

# Beta Test Checklist

Please complete and score each task and note any comments you may have regarding each task.



Credit Union Name: **Frankenmuth Credit Union**

Primary Contact Name: **Hollie Britton**

Primary Contact Phone Number: **989.497.1629**

Rate each item on a scale of 1-5.  
(5 = highest, 1 = lowest)

- 5 Extremely
- 4 Very
- 3 Somewhat
- 2 Slightly
- 1 Not at all
- N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

MEMBER FACING	Tool	Task	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/Explanation of Rating
	<i>Sample tool</i>	<i>Sample task</i>	Y	3	2	4	5	<i>This feature will really make processing much easier for tellers.</i>
	777	If possible, activate debit card round up to allow donation transfers. Create a recipient code for donation transfers and enroll a member using tool #14. Confirm debit card transactions on account for the day. The next day, confirm round up posted to members account with the configured transaction description and that the funds posted to the G/L attached to recipient code. Verify report TRUPST2 to see debit card round up that posted for member enrolled	y	5	5	5	5	Very easy. Nice feature that has a lot of marketability and appeal
	569	If possible, turn on two factor authorization. Use tool 569, select the second option, "Online Banking Password and Security Settings." (Hit enter on the first panel to continue to the next page.) Turn on "Require two factor authorization" according to your plan for testing or implementation. Select the Update button to save your configuration.	Y	5	5	5	5	8/28 MT approved turning on MFA for consumer accounts only. Shooting for 9/18 to go live. 7 days to remember on desktop, can be 30 on the app. Anita and HB will work on notices to member, and make sure call center is prepped for password resets. Will test – possibly 8/17

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Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
Online Banking	Login to your <b>It's Me 247</b> account. Choose your desired communication method to receive your one-time password (OTP) for multi-factor authentication (MFA). Make sure you receive the OTP and enter it into the field provided. Submit your OTP and verify that you are successfully logged in.	Y	5	5	5	5	MFA went live 9/18. CU*A reported that FCU had 25K logins with MFA on that day. There have been 3 issues impacting a handful of members (estimated at less than 12 members): 1) Android not holding the app session when user tried to copy the code; 2) Quicken Intuit no longer able to synch FCU account data; 3) sequence numbers in Gold causing some numbers to not show up for the user to select. #1 resolved as of 9/23 with an app update. #2 Working directly with Quicken to resolve. They have added the MFA as of 9/26, but transaction data is missing. Quicken updated 9/27 they are working on this. #3 Per Allyn, CU*A is planning a program update to be completed with the 24.10 release to eliminate this issue
Online Banking	Have an employee with an A2A account configured login to <b>It's Me 247</b> . Go to the transfer page and select the A2A account as the 'From' account. Verify the daily and 30-day limits for incoming A2A transfers are correctly displayed.	y	5	5	4	5	Very handy, easy to see
Online Banking	Have an employee with an A2A account configured login to <b>It's Me 247</b> . Go to the transfer page and select the A2A account as the 'To' account. Verify the daily and 30-day limits for outgoing A2A transfers are correctly displayed.	y	5	5	4	5	

Rate each item on a scale of 1-5.

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Comments/  
Explanation of Rating

Tool

Task

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
Notify CU*A	If possible, contact the Imaging team to set up the ability to use the request forms functionality in the lending workflow (this is also in the Management section).	y					Emailed Kyle Karnes 8/27/24. He set this up. Forms are working properly now
Timeout (ESC)	Attempt to request documents from a member of the credit union. Ex: Documents could be for a pending loan app. Note that the setup will need to be done with Imaging prior to this working. See step listed above	y	5	5	5	5	I did not have to contact Imaging Team – the ability to request forms from time out worked when I tried it on 8/27/24
<b>L E N D I N G</b>							
Online Banking	Have an employee with a debit card roundup eligible account and a Transfer Control List navigate to the debit card roundup edit page and verify that the TCL accounts appear as possible destination accounts for debit card roundups.	y	5	5	5	5	Nice feature
458	Review existing Line of Credit/Credit Card loan categories. Confirm that all categories are flagged to Allow for overdraft protection. (second panel)						We allow overdraft loc and cards
458	If possible, change a Line of Credit/Credit Card category to Not Allow for overdraft protection. Confirm warning message is returned. Monitor Existing Overdraft protection accounts for proper posting.						
908	If a Line of Credit/Credit Card category has been flagged to Not Allow for overdraft protection – confirm that associated loan products cannot be added to NEW Overdraft Protections.						
<b>T E L L E R / M E M B E R S E R V I C E</b>							

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How likely are you to perform the task after beta?  
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Comments/  
Explanation of Rating

Tool

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Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
Phone Operator	Access Member Account Transfer through Phone Operator for an account with an A2A relationship established. Access the 'A2A In' screen and confirm that the Incoming limits are displaying correctly. Access the 'A2A Out' screen and confirm that the Outgoing limits are displaying correctly. If possible, attempt transfers for A2A In and A2A Out that exceed the limits displayed and confirm the error message displays correctly.	Y	5				Handy to have this info on the screen as a reminder
884	Access tool# 884 and select an account with an established A2A relationship. Select "Add A2A In," select A2A relationship, Continue, Continue. Confirm that the limits are displaying correctly. Attempt establishing an Auto Funds Transfer that exceeds the limits and confirm the error message displays correctly. Repeat this process for "Add A2A Out."	Y					sent to Nick Cooper 9/5/24 to see if he uses and can verify. He can see the limits and they were accurate. "Being call center, it is second nature to us all because we do them so much. I couldn't test if it would pop a warning in that I had to stay within my authorization. It is nice though. We do get calls fairly regularly from staff who don't know the limits and can't figure out why it isn't working, so that is nice for them."
1 / 991 / 1600	When completing a CTR form, verify that the RSSD# is properly auto-populating in the associated field.	N					Sent to Jess & Sierra to test 9/5/2. We do not use Gold for CTR filings. We use Verafin
Phone Operator	When working with a member, try searching for their account using the new search fields. Try using the advance search for DBA, driver's license, etc. Pay special attention to hyphenated names or names including apostrophes	Y					Sent direct feedback from FCU staff to Nicholas. Many complaints about the First Name Last name instead of Last name First name. Complaints about the middle initial being included so requires an extra tab to get to last name

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How helpful will the task be to staff?

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Comments/  
Explanation of Rating

Tool

Task

Y/N

1-5

1-5

1-5

1-5

1056	If applicable, enter a business account number. Try to add another cross-reference member by clicking the add button and entering the relevant data. Have an employee of the biz login to their account and verify that they can go to the appropriate Product ID.	Y					We have tested this for Magic Wrighter SSO back in early August and it worked
1057	If applicable, ensure that you're able to view the data entered in tool 1056 but not alter it.	y					
<b>M A N A G E M E N T</b>							
499	Confirm that the savings, loans, and combined values are listed with an "or" condition between them. Confirm the new options for "Aggregate combined savings and loan balance" and "Deposit hold group for ___ or more NSF occurrences over the last 6 months" appear and can be configured if using the "Basic Parameters" configuration.	n					We don't use member in good standing tools a this time
499	If using basic parameters for member in good standing, verify member accounts after month end based on the parameters configured. Make sure the correct deposit hold groups were assigned based on the minimums.	n					We don't use member in good standing tools a this time
258	If possible, work with your team to configure the Notice Event Text for the new Dormancy, Dormant, and Escheat events. You will want to work with your compliance team to configure this text. If it has been a while since your team has configured one of these events, check out our <a href="#">Booklet!</a>	N					We do not use GOLD to send notices for dormancy or escheats

# Tool

# Task

Rate each item on a scale of 1-5.

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How easy was the task?  
1-5

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How helpful will the task be to staff?  
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1-5

# Comments/ Explanation of Rating

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
258	Once the events have been configured, use the same tool to configure the notices and link them to the specific event. If it has been a while since your team has configured one of these forms, check out our <a href="#">Booklet!</a>	N					We do not use GOLD to send notices for dormancy or escheats
346	There will be three new configurations for notices in Tool #346. If applicable select these notices to generate. During the beta period if you have members that meet your criteria for Dormancy or Escheat status the event will trigger. This will send notices to be printed via Tool #653.	N					We do not use GOLD to send notices for dormancy or escheats
388	Access your DailyXX and try to view a report as a PDF. Confirm that a new web browser window is open. You should see a spinning wheel to confirm the PDF is loading. Then the document should automatically open as a PDF for viewing.	Y	5	4	5	5	I was able to open a file that was 278 pages and it was quick and easy Cheryl: Was nice to be able to have the file print directly to PDF and not have to transfer to download to get it to print. The only thing that would make it better would be to download directly to excel.
388	Access your DailyXX and try to view a report that has more than 1000 pages as a PDF. Confirm the new warning window is displayed informing you that when selecting more than 1000 pages an INSTANTXX is required.	Y	5	5	5	5	Got the expected warning
388	Access your DailyXX and try to view more than nine reports. Confirm the new warning window is displayed to you. This warning should inform you that you can select nine or fewer reports at once.	Y	5	5	5	5	Got the warning message to only select 9 or less

A U D I T

Rate each item on a scale of 1-5.

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1 Not at all

N/A Not applicable

Did you complete the task?

How easy was the task?

Are you satisfied with the results you received?

How helpful will the task be to staff?

How likely are you to perform the task after beta?

Comments/  
Explanation of Rating

Tool

Task

Y/N

1-5

1-5

1-5

1-5

Tool	Task	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
		Y/N	1-5	1-5	1-5	1-5	
169	Update the credit unions contact information to include the institutions assigned RSSD#.	n					We don't use this tool
101	Use Tool #101 to access the Abnormal Activity Monitoring Configuration. Select Transaction Patterns and create a new Pattern to play around with. Confirm the new MCC group lookup is showing correctly. Confirm the MCC groups showing in the lookup match the groups you have configured via Tool #1024 - Configure Credit Union MCC Groups. If you have questions on the configuration, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>	n					We don't use these tools – we use Verafin
101	Use Tool #101 to access the Abnormal Activity Monitoring Configuration. Select Transaction Patterns and create a new Pattern to play around with. Setup the configuration as normal then select Out-of-Ordinary Trigger. Configure the trigger as you normally would and select the dollar amount average to be based on the number of transactions (New calculation). If you have questions on the configuration, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>	n					We don't use these tools – we use Verafin
537	Throughout the beta period use Tool # 537 to monitor your new patterns. If possible, check the member record to confirm the trigger is operating correctly. If you have questions on how the trigger works, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>	n					We don't use these tools – we use Verafin

B A C K O F F I C E

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

- 5 Extremely
- 4 Very
- 3 Somewhat
- 2 Slightly
- 1 Not at all
- N/A Not applicable

**Tool**

**Task**

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

**Comments/  
Explanation of Rating**

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
577	Confirm that the tool has the option to pull by account or reference number. Also confirm the report will output based on the selected option.	y					did show one investor with an offage, and it did properly list the reference number
578	Confirm that the tool has the option to pull by account or reference number. Also confirm the report will output based on the selected option.	y					Delinquent report under tool 578 also showed by reference number

**GENERAL COMMENTS**



From Call center supervisor:

I just wanted to add my two cents (and Call Centers) on a couple things with the new updates in Gold.

The phone op screen changed (see below) it mimics the member inquiry screen. We lost the option to quickly search by SSN number off the main screen. (We use this function a lot.) We can still search by SSN but it takes 4 clicks (one to get to the search area then to actually search). It is doable, but we went backwards on how quickly we could do the same search before.

A second point,

Once the search is complete our double click option disappeared. Now you have to click the member then click towards the bottom of the screen "select this person". Again, not a big deal but I don't get why the double click feature went away.

I tried to add snips to help explain.

Account #   Search for person    
Search for organization   
Other search

Session 1 CU\*BASE GOLD - Advanced Search

Search for person    
Search for organization   
Other search

Search in:

<input checked="" type="checkbox"/> Account #	<input checked="" type="checkbox"/> ATM/Debit/Credit card #	<input checked="" type="checkbox"/> DBA name	<input checked="" type="checkbox"/> Driver's license	<input checked="" type="checkbox"/> Email address
<input checked="" type="checkbox"/> Employee #	<input checked="" type="checkbox"/> Online banking username	<input checked="" type="checkbox"/> OTB acct # (last 4)	<input checked="" type="checkbox"/> Phone #	
<input checked="" type="checkbox"/> Reference	<input checked="" type="checkbox"/> <b>SSN/TIN</b>			

# Phone Operator Member Lookup

Account #   Search for person

Search for organization

Other search    \*Settings have been changed

Privacy controls are OFF

Masking  Questions

This workstation is CU Staff

This Person		Has This Relationship	With This Mbrshp		Which Is Owned By
Name	SSN/TIN	Relationship	Account #	Type	Primary Name
[Redacted]	*****	Member (Individual)	[Redacted]	000	[Redacted]
	*****	Joint (Organization)		110	
	*****	Joint (Organization)		000	
	*****	Joint (Organization)		001	

Select this person

MSR: The name search in phone op is nice but once it brings up the results it doesn't allow us to bring up the account by clicking on it like it used to. Instead have to type the account number into the account field to get into the account. Would be nice if we could just click on one of the results to get into the account still.

# Beta Test Checklist

Please complete and score each task and note any comments you may have regarding each task.



Credit Union Name: Service 1 Federal Credit Union

Primary Contact Name: Kelly Goven

Primary Contact Phone Number: 231-246-8832

Rate each item on a scale of 1-5.  
(5 = highest, 1 = lowest)

- 5 Extremely
- 4 Very
- 3 Somewhat
- 2 Slightly
- 1 Not at all
- N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

MEMBER FACING							
Tool	Task	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/Explanation of Rating
<i>Sample tool</i>	<i>Sample task</i>	Y	3	2	4	5	<i>This feature will really make processing much easier for tellers.</i>
777	If possible, activate debit card round up to allow donation transfers. Create a recipient code for donation transfers and enroll a member using tool #14. Confirm debit card transactions on account for the day. The next day, confirm round up posted to members account with the configured transaction description and that the funds posted to the G/L attached to recipient code. Verify report TRUPST2 to see debit card round up that posted for member enrolled	Y	5	5	5	5	<b>Round up posted correctly for both PIN and Sig transactions. Nothing listed on the TRUPST2 report. Transactions showed up correctly on TRUPST report. This will be a nice feature to assist in offering our members a way to easily support our community.</b>
569	If possible, turn on two factor authorization. Use tool 569, select the second option, "Online Banking Password and Security Settings." (Hit enter on the first panel to continue to the next page.) Turn on "Require two factor authorization" according to your plan for testing or implementation. Select the Update button to save your configuration.	Y	5	5	5	5	Configured text and email for both online and mobile

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?

How easy was the task?

Are you satisfied with the results you received?

How helpful will the task be to staff?

How likely are you to perform the task after beta?

Comments/  
Explanation of Rating

Tool

Task

		Y/N	1-5	1-5	1-5	1-5	
Online Banking	Login to your <b>It's Me 247</b> account. Choose your desired communication method to receive your one-time password (OTP) for multi-factor authentication (MFA). Make sure you receive the OTP and enter it into the field provided. Submit your OTP and verify that you are successfully logged in.	Y	5	5	5	5	Tested text and email for online – both had codes sent quickly, successful  Tested text and email for mobile – both had codes sent quickly, successful
Online Banking	Have an employee with an A2A account configured login to <b>It's Me 247</b> . Go to the transfer page and select the A2A account as the 'From' account. Verify the daily and 30-day limits for incoming A2A	Y	5	5	5	5	Verified it is displayed
Online Banking	Have an employee with an A2A account configured login to <b>It's Me 247</b> . Go to the transfer page and select the A2A account as the 'To' account. Verify the daily and 30-day limits for outgoing A2A	Y	5	5	5	5	Verified it is displayed
Notify CU*A	If possible, contact the Imaging team to set up the ability to use the request forms functionality in the lending workflow (this is also in the Management section).	Y	4	3	3	3	Feedback from lending is the images coming back from members are zoomed in and unusable. This is not 100% of the time, but a frustration and not sure what could be happening on the user end to cause this to help.  Inconvenient that the doc saves straight to the vault and has to be manually moved to the package.
Timeout (ESC)	Attempt to request documents from a member of the credit union. Ex: Documents could be for a pending loan app. Note that the setup will need to be done with Imaging prior to this working. See step listed above	Y	5	4	5	5	Text phone # not moving to edoc in the correct format resulting in package not sent. <b>UPDATE: This has been fixed and tested with a couple of phone # formats, all is transferring correctly now.</b>  Love the convenience, same image issues with some members as listed above.

# Tool

# Task

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Did you complete the task?  
Y/N

How easy was the task?  
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Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
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How likely are you to perform the task after beta?  
1-5

# Comments/ Explanation of Rating

## LENDING

Online Banking	Have an employee with a debit card roundup eligible account and a Transfer Control List navigate to the debit card roundup edit page and verify that the TCL accounts appear as possible destination accounts for debit card roundups.	Y	5	5	5	5	Yes the eligible accounts and the donation option all appeared as available choices.
458	Review existing Line of Credit/Credit Card loan categories. Confirm that all categories are flagged to Allow for overdraft protection. (second panel)	Y	5	5	5	5	Simple checkbox to activate/deactivate
458	If possible, change a Line of Credit/Credit Card category to Not Allow for overdraft protection. Confirm warning message is returned. Monitor Existing Overdraft protection accounts for proper posting.	Y	5	5	5	5	Warning message appeared
908	If a Line of Credit/Credit Card category has been flagged to Not Allow for overdraft protection – confirm that associated loan products cannot be added to NEW Overdraft Protections.	Y	5	5	5	5	Warning message appeared and would not allow that category to be added an overdraft option

## TELLER / MEMBER SERVICE

Phone Operator	Access Member Account Transfer through Phone Operator for an account with an A2A relationship established. Access the 'A2A In' screen and confirm that the Incoming limits are displaying correctly. Access the 'A2A Out' screen and confirm that the Outgoing limits are displaying correctly. If possible, attempt transfers for A2A In and A2A Out that exceed the limits displayed and confirm the error message displays correctly.	Y	5	5	5	5	Correct limits appeared for both in and out. Displayed "...exceeds daily limit." when attempting a larger amount
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Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

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884	Access tool# 884 and select an account with an established A2A relationship. Select "Add A2A In," select A2A relationship, Continue, Continue. Confirm that the limits are displaying correctly. Attempt establishing an Auto Funds Transfer that exceeds the limits and confirm the error message displays correctly. Repeat this process for "Add A2A Out."	Y	5	5	5	5	Limits were shown Error was displayed as expected
1 / 991 / 1600	When completing a CTR form, verify that the RSSD# is properly auto-populating in the associated field.	Y	5	5	5	5	It is auto populating from all three tools
Phone Operator	When working with a member, try searching for their account using the new search fields. Try using the advance search for DBA, driver's license, etc. Pay special attention to hyphenated names or names including apostrophes	Y	4	3	3	4	<p><b>When using Other for SSN, it would be nice if it recognized the dashes. When you copy from an account and paste, it has the dashes as displayed on the account, but the search won't recognize it.</b></p> <p><b>Fixed</b> - Need the double click back for selection!</p> <p><b>Still didn't work</b> - Tried a business with an apostrophe and it did not find the account. Hyphenated last name worked. DBA worked</p> <p>Many do not like the extra box for middle initial.</p> <p>We miss searching by the last 4 of SSN box and last 4 of card with more accurate results.</p> <p>Staff that use Phone Op over Inquiry are not happy with the search result they get now. I think selective advanced search options instead of having all checked, may help. I have sent that tip to the staff and hope it will result in more positive feedback</p>

Rate each item on a scale of 1-5.

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1056	If applicable, enter a business account number. Try to add another cross-reference member by clicking the add button and entering the relevant data. Have an employee of the biz login to their account and verify that they can go to the appropriate Product ID.	N					<i>We do not use Biz247</i>
1057	If applicable, ensure that you're able to view the data entered in tool 1056 but not alter it.	N					<i>We do not use Biz247</i>
<b>M A N A G E M E N T</b>							
499	Confirm that the savings, loans, and combined values are listed with an "or" condition between them. Confirm the new options for "Aggregate combined savings and loan balance" and "Deposit hold group for ___ or more NSF occurrences over the last 6 months" appear and can be configured if using the "Basic Parameters" configuration.	Y					Options are available

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating	
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all		
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	
499	If using basic parameters for member in good standing, verify member accounts after month end based on the parameters configured. Make sure the correct deposit hold groups were assigned based on the minimums.						<p><b>Our hold groups appear to still not be working correctly and need that fixed before making additional changes.</b></p> <p>Suggestion: Expanding basic parameters to allow different levels of savings/loan aggregate for groups without having to setup tiered services. Having a couple of groups available to set different savings/loan levels easier would be beneficial.</p> <p>We have not made changes because our current configuration is not producing correct results for assigned groups. Questioned if the \$0.00 in loans with “or” is affecting the results since we are only looking at savings balance. Response is \$0.00 is not a supported value so it is not being considered. Examples of incorrect groups have been emailed to figure out why it is not working. Will continue testing after our current results are corrected.</p>	
258	If possible, work with your team to configure the Notice Event Text for the new Dormancy, Dormant, and Escheat events. You will want to work with your compliance team to configure this text. If it has been a while since your team has configured one of these events, check out our <a href="#">Booklet!</a>		Y	4	4	5	5	<p><b>Easy to setup, same as other laser forms. Can't test escheat due to branches in multiple states/different parameters.</b></p>



## Tool

## Task

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

## Comments/ Explanation of Rating

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
258	Once the events have been configured, use the same tool to configure the notices and link them to the specific event. If it has been a while since your team has configured one of these forms, check out our <a href="#">Booklet!</a>	Y	5	5	5	5	Really like the simple option to turn dormant notice or warning for automatic notices.
346	There will be three new configurations for notices in Tool #346. If applicable select these notices to generate. During the beta period if you have members that meet your criteria for Dormancy or Escheat status the event will trigger. This will send notices to be printed via Tool #653.	Y	5	5	5	5	This is setup and ready to go, but it looks like it will only print notices at the beginning of the month since the warning file runs on the 1 <sup>st</sup> ? So we will see next week if they print as expected. We plan on using this feature and are double checking the time frame. Reading the notes for that page, to do a month ahead you have to put 2 not 1. After we verify what is printed to reports, then we will continue to use this service!
388	Access your DailyXX and try to view a report as a PDF. Confirm that a new web browser window is open. You should see a spinning wheel to confirm the PDF is loading. Then the document should automatically open as a PDF for viewing.	Y	5	5	5	5	Opened Daily via Spooled reports, and pdf loaded correctly.
388	Access your DailyXX and try to view a report that has more than 1000 pages as a PDF. Confirm the new warning window is displayed informing you that when selecting more than 1000 pages an INSTANTXX is required.	Y					Warning window appeared suggesting INSTANT queue
388	Access your DailyXX and try to view more than nine reports. Confirm the new warning window is displayed to you. This warning should inform you that you can select nine or fewer reports at once.	Y	5	5	5	5	Worked correctly – 9 reports did open, 10 & 12 both responded with an error and would not open.

A U D I T

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

- 5 Extremely
- 4 Very
- 3 Somewhat
- 2 Slightly
- 1 Not at all
- N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
169	Update the credit unions contact information to include the institutions assigned RSSD#.	Y					<i>Updated</i>
101	Use Tool #101 to access the Abnormal Activity Monitoring Configuration. Select Transaction Patterns and create a new Pattern to play around with. Confirm the new MCC group lookup is showing correctly. Confirm the MCC groups showing in the lookup match the groups you have configured via Tool #1024 - Configure Credit Union MCC Groups. If you have questions on the configuration, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>	Y	5	3	3	3	1014 Config: Description in MCC configuration is not what's printed on member statements. The master list, which is what prints on statements) are coded incorrectly (needs updating). The incorrect category printed on statements is creating issues for our members. It is not helpful that we can only pull from the master list (not the MCC groups) to analyze spending. (#1025) We like the concept of the new MCC codes, but we have not been able to create the pattern to pull exactly what we are looking for, and expanding the master list to utilize the groups more would be beneficial

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating	
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all		
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	
101	Use Tool #101 to access the Abnormal Activity Monitoring Configuration. Select Transaction Patterns and create a new Pattern to play around with. Setup the configuration as normal then select Out-of-Ordinary Trigger. Configure the trigger as you normally would and select the dollar amount average to be based on the number of transactions (New calculation). If you have questions on the configuration, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>		Y	3	4	4	5	<p><b>After working with AuditLink and testing different configurations, it's working better, other than P2P we still are trying to dial in further. The constant changing and continuing to update our pattern change management, is time consuming. We are happy with the new configurations we have worked through and the results are very helpful.</b></p> <p>It's challenging to get the configurations to pull the information we want to see. MCC codes are difficult to configure to find the right pattern that we want.</p>

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating	
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all		
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	
537	<p>Throughout the beta period use Tool # 537 to monitor your new patterns. If possible, check the member record to confirm the trigger is operating correctly. If you have questions on how the trigger works, please reach out to our Audit link team.</p> <p><a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a></p>		Y	3	4	4	5	<p><b>When transactions use overdraft it is not calculating correctly because it is including the overdraft transfer twice and the overdraft amount, which is reporting false hits.</b></p> <p><b>The multiple days was fixed, and our results are as expected and working nicely.</b></p> <p>When the Beta released, it caused an issue with our current configurations. It affected the reports by multiplying the days for activity reported. This caused a large amount of work to decipher our previously setup report data.</p> <p>New configuration: The report gives multiple days worth (repeating) of activity still, but we are looking for the average of those days. Setting up the configurations is slightly difficult while trying to understand the effects. We are working with AuditLink to understand this better. Clarification on configuration/instructions, would be helpful before trying to create new configurations.</p> <p>We are encouraged about the possibilities, but discouraged that it affected our current setup.</p>

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

**B A C K O F F I C E**

Tool	Task	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/Explanation of Rating
577	Confirm that the tool has the option to pull by account or reference number. Also confirm the report will output based on the selected option.	N					<i>Do not have participation loans</i>
578	Confirm that the tool has the option to pull by account or reference number. Also confirm the report will output based on the selected option.	N					<i>Do not have participation loans</i>

**G E N E R A L C O M M E N T S**

# Beta Test Checklist

Please complete and score each task and note any comments you may have regarding each task.



Credit Union Name: Shoreline Credit Union

Primary Contact Name: Nathan Grossenbach

Primary Contact Phone Number: 920-482-3765

Rate each item on a scale of 1-5.  
(5 = highest, 1 = lowest)

- 5 Extremely
- 4 Very
- 3 Somewhat
- 2 Slightly
- 1 Not at all
- N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

MEMBER FACING							
Tool	Task	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/Explanation of Rating
<i>Sample tool</i>	<i>Sample task</i>	Y	3	2	4	5	<i>This feature will really make processing much easier for tellers.</i>
777	If possible, activate debit card round up to allow donation transfers. Create a recipient code for donation transfers and enroll a member using tool #14. Confirm debit card transactions on account for the day. The next day, confirm round up posted to members account with the configured transaction description and that the funds posted to the G/L attached to recipient code. Verify report TRUPST2 to see debit card round up that posted for member enrolled	Y	5	5	3	2	Nathan – built donation recipient, will attempt transactions.
569	If possible, turn on two factor authorization. Use tool 569, select the second option, "Online Banking Password and Security Settings." (Hit enter on the first panel to continue to the next page.) Turn on "Require two factor authorization" according to your plan for testing or implementation. Select the Update button to save your configuration.	Y	5	5	2	5	Have someone ready to monitor onetimecod for members who didn't update contact info. We've used it at least 30 times in the first few days. Initial roll out is difficult, but got easier after about 3 business days.

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
Online Banking	Login to your <b>It's Me 247</b> account. Choose your desired communication method to receive your one-time password (OTP) for multi-factor authentication (MFA). Make sure you receive the OTP and enter it into the field provided. Submit your OTP and verify that you are successfully logged in.	Y	5	5	5	5	Nathan – done, tested email and ph
Online Banking	Have an employee with an A2A account configured login to <b>It's Me 247</b> . Go to the transfer page and select the A2A account as the 'From' account. Verify the daily and 30-day limits for incoming A2A transfers are correctly displayed.	Y	5	5	5	5	Nathan – <b>Need to activate A2A, check on status of project opened late July</b>
Online Banking	Have an employee with an A2A account configured login to <b>It's Me 247</b> . Go to the transfer page and select the A2A account as the 'To' account. Verify the daily and 30-day limits for outgoing A2A transfers are correctly displayed.	Y	5	5	5	5	Nathan – <b>same as above</b>
Notify CU*A	If possible, contact the Imaging team to set up the ability to use the request forms functionality in the lending workflow (this is also in the Management section).	Y	5	5	5	5	We already had access to this.
Timeout (ESC)	Attempt to request documents from a member of the credit union. Ex: Documents could be for a pending loan app. Note that the setup will need to be done with Imaging prior to this working. See step listed above	Y	5	5	5	5	Requesting by email works. OB does not. Known issue per J Caliendo. We are ready to test when solution is done. OB feature probably not used very often.
<b>L E N D I N G</b>							
Online Banking	Have an employee with a debit card roundup eligible account and a Transfer Control List navigate to the debit card roundup edit page and verify that the TCL accounts appear as possible destination accounts for debit card roundups.	Y	5	5	5	5	Nathan

## Tool

## Task

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

## Comments/ Explanation of Rating

458	Review existing Line of Credit/Credit Card loan categories. Confirm that all categories are flagged to Allow for overdraft protection. (second panel)	Y	5	5	5	5	Nathan
458	If possible, change a Line of Credit/Credit Card category to Not Allow for overdraft protection. Confirm warning message is returned. Monitor Existing Overdraft protection accounts for proper posting.	Y	5	5	5	5	Nathan
908	If a Line of Credit/Credit Card category has been flagged to Not Allow for overdraft protection – confirm that associated loan products cannot be added to NEW Overdraft Protections.	Y	4	5	5	5	Steve/Lisa/Kelly set apt 9/17 to test this out next week. Note: be sure to reference the “Update Done” button to lock in changes.
TELLER / MEMBER SERVICE							
Phone Operator	Access Member Account Transfer through Phone Operator for an account with an A2A relationship established. Access the ‘A2A In’ screen and confirm that the Incoming limits are displaying correctly. Access the ‘A2A Out’ screen and confirm that the Outgoing limits are displaying correctly. If possible, attempt transfers for A2A In and A2A Out that exceed the limits displayed and confirm the error message displays correctly.	Y	5	5	1	1	Nathan/Lisa (not likely to allow staff to generate this for members due to risk, training)
884	Access tool# 884 and select an account with an established A2A relationship. Select “Add A2A In,” select A2A relationship, Continue, Continue. Confirm that the limits are displaying correctly. Attempt establishing an Auto Funds Transfer that exceeds the limits and confirm the error message displays correctly. Repeat this process for “Add A2A Out.”	Y	5	5	5	5	Nathan/Lisa



Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1 / 991 / 1600	When completing a CTR form, verify that the RSSD# is properly auto-populating in the associated field.	Y	5	5	5	1	This will be helpful however we file CTRs through Verafin
Phone Operator	When working with a member, try searching for their account using the new search fields. Try using the advance search for DBA, driver's license, etc. Pay special attention to hyphenated names or names including apostrophes	Y	3	3	5	5	Lisa/Kelly – feedback has been provided, the tab to middle initial instead of last name, and the double clicking of account name. <b>box sizes could be increased.</b>
1056	If applicable, enter a business account number. Try to add another cross-reference member by clicking the add button and entering the relevant data. Have an employee of the biz login to their account and verify that they can go to the appropriate Product ID.						Lisa/Kelly – N/A not using BizLink actively with members.
1057	If applicable, ensure that you're able to view the data entered in tool 1056 but not alter it.						Lisa/Kelly – N/A not using BizLink actively with members.
<b>M A N A G E M E N T</b>							
499	Confirm that the savings, loans, and combined values are listed with an "or" condition between them. Confirm the new options for "Aggregate combined savings and loan balance" and "Deposit hold group for ___ or more NSF occurrences over the last 6 months" appear and can be configured if using the "Basic Parameters" configuration.	Y	5	5	5	5	Nathan

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
499	If using basic parameters for member in good standing, verify member accounts after month end based on the parameters configured. Make sure the correct deposit hold groups were assigned based on the minimums.	Y	5	3	5	5	Nathan – 8/28: values > \$100k in aggreg L+S not working. 9/13/24 – still not working. Did not work for 9/1, user error, re-done for 10/1. Will provide feedback then.
258	If possible, work with your team to configure the Notice Event Text for the new Dormancy, Dormant, and Escheat events. You will want to work with your compliance team to configure this text. If it has been a while since your team has configured one of these events, check out our <a href="#">Booklet!</a>	Y	5	5	5	5	Nathan
258	Once the events have been configured, use the same tool to configure the notices and link them to the specific event. If it has been a while since your team has configured one of these forms, check out our <a href="#">Booklet!</a>	Y	5	5	5	5	8/27 – id's not pulling in. 8/28 - configured
346	There will be three new configurations for notices in Tool #346. If applicable select these notices to generate. During the beta period if you have members that meet your criteria for Dormancy or Escheat status the event will trigger. This will send notices to be printed via Tool #653.	Y	5	5	5	5	Nathan
388	Access your DailyXX and try to view a report as a PDF. Confirm that a new web browser window is open. You should see a spinning wheel to confirm the PDF is loading. Then the document should automatically open as a PDF for viewing.	Y	5	5	5	5	Nathan -
388	Access your DailyXX and try to view a report that has more than 1000 pages as a PDF. Confirm the new warning window is displayed informing you that when selecting more than 1000 pages an INSTANTXX is required.						Nathan no reports yet

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating	
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all		
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	
388	Access your DailyXX and try to view more than nine reports. Confirm the new warning window is displayed to you. This warning should inform you that you can select nine or fewer reports at once.		Y	5	5	5	5	Nathan
<b>A U D I T</b>								
169	Update the credit unions contact information to include the institutions assigned RSSD#.		Y	5	5	1	5	Nathan – we don't use this, we use Verafin, but it does work.
101	Use Tool #101 to access the Abnormal Activity Monitoring Configuration. Select Transaction Patterns and create a new Pattern to play around with. Confirm the new MCC group lookup is showing correctly. Confirm the MCC groups showing in the lookup match the groups you have configured via Tool #1024 - Configure Credit Union MCC Groups. If you have questions on the configuration, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>		Y	3	3	3	2	We are switching to Verafin where we will monitor abnormal activity. Creating groups is a good idea but the process is more complicated than it needs to be.
101	Use Tool #101 to access the Abnormal Activity Monitoring Configuration. Select Transaction Patterns and create a new Pattern to play around with. Setup the configuration as normal then select Out-of-Ordinary Trigger. Configure the trigger as you normally would and select the dollar amount average to be based on the number of transactions (New calculation). If you have questions on the configuration, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>		Y	3	4	4	2	Out of ordinary trigger and dollar amount average are nice features. We will use Verafin to monitor this. Creating useful patterns seems more complicated than it needs to be with figuring out useful values for the ranges to configure.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating	
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all		
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	
537	Throughout the beta period use Tool # 537 to monitor your new patterns. If possible, check the member record to confirm the trigger is operating correctly. If you have questions on how the trigger works, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>		Y	5	4	5	3	We will use Verafin. The trigger is operating correctly.
<b>B A C K O F F I C E</b>								
577	Confirm that the tool has the option to pull by account or reference number. Also confirm the report will output based on the selected option.		Y	5	5	1	5	Works but don't use reference numbers
578	Confirm that the tool has the option to pull by account or reference number. Also confirm the report will output based on the selected option.		Y	5	5	1	5	Steve – unsure, do not have any DQ at this point. Next testing point will be 10/1.
<b>G E N E R A L C O M M E N T S</b>								
Biggest feedback is to encourage staff to know about onetimecod and incorporate that into their first few days. It prevented many members from getting upset. So many members had never had to use OTP for anything before shockingly. 2 <sup>nd</sup> largest feedback on MFA was desire to have a shorter code than 8 currently. Most people see codes in the 4 or 6 digit range.								

# Beta Test Checklist

Please complete and score each task and note any comments you may have regarding each task.



Credit Union Name: TBA Credit Union

Primary Contact Name: Christie Dompierre

Primary Contact Phone Number: 231.631.5425

Rate each item on a scale of 1-5.  
(5 = highest, 1 = lowest)

- 5 Extremely
- 4 Very
- 3 Somewhat
- 2 Slightly
- 1 Not at all
- N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

MEMBER FACING							
Tool	Task	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/Explanation of Rating
<i>Sample tool</i>	<i>Sample task</i>	Y	3	2	4	5	<i>This feature will really make processing much easier for tellers.</i>
777	If possible, activate debit card round up to allow donation transfers. Create a recipient code for donation transfers and enroll a member using tool #14. Confirm debit card transactions on account for the day. The next day, confirm round up posted to members account with the configured transaction description and that the funds posted to the G/L attached to recipient code. Verify report TRUPST2 to see debit card round up that posted for member enrolled	N					Sorry, ran out of time to test this.
569	If possible, turn on two factor authorization. Use tool 569, select the second option, "Online Banking Password and Security Settings." (Hit enter on the first panel to continue to the next page.) Turn on "Require two factor authorization" according to your plan for testing or implementation. Select the Update button to save your configuration.	Y	5	3	4	3	Thank you for the improvements since Round 1 feedback! Still wish SMS was an option for BizLink and that we could turn off security questions for OLB once we turn on MFA.

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?

How easy was the task?

Are you satisfied with the results you received?

How helpful will the task be to staff?

How likely are you to perform the task after beta?

Comments/  
Explanation of Rating

Tool

Task

Y/N

1-5

1-5

1-5

1-5

Online Banking	Login to your <b>It's Me 247</b> account. Choose your desired communication method to receive your one-time password (OTP) for multi-factor authentication (MFA). Make sure you receive the OTP and enter it into the field provided. Submit your OTP and verify that you are successfully logged in.	Y	5	5	5	5	
Online Banking	Have an employee with an A2A account configured login to <b>It's Me 247</b> . Go to the transfer page and select the A2A account as the 'From' account. Verify the daily and 30-day limits for incoming A2A transfers are correctly displayed.	Y	5	5	5	5	
Online Banking	Have an employee with an A2A account configured login to <b>It's Me 247</b> . Go to the transfer page and select the A2A account as the 'To' account. Verify the daily and 30-day limits for outgoing A2A transfers are correctly displayed.	Y	5	5	5	5	
Notify CU*A	If possible, contact the Imaging team to set up the ability to use the request forms functionality in the lending workflow (this is also in the Management section).						Sorry, ran out of time to test this.
Timeout (ESC)	Attempt to request documents from a member of the credit union. Ex: Documents could be for a pending loan app. Note that the setup will need to be done with Imaging prior to this working. See step listed above						Sorry, ran out of time to test this.
<b>L E N D I N G</b>							
Online Banking	Have an employee with a debit card roundup eligible account and a Transfer Control List navigate to the debit card roundup edit page and verify that the TCL accounts appear as possible destination accounts for debit card roundups.	Y	5	5	5	5	

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?

How easy was the task?

Are you satisfied with the results you received?

How helpful will the task be to staff?

How likely are you to perform the task after beta?

Comments/  
Explanation of Rating

Tool

Task

		Y/N	1-5	1-5	1-5	1-5	
458	Review existing Line of Credit/Credit Card loan categories. Confirm that all categories are flagged to Allow for overdraft protection. (second panel)	Y	5	5	5	3	Tested on VISA Tier I and removed the ability. Ours were all defaulted to be on and we will likely remove from all loan categories from the ability.
458	If possible, change a Line of Credit/Credit Card category to Not Allow for overdraft protection. Confirm warning message is returned. Monitor Existing Overdraft protection accounts for proper posting.	Y	5	5	5	5	Not able to test for proper posting.
908	If a Line of Credit/Credit Card category has been flagged to Not Allow for overdraft protection – confirm that associated loan products cannot be added to NEW Overdraft Protections.	Y	5	5	5	5	
<b>T E L L E R / M E M B E R S E R V I C E</b>							
Phone Operator	Access Member Account Transfer through Phone Operator for an account with an A2A relationship established. Access the 'A2A In' screen and confirm that the Incoming limits are displaying correctly. Access the 'A2A Out' screen and confirm that the Outgoing limits are displaying correctly. If possible, attempt transfers for A2A In and A2A Out that exceed the limits displayed and confirm the error message displays correctly.	Y					Unable to change configuration to test.
884	Access tool# 884 and select an account with an established A2A relationship. Select "Add A2A In," select A2A relationship, Continue, Continue. Confirm that the limits are displaying correctly. Attempt establishing an Auto Funds Transfer that exceeds the limits and confirm the error message displays correctly. Repeat this process for "Add A2A Out."	Y					Unable to change configuration to test.

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1 / 991 / 1600	When completing a CTR form, verify that the RSSD# is properly auto-populating in the associated field.						We do not use CU*Base for CTRs.
Phone Operator	When working with a member, try searching for their account using the new search fields. Try using the advance search for DBA, driver's license, etc. Pay special attention to hyphenated names or names including apostrophes	Y	5	2	2	Staff want the old version	Our departments that use Phone Operator ran into a few challenges, with the upgrade adding additional steps/clicks to search for members. See general comments for examples.
1056	If applicable, enter a business account number. Try to add another cross-reference member by clicking the add button and entering the relevant data. Have an employee of the biz login to their account and verify that they can go to the appropriate Product ID.	N					If I understand Allyn's email correctly from 9/9, we do have business that want the CheckLogic SSO but do not want all their employees to have access- so this would be beneficial.
1057	If applicable, ensure that you're able to view the data entered in tool 1056 but not alter it.	N					See note above.
<b>M A N A G E M E N T</b>							
499	Confirm that the savings, loans, and combined values are listed with an "or" condition between them. Confirm the new options for "Aggregate combined savings and loan balance" and "Deposit hold group for ___ or more NSF occurrences over the last 6 months" appear and can be configured if using the "Basic Parameters" configuration.	Y	2	3	3	3	Found the wording confusing within the configuration screen with the two blanks.



Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
499	If using basic parameters for member in good standing, verify member accounts after month end based on the parameters configured. Make sure the correct deposit hold groups were assigned based on the minimums.	Y	5	3	3	3	
258	If possible, work with your team to configure the Notice Event Text for the new Dormancy, Dormant, and Escheat events. You will want to work with your compliance team to configure this text. If it has been a while since your team has configured one of these events, check out our <a href="#">Booklet!</a>	Y	5	5	5	5	Should save us a lot of time!
258	Once the events have been configured, use the same tool to configure the notices and link them to the specific event. If it has been a while since your team has configured one of these forms, check out our <a href="#">Booklet!</a>	Y	5	5	5	5	
346	There will be three new configurations for notices in Tool #346. If applicable select these notices to generate. During the beta period if you have members that meet your criteria for Dormancy or Escheat status the event will trigger. This will send notices to be printed via Tool #653.	Y	5	5	5	5	
388	Access your DailyXX and try to view a report as a PDF. Confirm that a new web browser window is open. You should see a spinning wheel to confirm the PDF is loading. Then the document should automatically open as a PDF for viewing.	Y	5	5	5	5	Would love to be able to download to excel as well please and thank you!
388	Access your DailyXX and try to view a report that has more than 1000 pages as a PDF. Confirm the new warning window is displayed informing you that when selecting more than 1000 pages an INSTANTXX is required.	Y	5	3	3	3	

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating	
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all		
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	
388	Access your DailyXX and try to view more than nine reports. Confirm the new warning window is displayed to you. This warning should inform you that you can select nine or fewer reports at once.		Y	5	5	3	3	I could view more than 9 reports at time, but not when selected View as PDF.
<b>A U D I T</b>								
169	Update the credit unions contact information to include the institutions assigned RSSD#.		N					We do not use CU*Base for CTRs
101	Use Tool #101 to access the Abnormal Activity Monitoring Configuration. Select Transaction Patterns and create a new Pattern to play around with. Confirm the new MCC group lookup is showing correctly. Confirm the MCC groups showing in the lookup match the groups you have configured via Tool #1024 - Configure Credit Union MCC Groups. If you have questions on the configuration, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>		Y	5	1	1	1	We are planning to onboard Verafin in 2025.
101	Use Tool #101 to access the Abnormal Activity Monitoring Configuration. Select Transaction Patterns and create a new Pattern to play around with. Setup the configuration as normal then select Out-of-Ordinary Trigger. Configure the trigger as you normally would and select the dollar amount average to be based on the number of transactions (New calculation). If you have questions on the configuration, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>		Y	5	1	1	1	

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
1-5

How helpful will the task be to staff?  
1-5

How likely are you to perform the task after beta?  
1-5

Comments/  
Explanation of Rating

Tool

Task

537	Throughout the beta period use Tool # 537 to monitor your new patterns. If possible, check the member record to confirm the trigger is operating correctly. If you have questions on how the trigger works, please reach out to our Audit link team. <a href="mailto:AuditLinkTeam@cuanswers.com">AuditLinkTeam@cuanswers.com</a>	Y	5	1	1	1	
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**B A C K O F F I C E**

577	Confirm that the tool has the option to pull by account or reference number. Also confirm the report will output based on the selected option.	Y	5	5	1	1	We do use this currently, because our current participation loans do not go through GOLD. Majority that we would do, are commercial and would go through Element 22.
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578	Confirm that the tool has the option to pull by account or reference number. Also confirm the report will output based on the selected option.	Y	5	5	1	1	We do use this currently, because our current participation loans do not go through GOLD. Majority that we would do, are commercial and would go through Element 22.
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**G E N E R A L C O M M E N T S**