

February 6, 2012



## Our Favorite Reports

# Member Service

by  
**Barb Cooper**  
Your Member Service CMS Expert

Analyze your business  
and improve your credit  
union service offerings

# CU\*BASE Report Overview



Barb Cooper  
Vice President  
Professional Services

## New Membership Report

### Use these report:

- To report membership growth to the Board of Directors
- To establish and monitor goals for new member penetration by branch

### Practical Uses of this Report

Monitor the New Membership Report daily or monthly to see a list of new memberships with the Reason Code and branch where the new membership was opened. This report is also generated on a daily basis and can be found in CU\*SPY under the description "New Members Report" (LNWMB). Then use this data to create informational reports to share with your credit union leadership.

### How do I create the report?

MNRPTB #4 New Membership Report allows you to select the Month/year to process and allows you to select to show certain information including the account number/Name ID, member name, and member information. Choose whether to sort this information by branch, name, open date, or reason code. Both a Summary and a Detail Report will print.

### Report Sample

2/21/08 16:39:37

CU\*BASE CREDIT UNION  
New Member Report  
REPORT AS OF 2/21/08

NWMB

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USER ALYCIAM

Corporate ID: - 01

Account Number	Name Id	Name / Address / Phone	Social Sec EIN/Number	Date Opened	Birth Day	Age	New Acct Code	BR ID	SEG Code	Description
-----										
Branch 01 - MAIN OFFICE										
564208	ME	KENDRA L. MEMBER 86 EASY STREET SE APT2 GRANDVILLE, MI 49418 (616) 123-4567	999-99-9999	2/07/08	3/03/69	38	00	01	39	ABC COMPANY
564219	ME	JOHN MEMBER 1832 EAST END LANE GRAND RAPIDS, MI 49506-9999 (616) 123-4567	999-99-9999	2/07/08	9/08/88	19	18	01	10	RELATIVE
564241	NM	MATEO NEWMEMBER 1945 WESTSIDE STREET GRAND RAPIDS, MI 49508-9999 (616) 123-4567	999-99-9999	2/15/08	5/19/65	42	00	01	10	RELATIVE

# CU\*BASE Report Overview

“This is a great report if you are offering incentive campaigns for opening accounts!”

Barb Cooper  
Vice President  
Professional Services

## New Member Account Report

### Use this report:

- To provide statistics needed for employee incentive campaigns for opening new accounts, such as certificates, sub shares, drafts, etc.
- To ensure that the correct forms are sent to members who open their accounts through Online Banking
- To compare how many accounts are opened at each of your branches
- To report to the Board of Directors information on a new product that you are tracking

### Practical Uses of this Report

Use this report when you are running a campaign for opening new accounts to determine who has opened accounts. Review this report for new accounts that have been applied for through Online Banking to ensure that your members receive the proper forms. This report is also generated in CU\*SPY under the description “Member New Account Report” (LNWACE)

### How do I create the report?

MNRPTB #5 New Member Account Report allows you to choose from a wide range of selection criteria.

### Report Sample

2/21/08  
17:23.01

CU\*BASE CREDIT UNION  
MEMBER NEW ACCOUNT REPORT  
REPORT AS OF 2/21/08

LNWAC

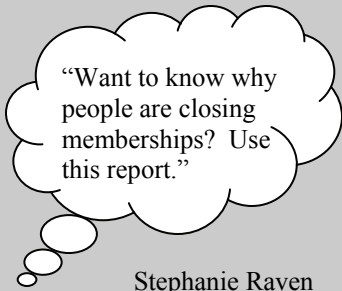
PAGE 1  
ALYCIAM

Corp ID: 01  
APPLICATION TYPE - LN

New Member Code 00

ACCOUNT NO.	MEMBER NAME	DATE OPENED	LAST TRANSACTION DATE	TYPE	AMOUNT	CURRENT BALANCE	BRANCH	OPND BY	LOAN OFFICER	LOAN PROCSSR	R C
29999-771	MEMBER RON 9568 EASY STREET ROCKFORD MI 49341	M 2/15/08	2/21/08	18	51.13	3953.61	02		01	01	-
30000-770	MEMBER EMILY 5426 EASY STREET BELMONT MI 49306	A 2/06/08	2/06/08	37	8900.00	8900.00	02		01	01	
200000-770	MEMBER TONI 1224 EASY STREET MUSKEGON MI 49442	2/14/08	2/21/08	18	185.00	8295.65	01		19	19	

# CU\*BASE Report Overview



Stephanie Raven  
Account Executive  
Client Services

## Closed Membership Report

### Use this report:

- To monitor reasons members have given for closing memberships with your credit union
- To contact people who have closed memberships with you
- To see the length of memberships in years and months
- To report these statistics to your credit union Board of Directors

### Practical uses of this report

Review this report for statistics on closed accounts, including the Reason Codes given for closing these accounts. Reviewing this report monthly may help you establish patterns about when and why members close their accounts.

### How do I create the report?

MNRPTB #6 Closed Membership Report allows you to select the Month/year to process and allows you to select to show certain information including the account number/Name ID, member name, and member information. Choose whether to sort this information by Branch, Name, Open date, or Reason code. Both a Summary and a Detail Report will print. An added feature allows you to export this information to a file to be used with Report Builder (Query) or Member Connect. Member Connect allows you to send targeted emails or mailings to these members encouraging them to come back and do repeat business at your credit union.

### Report Sample

2/21/08 17:10:42

CU\*BASE CREDIT UNION  
CLOSED MEMBER REPORT  
REPORT AS OF 2/21/08

LCLMB

Page 1  
USER ALYCIAM

Corporate ID: - 01

Account Number	Name Id	Name / Address / Phone	Social Sec EIN/Number	Date Closed	Membership Yr/Mo	Birth Day	Age	Cl Acct Code	BR ID	SEG Code	Description
Branch 01 - MAIN OFFICE											
557630	ME	MICHELLE L. MEMBER 7668 EASY STREET JENISON, MI 49428-9999 (616) 123-4567	999-99-9999	2/01/08	6/ 2	11/05/87	20	18	01	10	RELATIVE
558068	ME	SHON MEMBER 3470 EASY STREET WYOMING, MI 49548-9999	999-99-9999	2/01/08	3/ 6	11/03/88	19	18	01	10	RELATIVE

# CU\*BASE Report Overview



Keegan Daniel  
Assistant Manager  
Client Services

## Closed Member Account Report

### Use this report:

- To look at why certain accounts are closed by analyzing their account reason codes
- To review how many accounts are being closed and to determine if certain accounts types should no longer be offered
- To review interest rates offered on accounts to ensure that they are competitive

### Practical Uses of this Report

Use this report to monitor closed member accounts. This report tells you at a glance which accounts have closed along with the date and amount of the final transaction. On the right, the Reason Code for the account closing, is listed giving you immediate feedback into the reason for the account closing.

### How do I create the report?

MNRPTB #7 Closed Member Account Report allows you to select the Month/year to process and allows you to select to show certain information including the account number/Name ID, member name, and member information. Choose whether to print a Summary or a Detail Report.

### Report Sample

2/22/08  
14:01.24

CU\*BASE CREDIT UNION  
MEMBER CLOSED ACCOUNT REPORT  
REPORT AS OF 2/22/08

LCLAC

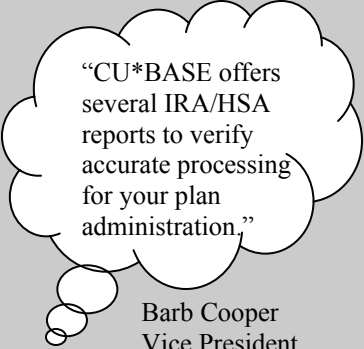
PAGE 1  
ALYCIAM

Corp ID: 01

APPLICATION TYPE - CD

ACCOUNT NO.	MEMBER NAME	DATE OPENED	LAST DATE	TRANSACTION TYPE	AMOUNT	CURRENT BALANCE	DATE CLOSED	REASON CODE
935-030	WILLIAM J. MEMBER 607 EASY STREET GRAND RAPIDS MI 49500	5/15/98	1/28/08	12	11145.25	.00	1/28/08	09
938-031	JOHN P. MEMBER 122 EASY STREET GRAND RAPIDS MI 49500	4/07/98	1/28/08	12	500.00	.00	1/28/08	10
4565-031	LYSLE M. MEMBER 3051 EASY STRHEET GRAND RAPIDS MI 49500	4/25/07	1/25/08	12	1300.00	.00	1/25/08	12

# CU\*BASE Report Overview



“CU\*BASE offers several IRA/HSA reports to verify accurate processing for your plan administration.”

Barb Cooper  
Vice President  
Professional Services

## CU\*BASE IRA Reports

We offer you three reports to ensure your IRA activity is reported accurately.

### **IRA Balance File/Account Transaction Detail Report**

#### **Use of this report**

This report shows complete detailed information about a member's IRA plan with total IRA transaction detail. This report is helpful for researching IRA Balance File discrepancies and confirming that all transaction activity has been properly coded for tax reporting.

MNRPTF #3 IRA Balance File/Account Transaction Detail Report creates this report.

### **IRA Transaction Process Report**

#### **Use of this report**

Run this monthly to compare to verify documentation signed by the member to ensure the transaction was processed accurately. Usually this is used with withdrawals, but it can also be helpful for previous year contribution verification.

MNRPTF #6 IRA Transaction Process Code Rpt creates this report. You can select by IRA Plan Type, IRA Code or Corporate ID. This report is sorted by Plan Type, then IRA Code.

### **IRA Verification Report**

#### **Use of this report:**

Use this report monthly to compare transactions by IRA processing code to the associated IRA/IRS reporting totals in the IRA Balance File.

MNRPTF #9 Verify IRA Balances Report creates this report.

MNRPTF #13 Verify HSA Balances Report reports on corresponding HSA data.

## IRA Balance File Account Transaction Detail Report

2/22/08  
10:57.36

CU\*BASE CREDIT UNION  
IRA Balance File Account Transaction Detail  
Report As Of 2/22/08

PAGE 1  
LIRA

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Name- CAROL A. MEMBER          IRA Limit-      4,000.00    Age-          84
SSN- 999-99-9999             Beg. Year Balance- 6,792.37    Maintenance Date- 1/01/08
Year- 2007                   End. Year Balance- 7,039.96    Account Base-     59
Plan- TRADITION
-----
Deposits
-----
Curr Yr Reg-
Recharct Dp-
Prev Yr Reg-
-----
Dividend-      519.59
Transfer-
Rollover-
-----
Prem W/Exc-
Transfer-
Distribute-
Recharct W/D-
Rech W/D PrY-
Prohibited-
State W/H-
Roll to IRA-
-----
Withdrawals
-----
Premature-
Disability-
Death-
Curr Exc -
Prev Exc -
Other-
Federal W/H-      68.20
Roll to QP -
-----

```

### Transaction Listing

ACCOUNT NUMBER	TRANS SEQ NO	DATE	TYPE	DEPOSIT AMOUNT	WITHDRAWAL AMOUNT	BALANCE	DESCRIPTION	IRA PROCESS CODE
59-015	2539	1/31/07	09	17.29		6,809.66	SHARE DIVIDEND	V/DIVIDEND
59-015	2559	2/28/07	09	15.68		6,825.34	SHARE DIVIDEND	V/DIVIDEND
59-015	2588	3/31/07	09	17.39		6,842.73	SHARE DIVIDEND	V/DIVIDEND

## IRA Transaction Process Report

6/17/08  
16:49.42

CU\*BASE CREDIT UNION  
IRA Listing By Processing Code  
As of 6/17/08

Page 1  
LIRAPC

PLAN TYPE: ROTH

Account No.	Member Name	IRA Code	Transaction Description	Tran Date	Tran Amount	Current Balance
2120-022	NANCY M MEMBER	A	ROTH IRA DEPOSIT	1/24/07	2,542.13	2.28
4701-022	WERNER MEMBER	A	TRANSFER PER WERNER	2/27/07	1,323.24	2.09
11940-022	JANET C MEMBER	A	ROTH IRA DEPOSIT	12/14/06	19,937.53	.00
11940-022	JANET C MEMBER	A	REV. ROTH IRA DEPOSI	12/14/06	19,937.53	.00
11940-022	JANET C MEMBER	A	ROTH IRA DEPOSIT	5/25/07	2,616.26	.00
14064-022	MARVIN H MEMBER	A	ROTH IRA DEPOSIT	5/25/07	2,616.26	.64
15199-022	MATT R MEMBER	A	ROTH IRA DEPOSIT	7/06/07	5,244.56	.00
20338-022	CHERYL A MEMBER	A	ROTH IRA DEPOSIT	8/10/07	538.43	.00
26624-022	JOSEPH B MEMBER	A	TRANSFER DEPOSIT	1/22/07	21,032.53	5.30

## IRA Verification Report

6/17/08  
16:44.28

CU\*BASE CREDIT UNION  
IRA VERIFICATION REPORT FOR 2008  
TRANSACTION TOTALS / IRA BALANCE TOTALS COMPARISON

LIRAVR

PAGE 1

PLAN TYPE: EDUCATIONAL

ACCOUNT NO.	MEMBER NAME	IRA BUCKET	TRANS TOTAL	IRA BAL TOTAL	NET DIF
15444	BENJAMIN C MEMBER	DISTRIBUTED W/D	.00	221.01	221.01-
15445	ANDREW R MEMBER	DISTRIBUTED W/D	.00	403.97	403.97-

PLAN TYPE: ROTH

ACCOUNT NO.	MEMBER NAME	IRA BUCKET	TRANS TOTAL	IRA BAL TOTAL	NET DIF
3356	RENEE F MEMBER	PREV YEAR DEP	.00	2,000.00	2,000.00-
5636	DONNA S MEMBER	CURR YEAR DEP	50.00	200.00	150.00-
8828	MARY MEMBER	QUALIFIED W/D	.00	10,237.21	10,237.21-

# CU\*BASE Report Overview

“Use this report as an online research tool for maintenance performed during the current month.”

Pauline VanZalen  
Manager,  
Client Services

## File Maintenance Review

### Use this report:

- To review non-monetary maintenance records for audit compliance, dormancy and research

### Practical Uses of this Report

Use this real-time inquiry for research as it provides quick and easy access to the current month file. This inquiry lets you sort the records by member account base, program name, Employee ID, and data field to review key items such as Interest Rate on Loans (INTRAT) or Partial Payment (PARPAY). This data is also provided by an automated daily report (LELOG).

### How do I create the report?

Use MNMGMT #19 File Maintenance Review to view this online inquiry.

### Report Sample

Date	Account	Type	ID	Program	File	Field	Change Made [Before / After]
04/08/09	0000	000	JJ	UDRMNT	MEMBER		Deleted from Dormancy List
04/08/09	0000	000	23	USECHM	SECNAMES		JO/Benf-NonMbr SSN: Record ADDED
04/08/09			23	NPHUAC	MSNONMBR	RECORD	ADDED
04/08/09	0000	000	23	UCMAST	MEMBER	ACCTNO	NEW REGULAR SHARE ACCT 0000
04/08/09	0000		23	UCMAST	MASTER	ACCTBS	NEW MASTER ACCOUNT 0000
04/08/09	0000		23	UCMAST	MASTER		New Membership
04/08/09	0000		MM	UCOMTH	TRANS	TRDESC	REL OF COLLATERAL
04/08/09	0000	645	50	UMBRIN	MENTRL	INLFST	ML