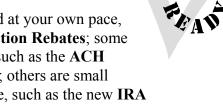# CU*BASE

WESCO

Announcing . . .

CU*BASE Software Upgrade
Effective November 15, 1999

Introduction

With the Year 2000 rollover just a heartbeat away, the fall CU*BASE software upgrade is a slightly smaller one than usual, with most of the products and enhancements being *passive*, behind-the-scenes features that don't require extensive retraining during this already very busy time.

Some are optional new configurable services that can be implemented at your own pace, such as **Self-Service Fees**, **Selective Statement Inserts** and **Transaction Rebates**; some are behind-the-scenes features that you will begin to see right away, such as the **ACH Regulatory Changes to Statements** and **Stand-In ARU Processing**; others are small enhancements to existing products that will be simple to learn and use, such as the new **IRA Recharacterization Codes**, new **Access Points for Special Marketing Tools**, and changes to **Uncollected Funds Maintenance**. There are even several new reports and analysis tools, including the **Household Statistical** reports and new **Risk-Based Delinquency** analysis reports.

One of the most exciting and important features of this release is the new **Accrual Calculator Tool**, just in time for accrual verifications over the Y2K transition. With this tool your credit union can easily perform due diligence on the calculation of accrued share dividends <u>before</u> you pay the dividends to your members.
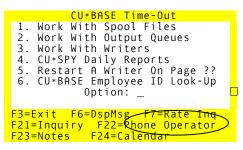
Contents
CU*BASE Software Upgrade, November 1999

Following is a brief synopsis of the new features and enhancements that have been recently released or will be included in this upgrade:

- ♦ **NEW Access Points for Special Marketing Tools**
  In response to your requests, three of our most popular marketing tools have been given additional access points throughout CU*BASE:

  - **Rate Inquiry** - This feature can now be accessed from the CU*BASE "Time-Out" window, so that you can look up share, certificate or loan rates wherever you are in CU*BASE, such as within Loan Quoter or while creating a loan application.

```
              CU*BASE Time-Out
    1. Work With Spool Files
    2. Work With Output Queues
    3. Work With Writers
    4. CU*SPY Daily Reports
    5. Restart A Writer On Page ??
    6. CU*BASE Employee ID Look-Up
              Option: _

    F3=Exit  F6=DspMsg  F7=Rate Inq
    F21=Inquiry  F22=Phone Operator
    F23=Notes    F24=Calendar
```

(continued)

- **Cross Sales** - A command key to access the Cross Sales tool has been added to the screens used for opening sub-share accounts and certificates. (HINT: Try MNSERV #13, then choose either "Open Other Shares" or "Open Share Certificates.") The key has also been added to the Teller Deposits/Withdrawals screen.

- **SEG/Sponsor Inquiry** - A command key to view the SEG/Sponsor inquiry screen has been added to the initial Open Memberships/Accounts screen (MNSERV #13), so that you can check a new member's eligibility <u>before</u> beginning the membership creation process.

♦ **Accrual Verification Tools**

The regular verification of dividend accruals is critical for a credit union's due diligence and member satisfaction, regardless of the time of year (or century!). However, one of the difficulties with verifying accrual calculations has always been making sure your manual calculations take into account all of the complex calculations parameters used by CU*BASE.

The new **CU*BASE Share Accrual Calculator** was created to assist credit unions with this vital verification process. The tool calculates daily accrual amounts for a specific dividend period using actual transaction history from an individual member account. All you need to do is select a sampling of accounts from within your membership, covering all of your share product line, and use the tool once a month to verify that accruals are being calculated properly, <u>before</u> you pay dividends to your members.

> ✑ See the separate booklet, "Credit Union Accrual Verification Handbook" for complete details.

♦ **ACH Regulatory Changes to Statements**

A recent development in the ACH arena has been the appearance of **re-deposited checks**. These items are debits that were previously returned as NSF checks, and are now being sent through the ACH system in an attempt to collect the funds. They are sometimes originated by check collectors or other third-party companies on behalf of the original merchant or organization.

When these items are presented, the record contains the transaction description "REDEPCHECK" to explain the source of the item. According to new ACH regulations, this description must be disclosed as part of member statements. Therefore, CU*BASE will now display the word "REDEPCHECK" in the secondary transaction description field, similar to the field that displays the location for ATM and debit card transactions.

This secondary transaction description will automatically print on member statements. You may also view the description in the Phone Inquiry system by using the **Cmd/11-Toggle Desc** key to see the secondary transaction description.

♦ **IRA "Recharacterization" Codes**

To handle the unique demands of the new Roth IRAs, two new IRA contribution and distribution codes have been added for daily IRA deposit and withdrawal activity:

U	Recharacterization Withdrawal (Debit)
M	Recharacterization Deposit (Credit)

The new codes are designed to handle the "recharacterization" of funds between the Roth and Traditional IRA plans. Simply put, recharacterizations occur when members "change their minds" about the placement of funds into their Roth and Traditional IRAs, or if an error was made when the

original transaction occurred. New buckets have been added to IRA Balance File screens to show yearly totals for all transactions using these codes.

> ✐ Enclosed is a replacement page for Chapter 2 - MNSERV of the CU*BASE Screen Reference Guide. **Please insert this page into your copy of the Guide, destroying the existing page (revised 1/14/99), and distribute it to all appropriate credit union staff.** Please refer to current IRS regulations for complete guidelines on recharacterization transactions.

♦ **Risk-Based Delinquency Analysis Reports**
These new reports compare delinquency statistics with credit risk scores from the member's loan account, for a more comprehensive look at the relationship between credit scores and actual member behavior. Designed especially to take advantage of the CU*BASE On-Line Credit Bureau Access system, which automatically stores risk scores with your loan accounts.

> ✐ See the separate booklet, "Risk-Based Delinquency Analysis Tools" for complete details.

♦ **Selective Statement Inserts**
A feature sure to excite your marketing leaders, your credit union can now use statements to direct targeted marketing campaigns to specific segments of your membership. By using a Query and your monthly statement instructions, inserts can be sent only to the members you choose. Since statements are your most powerful and consistent way to communicate with your members, this new flexibility provides a very valuable, cost-effective marketing tool.

> ✐ See the separate booklet, "Selective Statement Inserts" for complete details.

♦ **Self-Service Fees**
A new configurable fee structure designed to create *value* for your Audio Response and PC Banking services, and keep members from abusing these self-service options through excessive use. In addition to standard fee waivers (age and aggregate balances), links to the Tiered Service and Marketing Club systems let you discount these fees based on member participation.

> ✐ Implementing this process will require pre-planning and careful monitoring. We are currently looking for a credit union interested in participating as a beta site for a self service fee program. Contact a WESCO Client Service Representative for details and reference materials.

♦ **Stand-In ARU Processing**
Just in time for Y2K, new stand-in processing for the Maxxar suite of CU*TALK Audio Response and CU*@HOME PC Home Banking products will give your members access to their accounts around the clock, even when WESCO is performing your normal daily processing overnight.

> ✐ For details, refer to the "Stand-In ARU Processing" flyer, sent in mid-October.

♦ **Special Statement Messages for New and Closed Memberships**
The "Update Member Statement Message" feature (MNPRTC #11) has been modified to allow for special messages to new and closed *memberships*, instead of the little-used "additional" messages for new and closed *accounts*. Each message can be up to five lines long, and the special message will be used <u>instead of</u> the general message for new or closed memberships.

MNPRTC #11 "Update Member Statement Message"

```
 10/27/99              Statement Message Maintenance           09:13:0
1
                           Format ID: MN                       USTMSG-
02


 General .....:  SWEETHEART of a CD! - 18 months, $1,000 minimum -.

                 ..Receive a .10% BONUS for $1,000+ new money!.....
                 ..........Hurry, limited time offer!..............

                 Tired of paying for Checking?  Open Credit Union..

                 ..Checking today - No Fees & Check Card access!...



 New Member....: .Welcome to your credit union!  Be sure to ask a..

                 ...Member Service Representative about our new....

                 ..CU*@HOME Internet PC Home Banking - access your.

                 ...credit union accounts any time, day or night!..

                 ..........We look forward to serving you!.........



 Closed Member.: ..Thank you for your support of the credit union,.

                 ..and we are sorry to be losing your membership!..
                 .Don't hesitate to call if we can serve you again.

                 .................in the future!..................
                 ..................................................




 Cmd/3-Backup  Cmd/7-CANCEL
```

These messages will <u>replace</u> the General message for new or closed memberships.

♦ **NEW Speed Sequences!**
Several new Speed Sequence keys have been added so that you can quickly navigate to key CU*BASE features from any menu:

Speed Key	Description
ACCT	**Account Maintenance** - same as MNUPDT #2 "Update Member Account Infor."
MEMBER	**Member Maintenance** - same as MNUPDT #1 "Update Membership Information"
PIN	**PIN (Audio/PC)** - same as MNUPDA #11 "Update Audio/Home Banking Access"
TCARD	**Time Card Maintenance** - same as MNMAST #21 "CU Employee Time Card Processing"
TICKLR	**Tickler Follow-ups** - same as MNMAST #18 "Work with Member Follow-ups"
WCAL	**WCalendar** - same as MNMAST #17 "Work With WCalendar"

✓ HINT: To authorize any employee to use a Speed Sequence, use CU*BASE Employee Security (MNMGMT #1), press **Cmd/2-Menu Security**, then use Cmd/6-Add to enter the Employee ID and Speed Sequence name.

DON'T FORGET! You can enter a question mark (?) into the *Speed Sequence* field on any menu to see a list of all available keys:

```
          Speed Key Definitions
 ☐

     Code     Description

     ACCT     Account Maintenance

     ADJUST   Member Transaction Adjustment

     ATMCHK   ATM Check Digit Calc

     ATMOFF   Offline ATM Card Setup

     CDIGIT   Calculate Check Digit          +

 Cmd/3-Backup    Roll Keys
```

(continued)

♦ **Tiered Service Levels Program Enhancements**

- **Participation Messages for Member Statements** - If your credit union offers a Tiered Service Level program to reward member participation, this new feature makes your member statements into a monthly marketing brochure for the program!

  ✍ See the booklet, "Tiered Service Level Messages on Member Statements" for details.

- **Rate Benefits via Automated Marketing Club Enrollment** - Although the CU*BASE Tiered Service Levels system allows you to set up special rewards for member participation, until now the rewards were limited to items such as fee waivers and CD renewal bonuses. Now, by combining the power of the Tiered Service Levels system with the Rate Benefits feature offered in Marketing Clubs, you can offer your members **special loan and share rates** based on their participation in your tiered service program.

  ✍ This feature is highly specialized and requires a great deal of coordination to ensure that both your Tiered Service Levels and Marketing Clubs are configured properly. Contact a WESCO Client Service Representative for assistance and complete reference materials.

♦ **Transaction Rebates**

Everyone knows about transaction *fees* that charge members for certain types of transaction activity. But what about *rebates* or rewards for using the transaction types you want to encourage? A new flag available in Transaction Service Charge configuration lets you set up a daily or monthly *credit* to a member's account based on specific transaction activity. One of our credit unions uses it now to give members a rebate every time they use their Debit card for a transaction that might otherwise require a teller's intervention.

✍ Contact a WESCO Client Service Representative for details and assistance with configuration.

♦ **Changes to Uncollected Funds Maintenance**

The screens used to modify an uncollected funds record have been modified to make the process much easier to use and understand. In addition, the calculations for release dates will use the same logic as the CU*BASE Date Calculator and the Teller hold systems.

MNUPDT #8 "Update Uncollected Funds Infor."

```
 10/14/99           Member Uncollected Funds Maintenance        10:08:2
2
                                                                 UUNCOL-
02


 Account #   00543460-000   SMITH         EDWARD


 Total Uncollected Amount:      5,000.00


 Options:  2=Change, 4=Delete


Opt   Trans Date        Amount    Release Date   1st $100 Rel Date
 _      10/14/99       5,000.00     10/17/99         10/15/99



```

```
                                                                                    Bott
om

  Cmd/6-Add New    Cmd/8-Bypass
```

(continued)

♦ **Other Miscellaneous Enhancements**

• **NEW Configured Miscellaneous Receipt Codes Report** - Earlier this summer, a new Cmd/14-Print key was added to the Miscellaneous Receipt Codes Configuration screen (MNCNFC #8). This key lets you print a quick report showing descriptions, GL account numbers and other details about each all configured Receipt, Expense, and Fee codes. Check it out!

• **NEW Loan Category Configuration Report** - This new report shows all of the configuration parameters for your loan categories, one category per page. Especially helpful near the end of the year for verifying equity loans, the report can also be printed just for a single category, or can be pulled by Process Type code. Take a look on menu MNCNFB, Option #12 "Print Loan Category Config Rpt."

• **Changes to Vault Control and Inventory Control Screens** - New error messages have been added to these screens to prevent inventory information from being entered to an invalid date (such as 00/00/00) or to a date in the past or future. (You may still *view* data from a past date, of course, but a message will alert you to the fact that you are viewing a date in the past.) Most messages are self-explanatory, but the following message deserves a brief explanation:

> 3856-Cash Inventory does not exist for date chosen.

This message will appear if a previous date is entered, but there is no existing inventory saved for that date. It may also appear after entering the current date, if no inventory has been entered yet.

• Y2K changes to various reports and screen edits.

• Other minor enhancements and changes have also been implemented based on requests. These will be reported in the next issue of the *CU&A* newsletter, as usual.

> Similar to many other applications within CU*BASE, all you need to do is enter the desired option (2=Change or 4=Delete) for the record you need.

> A command key is also available for adding a new record (such as when a check is taken in but a hold is not placed on it at that time.)