SUMMER
2005
CU*BASE® Software Upgrade

Online Credit Unions	Self Processing Credit Unions
August 22, 2005	**Week of September 12, 2005**

Hold on to your hats...it's another CU*BASE release! This one has several small projects we're sure you will like, plus one humdinger related to ACH. Remember our handy coding system to help you scan this summary:

❗ Immediate Effect

Changes automatically in place on the day the release is implemented.

🖻 Must be Activated

Your CU must make a decision either to activate it or modify configuration parameters. May require contacting a CSR.

🤝 Team Implementation

Work with CU*Answers before implementation.

Updated online help 🖱, including the "What's New" summary list of all changes, will be included with the release.

❗ ACH Distributions: Effective Dating and Other Enhancements

With this release we have made a giant leap forward in the way that CU*BASE maintains and processes ACH distributions. You'll see an entirely new maintenance and inquiry structure, new effective dating features, more available distribution records, and the ability to post in true sequence order. Not only do the changes streamline the ACH system and make it more efficient for your staff, they also set the stage to allow you to move routine ACH maintenance tasks away from the back office and out to both members and front-office staff for better member service.

> To accommodate these enhancements, it was necessary for us to develop a completely new file structure for ACH distribution records. With changes this extensive, as usual we need your ACH and Member Service teams to pay special attention to the processing of ACH distributions after the release and keep us posted of any issues you encounter!
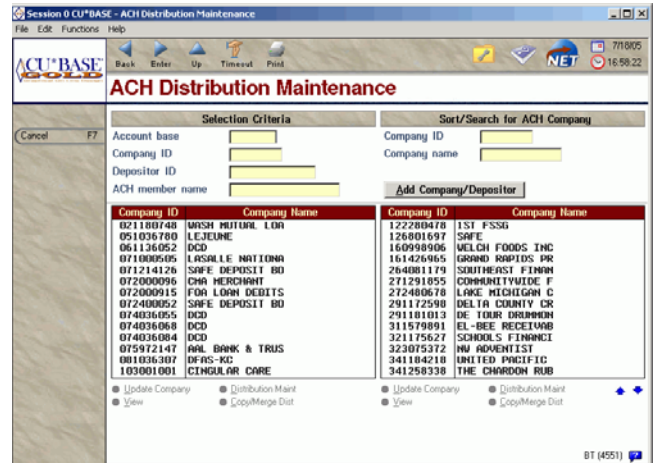
ACH Effective Dating

- CU*BASE can now record ACH distribution details so that **distributions can take effect starting in the future**, rather than immediately upon the next incoming item received. There are two scenarios this is designed to handle:

    - Setting up a distribution on an existing ACH item to start in the future..."*Please take some money out of my paycheck for my Christmas Club starting next month.*"

    - Setting up a future distribution for an ACH item that hasn't even been received yet..."*I'm a new employee at this company and my first paycheck won't come until next month, but I'd like to distribute the money in my first check like this...*" (See "Distribution Maintenance & Inquiry Enhancements" below for information about copying distributions from one master record to another to accommodate these types of requests.)

■ We have also added a way for members to **stop a distribution** as of a certain date. Not only will this allow a member to make a distribution for only a short time *("Deposit this into my daughter's account only while she is away at school.")*, it also facilitates scheduling a change to the amount for an existing distribution *("I currently deposit $50 a week into savings; starting next month, I want to deposit $100-- but keep the $50 going until then.")*.

Distribution Maintenance & Inquiry Enhancements

■ ACH maintenance and inquiry programs will now use the same set of screens to make them easier to learn and use. New **search features** make it much easier to locate companies, depositor IDs and member names. Alternate views let you see even more details than ever before. Screen flow is much easier to navigate and follows the standards of other similar CU*BASE programs.

■ You can now set up as many as **99 distributions** per ACH master record, and distribution records can easily be rearranged, added or deleted.

■ Distributions can be **copied from one master record to another**. Although it might also come in handy for members that change jobs, it was primarily designed for situations when a member wants to tell the CU how to do his payroll distributions before his first paycheck is even received. Instead of recording it in some sort of tickler, you can immediately create a new ACH master record with all of the requested distributions. If the incoming record matches exactly, it will post as instructed, but even if it does not, the distributions can easily be replicated on the final actual record so that it does not need to be re-keyed.

■ Distributions will now be **posted in true sequence order** (instead of in numeric order by account suffix), so members can request their mortgage payment to be made before putting money into their Christmas Club savings account.

■ A new configurable flag can be activated to allow ACH **distribution maintenance to be performed in Phone Operator**. If a member calls in asking for a simple change to the way his paycheck is distributed, phone staff can take care of the requests without having to transfer them to someone else.

This is a configurable flag; contact a Client Service Representative if you wish to allow distribution maintenance from Phone Op. (Self Processors can activate the flag via OPER, then #10 CU Configuration, then #2 Processing CU Parameter Config.)

> **COMING THIS FALL**: Allow your members to update ACH distributions (for incoming credits only, such as a weekly paycheck) online in CU*@HOME!

Miscellaneous ACH Processing Enhancements

■ When checks are cleared through ACH (RCK, ARC, POP, TRC, and XCK items), the transactions will use the appropriate Tran Code / Tran Type combination and place the check number in the DFTNO field of the transaction record. This means that **ACH checks will act like other cleared checks** and will appear in the reconciliation area of member statements as well as be included in list of cleared checks on transaction history and in the home banking Account Detail and Cleared Checks screens. *(NOTE: This change actually started with June 2005 statements for online credit unions.)*

■ We moved the **ACH Company Name** to the ACH Distribution Master to handle situations where a single Company ID is used to represent multiple company names. The name will be updated automatically every time a new ACH entry is received that matches the Company ID, Distribution ID, and Tran Code. This means if ten different organizations all come in under ADP Payroll's company ID, each record will show the member's actual employer name as displayed on the incoming record. This

will be particularly helpful when a company like this changes its ID but doesn't move all of its individual client organizations to the new ID at the same time.

> This means there is no longer a separate ACH company master file, and the ACH distribution file format (ACHDST) has been significantly changed. Any custom inquiries or reports you have created using the CU*BASE Report Builder will need to be adjusted to accommodate the new file format.

- A few minor changes were made on the **ACH NOC and Return maintenance screens** to save extra keying. When creating an ACH NOC record, the system will now default code C01 into the *Change Code* field. Likewise, for ACH Return records, if there is no numerical return code in the *Tran Type* field and the *Tran Code* is a 27 or 37, the system will default R01 into the *Return Reason* field. In addition, "00" will be entered automatically in the *Discretionary Data* field if it is blank in the record to eliminate the edit error. If the *Tran Type* is a numeric return code (such as 08 for a stop pay), that code (such as R08) will be entered on the return screen automatically.

- A new column has been added to the **Work With Daily ACH Exceptions** screen (MNACHP #4) to show the *Tran Type* (SW, SD, etc.) for each record. This will be especially helpful for identifying stop pay items.

- The **Daily ACH Exception Listing** report (available via F14-Print on the ACH Exceptions screen) will now include the Company Name. This report is handy because it combines ACH exception information from multiple reports in one place.

- The **purge for ACH distribution records** has been extended to 18 months instead of 12 to accommodate annual items such as IRS refunds or annual insurance premiums.

	Details for all related screens will be available via CU*BASE GOLD Online Help with the release.

ANR Enhancement

As more and more credit unions adopt CU*BASE Auto Non Returns (courtesy pay) programs, we are continuing to expand the available options and posting interfaces that use negative balance processing. This release has added some new infrastructure to the ODP/NSF configuration (MNCNFA #9, option 1) that will help us as we change more ATM and debit card interfaces to use ANR.

Although some of the changes are just new fields being added in preparation for future custom programming (in other words, they don't do anything yet), there are two new flags that *will* be implemented with this release for credit unions that use **batch ATM/Debit Card interfaces ONLY:**

- Use negative balance limit for ATM posting (PIN-based transactions)?
- Use negative balance limit for Debit card posting (signature-based transactions)?

Keep in mind that in the batch environment, all incoming ATM and debit card transactions are always posted, even if the account must be taken negative. The difference with these flags is whether the normal NSF fee will be charged, or if the item should be treated like a courtesy pay item with the appropriate ANR (non-return) fee and G/L interface.

This affects posting only, not inquires or authorizations at this time. Because batch interfaces all use the same posting programs, we were able to add these new options to be used by any credit union that has batch ATM/Debit cards. (Remember that ATM inquiries and debit card authorizations (PBFs) are all custom programs, unique for each interface.) Both flags will default to No to match existing functionality.

> If you choose to set either of these flags to Yes, there is a **notice event (ATMANR)** you can set up to notify members. This event can be added to whatever form you already use to notify members about negative balance situations from other sources (draft postings, ACH, etc.).

Additional flags that we added for use with future custom programming include the ability to choose whether or not ATM *inquiries* and debit card *authorizations* should include available ODP and/or negative balance

limit dollar amounts when calculating available balance. *In other words, what is a member's available balance? The money they have in the account, or that money plus other funds available to them at a fee?* These flags are not active yet, but will become available as we make requested changes to custom programs.

> So what about your credit union's ATM/debit card interface? We continue to take requests for changes to custom programming (contact a Client Service Representative if you have not already put in your request). As with all custom programming requests, we will work through them on a first come, first served basis and will keep you posted as your interface moves up on the list.
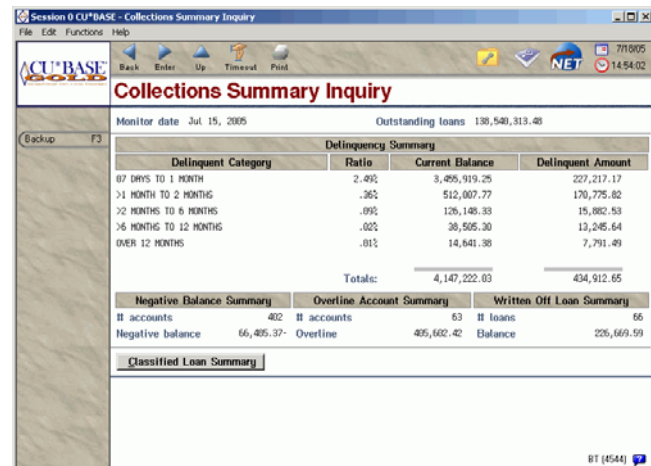
| 🖱 | Details for all related screens will be available via CU*BASE GOLD Online Help with the release. |

❗ Collections Summary Tool

Designed with your credit union's collection manager and key leaders in mind, this project creates a bird's eye view of key data from CU*BASE collections monitoring tools. Although this data has been available all along, it was not as easy to access and could not be viewed all in one place for a quick overview.

Now a credit union manager or collections supervisor can use a single command key from the initial Collections (MNCOLL #1) screen, or the new command on the Management Functions menu (MNMGMT) to view a summary of all:

- Delinquent loans, including ratios and balance information, broken down by your CU-defined delinquency levels;

- Negative balance shares;

- Overline loan accounts;

- Written-off loans; and

- Classified loans, including current balance and calculated reserve amounts.

This new tool should be a regular stop for managers who are "walking the credit union from their keyboard" using CU*BASE management tools.

| 🖱 | Details for all related screens will be available via CU*BASE GOLD Online Help with the release. |

🖻 Delinquency Notice Level Default for Additional Signers

Another new workflow configuration feature related to loan processing...You can now define a default delinquency notice to be used when creating new Additional Signer records.

If you normally like your co-signers to begin receiving notices when the primary borrower reaches a certain delinquency level, this can now be defined as part of your Loan Delinquency Notices configuration (MNCNFB #24), so that the level will be applied consistently across the board on all new additional signer records.

| 🖱 | Details for all related screens will be available via CU*BASE GOLD Online Help with the release. |

❗ Teller Control Cash Inventory Enhancement

Now tellers can enter their cash inventory using the method that is most efficient for them!

The Teller Drawer Control screen (MNSERV #16) has been changed so that you can choose whether to enter cash inventory in dollar **amounts** as before (such as $100.00), <u>or</u> in bill **quantities** (such as 5 $20 bills).

When on the Teller Control screen, simply use F11-Quantity to change all cash fields to quantity fields and enter the number of bills (or rolls, or coins) in each denomination. Use F11 again and the system automatically will convert the quantities back to amounts for you. In either view, subtotals will always be calculated automatically as dollar amounts. Let us know how you like it!

🖱	Details for all related screens will be available via CU*BASE GOLD Online Help with the release.

❗ Miscellaneous Enhancements

- **Account Nicknames** - Account nicknames, if defined, will now be printed on member statements in addition to the standard account name.

- **Accounts Payable Vendor Report** - This report (MNRPTC #16 or MNACCK #20) has been modified to give you more sort options and to include additional data on the report.

- **Favorites** - Changes have been made to the menu options available in Favorites configuration to accommodate the change from SC24 to CO-OP.

  > NOTE: You may need to adjust your Favorites settings if they are altered by these changes.

- **G/L History Inquiry** - The G/L Inquiry feature (MNGELE #10) will now display the current account balance and the month and year when a transaction was last posted to the account. This prevents having to scroll to previous entries and will be especially helpful for accounts that are used infrequently.

- **Member Insurance Analysis Report** - New options have been added to this report (MNRPTD #18) so that you can choose to *include* only a certain share dividend application, or choose to *exclude* up to 6 different loan category codes.

- **Payroll** - The suspend and delete options in payroll maintenance (MNACHP #19) have been improved to prevent accidentally reactivating a suspended record. When a base deposit record is deleted, related distributions also will be deleted automatically.

- **Timecard Report** - New selection options have been added to the Time Card Detail report (MNRPTE #25) to make it easier for credit union supervisors to monitor their employee time cards. You can now choose to print the detail report for just a single branch or department ID, similar to the existing Time Card Summary report.