

A New CU*BASE Platform for your ATM and Debit Cards

Getting Ready

MIGRATING YOUR
ATM AND DEBIT
CARD DATABASE
AND DAY-TO-DAY
PROCESSING TO
THE NEW,
STANDARD SET OF
CU*BASE® TOOLS

Your Conversion

BEFORE YOU BEGIN...

DON'T FORGET TO REVIEW THE COMPANION FLYER TO LEARN MORE ABOUT THE NEW TOOLS YOU'LL BE GETTING!



So what will it mean to your staff and your members when your credit union migrates to the new, standard ATM/Debit processing platform?

First, the rollover will be done during the week and there will be no interruption in service to your members. Members won't be getting new cards.

While we are performing the actual conversion of your card data, your ATM/Debit card vendor will be working in stand-in mode, similar to how it works now when we do your normal end-of-day processing.

We'll be contacting you to establish who your card services contact is and will work with this person prior to your live day.

What Your MSRs Should Know

- Members will NOT get new cards or card numbers.
- Configuration will be done for you to match your existing settings. To ensure a smooth transition, we do NOT recommend changing anything for the initial rollout.
- "Close" is different from "Hot" or other status, so be sure to review the training materials. Once you close a card, it cannot be reopened for any reason, so in the vast majority of cases you'll use the new **Change Status** feature to flag a card as hot or lost.
- When changing card status, you can use a new lookup to select additional status codes that let you choose whether the card should be captured by the merchant or not.
- Depending on your vendor, you *may* be able to attach more savings, checking and LOC funding accounts than the current maximum of 2 each. NOTE: We will configure the maximum that the vendor allows for *any* credit union, but your CU might have made arrangements for different limits, so make sure your staff knows your policy.
- Not every switch allows for 2 names per card but for now the card order screen does show two lines, so make sure staff

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NEW DAILY SETTLEMENT
PROCEDURES

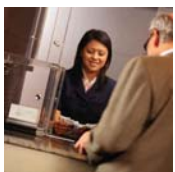
WHAT TO TELL YOUR
MEMBERS

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CONVERSION
CALENDAR / SCHEDULE
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YOUR CONVERSION

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knows your vendor's rules on that particular point as well.

- Start using the MNATMD menu for all member-related requests (new member getting a card, reorders, hot-carding/card status changes, card activity inquiry, etc.)
- The F17-Plastics feature in Inquiry and Phone will still be available for basic inquiries about the cards the member has (and we have plans to enhance it even further down the road once everyone has converted). You'll just need to use MNATMD #1 to add cards, order embossing, change card status, and perform all other routine maintenance needed on your member cards.

For Your Security Officers

Access to MNATMD #1 should be granted to all staff that need to be able to create cards and perform card maintenance. MNATMD #2 can be granted to other staff who need to view card information (including details about transactions denied by CU*BASE) but not make changes.

New Daily Settlement Procedures

Once the transition is complete, you will be balancing back your vendor settlement reports to some new CU*BASE balancing reports that will be generated automatically and routed through your normal report routing output queues. (The timing for when the recon reports are generated depends on when we receive them from your switch.)

We have changed the reports to streamline them and make them consistent across all vendors. Where possible, we have added or improved existing reconciliation reports.

The daily Settlement reports include both a detail report and a summary report by card number. There is also a detail version you can view by account number. The Exceptions report, which is generated daily or can be

printed at any time via MNATMD #7, now has three distinct sections to make it much easier to use: Denials, Posting Exceptions, and ISA Fees Accessed.

To help you get used to using the new report formats, **an Xtend SRS Bookkeeping staff member will be assigned to assist you with initial balancing** as you move from the existing platform to the new software. *(We'll be in touch!)*

What should I tell my members?



Actually, members shouldn't really need to be aware of the change at all! Unlike the rollout of *It's Me 247*, which had high impact on your members, this project will be more like the New GOLD Standard rollout – little if any impact on members, but high impact on your credit union staff and their day-to-day routines.

Once your staff is comfortable with the new processes and daily routines, you can choose your own timetable for rolling out new features to your members. You can also begin touting some of the cool new things like more flexibility in how the cards can access their accounts at an ATM, or if you are choosing to change your daily limits, or if you plan to offer new card stock choices, and that sort of thing.

But to start, we recommend that if you do plan to tell members, that you keep it very simple. For example, you might post a note like this on your website: **“On XX/XX/09, we will be doing some upgrades to our programs that handle your ATM and debit card activity. But don't worry, you should not notice anything different—you can continue use your cards at merchants and ATMs as usual!”**



Tips & Training

WHERE YOUR STAFF CAN LEARN MORE

- A new **ATM Daily Maintenance User Guide** is now available on the Reference Materials page of our website (look under “A”). This Guide shows step-by-step instructions for daily tasks your staff will need to perform, and also has samples of the new daily reports.
- Demo videos are available on **ondemand.cuanswers.com** showing common MSR tasks:
 - Introduction to ATM screens
 - Adding New Card
 - Reorder ATM Card
 - Changing Embossed Information
 - Changing Card Status
 - Closing a Card
- Web conference training will be announced separately based on the individual switches being converted. Details will be sent to your CU via our normal email channels.
- Recorded web conference training sessions will be posted at **ondemand.cuanswers.com**
- As always, contact a Client Service Representative if you have questions or need assistance!

Day 1 in a Nutshell

HERE'S A SUMMARY OF THE KEY THINGS THAT WILL HAPPEN ON YOUR ASSIGNED “GO LIVE” DAY:

We will deactivate the old interface at approximately 6:00 a.m. ET



Your switch will be taken down and move into vendor stand-in mode just like during EOD



Members use their cards as usual; authorizations are done off daily limits at the switch



Your card data will be converted to new records in the new files and new formats



New interface will be brought up at approximately 8:00 a.m. ET



We will contact your credit union to let you know when the system is back up



Staff starts using MNATMD for all card-related activity

NOTE: Pertains only to existing CU*BASE credit unions switching to the new platform; new client conversions are handled differently. All times are approximate and subject to change. **Whenever possible, conversion dates will be planned to occur during the week so that staff can be available.**

Conversion Calendar & Schedule of Events



As stated previously, conversions will be scheduled during the week and there will be no service interruption for members.

Switch	# CUs	Vendor Certification Status	"Go Live" Date for CUs
PEMCO	2	Completed	LIVE April 2009
Shazam	1	Completed	July 2009
Fifth Third	10	Completed	August 2009
PSCU-STAR	2	Completed	September 2009
STAR	5	TBD	September 2009
Co-Op	60	In process	October 2009
Elan	2	TBD	TBD
Fiserv-EFT	2	TBD	TBD
Fiserv-EDS	2	TBD	TBD
Metavante	13	TBD	TBD
FIS	7	TBD	TBD

As of May 2009; all dates are subject to change. Refer to our website at <http://www.cuanswers.com/kitchen/pause.php> for the most current schedule of events. Your CU will be contacted via our normal email channels with more specific instructions when your conversion has been scheduled.

Keep your eye on the kitchen for the latest schedule changes!

www.cuanswers.com/kitchen