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Documentation: Tricks of the Trade

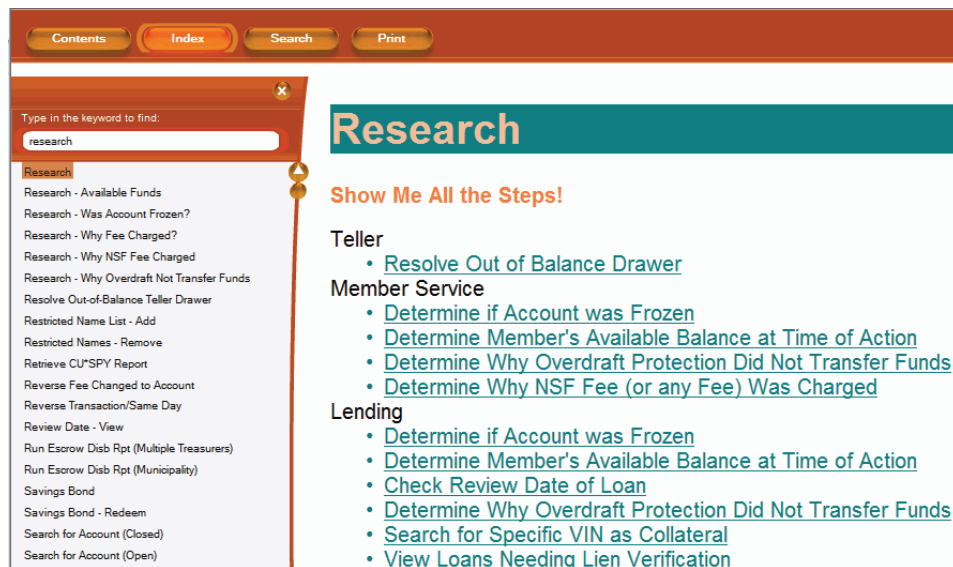
Show Me the Steps Research Tools

TIP #1: Where Can I Find Steps to Research Common Client Service Questions?

Are you interested in finding out why an NSF fee was charged to a member? Show Me the Steps Online Help has teamed up with the Client Services Department to provide you step-by-step directions to allow you to do the research.

These directions match the exact process followed by Client Services staff when they assist you. If further research is needed, contact Client Services.

To find these directions, check out the new “Research” section in Show Me the Steps Online Help. To find this and other research related step-by-step directions, use Index Keyword “research.”



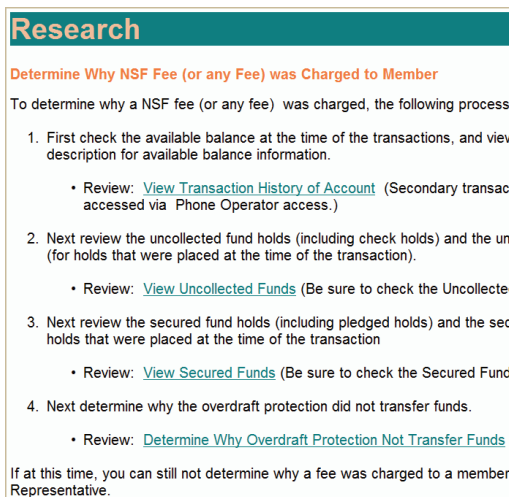
Check out the “Research” section in Show Me the Steps Online Help for links to the help topics outlined in this publication.

TIP #2: How Can I Determine Why an NSF Fee Was Charged to a Member?

Let’s say your member calls to ask why a fee was charged to her account. The Show Me the Steps Online Help can help you answer this member’s question.

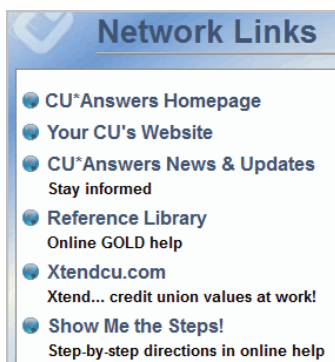
To access the page shown to the right, use Index Keywords: “NSF fee – why charged.”

This page breaks researching an NSF fee (or any fee for that matter) into four easy steps, each with its own step-by-step directions.



Check out the “NSF (or any other) fee” topic in Show Me the Steps Online Help

Use the “Show Me the Steps!” link on the Network Links page to access the Show Me the Steps Online Help.



TIP #3: How Do I Resolve an Out-of-Balance Drawer?

Need assistance researching why your teller drawer is out of balance? Our Client Services experts have provided an initial list of questions to ask yourself when you find yourself in just this situation. Check out the “Resolve Out of Balance Drawer” page in the Show Me the Steps Online Help.

Also included are easy-to-follow directions to bring your drawer in balance. There are also helpful links to directions for closing your drawer and reversing transactions from the current day. What a great tool for that new teller at your credit union!

Use Index keywords: “resolve out of balance drawer.”

Balance/Close Teller Drawer. Follow these steps: • If you are out of balance, the “Net (Adj cash – inv)” field will not equal zero.' '2. Re-count your cash and re-enter the amounts. Verify your checks balance. Ensure all checks have been posted for money that was bought and sold to and from the vault. [See this screen in CU*BASE Online Help](#). • The “Net (Adj cash – inv)” field should equal zero.' The bottom of the screenshot is partially cut off, showing 'The “Check in drawer” field should equal the total amount of the checks'."/>

Active/Close Teller Drawer

Resolve Out of Balance Teller Drawer

These directions are used when a teller drawer is out of balance.

Here are some questions you might ask yourself:

- How much are you off? Are you over or short?
- Did you balance your drawer at any point during the day? If so, when? Were you
- Did you get any error messages today while processing transactions?
- Did you reverse any transactions throughout the day?

1. Determine if you are out of balance. Refer to [Balance/Close Teller Drawer](#). Follow these steps:
 - If you are out of balance, the “Net (Adj cash – inv)” field will not equal zero.
2. Re-count your cash and re-enter the amounts. Verify your checks balance. Ensure all checks have been posted for money that was bought and sold to and from the vault. [See this screen in CU*BASE Online Help](#).
 - The “Net (Adj cash – inv)” field should equal zero.

The “Check in drawer” field should equal the total amount of the checks

Check out “[Resolve Out of Balance Teller Drawer](#).”

TIPS #4-6: What Else Can I Research Using Show Me the Steps Online Help?

Show Me the Steps Online Help has even more pages to help you do your own research. Other research topics assist you with the following questions:

- **Was an account frozen at the time of a transaction?**

Use Index Keywords: “research—was account frozen.”

- **How can I determine a member’s available balance at the time of a transaction?**

Use Index Keywords: “research –available funds.”

- **How can I determine why overdraft protection did not transfer funds?**

Use Index Keywords: “research—why overdraft not transfer funds.”

We Want to Hear from You! What Other Research Tools Would Be Helpful?

We want to increase this section! What other step-by-step directions would be helpful? Email your ideas to Client Services. Or maybe you have your own steps that you are willing to share with others. Show Me the Steps Online Help is a collaborative resource and we encourage you to take part in its development. Remember you can always submit directions using the “Submit to Show Me the Steps!” link on the Network Links page in CU*BASE.



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