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# Skip Payment

## For Consumer Loans

### INTRODUCTION

“Skip-Pay for Consumer Loans” automates most of the manual processing done by credit unions for member-elected consumer-loan skip-pay programs. Many credit unions offer this type of program, and the manual steps can be very time consuming.

In a nutshell, the member-elected Skip-Pay program works as follows: The credit union configures a program and advertises that it is available for a certain period (i.e. Dec. for Christmas). Then the member opts in and agrees to pay a fee for the privilege of skipping a payment. Members can be enrolled via CU\*BASE or opt in themselves using **It's Me 247** (if configured by the credit union).

This is different from batch marketing skip-pays where the CU grants a skip-pay to all members based on general eligibility rules; no fee is charged and the member does not have to opt in (currently only supported for credit cards). The credit card program will not be affected and will remain a separate product.

### CONTENTS

BEING AN INTERNET RETAILER.....	3
AUTOMATED PROCESS OF SKIP A PAYMENT.....	5
HIGHLIGHTS OF THE AUTOMATED PROCESS.....	5
IMPORTANT NOTE ON SCHEDULED PAYMENTS TO THE SKIPPED LOAN (AFT, ACH AND PAYROLL TRANSFERS).....	6
HANDLING OF PARTIAL PAYMENTS.....	6
DOES THE MEMBER PAY A FEE WHEN THEY ENROLL OR WHEN THEIR PAYMENT IS SKIPPED?.....	6
NUMBER OF TIMES A MEMBER CAN SKIP A PAYMENT.....	6
CAN A MEMBER USE A MOBILE PRODUCT TO SKIP A PAYMENT?.....	7
SKIPPING PAYMENTS FOR CREDIT CARD LOANS.....	7
SKIP-PAYMENT CONFIGURATION SCREENS.....	8
SALES TAX.....	17
OPT IN PROCESS.....	18

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For an updated copy of this booklet, check out the Reference Materials page of our website:  
<http://www.cuanswers.com/resources/doc/cubase-reference/>  
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CHECKS ON LOAN	18
NUMBER OF TIMES A MEMBER CAN SKIP A PAYMENT	18
WARNING MESSAGES FOR SCHEDULED PAYMENTS	19
<u>EMPLOYEE ASSISTING MEMBER SKIP A PAYMENT</u>	<u>20</u>
SELECTING AN ACCOUNT TO PAY THE AMOUNT DUE	23
POSTING THE TRANSACTION	25
RECORD OF SKIP PAYMENT IN CU*BASE	26
<u>MEMBER SKIPPING A PAYMENT</u>	<u>28</u>
WHAT MEMBERS SEE IF THEY DO NOT QUALIFY	33
RECORD IN CU*BASE IF A MEMBER IS DISQUALIFIED IN ONLINE BANKING	34
PAYMENTS MEMBER SEES IN ONLINE BANKING	35
MEMBER QUALIFIES FOR MORE THAN ONE PROGRAM	36
MOBILE WEB BANKING/MOBILE APP BANKING	37
SUMMARY OF TRANSACTIONS THAT OCCUR WHEN MEMBER SKIPS A PAYMENT	38
<u>VIEWING IF A MEMBER HAS SKIPPED A PAYMENT</u>	<u>39</u>
<u>REVIEWING SKIPPED PAYMENTS</u>	<u>42</u>
SKIP-PAY HISTORY DASHBOARD	42
SKIP-PAY REPORT	43

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# BEING AN INTERNET RETAILER

Internet retailers utilize all online banking tools at their disposal to maximize the targeted exposure of their products.

This section covers the Skip Pay for Consumer loans tools built right into CU\*BASE and **It's Me 247** your credit unions can use to be more effective in selling products online. Use them as part of your arsenal to provide special pricing and discounts, and to create meaningful differentials between what is offered via other channels and what is offered via online banking.

## **What is the member experience online?**

Skip-Pay programs allows the credit union to offer the member the opportunity to skip a payment on their consumer loan, should they qualify.

If the loan may qualify for a skip pay based on loan category, the member will view a SP button next to their loan listed on the rate board. This allows them to access a button for more details, which takes them to the loan detail screen. There they will view a button labeled "Skip A Pay." (The member can also view the button by navigating directly to the loan detail screen.)

Once the member clicks this button, the system evaluates whether the member qualifies for the skip based on the configuration of the program.

If the member qualifies, the member is presented with a screen showing the details of the program (including a fee if one is charged). The member checks a box to agree to the conditions and selects an account to pay the fee, if one is charged.

The member finally clicks Submit and is presented with a confirmation window.

## **How does the member see the DIFFERENCE in participating with you online?**

The member sees the difference in participating with your credit union online when this results in them being able to skip a payment without even needing to speak to a lending officer. Since this is very visible online, this program can be advertised simply by activating the feature in online banking. The member does not even need to read a marketing piece advertising the program!

## **Who can I turn to for more assistance?**



Don't have time to set it up? Engage the Earnings Edge team to help you design and execute this initiative.

## **What is a breakdown of the steps for my credit union?**

- Your credit union configures a program and advertises that it is available for a certain period (i.e. December for Christmas). *Refer to the configuration section starting on page 8.*
- Your credit union types the online banking instructions that the member views in online banking explaining the program once the member qualifies. *Refer to the configuration section starting on page 8.*
- Your credit union then activates the feature to allow a member to skip a payment in online banking. *Refer to the online banking features starting on page 28.*

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# AUTOMATED PROCESS OF SKIP A PAYMENT

In a nutshell, the member elected Skip-pay program works as follows: CU configures a program and advertises it is available for a certain period (i.e. December for Christmas). Then the member opts in and agrees to pay a fee for the privilege of skipping a payment. Members can be enrolled via CU\*BASE or opt in themselves using **It's Me 247** (if selected by the credit union).

## HIGHLIGHTS OF THE AUTOMATED PROCESS

Here is a highlight of what our new automated process will do:

1. Your credit union configures the eligibility rules by program.
  - Specify the number of skip pays allowed per year and per life of loan.
  - Determine eligible loan categories
  - Set criteria to exclude member loans for a program (i.e. credit score, times late, etc...)
2. The member opts in for the program either by a credit union employee in CU\*BASE or via **It's Me 247** (if allowed by the program configuration).
  - At this time, the member pays interest due at opt in (if specified in the program configuration).
  - The member pays a fee and applicable taxes on the fee (if one is configured in the program configuration).
  - CU\*BASE advances the Next Payment Date by one month at opt in. (NOTE: The Review date is not changed).
  - CU\*BASE charges a skip pay fee at opt in by debiting a specified account (if one is configured in the program configuration).
  - CU\*BASE keeps track of the "Skip payments per year" and "Skip payments per life of loan".
  - If the program is not configured to require interest to be paid, CU\*BASE generates a zero dollar transaction to identify the skip payment in the loan history.
  - CU\*BASE creates a Tracker record for a successful or declined skip-a-pay transaction (if specified in the program configuration). *This Tracker will appear on the loan account, and not the base share account.*
  - **It's Me 247** may create a Tracker record if a skip-a-pay is declined (if specified in the program configuration). *This Tracker will appear on the loan account, and not the base share account.*
3. CU\*BASE provides a Skip-a-Pay report and dashboard that records all skipped payments.

**See Page 38 for a detailed accounting of the transactions that occur when a member skips a payment.**

## **IMPORTANT NOTE ON SCHEDULED PAYMENTS TO THE SKIPPED LOAN (AFT, ACH AND PAYROLL TRANSFERS)**

Automated funds transfers (AFT), ACH, and payroll transfers to the loan will NOT be affected if a member elects to skip a payment. These transfers to the loan will need to be manually cancelled for the month of the skipped payment. CU\*BASE will provide warnings that these monthly payments exist, and the member will be instructed to contact the credit union for assistance with cancelling the payment for a month.

- **NOTE:** AFT payments that are configured to only post if the payment is not made in any other way will not require any action.

If you decide to, you can configure skip payments to exclude members with an ACH, AFT, or payroll distribution set to pay on the loan. See **Page 19** for more information.

## **HANDLING OF PARTIAL PAYMENTS**

If interest is paid as part of the skip a pay transaction set, the partial pay field on the member record will be set to zero.

## **DOES THE MEMBER PAY A FEE WHEN THEY ENROLL OR WHEN THEIR PAYMENT IS SKIPPED?**

The Skip-a-Pay program can be configured to require a member to pay a fee when they opt in to skip the payment. However, a credit union may choose not to charge a fee for a program or choose to allow the fee to be waived when the member opts in via CU\*BASE.

## **NUMBER OF TIMES A MEMBER CAN SKIP A PAYMENT**

The skip-pay configuration allows you to configure the total number of payments the member can skip, per year and per life of loan. This configuration determines the number of times the member can skip a payment.

- **IMPORTANT:** The system will not allow two skipped payments for a program within a 60 day period for a program. For this reason, a member cannot skip two payments in a row.
- **SOME CAVEATS:** If a program has a 90 day window, a member may be able to skip two payments. If the loan qualifies for two programs. Then it may be possible for the member to skip a payment twice in a shorter time frame.

# CAN A MEMBER USE A MOBILE PRODUCT TO SKIP A PAYMENT?

Yes, members can use both the desktop **It's Me 247** as well as Mobile Web Banking to skip a payment. Since this is the banking interface for the FREE CU\*Answers Mobile App, members using this product can skip payments as well. Refer to page 37.

## SKIPPING PAYMENTS FOR CREDIT CARD LOANS

The consumer Skip-a-Pay feature is different from batch marketing skip-pays where the credit union grants a skip pay to all members based on general eligibility rules. In these cases, no fee is charged and a member does not have to opt-in. This feature is currently only supported for credit cards.

Refer to the *Skip-a-Pay for Online Credit Cards* booklet for more information.

[http://cuanswers.com/pdf/cb\\_ref/SkipaPay.pdf](http://cuanswers.com/pdf/cb_ref/SkipaPay.pdf)

### Skip-a-Pay for Online Credit Cards

#### INTRODUCTION

Now you can set up a batch skip-a-pay program for your online credit cards any time you wish and run it in an automated fashion at no charge.

Using *Credit Card Skip-a-Pay Config* on the ATM/Debit/Credit Card Configuration (MNCNF) menu, you can define multiple programs (such as a "Holiday Visa Statement Skip-Pay" or "MasterCard Summer Break") according to loan category and statement period. Set up eligibility rules such as delinquency status, how long the account has been opened, presence of a block code, etc. Simulation reports help you to tweak the settings as needed ahead of time.

The program is automatic for all eligible members (no opt-in is necessary), so for the designated statement period the minimum amount due for the account will be set to \$0.00 for one month only. The following month the normal payment will resume automatically. You can define a marketing message that includes the required "finance charges will continue to accrue" language, and it will appear in the transaction detail area of the credit card statement.

Members can still make their regular payment if they wish, and automated payment features such as ACH distributions or APT will continue to work as before. (NOTE: If you've set up any APTs to automatically pay the minimum payment amount, since the minimum will be \$0, those members who qualify won't have a transfer that month.)

#### CONTENTS

TIMELINE OF THE PROCESS .....	3
CONFIGURING A PROGRAM .....	5
EXAMPLE OF STATEMENT TEXT .....	6
RUNNING A SIMULATION .....	7
AUTOMATIC PROCESSING .....	9
ENDING THE BATCH PRIOR TO FORM .....	11
REMOVING A MEMBER FROM THE BATCH .....	11

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For an updated copy of this booklet, check out the Reference Materials page of our website: [http://www.cuanswers.com/client\\_reference.php](http://www.cuanswers.com/client_reference.php)

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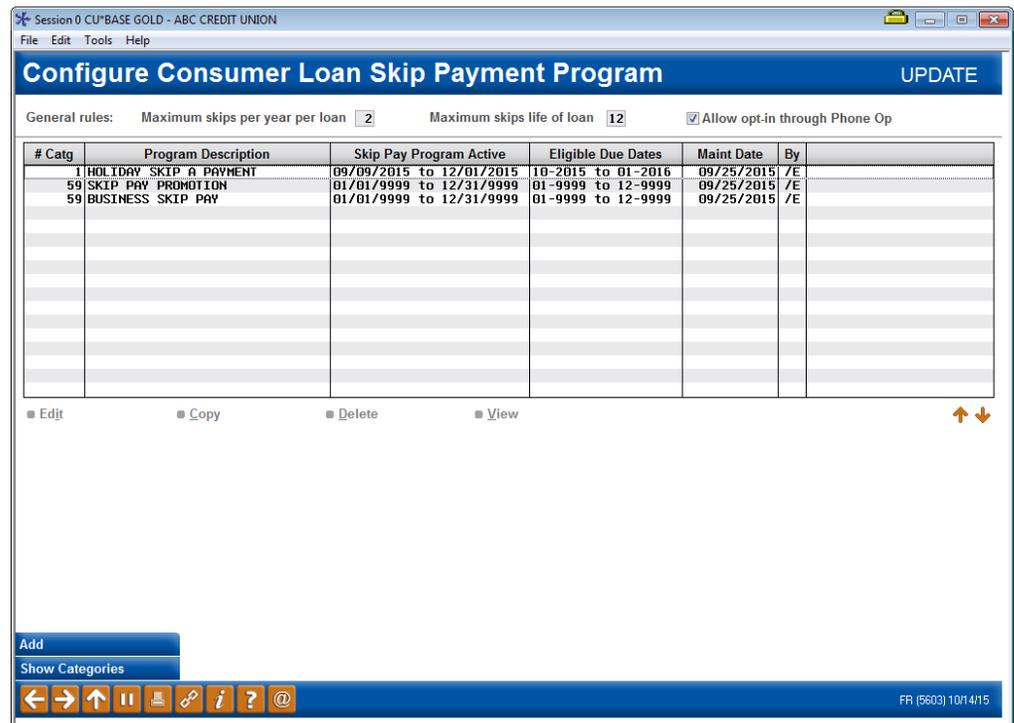
# SKIP-PAYMENT CONFIGURATION SCREENS

Credit unions can create and maintain “programs” using the configuration screen accessed through the new **Skip-a-Payment Program Config**, accessed on the Loan Products (MNCNFB) menu. For example, your credit union might configure one program for a Christmas Skip-Pay and another for a skip-pay program for loans of a specific loan category. In this configuration, you can configure eligibility rules, program dates, loan category restrictions, number of payments a member can skip on an annual basis, etc.

- NOTE: Loans that use the 360-day mortgage interest calculation are not supported by this feature.
- NOTE: The loan payment frequency must be monthly. Other payment frequencies are not supported by this feature.

A view-only version of the configuration screens (so that people can see the programs without accidentally making edits) can be accessed by **Skip-Pay Program Config Inquiry** on the Collection Processing (MNCOLL) menu.

## “Skip-a-Payment Program Config.” on the Loan Products (MNCNFB) menu



From this screen you can select to add a skip-pay configuration, view an existing skip-pay configuration, copy a skip-pay configuration or delete one. There is a confirmation window if you choose to delete a skip-pay configuration.

## Number of Times a Member Can Skip a Payment

This screen lists your existing skip-pay programs and allows you to create new ones. At the top of the screen, enter the **Maximum skips per year per loan** (the total number of payments the member can skip per loan, per year) and the **Maximum skips life of loan** (the total number of times a member can skip per life of loan). These rules apply to all programs offered. For example, if the “maximum skips per year per loan” is two, then the member can only skip two payments during the course of the year regardless of how many programs they qualify for. A change to these numbers applies to all programs.

- **IMPORTANT: The system will not allow two skipped payments for a program within a 60 day period for a program. If a member skips a payment on day one, then they cannot skip again (for that program) until day 61. For this reason, a member cannot skip two payments in a row for a single program.**
- **SOME CAVEATS:** If the loan qualifies for two programs. Then it may be possible for the member to skip a payment twice in a shorter time frame.
- If a program has a 90 day window, a member may be able to skip two payments for a single program. If programs overlap, it should be understood that a member could potentially skip several payments in a row.

## Allow Opt-in Through Phone Operator

This screen also allows you to decide whether staff can opt members into a skip payment program via Phone Operator. This is a system wide configuration, meaning if activated, it is available for all configured consumer skip payment programs.

## Other Qualifiers for the Program

### Screen 2

On this second screen, enter the details of your skip-payment program. The top of the screen allows you to configure details of the program, including the date range when the member can opt in and the date range used to determine if the member has a loan payment that qualifies.

The bottom section includes reasons that the loan would not qualify, for example that it is delinquent during a specified number of days.

### Field Descriptions

Field Name	Description
Description	(Required) The description for the skip-a-pay program. (30 positions) Try to use a description that will assist staff with selecting the correct Skip-a-Pay program, should the member be eligible for more than one. Additionally, the program name is used in reporting.
Corporation ID	Enter the Corp ID.
Loan Category	Use the Select button to reveal a loan category selection screen. You can select one or more loan categories. To select more than one category, hold down the Ctrl key while making the selection. <ul style="list-style-type: none"> <li>NOTE: This screen will only present loan categories of Interest Calc Type 0 or 4.</li> </ul>

<i>Field Name</i>	<i>Description</i>
Skip pay program active from MMDDCCYY to MMDDCCYY	<p>(Required field). Enter the “from” and “to” dates for the period that the <b>member can opt in to the program</b>. Use this format: MMDDYYYY.</p> <p><b>NOTE: This may be different than the dates entered for the “Applied to due dates from” field. Please review these two field descriptions to understand their differences.</b></p> <ul style="list-style-type: none"> <li>NOTE: If you want this program to be an annual program, such as a Christmas skip a pay program, enter 9999 in the “from” and “to” fields. For example, if you wanted <b>members to be able to opt in</b> between October 1 to December 31 every year, enter 10/01/9999 in the “from” field and 12/31/9999 in the “to” field.</li> <li>If you want the program to never end, enter a valid year in the “from” field and 9999 in the “to” field. For example if you want <b>members to be able to opt in</b> from January 1, 2015 on, enter 01/01/2015 in the “from” field and a date with a 9999 in it in the “to” field.</li> </ul>
Applies to due dates from MMCCYY to MMCCYY	<p>(Required field) Enter the “from” and “to” dates for the period that the <b>payment will be skipped</b>. (The due date that will be skipped.) Use this format: MMCCYY.</p> <p><b>NOTE: This may be different than the dates entered for the “Skip pay program active from” field. Please review these two field descriptions to understand their differences.</b></p> <ul style="list-style-type: none"> <li>NOTE: If you want this program to be an annual program, such as a Christmas skip a pay program, enter 9999 in the “from” and “to” fields. For example, if you wanted <b>to skip loans that had payments</b> between October 1 to December 31 every year, enter 10/01/9999 in the “from” field and 12/31/9999 in the “to” field.</li> <li>If you want the program to never end, enter a valid year in the “from” field and 9999 in the “to” field. For example if you want <b>to skip loans that had payments in</b> from January 1, 2015 on, enter 01/01/2015 in the “from” field and a date with a 9999 in it in the “to” field.</li> </ul>
Pay interest due on loan when opting in	Check to indicate that loan interest due on the loan should be paid (moved from interest due to interest paid) when opting in. Defaults to unchecked.
Fee amount to collect when opting in	Enter the fee to be charged for the skip payment.
G/L account for fee	(Required if a fee is collected at opt in.) Enter the G/L account for the skip-pay fee.

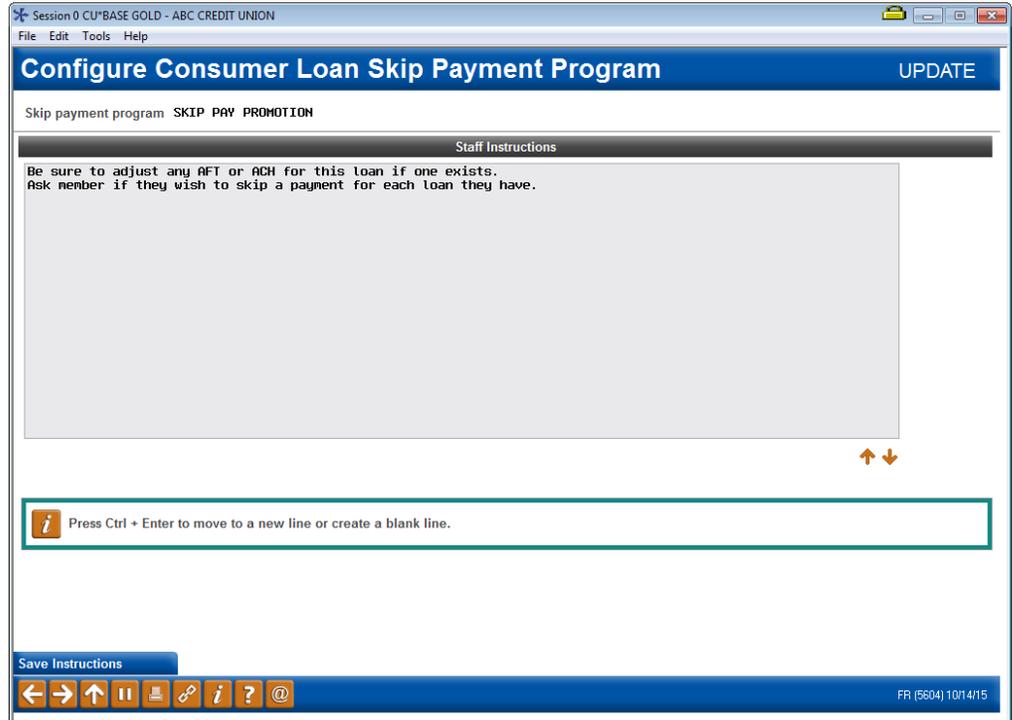
<i>Field Name</i>	<i>Description</i>
Allow skip fee to be waived	Check to indicate if the skip payment fee can be waived. (This setting applies to CU*BASE only). Members are not allowed to waive their fee in online banking.) This field defaults to unchecked.
Fee transaction description	(Required if a fee is collected at opt in.) Enter the transaction description for the skip-pay fee. (20 positions.)
Tracker Type/ Memo Type when skip pay applied	Enter Tracker and Memo types that that will be used to record when a payment is skipped (the member skips a payment). This record is generated on the date the member ops in for a skip payment. <ul style="list-style-type: none"> <li>NOTE: <i>This Tracker will appear on the loan account, and not the base share account.</i></li> </ul>
Allow opt in via online banking	If your credit union wants to allow members to opt in while in online banking, check this box. If this is unchecked, the only way a member can opt in is with the assistance of a credit union employee. Defaults to unchecked. <ul style="list-style-type: none"> <li>NOTE: Currently this feature is only supported in standard online banking. Members must log into the full <b>It's Me 247</b> website to skip a payment. The Skip a Pay for Consumer Loans feature is not supported in mobile web banking or in any mobile app.</li> </ul>
Tracker Type/ Memo Type (for follow up when not eligible for skip pay)	(Optional and only used if “Allow opt in via online banking” is selected) Enter Tracker and Memo types that that will be used to record when a member is not allowed to skip a payment in online banking. (Employees can set up trackers if a member does not qualify in CU*BASE). <ul style="list-style-type: none"> <li>This is meant to be a way to alert you to potential members who may wish to skip but do not qualify. <i>If a member has already skipped a payment for a loan for a program in the last sixty days, the member will receive a message saying that they do not qualify, but a Tracker message will not be created.</i></li> <li>NOTE: <i>This Tracker will appear on the loan account, and not the base share account.</i></li> </ul>
Assign follow up to employee ID	Optional and only used if “Allow opt in via online banking” and Tracker Type/Memo Type (for follow up when not eligible for skip pay” are both selected). Use this to record the Employee ID for the follow up for when a member attempts to skip a payment and is not allowed to due to being ineligible.

<i>Field Name</i>	<i>Description</i>
	<ul style="list-style-type: none"> <li>This is meant to be a way to alert you to potential members who may wish to skip but do not qualify. <i>If a member has already skipped a payment for a loan for a program in the last sixty days, the member will receive a message saying that they do not qualify, but a Follow-up will not be created.</i></li> </ul>
<p><b>Loans to be Excluded is determined by status at Opt In</b></p> <ul style="list-style-type: none"> <li><b>IMPORTANT:</b> These rules are evaluated when the member opts in. Subsequent changes to the loan do not disqualify the member.</li> </ul> <p>Check a box and enter days/time/score when needed.</p>	
Delinquent xxx days or more	The month delinquent and days delinquent fields on the loan record are used. If checked, if the loan is xxx days or more delinquent, the loan will not be allowed to skip a payment.
Delinquent xx times over the life of the loan	<p>The number of times the loan can be delinquent. If checked, any loan that has been delinquent the entered number of times or more will not be allowed to skip a payment.</p> <ul style="list-style-type: none"> <li>NOTE: This number (on the loan record) is increased every time the members is 30 days delinquent.</li> </ul>
Accounts open xxx days or less	If the loan account was opened less that this number of days, the loan will not be allowed to skip a payment.
Accounts currently over limit	If checked, loans over limit will not be allowed to skip a payment.
ACH distribution is set to pay on loan	If checked, loans with an ACH distribution set to pay the loan will not be allowed to skip a payment.
AFT transfer is set to pay on loan	If checked, loans with an AFT transfer set to pay the loan will not be allowed to skip a payment.
Payroll distribution is set to pay on loan	If checked, loans with a payroll distribution set to pay the loan will not be allowed to skip a payment.
Loan balance is less than or equal to xxx dollars	Excludes loans from performing a skip payment if the current loan balance is less than or equal to the configured dollar amount. Can, for example, prevent situations in which the configured skip pay fee amount exceeds the loan balance.
Balance currently xxx % or more of the available credit limit	If the balance of the loan is over xxx percent or more of the available credit limit, the loan will not be allowed to skip a payment.
Freeze code present	If the loan has any freeze code applied, the loan will not be allowed to skip a payment.

<i>Field Name</i>	<i>Description</i>
Membership designation	Use the Select button to reveal a screen where you can select Membership Designation(s). Use the Ctrl key to select multiple designations on the pop up window. Loans with the selected designations will not be allowed to skip a payment.
Credit Score xxx or below	Loans with a credit score at or below this score will not be allowed to skip a payment. The credit score associated with the loan is used to determine eligibility. <ul style="list-style-type: none"> <li>NOTE: If the member has received a different score independent of the score used to qualify for this loan, this second score will not be used.</li> </ul>
Last maintained by	The current date and employee ID that is populated when a program is configured or maintained.

From the skip-pay configuration (shown on Page 10) you can use **Staff Instructions** (F21) to enter instructions that employees will read when they opt a member in to skip a payment. See **Page 22** for an example of what the employee will see.

### “Staff Instructions” (F21)

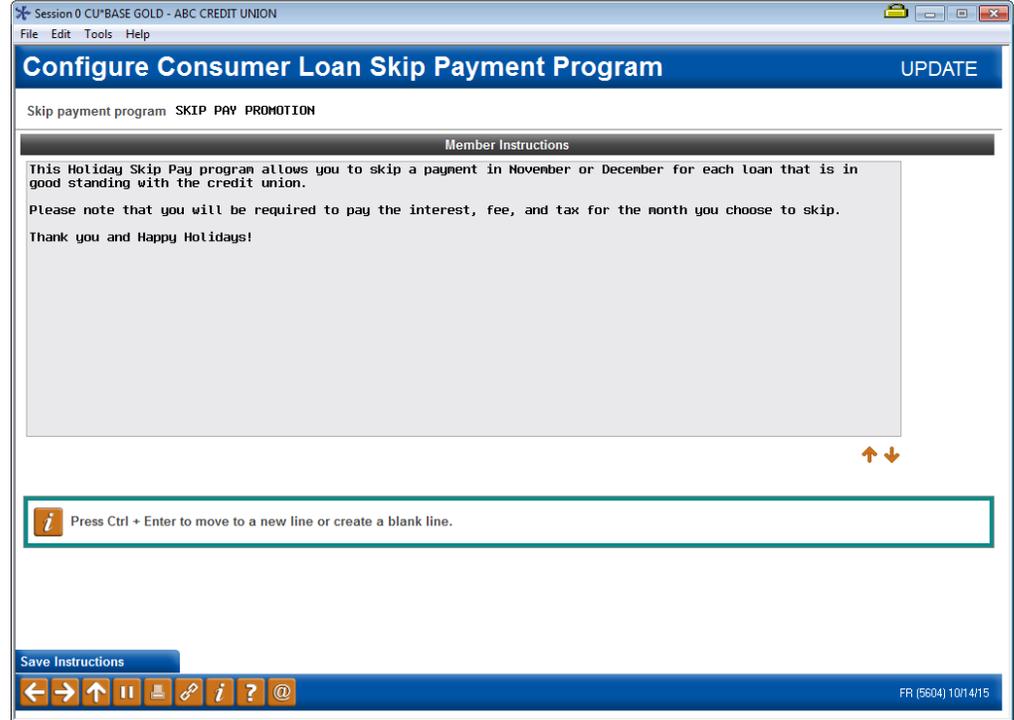


NOTE: Though this screen presents you with a “Save Instructions” button, CU\*BASE also requires that you “Update” your skip-a-pay program to retain these instructions.

From the skip-pay configuration (shown on Page 10) you can enter **Member Instructions** (F22) that members will read when they opt to skip a payment via **It's Me 247** (if allowed by your credit union. See **Page 30** for an example of what the member will see.)

Remember to format your message with appropriate paragraph spacing so your content is displayed properly in **It's Me 247**.

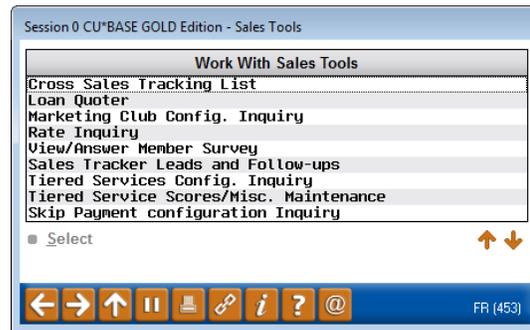
**“Member Instructions” (F22)**



NOTE: Though this screen presents you with a “Save Instructions” button, CU\*BASE also requires that you “Update” your skip-a-pay program to retain these instructions.

**Skip Pay Configuration Inquiry**

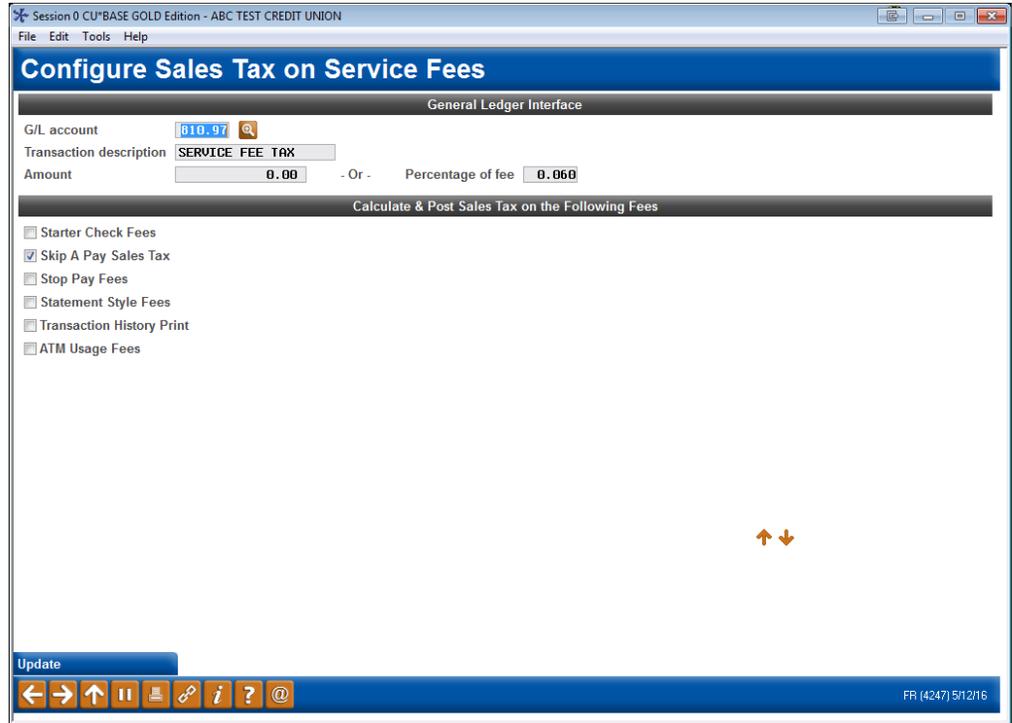
A skip payment configuration inquiry is available from the Sales Tools button in Phone Operator for staff to view when assisting members.



# SALES TAX

If your state requires that sales tax be configured for the service of skipping a loan payment, this can be configured in the Sales Tax configuration screen. Be sure to click the Page Down button to see it on a subsequent screen.

## “Configure Sales Tax on Srvc Fees” on the General Configuration 2 (MNCNFD) menu



Refer to online help for assistance using this screen.

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# OPT IN PROCESS

## CHECKS ON LOAN

At this point, the loan is evaluated to see if it qualifies for a Skip-a-Pay program:

- The loan is checked to see if it has reached the “Maximum skips per year” or “Maximum skips life of loan” per the Skip-a-Pay configuration.
- CU\*BASE checks the Interest Calc Type of the loan. It must be a 0 or 4 to qualify for a skip-payment program.
- The payment frequency for the loan must be monthly.
- The current date must be within the Opt in Period on the configured skip payment programs.
- The next payment date must be within the Skip Payment Period of any of the current programs. NOTE: A member who has paid ahead can skip their next payment should this payment fall within your eligible dates.

If the loan does not comply, CU\*BASE will produce an error message.

The loan is also checked to see if it is eligible according to the eligibility requirements on the configuration screen. A delinquent loan, for example, may not qualify. This is dependent on the program configuration. An error message is produced if the loan is not eligible.

## NUMBER OF TIMES A MEMBER CAN SKIP A PAYMENT

The entry skip-pay configuration screen allows you to configure the total number of payments the member can skip per year and per the life of loan. Additional restrictions and rules are listed below.

- **IMPORTANT: The system will not allow two skipped payments for a program within a 60 day period for a program. If a member skips a payment on day one, then they cannot skip again (for that program) until day 61. For this reason, a member cannot skip two payments in a row for a single program.**
- **SOME CAVEATS:** If the loan qualifies for two programs. Then it may be possible for the member to skip a payment twice in a shorter time frame.
- If a program has a 90 day window, a member may be able to skip two payments for a single program. If programs overlap, it should be understood that a member could potentially skip several payments in a row.

## WARNING MESSAGES FOR SCHEDULED PAYMENTS

If the program is not configured to exclude them, CU\*BASE checks if the member has ACH, AFT, or payroll set up for the loan payments. This will determine the conditionally displayed message in CU\*BASE and online banking. Action will be need to be taken or the payment will still process (except in the instances of “Warning Message AFT #2, shown below).

### Warning Message AFT #1

**Automatic Payment Transfers**

Member has an AFT transfer to this loan. The AFT record will NOT automatically adjust to the new due date; maintenance to the settings and/or new due date on the AFT record is recommended.

This message is displayed if the member has an AFT that **DOES NOT** have the “Payment & Delinquency Controls” setting of “Make this payment ONLY if a payment is not made any other way, and pay enough to catch up the loan completely.” (See below.) This AFT payment will need to be cancelled for the skipped month or it will process.

### Warning Message AFT #2

This message is displayed if the member has an AFT that **DOES** have the “Payment & Delinquency Controls” setting of “Make this payment ONLY if a payment is not made any other way, and pay enough to catch up the loan completely.”

Session0 CU\*BASE GOLD Edition - ABC CREDIT UNION  
File Edit Tools Help

**AFT Payment on a Loan or LOC Account** UPDATE

Transfer FROM account 000 HARRY G MEMBER REGULAR SAVINGS  
Transfer TO account 605 HARRY G MEMBER NEW VEHICLES

Transfer type R Make a regular loan payment to NEW VEHICLES.

**Payment & Delinquency Controls**

Selection  0 - Use the default settings configured in the loan category

- 1 = Make this payment every time, no matter whether I'm behind or whether a payment is made via another channel.
- 2 = Make this payment ONLY if a payment is not made another way.
- 3 = Make this payment ONLY if a payment is not made another way, and pay enough to catch up my loan completely.
- 4 = Make this payment every time. If the loan becomes delinquent, make transfers every day until the loan is caught up.  
(This setting is recommended only for loans that cannot be paid ahead.)

Payment date control  Delinquency control

Unlock Fields  
Continue

Hover the mouse over each item for a more detailed explanation of how the flags will be set for each choice.

TR (287) 11/02/14

**Automatic Payment Transfers**

Member has an AFT distribution to this loan account. The AFT record WILL automatically adjust to the new due date.

# EMPLOYEE ASSISTING MEMBER SKIP A PAYMENT

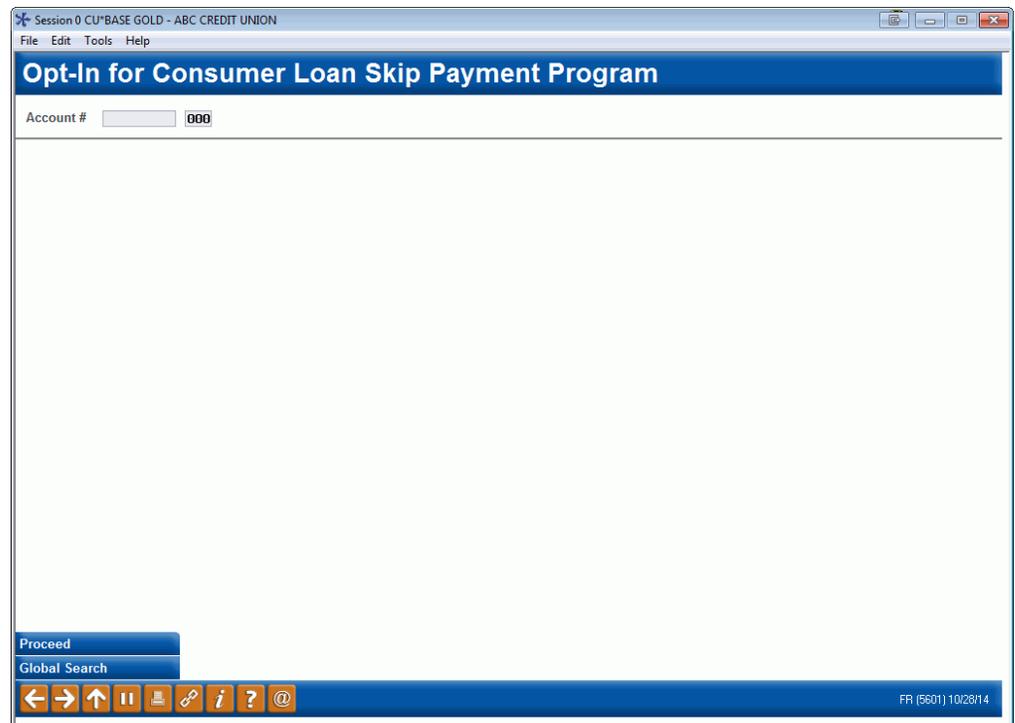
Once the program is activated, your employee can enroll members via the new “Opt in for Consumer Loan Skip a Pay” screen, accessed via **Member Skip-Pay Program Opt-In** on the Collection Processing (MNCOLL) and Member Service (MNSERV) menus. Your employee enters the account number and presses Enter to see the programs for which the member is qualified.

- **Note:** If configured to allow opt-in via Phone Operator, your employees will be able to access the opt-in screen by selecting the loan and clicking the **Skip Pay** action code.

Typ	Description	Loan Payoff/ Current Balance	Loan Payment Net Available	Next Pmt/ Last Trans/ CD Maturity	IRA	P/R	ATM	AFT	FRZ	TRK	ACH	ODP	BOX	J/O
000	REGULAR SAVINGS	4,960.95	4,950.95	7/23/15	.	.	Y	.	0	Y	.	.	.	.
050	VACATION SAVING	628.00	628.00	10/08/15	.	.	.	.	0	.	.	.	.	.
110	CHECKING	28.54	0.00	10/13/15	.	.	Y	Y	0	Y	Y	Y	.	.
300	CERTIFICATE	500.00	0.00	8/23/18	.	.	.	.	0	.	.	.	.	.
605	NEW VEHICLES	0.00	0.01	7/30/20	.	.	.	.	0	.	.	.	.	.
610	USED VEHICLES	4,090.71	128.11	1/02/16	.	.	.	Y	0	Y	.	.	.	.
626	GOOD MONEY LOAN	0.00	100.16	10/08/15	.	.	.	.	0	.	.	.	.	.
645	SIGNATURE LOAN	0.00	178.74	7/22/15	.	.	.	.	0	.	.	.	.	.
646	SIGNATURE LOAN	0.00	223.42	7/22/15	.	.	.	.	0	.	.	.	.	.
705	FIX MORT 5 - 30	67,239.52	983.79	8/01/15	.	.	.	Y	0	Y	.	.	.	.

Average     Bump CD Rate     Check     History  
 Inquiry     List     Misc Rcpts     Nicknames  
 Payoff     Stop     Transfer     Wire  
 CC Inquiry     Skip Pay

## Screen 1



Your employee enters the account number and presses Enter to see the programs for which the member is qualified.

- **IMPORTANT:** Refer to **Page 18** for more information on the checks that are process on the loan to determine if it qualifies for a skip-pay program. Also refer to the Field Descriptions section of the final configuration screen beginning on Page 10.
- **IMPORTANT:** Refer to **Page 18** for more information on restrictions on the number of times a member can skip a payment.

If the member does not qualify for a skip pay, the following message will appear:

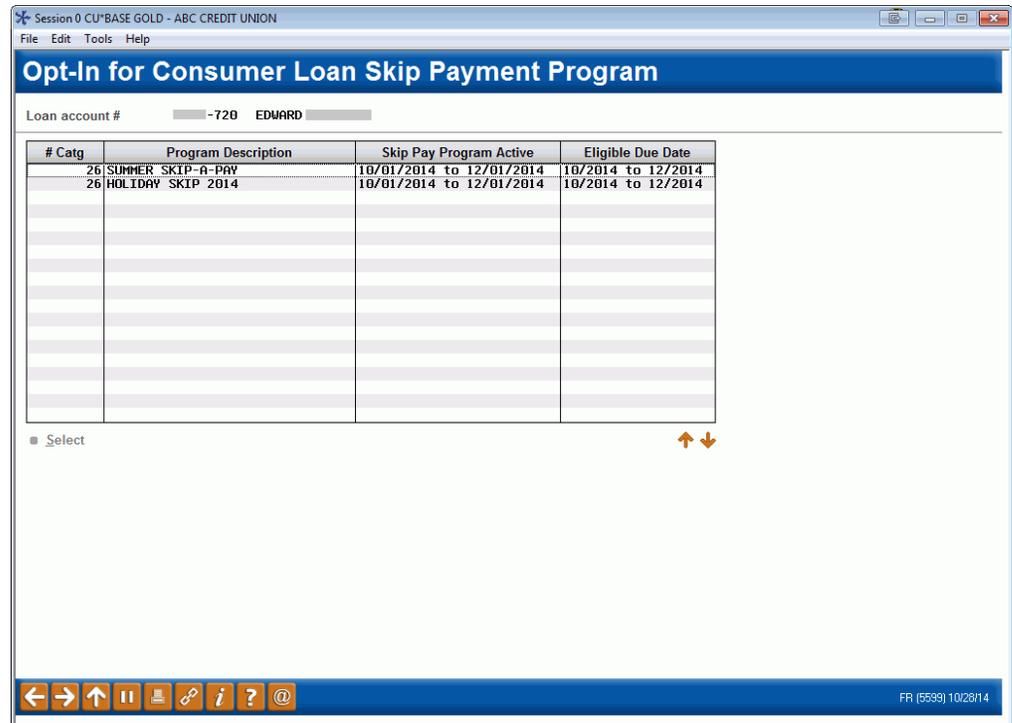
**Messaging if Member Does Not Qualify for Skip-Pay Program**



If the member does qualify for a skip-pay the employee will advance to either the first or second opt in screens. The second will only appear if the loan qualifies for multiple programs.

On this screen you would select a program from the list and then *Select*.

**Screen 2 (Shown only if loan qualifies for more than one skip-pay program)**



- What the member sees in **It's Me 247** if they qualify for multiple programs is shown on **Page 36**.

If the loan is only eligible for one program you will advance directly to the next screen.



## SELECTING AN ACCOUNT TO PAY THE AMOUNT DUE

If sufficient funds are not available, or to select an initial sub account, the employee can use the lookup next to the *Transfer amount due from account field* to find a sub account of this membership to pay the amount due.

### Selecting an Alternate Account to Pay the Fee

Use this lookup to select a different sub account to pay the fee.

If the account paying the fee does not have sufficient funds, use the *Transfer* button to transfer funds into the account.

Session 0 CU\*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

### Opt-In for Consumer Loan Skip Payment Program

Loan account **720 JOHN MEMBER** Skip-A-Pay program **HOLIDAY SKIP 2014**  
 Interest due **\$20.00** Current balance **\$6,050.72**

**Automatic Payment Transfers**

Member has an ACH distribution to this loan account. This distribution WILL still be processed normally.

Amount due from member is **\$46.50** which includes **\$25.00** fee and **\$1.50** sales tax and **\$20.00** interest due.  
 Secondary transaction description **SKIP PAYMENT: HOLIDAY SKIP 2014 for 10/22/2014 payment.**  
 Transfer amount due from account   Waive skip payment fee

	Current	After Posting
Next due date	10/22/2014	11/22/2014
Interest due	20.00	.00

**Staff Instructions**

Be sure to adjust any AFT or ACH for this loan if one exists.  
 Ask member if they wish to skip a payment for each loan they have.

Post  
 Transfer

(5600) 10/29/14

A window will appear listing available accounts and their balance.

### Accessing a Payment Sub Account

Session 0 CU\*BASE GOLD - Account Types

Type	Description	Available Funds
000	REGULAR SAVINGS	4,950.95
050	VACATION SAVING	628.00
110	CHECKING	0.00

Select

(5532)

Using Select returns you to the opt out screen with that sub account entered.

## Accessing the Transfer Screen to Transfer Funds to Pay the Fee

Session 0 CU\*BASE GOLD - ABC CREDIT UNION  
File Edit Tools Help

### Opt-In for Consumer Loan Skip Payment Program

Loan account  JOHN MEMBER Skip-A-Pay program HOLIDAY SKIP 2014  
Interest due \$20.00 Current balance \$6,050.72

Member has an ACH distribution to this loan account. This distribution WILL still be processed normally.

Amount due from member is \$46.50 which includes \$25.00 fee and \$1.50 sales tax and \$20.00 interest due.  
Secondary transaction description SKIP PAYMENT: HOLIDAY SKIP 2014 for 10/22/2014 payment.  
Transfer amount due from account   Waive skip payment fee

	Current	After Posting
Next due date	10/22/2014	11/22/2014
Interest due	20.00	.00

Staff Instructions

Be sure to adjust any AFT or ACH for this loan if one exists.  
Ask member if they wish to skip a payment for each loan they have.

Post  
Transfer

(5600) 10/29/14

If sufficient funds are not available, the Transfer (F9) button can be used to access the Transfer screen to transfer additional funds into the account.

## Transfer Screen (F9)

Session 0 CU\*BASE GOLD - ABC CREDIT UNION  
File Edit Tools Help

### Member Account Transfer

Loan Skip-A-Pay Transfers

Transfer date Oct 29, 2014 Transfer amount

From account  IRA/HSA code    
To account  IRA/HSA code   My Other Accounts

Description MEMBER TRANSFER  
 Print receipt

Post Post/Return Skip

(5129) 10/29/14

Press Enter before using *Post* (F5) to post the transaction. (If you use Post/Return (F6) you will remain on this screen to make another transfer.

## POSTING THE TRANSACTION

### The Opt In Screen Ready to Post the Transaction

Session 0 CU\*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

### Opt-In for Consumer Loan Skip Payment Program

Loan account **720** JOHN MEMBER Skip-A-Pay program **HOLIDAY SKIP 2014**  
Interest due **\$20.00** Current balance **\$6,050.72**

Automatic Payment Transfers

Member has an ACH distribution to this loan account. This distribution WILL still be processed normally.

Amount due from member is **\$46.50** which includes **\$25.00** fee and **\$1.50** sales tax and **\$20.00** interest due.  
Secondary transaction description **SKIP PAYMENT: HOLIDAY SKIP 2014 for 10/22/2014 payment.**  
Transfer amount due from account **000**  Waive skip payment fee

	Current	After Posting
Next due date	10/22/2014	11/22/2014
Interest due	20.00	.00

Staff Instructions

Be sure to adjust any AFT or ACH for this loan if one exists.  
Ask member if they wish to skip a payment for each loan they have.

↑ ↓

Post  
Transfer

← → ↑ || ⌨ 🔗 ⓘ ? @ (5600) 10/29/14

The member's base account is prefilled to pay the fee, **but the suffix must be manually entered.** The employee then uses **Post (F5)** to post the transaction. The sub account balance is checked for sufficient funds. If it has funds to cover the amount due, a confirmation screen will appear.

### Confirmation Screen

Session 0 CU\*BASE GOLD - Skip Payment Confirmation

Account **720**

Skip-A-Pay program **SKIP PAYMENT: HOLIDAY SKIP 2014 for 10/22/2014 payment.**  
Skip payment fee of **\$26.50** and interest due amount of **\$20.00** will be debited from account **000**

Confirm & Post

← → ↑ || ⌨ 🔗 ⓘ ? @ (5598)

On the confirmation screen the employee uses **Confirm & Post** to finalize the posting of the skip-payment.

**See Page 38 for a detailed accounting of the transactions that occur when a member skips a payment.**

## RECORD OF SKIP PAYMENT IN CU\*BASE

Once the skip payment is processed at opt in, you will see a record in the transaction history. In the share account this may include a fee, tax and an interest payment. In the loan account, this may include an interest payment or a zero dollar transaction if no interest is paid.

Additionally, if configured, a Tracker will be created **for the loan account, not the share account, as is with most other Tracker records.** (An example of this Tracker record follows the transaction examples.)

### Example of the fee amount, tax, interest payment drawn from the member's regular savings account

*Below you see transactions for the fee, interest, and tax. (Interest and tax would only be posted if configured by the program.)*

Business Date	Activity Date	Activity Time	Amount	Balance	Description	Transfer Acct	ID	Sup	Print Receipt
10/08/14	10/29/14	12:20:21	20.00-	1,174.77	SKIPPAY INTEREST PMT	-720	;V	N	
10/08/14	10/29/14	12:20:23	25.00-	1,149.77	SKIP PAYMENT FEE		;V	N	
10/08/14	10/29/14	12:20:23	1.50-	1,148.27	SKIP (INT) FEE TAX		;V	N	

### Example skip-a-pay Interest Payment transaction found in Loan Account

Below you see the interest payment in the loan account.

Business Date	Activity Date	Activity Time	Amount	Interest	Balance	Description	Transfer Acct	ID	Sup	Print Receipt
11/11/14	11/12/14	08:22:45	0.00	0.00	0.00	SKIP PAY MEMO		;V	N	

When no interest payment is made (either no payment is required or the skip-a-pay program is configured without requiring an interest payment) a zero dollar transaction is written to the Loan account and simply titled "SKIP PAY MEMO".

### Example of Zero Dollar Transaction found in Loan Account

Session 0 CU\*BASE GOLD Edition - ABC CREDIT UNION

File Edit Tools Help

#### Transaction Inquiry

FIXED RATE MORTGAGE

Account # 1 FIXED RATE MORTGAGE Current balance 68,896.12  
 Name MARY G MEMBER Available 0.00

Search by: Date 000000 [MMDDYY]

Business Date	Activity Date	Activity Time	Amount	Interest	Balance	Description	Transfer Acct	ID	Sup	Print Receipt
11/04/14	11/06/14	09:12:06	58.17-	58.17	68,896.12	SKIPPAY INTEREST PMT	1-000	96	N	

### Example of Tracker Record on the Loan Account

*NOTE: This Tracker record recording the skip is generated only if it is configured in the skip-pay configuration. **This Tracker record is under the loan account, not the base share account.***

Session 0 CU\*BASE GOLD Edition - Member Tracker Review

File Edit Tools Help

#### Member Tracker Review

Account MARY G MEMBER  
 Conversations 2  
 Position to date [MMDDYYYY]

Contact - Date: 11/06/2014 Time: 09:12:07 By Emp: 96  
 Name: MARY G MEMBER Memo Type: CL COLLECTOR UPDT  
 Skip payment processed on 11/05/2014 for the payment due on 11/01/2014

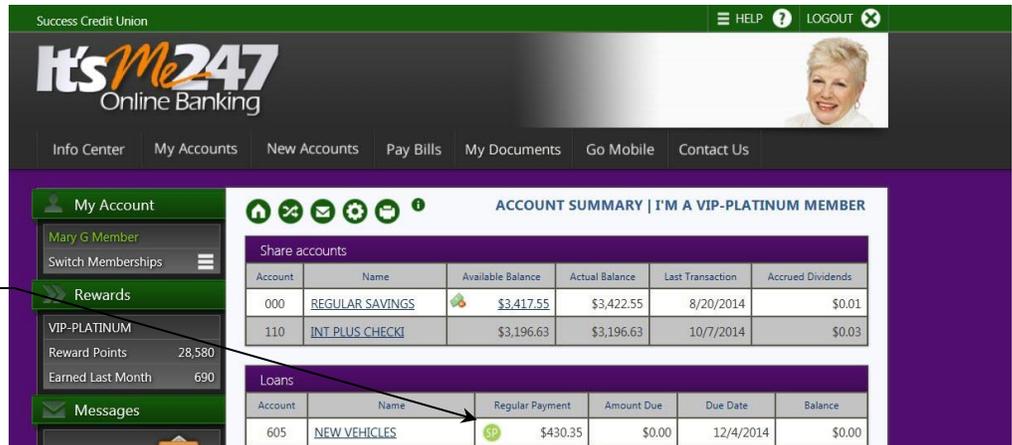
If configured by the skip-pay program, a Tracker ~~may be record~~ is created if a member attempts to skip a payment in **It's Me 247** and is disqualified. See **Page 34** for details. No automated Tracker is created if an employee attempts to assist a member in CU\*BASE and the member is disqualified. This documentation will need to be handled per credit union policy.

# MEMBER SKIPPING A PAYMENT

If a member's loan potentially qualifies for a skip-pay program (loan category is eligible), the member will see **SP** next to the loan on the Account Summary screen in **It's Me 247**.

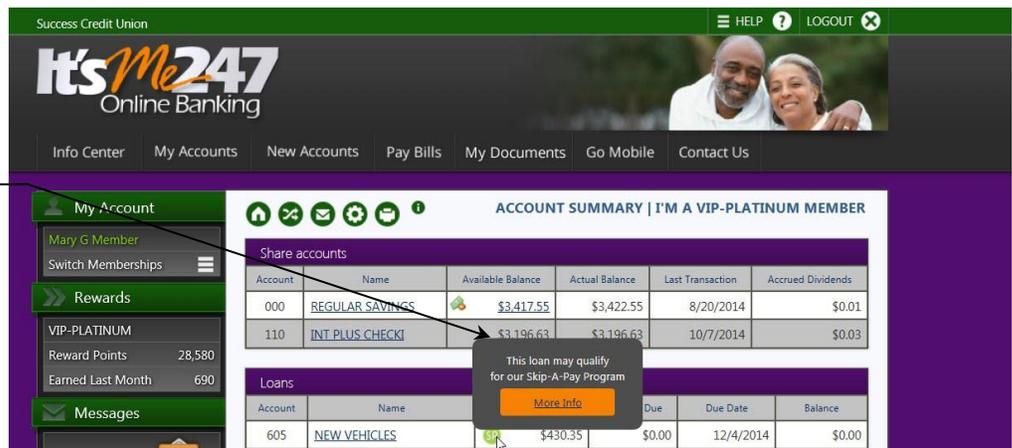
- NOTE: At this point full eligibility has not been evaluated. This icon simply means that the loan *may qualify* for a skip pay. The idea here is to capture members interested in skipping a payment.

This member has a loan that may qualify for a skip pay program. Eligibility is checked when the member select to skip the payment.



If they hover over the **SP**, they will see the following window that says, "This loan may qualify for our Skip-A-Pay Program."

When the member hovers over the "SP" they are shown a "More Info" button that takes them to the loan detail where they can learn more about the skip pay program



If the member clicks the "More Info" button the member will move to the loan detail where they can choose to skip a payment.

## Member Can Select to Skip a Payment

The screenshot shows the online banking interface for Success Credit Union. The top navigation bar includes 'Success Credit Union', 'HELP', and 'LOGOUT'. The main header features the 'It's Me247 Online Banking' logo and a photo of a man and a woman. Below the header is a navigation menu with options: 'Info Center', 'My Accounts', 'New Accounts', 'Pay Bills', 'My Documents', 'Go Mobile', and 'Contact Us'. The main content area is divided into a left sidebar and a main panel. The sidebar contains 'My Account' (Mary G Member, Switch Memberships), 'Rewards' (VIP-PLATINUM, Reward Points: 28,580, Earned Last Month: 690), and 'Messages' (16 messages). The main panel displays 'ACCOUNT SUMMARY | I'M A VIP-PLATINUM MEMBER' and '605 - NEW VEHICLES'. A 'Loan Details' table is shown with the following information:

Loan Details	
Delinquent?:	No
Due Date:	12/4/2014
Amount Due:	\$0.00
Regular Payment:	\$430.35
Payoff Balance:	\$0.00
Disbursement Limit:	\$25,555.55
Available Amount:	\$0.00
Maturity Date:	2/4/2020
Annual Percentage Rate:	2.240%
Payment Frequency:	Monthly

Below the table are buttons for 'Account Detail', 'Pay Now', 'Skip-A-Pay', and 'Print Loan Coupons'. A note at the bottom states: 'NOTE: Contact the Credit Union for the exact payoff amount for this account.'

Within the Loan Details, the member can review information about their loan.

If the member clicks the Skip-A-Pay button and qualifies for a program, they will move to a page that tells them more information about the skip pay program. (See following page.)

- **IMPORTANT:** Refer to **Page 18** for more information on the checks that are processed on the loan to determine if it qualifies for a skip-pay program. Also refer to the Field Descriptions section of the final configuration screen beginning on Page 10.
- **IMPORTANT:** Refer to **Page 18** for more information on restrictions on the number of times a member can skip a payment.

If they do not qualify, they will advance to the window on **Page 33**.

At this point the member qualifies for the skip pay and can read about the fees and details.

### Member Instructions and Details of Skip Pay

The member instructions you defined in your skip-pay configuration appear at the top of the instructions

It also includes the cost of the skip pay. In this case, we configured the skip-pay configuration to charge a fee of \$25.00. The configuration also requires that the member pay interest when skipping a payment.

The total amount due appears here.

The next loan payment due date appears here.

This member has an AFT scheduled to pay toward this loan and they are warned that this will still process unless they take action. They are encouraged to contact the credit union for assistance.

**Member Instructions and Details of Skip Pay**

Info Center My Accounts New Accounts Pay Bills My Documents Go Mobile Contact Us

My Account  
Mary G Member  
Switch Memberships

Rewards  
VIP-PLATINUM  
Reward Points 28,580  
Earned Last Month 690

Messages  
Messages 16

SEE WHAT'S UP  
Visit the Online Community

SKIP-A-PAY | I'M A VIP-PLATINUM MEMBER

Opt in for:  
HOLIDAY SKIP A PAYMENT

**Instructions**  
The Holiday Skip program allows you to skip a payment in November or December for each loan that is in good standing with the credit union.  
Please note that you will be required to pay the interest, fee, and tax for the month you choose to skip.  
Thank you and Happy Holidays

FIX MORT 5 - 30 - 705	
Skip-a-Pay Fee Amount:	\$25.00
Interest Due:	\$58.17
Tax:	\$0.00
<b>Total:</b>	<b>\$83.17</b>
Your next payment will be due on:	12/1/2014

**Total Amount Due: \$83.17**  
From which account would you like to transfer this amount due?  
000 - REGULAR SAVINGS: \$3,417.55

We see that you have an automatic transfer set up to make payments on this loan account. The next transfer will still process normally. Contact the credit union to adjust your AFT record.

I have read and agree to the terms of this skip-a-pay program.

The member (as on the following page) can select an alternate account to pay any fees, interest, or taxes.

## Member (Optionally) Selects a Different Account to Pay Fee

Info Center My Accounts New Accounts Pay Bills My Documents Go Mobile Contact Us

My Account  
Mary G Member  
Switch Memberships

Rewards  
VIP-PLATINUM  
Reward Points 28,580  
Earned Last Month 690

Messages  
Messages 16

SEE WHAT'S UP  
Visit the Online Community

SKIP-A-PAY | I'M A VIP-PLATINUM MEMBER

Opt in for:  
HOLIDAY SKIP A PAYMENT

**Instructions**  
The Holiday Skip program allows you to skip a payment in November or December for each loan that is in good standing with the credit union.  
Please note that you will be required to pay the interest, fee, and tax for the month you choose to skip.  
Thank you and Happy Holidays

FIX MORT 5 - 30 - 705	
Skip-a-Pay Fee Amount:	\$25.00
Interest Due:	\$58.17
Tax:	\$0.00
Total:	<b>\$83.17</b>
Your next payment will be due on:	12/1/2014

**Total Amount Due: \$83.17**  
From which account would you like to transfer this amount due?

000 - REGULAR SAVINGS: \$3,417.55  
110 - INT PLUS CHECKI: \$3,196.63

We see that you have an automatic transfer set up to make payments on this loan account. The next transfer will still process normally. Contact the credit union to adjust your AFT record.

I have read and agree to the terms of this skip-a-pay program.

The member must agree to the terms on this page in order to skip this payment. The member then clicks the **Submit** button.

## Member Agrees to Terms and Clicks the Submit Button

**Total Amount Due: \$83.17**  
From which account would you like to transfer this amount due?

000 - REGULAR SAVINGS: \$3,417.55

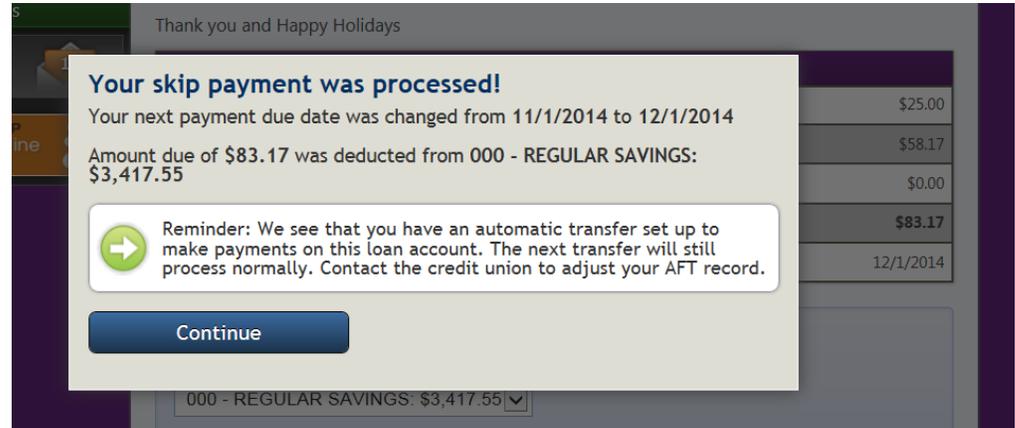
We see that you have an automatic transfer set up to make payments on this loan account. The next transfer will still process normally. Contact the credit union to adjust your AFT record.

I have read and agree to the terms of this skip-a-pay program.

Cancel Submit

A confirmation screen appears. This member has an AFT scheduled to pay toward the loan, so again they are encouraged to contact the credit union for assistance with cancelling this payment for the skipped month.

### Confirmation of Skip Payment



The member clicks the Continue button to return to their online banking.

- NOTE: If configured in the skip-pay program configuration, a Tracker record is generated now that the member successfully skipped a payment. This Tracker record appears under the loan account and not the base share. An example of this Tracker is shown on **Page 27**.

**See Page 38 for a detailed accounting of the transactions that occur when a member skips a payment.**

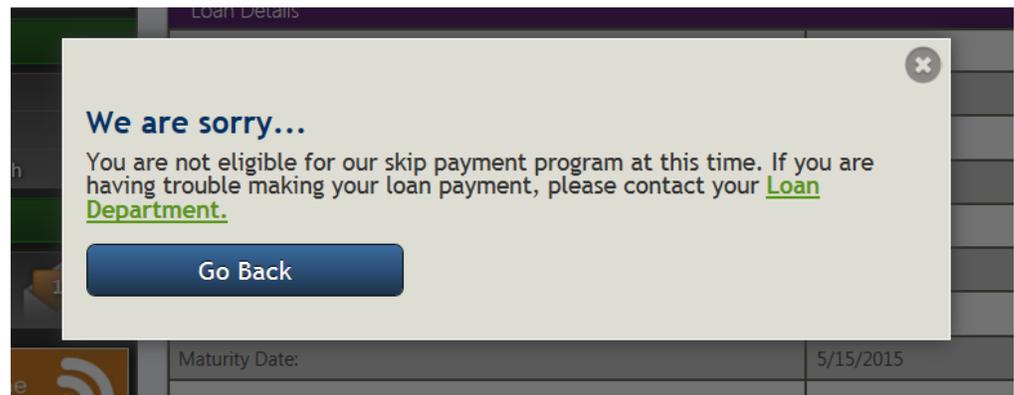
## WHAT MEMBERS SEE IF THEY DO NOT QUALIFY

There are a number of reasons why a member may not qualify for a skipped payment.

- **IMPORTANT:** Refer to **Page 18** for more information on the checks that are processed on the loan to determine if it qualifies for a skip-pay program. Also refer to the Field Descriptions section of the final configuration screen beginning on Page 10.
- **IMPORTANT:** Refer to **Page 18** for more information on restrictions on the number of times a member can skip a payment.

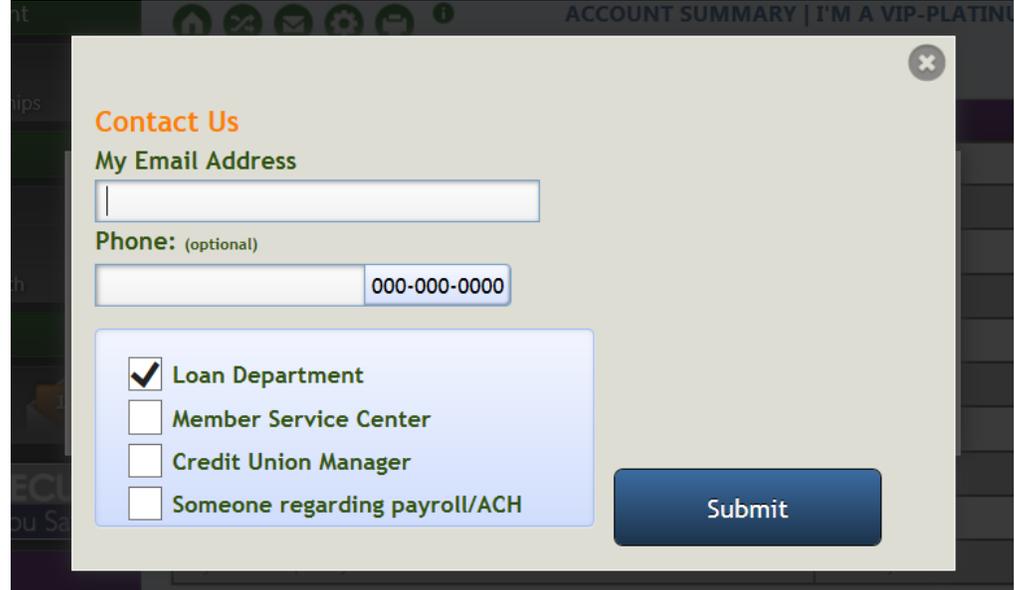
When this happens, they will see the following window:

### Member Does Not Qualify for Skip Payment



Your credit union may still want to contact this member. There are two ways that you may be notified. One notification is initiated by the member. If the member clicks “Loan Department” link, they are advanced to the Contact Request page where they can request to have the loan department contact them via email or phone.

### Member is Routed to Page Where They Can Request Contact from Loan Department

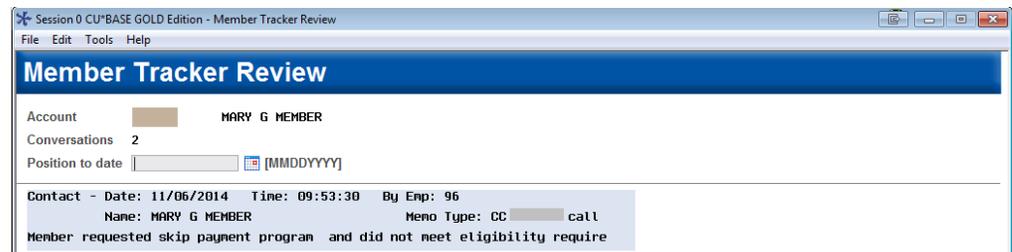


### RECORD IN CU\*BASE IF A MEMBER IS DISQUALIFIED IN ONLINE BANKING

If configured in your skip-pay configuration, CU\*BASE will record a Tracker record documenting that this member attempted a skip payment in online banking but was declined. (See message on previous page.)

#### Example of Tracker Record on the Loan Account

*NOTE: This Tracker record appear only if it is configured in the skip-pay configuration. **This Tracker record is under the loan account, not the base share account.***



If configured in your skip-pay configuration, CU\*BASE will also record a follow-up for this member who was disqualified *during an attempt in online banking only*. The follow-up will be assigned to the employee ID configured in the skip-pay configuration.

- NOTE: If the member has already skipped a payment for this loan and for this program in the last 60 days, they will see the disqualification message in online banking, but a Tracker and Follow-up will not be generated. This is to ensure that the Trackers (and

Follow-ups) are not from members who repetitively attempt to skip payments.

## PAYMENTS MEMBER SEES IN ONLINE BANKING

The member will see a separate transaction for each debit item from a skip-a-pay program. There might be three transactions on the payment side: interest payment, fee amount, and tax amount. (NOTE: The example below does not include a tax payment.)

### Example of the fee amount and interest payment drawn from the member's regular savings account

ACCOUNT SUMMARY | I'M A VIP-PLATINUM MEMBER

**Account Details**

View history for:

Transaction History for MARY G MEMBER (account ending 1)			
Date	Description	Amount	Balance
11/04/2014	Activity occurred on 11/06/14 SKP LN PAYMENT HOLIDAY SKIP A PAYMENT for 11/01/2014 payment	(\$25.00)	\$3,339.38
11/04/2014	Activity occurred on 11/06/14 SKIPPAY INTEREST PMT HOLIDAY SKIP A PAYMENT for 11/01/2014 payment	(\$58.17)	\$3,364.38

Below is an example of an interest payment in the loan account.

### Example skip-a-pay Interest Payment transaction found in Loan Account

ACCOUNT SUMMARY | I'M A VIP-PLATINUM MEMBER

**Account Details**

View history for:

Transaction History for MARY G MEMBER (account ending 1)			
Date	Description	Amount	Balance
11/04/2014	Activity occurred on 11/06/14 SKIPPAY INTEREST PMT HOLIDAY SKIP A PAYMENT for 11/01/2014 payment PRINCIPAL: \$0.00 INTEREST: \$58.17	\$58.17	\$68,896.12

When the skip-a-pay program is configured without requiring an interest payment or there is no interest, a zero dollar transaction is written to the Loan account and simply titled “SKIP PAY MEMO”.

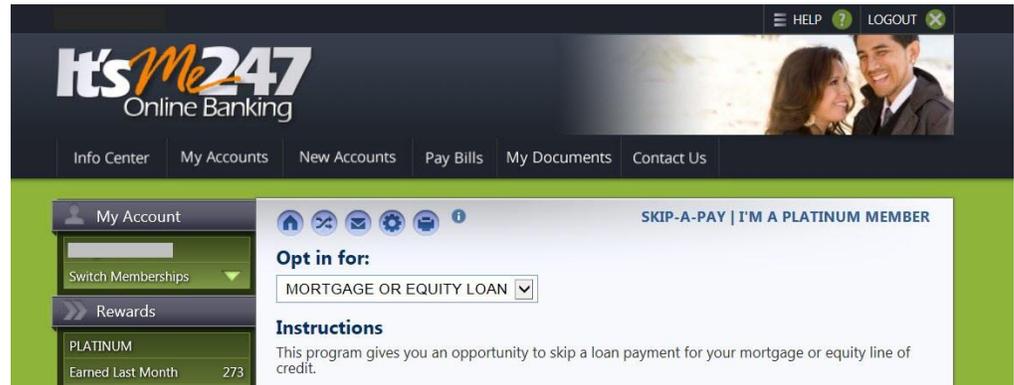
**Example of Zero Dollar Transaction**

Transaction History for MARY G MEMBER (account ending 1)			
Date	Description	Amount	Balance
11/04/2014	Activity occurred on 11/06/14 SKIP PAY MEMO HOLIDAY SKIP A PAYMENT for 11/21/2014 payment	\$0.00	\$0.00

**MEMBER QUALIFIES FOR MORE THAN ONE PROGRAM**

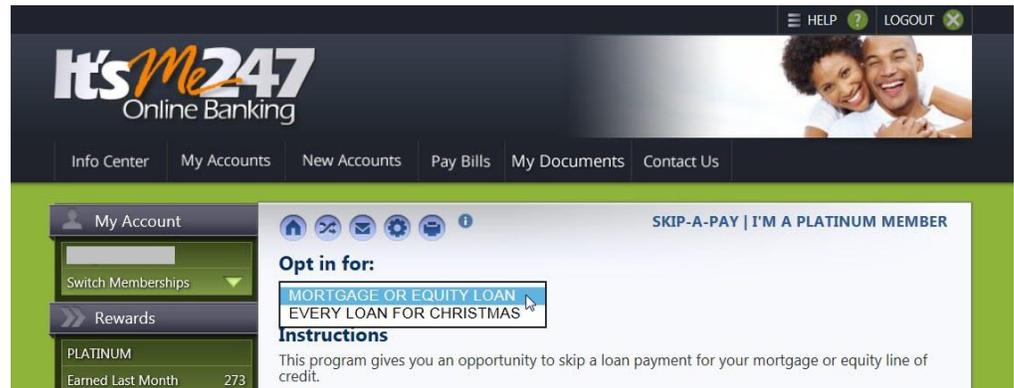
If the loan qualifies for multiple programs, then online banking will display all programs available.

**Member Qualifies for Multiple Skip-Pay Programs**



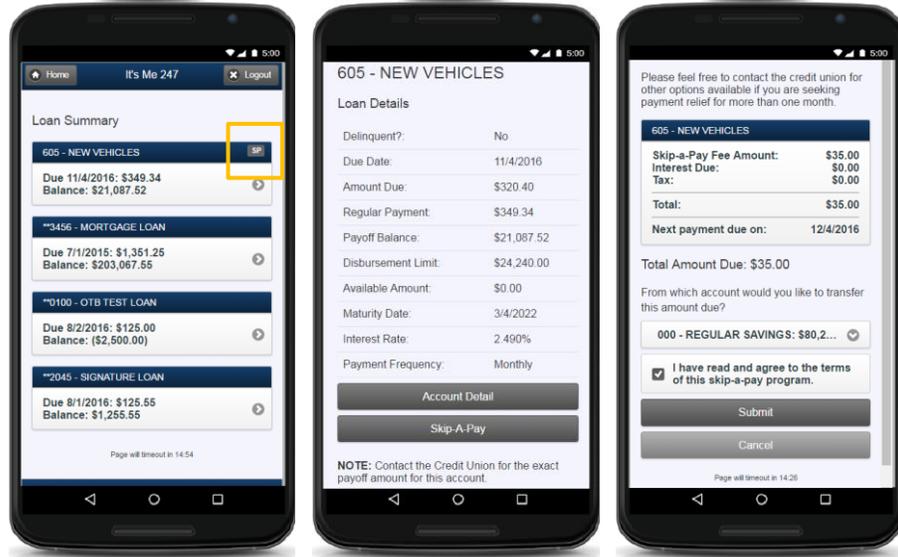
The member clicks the drop-down arrow next to select the program they wish to use.

**Member Selects Program from Listing**

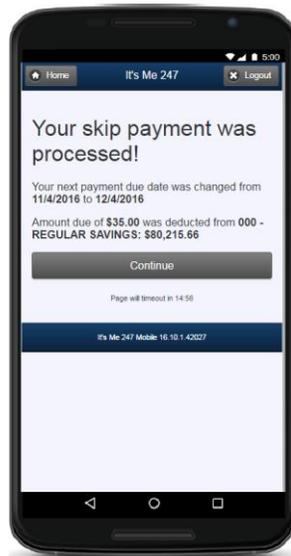


## MOBILE WEB BANKING/MOBILE APP BANKING

Members can also skip payments on their phones or other mobile devices in Mobile Web Banking, which is the banking interface used by the FREE CU\*Answers Mobile App. First the member selects to view their loan accounts. Then similar to **It's Me 247**, the member will see the symbol "SP" in the summary listing indicating this is a loan that qualifies for a skip. From the detail they will see a "Skip-A-Pay" button to click to view the details of the skip pay program including fees they will be charged.



Once the member clicks the "Submit" button, they will be notified that their skip has been processed and their loan payment due date has been advanced.



## **SUMMARY OF TRANSACTIONS THAT OCCUR WHEN MEMBER SKIPS A PAYMENT**

The following steps are followed when a member opts in to skip a payment.

1. The Next Payment date and Maturity date on the loan are advanced by one month. (The Review date is not advanced.)
2. If a skip pay fee applies, the appropriate fee amount is transferred from the account indicated and the “G/L account for fee” specified on the skip-pay configuration is credited. The primary transaction description for the transaction comes from the program configuration.’
3. The Partial pay field is cleared if an interest payment was made.
4. Interest payment:
  - A) If “Pay interest due on loan when opting in” is checked in the program configurations, then the interest due amount from the account is processed as a regular payment to the loan for this amount. The payment matrix is not followed for this transaction.

If not interest is due, then a zero dollar transaction is generated with the description of “Skip Pay Memo.” The secondary transaction description is pulled from the final opt in screen.

**OR**

- B) If “Pay interest due on loan when opting in” is not checked in the program configuration, then a zero dollar transaction is generated to the loan account and a transaction description of “Skip Pay Memo.” The secondary transaction description is pulled from the final opt in screen.
5. The “Skip payments per year” and “Skip Payments per life of loan” is incremented by one.
6. If configured, a Tracker is with the appropriate Tracker and Memo Type is created.

# VIEWING IF A MEMBER HAS SKIPPED A PAYMENT

## From Inquiry

The screenshot shows a 'Member Account Inquiry' window for 'JOHN MEMBER'. The account is a '2ND MORTGAGE - EQUITY' with a current balance of 6,050.72. The interest rate is 7.550%. The window displays various loan details, including disbursement limits, payment history, and the number of payments skipped. A 'Pmts skipped this year' of 01 and 'Pmts skipped life of loan' of 01 are noted. A lookup icon is present next to the 'Pmts skipped life of loan' value.

Account #	JOHN MEMBER	Date opened	Aug 22, 2006
Account	720 2ND MORTGAGE - EQUITY	G/L account	704.00-01
Category	09 RETAIL 1ST MTG.		
Purpose	51 SECOND MTG CLOSED END 1ST LIEN		
Security	23 CLOSED END SECOND MT		
Proc type	M MORTGAGE LOAN		
Current balance	6,050.72	Interest rate	7.550%
+ Interest	0.00	Daily interest	0 1.25
+ Delinquent fine	0.00	YTD interest	424.22
- Insurance rebate	0.00	Variable interest	000
= Loan payoff	6,050.72	Amort/maturity date	Aug 22, 2016
		Review date	Jul 22, 2016
Disbursement limit	21,664.59	Int accrued through	Oct 08, 2014
Available funds	0.00	First payment	Sep 22, 2006
Total disbursed	21,664.59	Last disbursed	May 22, 2007
Last disbursed bal	21,664.59	Last payment	Oct 29, 2014
Last payment	20.00	Next payment	22 Nov 22, 2014
Regular payment	270.82	# pmts remaining	22 of 119
Amount due	0.00	Frequency	MONTHLY
Partial pay	0.00		
		Secured funds	0.00
		ECO code	2
		Escrow	
		Escrow pmt	0.00
		# of refinances	0
		Pmts skipped this year	01
		Pmts skipped life of loan	01

The *Pmts skipped this year* indicates the number of times the payment was skipped with a skip-pay program this calendar year and the *Pmts skipped life of loan* indicates the total number of times a payment was skipped per the life of the loan.

By using the lookup next to "Pmts skipped life of loan" you can view a history of the payments skipped on the loan. (See next page.)



## From Account Update

Session 0 CU\*BASE GOLD - ABC CREDIT UNION  
File Edit Tools Help

### Account Information Update Loans

Account # <b>720</b> JOHN MEMBER 123 MAIN STREET ANYCITY MI 49000	Loan category <b>09</b> Loan officer <b>13</b>	Last maintenance date <b>Jul 16, 2014</b> Current balance <b>6,050.72</b>
--	---	--

Credit Reporting Information

G/L account <b>704.00</b> Purpose code <b>09</b> Security code <b>23</b> <input type="checkbox"/> Allow teller disbursement <input checked="" type="checkbox"/> Member loan payment protection ECOA <b>2</b> Date opened <b>Aug 22, 2006</b> [MMDDYYYY] 1st payment <b>Sep 22, 2006</b> [MMDDYYYY] Day of next payment <b>22</b> Next payment <b>Nov 22, 2014</b> [MMDDYYYY] Interest date <b>Oct 08, 2014</b> [MMDDYYYY] Amort/maturity <b>Aug 22, 2016</b> [MMDDYYYY] Review date <b>Jul 22, 2016</b> [MMDDYYYY] Scheduled payment <b>270.82</b> Disbursement limit <b>21,664.59</b> Disbursed amount <b>21,664.59</b> Last disbursed bal <b>21,664.59</b> Partial payment <b>0.00</b>	Loan type <input checked="" type="radio"/> Close <input type="radio"/> Open Payment frequency <b>M</b> # of payments left <b>022</b> of <b>119</b> User defined code Process type <b>M</b> Interest rate <b>7.550</b> Interest payment code Interest calc code <b>0</b> Variable interest <b>000</b> Next Interest Calc <b>0000</b> [MMYY] Census Tract <b>0000000</b> Delinq control <b>Pay ahead</b> # of times delinq <b>000</b> Delinq fine <b>1</b> # of extensions <b>000</b> Delinq fine YTD amount <b>0.00</b> Delinq fine amount <b>0.00</b> YTD interest paid <b>424.22</b>	Tax escrow acct <b>00000000 000</b> Insurance exp <b>00000000</b> [MMDDYYYY] Original term <b>000</b> Remaining term <b>000</b> Original amount <b>0.00</b> Rebate amount <b>0.00</b> Delq fine date <b>00000000</b> [MMDDYYYY] <input type="checkbox"/> Freeze placed by delinquency monitoring 1st date of delq <b>00000000</b> [MMDDYYYY] <input type="checkbox"/> No delinquency notices printed Freeze <b>0 = All activity allowed</b> Statement indicator <b>0</b> <input type="checkbox"/> Passbook process ID Write-off ID <b>0</b> Payments skipped this year <b>01</b> Payments skipped life of loan <b>01</b>
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Lease/Ball/ResVal	Loan Coverages	Payment History	Skip-A-Pay History	Credit Report Info
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FR (5615) 10/29/14

Like Inquiry, Member Account Update also lists the payments skipped this year and per the life of the loan. The credit union may choose to adjust the number or payments skipped in this year or over the life of the member's loan. Tier 2 security permissions are required to adjust these figures.

## Tracker Records

If configured by the skip-pay program configuration, Tracker records may be generated. See **Page 27** for an example of the "successful skip" Tracker and **Page 34** for the "unsuccessful skip" Tracker.

# REVIEWING SKIPPED PAYMENTS

Skipped payments can be reviewed either via a CU\*BASE dashboard or a printed report.

## SKIP-PAY HISTORY DASHBOARD

The **Skip-Pay History Dashboard** on the Collection Processing (MNCOLL) menu gives you a powerful tool for slicing and dicing your skip-pay programs to determine how successful they've been, and when and where they're being used the most.

### Skip Payment History Inquiry screen

Account #	Program Description	Payment Skipped	Skip Fee	Interest Paid	Payment Amount	Loan Balance	Skip Payment Date	Skip Payment Time	Emp ID
610	PAYMENT RELIEF PROGRAM	05/15/2015	35.00	29.32	883.00	42,631.25	04/20/2015	13:27:42	96
611	PAYMENT RELIEF PROGRAM	04/02/2015	35.00	52.32	332.38	23,794.90	04/03/2015	19:35:54	96
645	PAYMENT RELIEF PROGRAM	04/10/2015	35.00	28.54	257.77	8,801.03	04/13/2015	9:30:42	96
646	PAYMENT RELIEF PROGRAM	04/20/2015	35.00	188.49	536.02	43,086.35	04/17/2015	8:26:06	96
611	PAYMENT RELIEF PROGRAM	04/03/2015	35.00	51.43	190.72	7,948.94	04/27/2015	14:43:27	96
612	PAYMENT RELIEF PROGRAM	04/15/2015	35.00	23.96	133.39	5,573.33	04/29/2015	10:09:09	96
693	PAYMENT RELIEF PROGRAM	04/28/2015	35.00	9.12	15.00	498.44	04/27/2015	14:43:46	96
610	PAYMENT RELIEF PROGRAM	04/10/2015	35.00	11.23	137.05	4,047.61	04/10/2015	9:14:20	96
605	PAYMENT RELIEF PROGRAM	04/17/2015	35.00	29.06	243.07	6,128.02	04/19/2015	11:23:56	96
649	PAYMENT RELIEF PROGRAM	04/15/2015	35.00	179.31	416.21	15,750.55	04/15/2015	9:26:53	96
615	PAYMENT RELIEF PROGRAM	07/01/2015	35.00	1.16	129.16	4,284.38	04/11/2015	18:30:02	96
610	PAYMENT RELIEF PROGRAM	05/01/2015	35.00	32.41	248.01	9,420.78	04/29/2015	10:40:27	96
610	PAYMENT RELIEF PROGRAM	04/28/2015	35.00	5.89	242.01	2,857.55	04/26/2015	18:41:58	96
646	PAYMENT RELIEF PROGRAM	04/20/2015	35.00	54.20	324.04	5,502.14	04/20/2015	16:13:39	96
624	PAYMENT RELIEF PROGRAM	04/28/2015	35.00	154.32	392.00	39,153.56	04/23/2015	9:58:30	96
612	PAYMENT RELIEF PROGRAM	06/10/2015	35.00	0.00	176.35	3,866.14	04/28/2015	23:26:56	96
646	PAYMENT RELIEF PROGRAM	05/07/2015	35.00	17.36	641.68	17,141.39	04/28/2015	23:20:31	96
610	PAYMENT RELIEF PROGRAM	05/01/2015	35.00	5.74	186.08	6,268.25	04/07/2015	7:27:17	96

From the first screen of the dashboard, you can enter your search criteria at the top and press Enter to create a list of skip payments performed during that period. From there, export the results for use with Member Connect or use the **Common Bonds** or **Analysis** features to dive deeper into the data.

## Skip Payment History Analysis screen

Skip Payment History Analysis											
From range	4/01/2015 to	4/30/2015	Programs used	01	Internal opt-in	5	5 %				
Skipped payments analyzed	99	Members analyzed	81	Online opt-in	94	95 %	Fees waived	0			
	Payments Skipped	Skip %	Dollars Skipped	Average Pmt	Average Fee	Fee %	Fees Collected	Interest Collected	Total Collected	Remaining Interest	
All activity	99	100.0	28,198	285	35.00	100.0	3,465	3,960	7,425	0	
Online activity	94	94.9	26,956	287	35.00	94.9	3,290	3,838	7,128	0	
Internal activity	5	5.1	1,241	248	35.00	5.1	175	121	296	0	
Opt-in after due date	26	26.3	7,757	298	35.00	26.3	910	1,292	2,202	0	
Most Used Program											
PAYMENT RELIEF PROGRAM	99	100.0	28,198	285	35.00	100.0	3,465	3,960	7,425	0	
Least Used Program											
PAYMENT RELIEF PROGRAM	99	100.0	28,198	285	35.00	100.0	3,465	3,960	7,425	0	
Most Used Loan											
USED VEHICLES	47	47.5	13,998	298	35.00	47.5	1,645	1,755	3,400	0	
Least Used Loan											
OVERDRAFT PROTECTION	1	1.0	15	15	35.00	1.0	35	9	44	0	
Most Active Employee											
LINDSAY	4	4.0	1,040	260	35.00	4.0	140	81	221	0	
Most Active Month/Year											
April	2015	99	100.0	28,198	285	35.00	100.0	3,465	3,960	7,425	0
Active Time Frames		8 AM - 1 PM		1 PM - 5 PM		5 PM - 12 AM		12 AM - 8 AM			
Count and percentage		48	48.5 %	20	20.2 %	21	21.2 %	10 10.1 %			

Hide Interest  Toggle Filtered by:

Navigation icons: back, forward, up, down, search, info, help, refresh

(5775)1014/15

## SKIP-PAY REPORT

Data on your members who skipped a payment (by date range and program) is also available on a printed report that can be accessed from **Skip-a-Payment History Report** on the Reports E (MNRPTE) and Collection Processing (MNCOLL) menus.

You must enter the period that the skip pay was processed. This is the date of the payment that was skipped and not the date the member opted to skip.)

You can also optionally select a specific program. (Otherwise the results will list all programs in one listing.) Results are listed by account number.

### “Skip-a-Payment History Report” on the Reports E (MNRPTE) menu

Report Options		Response
<input checked="" type="checkbox"/> Job queue Copies <input type="text" value="1"/> Printer <input type="text" value="P1"/>	Skip pay processed between <input type="text"/> and <input type="text"/> [MMDDYYYY] Skip Pay program <input type="text"/> Optional <input type="checkbox"/> Include adjustments Optional Employee ID <input type="text"/> Optional O/I/A <input type="radio"/> Online <input type="radio"/> Internal <input checked="" type="radio"/> All Optional	

Print

Navigation icons: back, forward, up, down, search, info, help, refresh

FR (5595)

## Report Sample

1/26/17 10:43:38		TEST CREDIT UNION				LNSKPPHP		PAGE		
		SKIP PAYMENT REPORT						USER ALYCIAM		
		08/26/2016 TO 01/26/2017								
		-- BEFORE SKIP --   ---- AFTER SKIP ----								
ACCOUNT NBR	SKIP-A-PAY DESCRIPTION	SKIP DATE	PAYMENT SKIPPED	SKIP FEE	TAX FEE	LOAN PAYMENT INTEREST	LOAN BALANCE INTEREST	TV LL	EMP ID	-SKP- -MAINT REQ- AFT ACH PAY R
570	SUMMER SKIP-A-PAY	11/28/16	01/06/17	5.00	.25	163.06	.00	9,250.00	.00	1 1 .D
826	AMBER TEST LOC SKIP	08/29/16	09/15/16	.00	.00	19.69	.00	.00	.00	1 1 96
TOTALS				5.00	.25	202.75	.00	9,250.00	.00	
***END OF REPORT***										

Field Name	Description
Account Number	The account base and suffix.
Skip-a-Pay Description	The description for the skip-a-pay program, truncated.
Skip Date	The skip pay date stored on the skip-a-pay history file.
Payment Skipped	The payment date skipped.
Skip Fee	The fee charged for the skip payment.
Tax Fee	The sales tax charged for the skip payment.
Before Skip Loan Balance	The loan balance at the time of opt in.
Before Skip Interest	The interest due amount at the time of opt in.
After Skip Loan Balance	The loan balance after the skip payment was processed (from the skip payment history file).
After Skip Interest	The interest due amount after the opt in is processed (from the skip payment history file).
SKP TY	The total number of skips this calendar year.
SKP LL	The total number of skips per the life of the loan.
EMP ID	The employee who performed the skip payment. Will show '96' if performed by the member in online banking.
Maint Req AFT	A Y indicates that the loan is set up for AFT payments. Blank means it is not set up for AFT payments.
Maint Req ACH	A Y indicates that the loan is set up for ACH payments. Blank means it is not set up for ACH payments.
Maint Req Pay	A Y indicates that the loan is set up for Payroll payments. Blank means it is not set up for Payroll payments.
Maint Req A	A Y indicates that there are additional signers on the loan. Blank means that there are not additional signers.