CU*BASE®
custom training edition

2016 CTE Symposium

Welcome!

September 15, 2016

CU*ANSWERS
A Credit Union Service Organization

Today's Agenda

CTE Today	What was the original intention of CTE? How is it being used today?
CTE Phase 2	What low-hanging fruit can be added to CTE right now? What should be in round 3?
CTE Beyond CU*BASE	Adding other tools to the CTE experience...while keeping your data secure
CTE Beta Review	Using CTE as a testing ground; getting a sneak peek at software during CU*BASE beta releases
What's Next?	What else do you need CTE to do for your credit union?

CTE Today

What was the original intent of the CTE?
How are credit unions using it today?

How do you use CTE in your shop?

◆ Let's start by getting to know one another a bit

◆ Introduce yourself and your credit union, then answer the following questions:

Quick survey:

- How does your CU use CTE today?
- What do you like best about CTE?

◆ Later we'll get into your wish list for changes, but for now let's just review how CTE is working in the field, a year after its introduction

The original idea behind CTE

◆ Contractual requirement for a converting CU

  ■ A <u>training</u> environment for introducing employees to CU*BASE

◆ A more robust training library, a **paid-for alternative** to the shared "Bedrock CCU"

  ■ *My configurations...*want my team's experience to be closer to what they will see in production

  ■ *My members...*Don't want to see Barney and Wilma

  ■ *My activity...*Don't want to see accounts and transactions entered by other CUs

CTE Today

CU*BASE BEDROCK CCU
This shared training resource lets employees practice using CU*BASE without risk to live data. Available to all online CUs free of charge.

CU*BASE custom training edition
A copy of your credit union's own files used for training purposes, refreshed quarterly and available only to your credit union's own employees.

■ Feature is supported

Feature	BEDROCK CCU	custom training edition
Teller activation	■	■
Posting teller functions	■	■
Member account adjustments and reversals	■	■
Opening new accounts	■	■
Closing accounts	■	■
Creating account comments	■	■
Direct/mail post	■	■
Member transfers	■	■
Member inquiry	■	■
Phone operator	■	■
Head teller functions	■	■
Collections functions	■	■
Trackers[1]	■	■
Setting up loan requests and applications	■	■
Creating a loan	■	■
Disbursing a loan	■	■
General ledger posting functions	■	■
Back office/accounting functions[2]	■	■
ReportBuilder (Query)	■	■
Management dashboards[3]	■	■
End-of-day (EOD), beginning-of-day (BOD), and end-of-month (EOM) processing[4]	■	■
Your own member data	Not supported	■
Your own products and services and related configurations	Not supported	■
Your own configuration settings for other software features (such as workflow controls, ect.)	Not supported	■
Quarterly refresh of data from live files	Not supported	■
Limited access to modify or add new product configurations[5]	Not supported	Coming soon!
3rd party integrations and file exchanges[6]	Not supported	Not supported
Shared branching[7]	Not supported	Not supported
Printing reports, notices, and checks[8]	Not supported	Not supported
Printing/archiving receipts and loan forms[8]	Not supported	Not supported
Integration to teller cash dispensers (TCDs) and recyclers (TCRs)	Not supported	Not supported
Integration with ProDOC	Not supported	Not supported
Pulling or viewing a credit report	Not supported	Not supported
Custom forms	Not supported	Not supported
Ordering ATM/debit or credit cards	Not supported	Not supported
Enrolling a member in Bill Pay	Not supported	Not supported
Member Reach emails	Not supported	Not supported
It's Me 247 online/mobile banking	Not supported	Not supported
CU*Talk audio response	Not supported	Not supported
Data downloads and uploads	Not supported	Not supported
Employee security configuration	Not supported	Not supported
Access to OPER configurations and functions	Not supported	Not supported
Indirect lending	Not supported	Not supported
Data backups	Not supported	Not supported
Disaster Recovery services on training files	Not supported	Not supported
Prior month EOM files	Current + 3 prior months	Current + 1 prior month
# of user (login) IDs	2	4
# of employee IDs	2	4

CTE & Employee Security

◆ Special Login IDs

- 4 of these: CTExx01, CTExx02, CTExx03, CTExx04
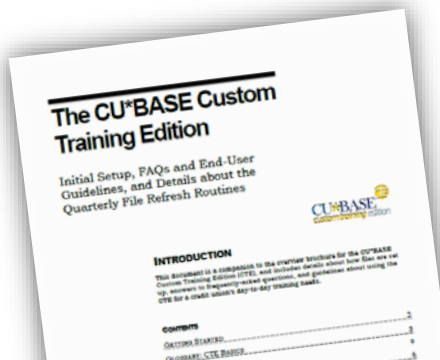
◆ But otherwise there is no visible difference

- Your login determines your file library, not the CU*BASE icon you logged in to
- That's why we recommend that CTE desktop launch icons be added <u>only</u> to training PCs

◆ Special Employee IDs

- 4 of these: 01, 02, 03, 04
- All have the same security, based on a generic ID (ST) also used by Bedrock

◆ These do not match the security your actual employee has

- Tellers in training can see the same commands as Auditors in training
- New employees may be able to see features they won't have access to in live files

The CU*BASE Custom Training Edition

Initial Setup, FAQs and End-User Guidelines, and Details about the Quarterly File Refresh Routines

CU*BASE custom training edition

INTRODUCTION

This document is a companion to the overview brochure for the CU*BASE Custom Training Edition (CTE), and includes details about how files are set up, answers to frequently-asked questions, and guidelines about using the CTE for a credit union's day-to-day training needs.

CONTENTS

GETTING STARTED

GLOSSARY: CTE BASICS

GOLD - CTE

CTE Usage Statistics

Menu Usage

of times someone used a CU*BASE menu option or Inquiry/Phone/ Teller *(source: SECAUD)*

CU	July	August
First Financial	0	112
Frankenmuth	3,034	3,159
Honor	203	1,882
Isabella	0	120
Peninsula	748	124
Verve	224	1,425

Transactions

Non-system generated transactions in TRANS1/2/3

CU	July	August
First Financial	0	0
Frankenmuth	350	291
Honor	1	127
Isabella	0	0
Peninsula	41	0
Verve	27	91

CTE Phase 2

Adding More CU*BASE Features
to Your CTE

Deciding what can be added to CTE

Criteria for what we need to do to make it **work** and make it **safe**

#1:
Risks to live members

- ◆ Could something accidentally touch a real member?
  - ▪ Initiate an email?
  - ▪ Send something fake to a printer or e-vault which could be mistaken for the real thing? Or vice versa?
- ◆ Are employee security controls adequate to protect member privacy?
  - ▪ It's real member data, but access controls are different from your real settings
- ◆ How do we help employees keep track of where they are?

#2:
Risks to your data

- ◆ How do we control access to third-party interfaces?
  - ▪ Shared arrangements might post from test to live files
  - ▪ Third-party interfaces sending back responses to live files, even if initiated from test files

#3:
Risks to the network

- ◆ Potential impact on system integrity, system performance, other credit unions' operations and data, nightly processing (EOD/BOD), etc.

New Tools for Training Your Team

Quick survey: Your expectations:

- What other CU*BASE menu options do you wish were enabled in CTE?

◆ Round 1 (the low-hanging fruit)

- Savings products and related configurations (MNCNFA)
- Loan products and related configurations (MNCNFB)
- General configurations (MNCNFC & MNCNFD)

New Tools for Training Your Team

◆ Ideas for Round 2+

- Escrows (MNEXLN)

- Indirect Lending (MNINDL)

- Participation Lending (MNPART)

- Budgeting (MNBUDG)

- What else?

CU*BASE® *gold edition*

☑ 5300 Call Report Tools	☑ Extended Ln Processing	☑ Member Tracker Tools
☑ ACH/Payroll Processing	☑ File Transfer/Audit	☑ Miscellaneous Processing
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☑ ERM: Compliance Risk Management Tools	☑ Management Tools	☑ Update Functions 2
☑ ERM: Concentration Risk Management Tools	☑ Marketing Functions	☑ Vault Control
☑ ERM: Credit Risk Management Tools	☑ Member Acct Adjustment	
☑ ERM: Interest Rate Risk Management Tools	☑ Member Communication	
☑ ERM: Liquidity Risk Management Tools	☑ Member Inquiry Functions	
☑ ERM: Transaction Risk Management Tools	☑ Member Service	

CU*BASE custom training edition

CTE Beyond CU*BASE

Adding Other Tools
to the CTE Experience...While
Keeping Your Data Secure

The "Big Three"

◆ The 3 most common requests we've received for expanding CTE services:

- Printing from CTE
- Playground for ProDOC (archiving documents to a vault)
- Playground for **It's Me 247**

◆ Let's take a look at each of these individually, to answer these questions…

- What would you actually like to see?
- What are we able to do?
- What risks are you willing to take? What risks is the CUSO willing to take?
- How much will you be willing to pay for the feature?

Playground for printing?

Quick survey: Your expectations
- What exactly do you wish you could print from CTE?

◆ Things to think about if we pursue opening up printing from the CTE:

- Separate printer? Any printer?
- Check printers?
- Controlling print jobs, writers across multiple libraries
- HOLDxx outq?

Playground for archiving documents?

Quick survey: Your expectations
- What exactly do you wish you could archive and retrieve via CTE?

◆ Things to think about if we pursue integrating ProDOC into CTE:

- Cost of separate equipment and setup

- Putting fake things into your real vault (can you tell the difference?)

- Putting real things into your fake vault (how will you ever know you did?)

- What about retrieval? Impact on Inquiry/Phone/Teller auto-pop of IDs?

Playground for It's Me 247?

Quick survey: Your expectations
- What exactly do you wish you could do via **It's Me 247** connected to CTE?

◆ Things to think about if we pursue integrating **It's Me 247** for employees (and members?) to play with:

- Third-party integrations
  - MoneyDesktop, bill pay, My Virtual StrongBox, A2A, etc.
- Can this be accessed outside of the confines of the CU's network? What if members run across this fake URL?

It's Me 247 and External Interfaces

◆ Using Bill Pay as an example

- If we figured out a way to sever all ties to the real world via bill pay and make a truly "fake" bill pay interface, would it still act enough like bill pay to be useful as a training interface?
  - No e-bills, reminders, payment history
  - Nothing "real"

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custom training edition

CTE Beta Review

Using CTE as a testing environment

Getting a sneak peek at software during CU*BASE beta releases

CTE for Testing New Features

◆ This means activating a new feature and then playing with it – after the software is already in production but prior to the CU turning it on for real

■ Example: Turning on the new negative balance teller override and then trying out a few test transactions in teller posting

Quick survey: Your expectations

■ How would you envision CTE to work as a testing ground for new features?

Now let's shift to thinking about previewing <u>new</u> software that's in beta...

Standard Beta Rules for CU*BASE Releases

◆ Our "formula" for selecting release dates:

Online & Site-4 release date	Usually the **3rd Sunday of a month**, depending on when month-end falls
Self proc release date	The **second Monday & Tuesday after EOM** following the online CU release
Beta start date	6 weeks prior to the Online CU release date
Release summary to clients	3 weeks prior to online release
Training	1-2 weeks prior to online release

CTE for Pre-Release Prep/Training

Quick survey: Your expectations
- How would you envision CTE to work for looking at new tools before they're released?

◆ Things to think about when using CTE for previewing new configurations and new software tools:

- Screens may drop to green
- All features of the release may not be available on day 1
- Changes will be released throughout the beta period
- Potentially run into issues if testing is not complete
- 6 weeks without documentation other than a beta/draft release summary

Adding Your CTE to Every Beta

◆ Starting in January 2017, if you wish, your CTE can be refreshed at the same time as we launch our beta-test credit unions

■ Optional, but if you say yes, you get EVERY beta, EVERY time

■ Cost: $250.00/month extra *($500/month total)*

◆ What will it mean to use a different software when training employees for 6 weeks, a couple times a year?

■ What if you need to train a new employee during that period?

What's Next?

What else would you buy to make
CTE work for your credit union?

Going to an Extreme

◆ When we developed our first CTE offering, we knew we had opened the door to the barn

◆ Can you imagine having an air-gapped CU*BASE environment that would allow you to be much more aggressive in your sandbox?

- Do you want to buy a separate computing environment for CU*BASE?

- Do you want to develop your own operations cycle to keep your test and training environments current?

- Do you want to create a QC environment and potentially even participate in ours?

If you have the budget, these projects could be yours in the upcoming years

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2016 CTE Symposium

Thanks for the day!

Savings Products (MNCNFA)

Savings Products   Search for [　　　　　　]

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Add Club Members
ATM Check Digit Calc
Calc Number of Days
Calculate Check Digit
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Savings Product Configuration

1 ▪ Share Products

2 ▪ Certificate Products

Misc. Savings Product Options

3 ▪ Account Suffix Configuration

4 ▪ GL Account Control Configuration

5 ▪ Configure Misc Mbr Acct Forms

6 ▪ Club Parameter Configuration

7 ▪ Club Transfer Indicator Config

8 ▪ Service Charge Configuration

9 ▪ NSF/OD Transfer Configuration

10 ▪ Regulation D Configuration

11 ▪ Dormant/Escheat Configuration

12 ▪ CD Variable Rate Configuration

16 ▪ Member SD/Checking Config

17 ▪ Member Starter/Rep Chks Config

18 ▪ Config. Laser CD Forms

19 ▪ IRA Plan Type Activation

20 ▪ Print CD Configuration Report

21 ▪ Print Share Div Config Report

22 ▪ ANR/Negative Bal Notice Config

23 ▪ Set HSA Annual Deposit Limits

▮ Proposed addition to CTE

▮ Already available via CTE

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Loan Products (MNCNFB)

Loan Products   Search for [   ]

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Loan Product Configuration

1 • Loan Category Configuration
2 • Variable Rate Code Configuration
3 • Purpose Code Configuration
4 • Security Code Configuration
5 • Collateral Type Configuration
6 • Loan Product Configuration
7 • Stock Type Configuration
8 • Stock/LOC Disb Value Adjustment
9 • Base Ratio Analysis Config
10 • Loan Application Text Config
11 • Underwriting Code Config
12 • Business Unit Configuration
13 • Medallion Collateral Config
14 • Re-Price Medallion Collateral

15 • Loan Workflow/App Check Config
16 • Skip-a-Payment Program Config

Agent/Third Party Tracking

17 • Financial Institution Config
18 • Loan Denial Notices Agency Cfg
19 • Ln Insurance/Debt Protection Cfg
20 • Escrow Payee Config
21 • Collateral Insurance Agent Cfg
22 • Loan Delivery Channel Config

26 ✳ Collection Configuration
27 ✳ Online Credit Card Configs

[yellow box] Proposed addition to CTE

[orange box] Already available via CTE

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General Configuration 1   Search for ☐

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General System Configuration

1 ▪ New/Closed Reason Codes/Comments
2 ▪ Member/Employee Type
3 ▪ User-Defined Code Configuration
4 ▪ Auto Transfer Frequency Config
5 ▪ Branch Office Descriptions
6 ▪ CU Check/Bank Definitions
7 ▪ Time Card Parameter Config
8 ▪ Misc. Posting Codes Config
9 ▪ ATM/Supp Vault Location Config
10 ▪ CU Hardware Configuration
11 ▪ Direct Mail Group Configuration
12 ▪ Safe Deposit Box Configuration
13 ▪ Check Order Interface Config
14 ▪ Bank Secrecy Act Monitoring Cfg

16 ▪ Shared Branch Config
17 ▪ ACH Posting Controls
18 ▪ Abnormal Activity Monitoring Cfg
19 ▪ Configure Due Diligence Codes
20 ▪ Define OTB Product Codes
21 ▪ Define Decision/Approval Matrix
22 ▪ 247 Lender Minimum Requirements
23 ▪ Define Non-Member Teller Svcs
24 ▪ Membership Designation Config
25 ▪ Workflow Ctrls: Open Mbrs/Accts
26 ▪ Workflow Ctrls: Teller/Mbr Svc
27 ▪ Restricted Nicknames Config
28 ▪ Define Privacy Controls
29 ▪ Red Flag Controls
30 ▪ Effective Dating Controls

☐ Proposed addition to CTE

☐ Already available via CTE

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General Configuration 2 (MNCNFD)

General Configuration 2

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Marketing Configuration

1 • Tiered Service Level Config
2 • **SEG/Sponsor Configuration**
3 • **Cross Selling Task List Config**
4 • Marketing Club Configuration
5 • Member Survey Configuration
6 • **New/Closed Reason Codes/Comments**
7 • Configure Misc Mbr Acct Forms
8 • **Member In Good Standing Config**
9 • **Configure Phone Op Wrap-up Codes**

CU Pricing/Value Configuration

11 �֍ Fee Income/Waivers Dashboard
12 • Service Charge Configuration
13 • NSF/OD Transfer Configuration
14 • Misc Member Fee Totals/Update

15 • Deposit Item Fee Configuration
16 • Cashed Check Fee Configuration
17 • CU Printed Check Fee Config
18 • CU Printed Money Order Fee Conf
19 • Phone Transfer Fee Configuration
20 • Electronic Deposit Hold Config
21 • Trans Handling/Analysis Rules
22 • Teller Check Holds Configuration
23 • Configure CU Non-Business Days
24 • Configure Sales Tax on Srvc Fees

Additional Menus

26 ✖ Internet/Email Marketing
27 ✖ Internet Member Services Config
28 ✖ General Configuration 1

Proposed addition to CTE

Already available via CTE

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Budgeting Tools (MNBUDG)

Budgeting Tools

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Prep for Budget Assumptions

1. Div/Int Base Rate Forecasting
2. Div/Int Split Rate Forecasting
3. Certificate Repricing Forecast
4. Journal History Inquiry
5. Trial Balance G/L Verification
6. Trial Balance Analysis
7. ADB Analysis (Savings & Loans)
8. 3-Yr GL Acct Balance Comparison
9. 10-Year Trends by GL Account
10. Analyze Loan Portfolio
11. Analyze Savings Portfolio
12. Analyze Certificate Portfolio

Configure Your Budget Tools

16. Lock/Unlock G/Ls for Budgeting
17. Budget Groups in Chart of Accts
18. Link G/L Accts for Modeling
19. Configure Branches to Model

Create/Maintain Your Budget

22. Project Asset/Liability Balances
23. Model Yield & Cost Projections
24. Work With CU Budget

Analyze Your Budget

27. View/Analyze CU Budget
28. Print Budget Reports
29. Variance Analysis
30. Print Variance Financial Stmts

Proposed addition to CTE

Already available via CTE

Extended Loan Processing (MNEXLN)

Extended Loan Processing

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Escrow Processing

- 1 ● Open/Update Escrow Disb. Records
- 2 ● Disburse Funds to Escrow Payee
- 3 ● Print Disbursement Listing
- 4 ● Verify Disbursements

Escrow Analysis

- 6 ● Create Escrow Analysis
- 7 ● Escrow Analysis Inquiry

Escrow Configuration

- 9 ● Configure Escrow Payees
- 10 ● Configure Escrow Type Codes
- 11 ● Escrow Analysis Configuration

Additional Menus

- 13 ✳ Indirect Lending/Dealer Process
- 14 ✳ Participation Loan Processing

Student Loan Processing

- 16 ● Add-on Additional Funds
- 17 ● Payout Acknowledgement
- 18 ● Disburse Loan Funds
- 19 ● Print Student Loan Register
- 20 ● Print Student Loan Interest Due
- 21 ● Print Payout Aging Statistics

Government Report Processing

- 22 ● Create Quarterly Work File
- 23 ● Print Quarterly Work File Audit
- 24 ● Quarterly Work File Inquiry
- 25 ● Update Quarterly Work File
- 26 ● Print Quarterly Govt. Reports
- 27 ● Post Government Interest Owed

▯ Proposed addition to CTE

▯ Already available via CTE

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Indirect Lending (MNINDL)

Indirect Lending/Dealer Processing

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Indirect Lending/Dealer Proc

1 • Configure Dealer Information

2 • Link/View Dealer Member Loans

3 • Dealer TB / Reserve Calc. Report

4 • Print Dealer Member Delinquency

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15 ❈ Participation Loan Processing

16 ❈ Student Loan Processing

Proposed addition to CTE

Already available via CTE

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Participation Lending (MNPART)

Participation Loan Processing

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Daily Participation Processing

1. Add/Maintain Participation Loans
2. Review Mbr Activity on Part Lns
3. Review Unfunded Loans
4. Review Paid Off Loans
5. Create/Post PL Payment Work File
6. Create/Post G/L Journal Entries
7. Member Acct Adj/Post to Cust Act

Monthly Processing

10. Create Monthly Gov Investor File
11. Accrue Interest for 360 Loans

Inquiry Options

13. Participation Loan Inquiry
14. G/L History Inquiry

Participation Reports

16. Print G/L Financial
17. PLI Trial Balance
18. Part Loan Analysis Report
19. PLI Settlement Activity
20. Rural Development Loan Detail
21. PL Balance Verification Report
22. Part Loan Delinquency Analysis

Participation Configuration

26. Configure Participation LN Types
27. Configure Investor Information
28. Configure Company Codes
29. Configure Settlement Calc Rtns

Proposed addition to CTE

Already available via CTE

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