to upload the Shared Branching CU File.

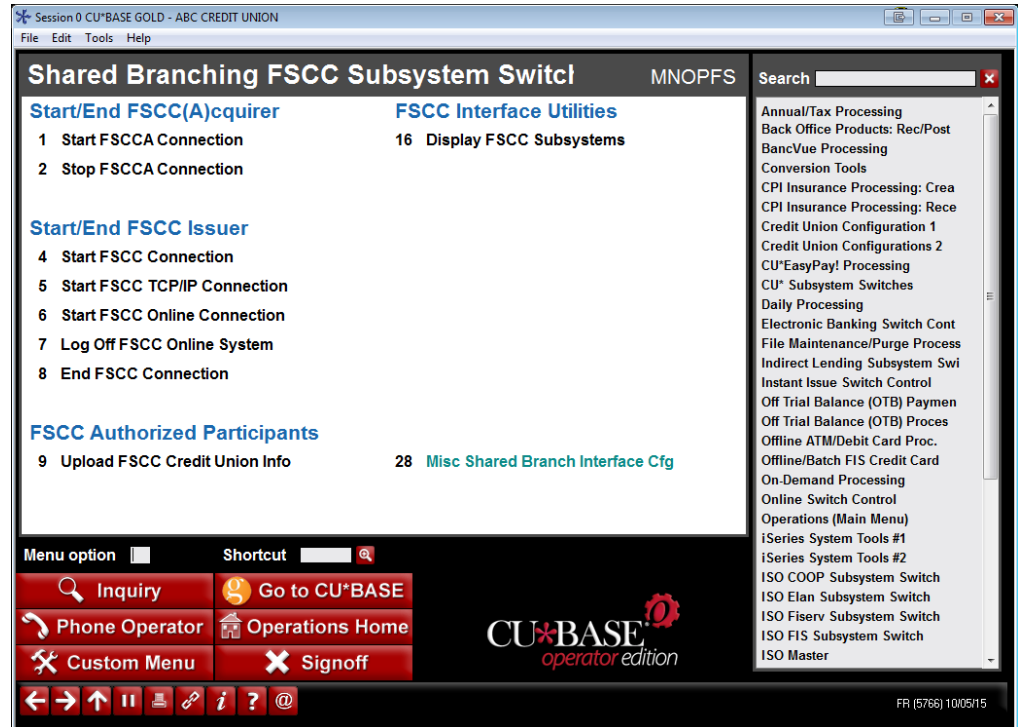
This should be run every Monday morning before the business day starts. Changes are normally not made by CUSC until the weekend for Monday morning loading.

Daily

In order to perform shared branch transactions, each day you must activate the switch that connects your credit union to the CUSC network.

From this menu for CUSC, select option **1 Start CUSCA Connection** to start the connection to the CUSC switch. If you wish to disconnect from the CUSC switch, select option **2 Stop CUSCA Connection**.

OPER #1 Back Office Products: Rec/Post, then #14, then #17, then #2-FSCC & FSCC (A)quirer



Weekly

Each Monday morning FSCC requires that you upload information about your credit union to refresh their master list of credit union names for the shared branch CU list used in the teller system. From this menu take option 9 to upload the Shared Branching CU File.

This should be run every Monday morning before the business day starts. Changes are normally not made by FSCC/CUSC until the weekend for Monday morning loading.

Daily

In order to perform shared branch transactions, each day you must activate the switch that connects your credit union to the FSCC network.

From this menu, select option **1 Start FSCCA Connection** to start the connection to the FSCC switch. If you wish to disconnect from the CUSC switch, select option **2 Stop FSCCA Connection**.