



Announcing . . .

CU*BASE Software Upgrade

Effective April 27, 1998

April 6, 1998

Introduction

Spring is here, and so is the spring CU*BASE upgrade! From a complete line of new Personal Database management products to new sort options for your favorite inquiry screens, from changes to the check hold system to new ways to analyze your credit union's membership, this release promises something for everyone.

All of the software included in this release has been developed with Year 2000 compliance in mind. Although additional testing will also be done on the new Y2K AS/400 test system as part of our formal, comprehensive CU*BASE Y2K validation, you can be confident that these products will already work with 2000 dates.



Don't forget the upcoming training sessions on April 23, 1998, which will help your staff prepare for all of these changes. Contact Judy Bell at ext. 155 for information or to register!

Contents

CU*BASE Software Upgrade, April 1998

Following is a brief synopsis of the new features and enhancements that are included in this release:

◆ **Automated Demographic/Marketing Club Enrollment**

This new feature lets you enroll an entire group of members into a Marketing Club—all at the same time. Get your Marketing Club program off to a quick start, and make it even easier for members to join!

☞ See the separate “Automated Club Enrollment” booklet for details.

◆ **Centralized Lending Automation & Security**

If you use the CU*BASE Centralized Underwriting features, this enhancement gives you additional control over who can record underwriter approvals and denials, and provides additional validation and file verification audit trails to streamline and organize your loan processing.

IMPORTANT: This project is actually being released in two phases: Phase 1 involves changes to the Application Status screens, and is included in this April 27 release. Now you can access both Underwriting Comments and WMail directly while working with pending applications. You will also see a new option for deleting unneeded loan applications from your files, in cases where a member has left the credit union or an application was created in error. (MNLOAN #8, “Work/View Application Status”)

Phase 2 will incorporate changes to Underwriter Security and Auditing, as well as the new File Verification features. Phase 2 will be released during the month of May. Watch for release dates and complete documentation coming soon.

◆ **Changes to Check Hold Calculations in the Teller System**

As part of the CU*BASE Date Calculator project (described below), we have made a change to the way the system calculates the release date on check holds. Instead of the current system that tries to allow for holidays and weekends, where some credit unions are open and some are not, we have streamlined the system so that it is a straight calendar-day calculation. Therefore, a 3-day hold on a check will release in 3 calendar days, regardless of the day of the week. In addition, the first \$100 of a check will always release the very next day, no matter what day of the week. This means that check holds will be able to release even on Saturdays and Sundays, whether or not the credit union is open.

IMPORTANT: This may require some basic retraining of your front-line staff so that they know the credit union's policies about releasing funds on weekends and holidays. The Date Calculator will be very helpful in this regard, as it will provide an exact number of days needed in order for a check to release on a given date.

☞ See the separate "CU*BASE Date & Math Calculators" booklet for details.

◆ **Collateral Title & Property Tax Tracking**

New fields and reports let you get a handle on the Title and Property Tax payment paperwork connected with your credit union's loan collateral records.

☞ See the separate "Collateral Title and Property Tax Tracking" booklet for details.

◆ **Configurable Member Comments for Delinquent Loans**

Does your credit union use Member Comments to announce a loan delinquency to credit union staff? If so, do your tellers, MSRs and other staff know what to do when that message appears? To help make your comments work for you and get results for your collections efforts, CU*BASE now allows you to configure custom text to be used in the Member Comments window for delinquent loans.

☞ See the separate "Configurable Member Comments for Delinquent Loans" booklet for details.

NOTE: This feature has already been released to all on-line credit unions, and may be used immediately.

◆ **CU*BASE Date and Math Calculators**

Two new tools: One to help determine check holds in the Teller system, the other to calculate exact dividend and interest amounts for account adjustments.

☞ See the separate "CU*BASE Date & Math Calculators" booklet for details.

◆ **Global Search**

As mentioned in an earlier edition of *Coming Attractions*, this new feature will revolutionize the way your staff manages the many relationships members and non-members have with your credit union. This new search affects Teller Posting, Inquiry and Phone software—so be sure your staff is ready!

☞ See the separate "Global Search" booklet for details.

NOTE: In order for this to be fully useful for showing joint owner relationships, your existing membership joint owner names must be converted to include the SSN/TIN. Some of this conversion will be done automatically by WESCO using a conversion program that matches joint owner names against your current membership files. However, most will need to be updated manually using the Membership Joint Owner software. See the separate "Understanding the Membership Joint Owner Conversion Process" document for more information on this conversion process.

◆ **IRA Beneficiary and Payout Distribution Tracking**

These new tools keep track of detailed beneficiary information for your members' IRA plans, and also calculate and track required minimum distribution amounts to make it easier to track IRA payout activities.

☞ See the separate "IRA Beneficiary and Payout Tracking" booklet for details.

IMPORTANT NOTE: The new IRA Beneficiary feature REPLACES the existing Joint Owner fields on IRA account types (shares and CDs). If your credit union has been using the joint owner fields for beneficiary names or other information, you will no longer have access to this data after April 27. To assist in setting up your members' IRA beneficiary information, we will be sending a report showing any data that was cleared from the joint owner fields on IRA share and certificate accounts. You should receive this report during the week of April 27.

◆ **Loan Application Analysis Report - Detail**

An addition to the existing Loan Application Analysis Report, this new report can be used for your monthly Loan Officer Minutes, and provides detailed information on your lending department's activities. To generate this report, use menu MNRPTD, Option #5 "Loan Application Analysis," then use the Cmd/12-Detail key. Selection and sort criteria will allow you to customize the report as needed.

◆ **Membership Analysis Report**

This new report gives valuable information about the demographic composition of your credit union's membership, including average balance information broken down by sex, age, and other factors.

☞ See the separate "Membership Analysis" booklet for details.

◆ **Membership Joint Owners**

The joint owner fields on membership accounts (suffix -000 ONLY) are being changed to require the joint owner's SSN or Tax ID number. This enables CU*BASE to track address and phone information for all membership joint owners, even if they are not credit union members, and is essential for the new Global Search tool.

☞ See the separate "Membership Joint Owners" booklet for details.

IMPORTANT: Remember that we will be converting some of your existing joint owners to use the new SSN format. Those that cannot be converted must be handled manually in order to take advantage of the Global Search tool to view joint owners. See the "Understanding the Membership Joint Owner Conversion Process" flyer for more details on this conversion process.

◆ **Pre-Membership Lending**

"I need a home equity loan, but I don't belong to the credit union, and I'm not sure I want to belong unless I can get the loan I want." Sound familiar? The new CU*BASE Pre-Membership Lending feature lets you create a loan request for an individual that is not yet a member, follow it through your normal loan approval process, and, upon approval, create both the membership and the loan account with the press of a command key! Even if the request is not approved, you will be able to maintain important information about the individual's loan request for lending department statistics and future marketing efforts.

☞ See the separate "Pre-Membership Lending with CU*BASE" booklet for details.

◆ **Printing Blank Loan Forms**

You asked for it...the CU*BASE standard loan forms (application, loan officer worksheet, and denial notice) can now be printed in a blank format, ready for the member who wants to take an application home to complete by hand. In addition, for credit unions who have custom loan forms, this feature will also let you print blank copies of those forms.

☞ See the separate “Printing Blank Loan Forms” booklet for details.

◆ **Tiered Service Points on Member Statements**

Effective with May 1998 statements, credit unions that use the CU*BASE Tiered Service Level program can now elect to include participation points and ratings.

In addition, in preparation for a future enhancement to the Marketing Club Benefits software, we will be adding the ability to display Club Benefit payments in the form of special dividend and interest rates on statements so your members can see the benefits of belonging to your Club programs.

☞ For more information, plan to attend the Marketing Club Focus Group meeting on May 6, 1998. (See the separate announcement included with this mailing.)

◆ **User-Defined Laser Certificate Forms**

It's here! Now you can laser-print custom certificate forms—without custom programming fees! We supply the standard layout and arrangement of data from the CD account, and you define a heading and up to 12 lines of free-form text for each form you need.

☞ See the separate “User-Defined Laser Certificate Forms” booklet for details.

◆ **User-Defined Marketing Tips & Procedures for CU Products**

Two new tools to help your staff work more efficiently and consistently with your members: **Marketing Tips** for each credit union share, CD and loan type to help market your products effectively, and **Procedures** for each product to help make sure all the ‘i’s are dotted and ‘t’s are crossed when accounts are set up.

☞ See the separate “User-Defined Marketing Tips & Procedures for Credit Union Products” booklet for details.

Miscellaneous Teller, Inquiry and Phone Changes

In addition to the changes related to Inquiry, Phone, and Teller software described above, there are several additional minor changes that affect these screens.

☞ See the separate “Changes to Inquiry/Phone Screens” booklet for details.

Other Minor Enhancements

- **A/P History Maintenance Sort Changes** - Items in the A/P History Maintenance screen are now sorted by date, with the most recent date at the top of the list (MNACCK #3; use the Cmd/5-A/P History Maintenance key).
- **Investment Inquiry Date Search** - A date search is available in the Investment Inquiry screen to make it easier to look for a specific item (MNINVS #12; Cmd/12-View Trans).
- **Loan Category Configuration Changes** - Verbiage changes to make fields easier to interpret, as well as a configurable transaction description for miscellaneous G/L transfers in the loan payment matrix (MNCNFB #2).

- Marketing Club Active Status Monitoring** - Marketing Clubs can now be configured to monitor active status for Club members on either a daily basis or just once a month (MNMRKT #25). The new flag lets you determine how often the system monitors for active status in the Club (Daily, Monthly or Never). At the time of the monitoring, any Club members who do not meet active status requirements will be deactivated until the next monitoring cycle.
 - NOTE: If you would like to be involved in the design process for new Club Configuration and Benefits features, plan to attend the Marketing Club Focus Group meeting on May 6, 1998. (See the separate announcement included with this mailing.)

- New Loan Coupon Print Options** - If your credit union uses loan coupons, this enhancement will let you choose a format that will fit neatly into a #10 window envelope. For loans that are configured for fines, a statement about the delinquency fine is automatically printed on the coupons:

| L O A N P A Y M E N T C O U P O N | | 1 |
|---|---|---|
| WESCO TEST CREDIT UNION (TD) P.O. BOX 810 MUSKEGON, MI 49443-0810 | DUE DATE: <u>3/20/98</u> | The address can now be formatted to fit into a #10 window envelope. |
| | AMOUNT DUE: <u>26</u> | |
| | ACCOUNT #: <u>20187</u> | |
| EDWARD SMITH 2011 SINCLAIR NE GRAND RAPIDS MI 49505-1234 | Please: * Return this payment coupon with your payment. * Write account number on checks. * If you pay in person, bring this payment coupon. | This statement will appear automatically if the loan is configured with a delinquency fine code. (The number of days will be taken from the fine code configuration.) |
| IF APPLICABLE, a late fee will be assessed 11 days after the due date. (If your address has changed, Check Here <u> </u> ; write new address) | | |

- Non-Member Database Links** - The CU*BASE Non-Member Database has been substantially enhanced to maintain even more complete and consistent information about non-members as household members, joint owners, IRA beneficiaries, and loan co-signers. You will see the new Non-Member Information screen appear automatically whenever non-member data is being entered or modified, such as through the new Membership Joint Owners and IRA Beneficiary systems. This screen contains most of the same fields that are used for members, including current and previous address, home and work phone, etc. To maintain existing non-member records, use menu MNMRKT Option #5, "Work With Non-Member Data Base."
- Options for Automatically Closing Zero Balance Share Accounts** - An enhancement to this feature, which was initially released in 1997, lets you configure a Dividend Application to either close out zero balance accounts or just clear out any accrued dividends on the account and leave the account open. (To access this option, select MNCNFA #1, then select a DIVAPL code. There are three choices for the *Zero Balance Acct Option* parameter: N=No action on zero balance, C=Close on zero balance, Z=Zero accrued dividends but leave account open.)

- **Secured Shares Screen Changes** - Minor verbiage changes to make it easier and clearer when setting up secured shares (MNLOAN #5, then choose “Pledged Shares”).
- **Subsidiary Inquiry Date Search** - A new date search feature has been added to inquiry screens for Fixed Assets, Prepays and Accrued Expenses (MNGLFA #16).
- **Vendor Inquiry Sort Changes** - Items in the A/P Vendor Inquiry screen are now shown in date order to make it easier to locate records fast (MNACCK #16; use either Cmd/1-View Paid Items or Cmd/2-View Open Items).