

SUMMER
2004

CU*BASE[®] Software Upgrade

Online Credit Unions

Self Processing Credit Unions

September 13, 2004

Week of October 4, 2004

Is it a late summer release? An early fall release? Well, either way, another upgrade to CU*BASE and CU*@HOME is coming on September 13, 2004! This release contains several key projects that have been in the works for some time now, and beta testing for some projects began way back in June. Many of the changes will require you to make some configuration changes or activate a new switch, so be sure to pass this information on to the decision-makers at your credit union.

To help you scan this summary, remember the handy codes we introduced earlier this year:



Immediate Effect

Changes automatically in place on the day the release is implemented.



Must be Activated

Your CU must make a decision either to activate it or modify configuration parameters. May require contacting a CSR.



Team Implementation

Work with CU*Answers before implementation.

All of the booklets mentioned below are available on our web site now. Updated online help, including the "What's New" summary list of all changes, will be included with the release itself in September (or October, for self processors).



AFT/CFT Maintenance in CU*@HOME

Effective with this release, your credit union can choose whether or not to allow members to set up and maintain their own AFT and/or CFT records via CU*@HOME Internet banking. This feature gives members more control of their own accounts, and was designed to reduce significantly the amount of time required for credit union staff to assist members with these adjustments.

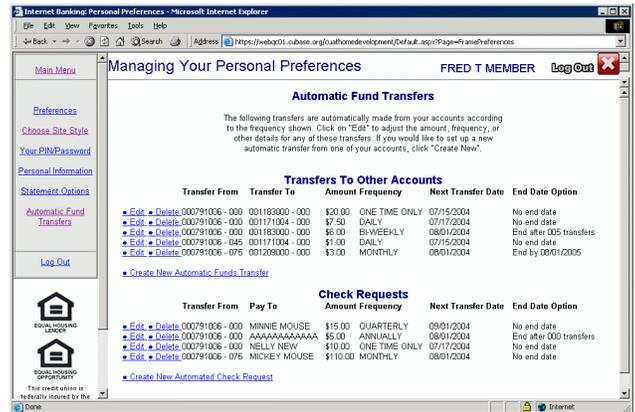
If activated, the new feature will be available via the "Personal Preferences" button on the main menu as well as via a link on the regular "Transfer Money" page. Members will see a list of existing transfers and can choose which item they wish to modify. (Both AFT and CFT records will be shown; maintenance will only be allowed on the type(s) you have activated.)

All changes made by members will be logged with the date and an Employee ID of 96; this date and ID will be visible when you view or edit the AFT/CFT record from CU*BASE.

After reviewing the documentation that explains the rules and controls used by CU*@HOME, if you decide you wish to activate either AFT or CFT maintenance (or both) for your members, please contact a Client Service Representative. Self processing credit unions can turn the feature on using the ARU/Home Banking Configuration feature on MNOP09 (OPER #10, then #8).

This is the first in what we hope will be many new features that will allow you to give your self service members even more control over their accounts online. (The next one we're working on now is modifying distributions on incoming ACH deposits...stay tuned!)

	Refer to the booklet, "Automated Funds Transfer (AFT) and Check Funds Transfer (CFT)" for details.
	Details for all related screens will also be available via CU*BASE GOLD Online Help with the release.



ANR for Batch Debit Card Processing

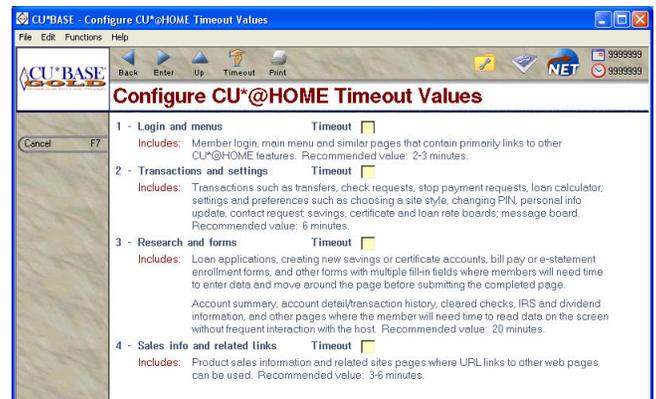
We have completed our first custom program to allow debit card processing to use the CU*BASE Automated Non>Returns (Courtesy Pay) feature. The first request we implemented was for a batch debit card interface to honor negative balance limits on member checking accounts when posting transactions.

Since all debit card interfaces are unique, custom programming is required for debit card processing to work with ANR features. If you wish to enable your debit card activity to use negative balance processing, contact a Client Service Representative for a custom programming pricing and lead times. **There are important issues to consider related to PIN vs. signature transactions, transaction authorizations versus transaction posting, and online versus batch processing; refer to the e-newsletter sent from Randy Karnes to credit union CEOs dated 4/19/04 for a discussion on this topic.**

CU*@HOME Timeout Value Configuration

If you attended this year's Leadership Conference, you heard about the work the Pricing Focus Group did during the first half of the year, culminating in a revamped look for the Pricing Guide and a new Comparative Pricing Analysis. One of other key tasks for the Group was to respond to the expense pressures many credit unions are feeling from home banking services.

It was from this effort that the new **CU*@HOME Timeout Value Configuration** feature was born—a new way for your credit union to tailor CU*@HOME service levels by controlling the amount of time a page is displayed to the member before “timing out.”



Starting in July, we implemented the infrastructure behind the scenes, and adjusted the timeout values for a most CU*@HOME screens, to test the effect of the changes on overall usage patterns. With this release the configuration will be opened up so that your credit union can adjust your own settings according to your member activity and your credit union's goals and needs. The feature will be available via the new MNCNFE Internet Member Services configuration menu (your security officer will just need to grant access to the appropriate personnel).

 Refer to the booklet, “Configuring Timeout Values for CU*@HOME” for details.

Dormancy Enhancements

■ Changes to Dormancy Monitoring

Dormancy will no longer be declared if the member has a:

- Loan account that was closed within the dormancy monitoring period
- Certificate account that was closed within the dormancy monitoring period

Since an open loan or certificate is often the only thing keeping a member from going dormant, this change was to keep accounts from suddenly going dormant on the day that the loan or certificate account is closed. After the account is closed, the system will wait to declare the member dormant until the normal dormancy period has passed (for example, 24 months from the date the loan or CD closed, assuming no other account activity).

When the software is implemented, the first time dormancy monitoring is run you may find a number of accounts being suspended from dormancy because a recently-closed loan or certificate is found on the member's history.

■ **New Exclusions for Dormancy Monitoring** 

Your credit union can elect also to exclude a membership from dormancy based on several new choices in dormancy configuration (MNCNFA #11):

- OTB products (*presence of ATM, Debit, Credit, or OTB Loans and Savings*)
- Household activity (*for example, a husband and wife are in the same Household, but only the wife's account is used regularly; this flag would prevent the husband's account from being declared dormant because of activity in other household accounts*)
- Multiple memberships under the same SSN/TIN (*if one of the memberships is used, any others owned by that same members would not be declared dormant*)

Remember that the Dormancy master list (DIMAST) is never automatically purged when you alter your dormancy configuration settings, so that existing tracking data is not lost. If you are considering changing your dormancy monitoring parameters, please contact a Client Service Rep. before making the change, to discuss the ramifications and whether or not it would be appropriate to refresh your dormancy master file at that time. Also refer to Page 8 of the Dormancy and Escheat Monitoring booklet.

■ **New Dormancy Report** 

A new daily report (**PDRMNS**) will be produced showing dormant members that were suspended due to any of the new exclusion options, if activated. This report will also show dormancy suspended due to a recently-closed certificate or loan account, or due to an update to the *Last Contact Date* on the member's MASTER record, or if the *Last Transaction Date* on a member account record falls within the dormancy period (this can occur if a transaction was posted by mistake, then reversed without adjusting the last tran. date back to its original setting).

Remember that if you activate any of these features, the first time dormancy monitoring is done the new report will likely show many members where dormancy was suspended. All of these should be reviewed and, if appropriate, can be deleted from the dormancy monitoring inquiry according to CU policy.

■ **Dormancy Maintenance/Inquiry Enhancements** 

The Update Dormancy feature (MNUPDA #9) has been changed to make it easier to use for working your dormant accounts:

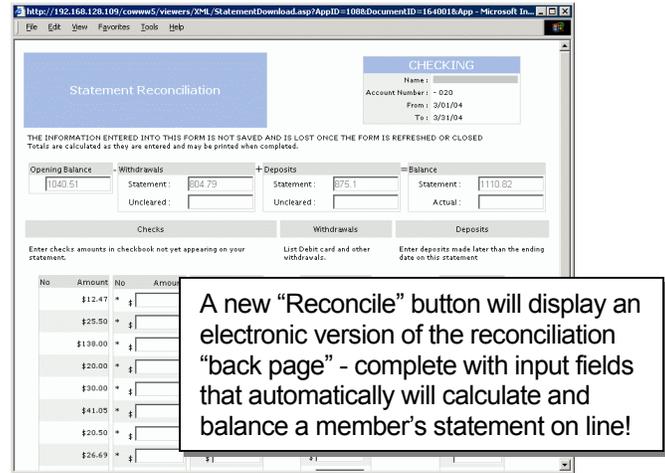
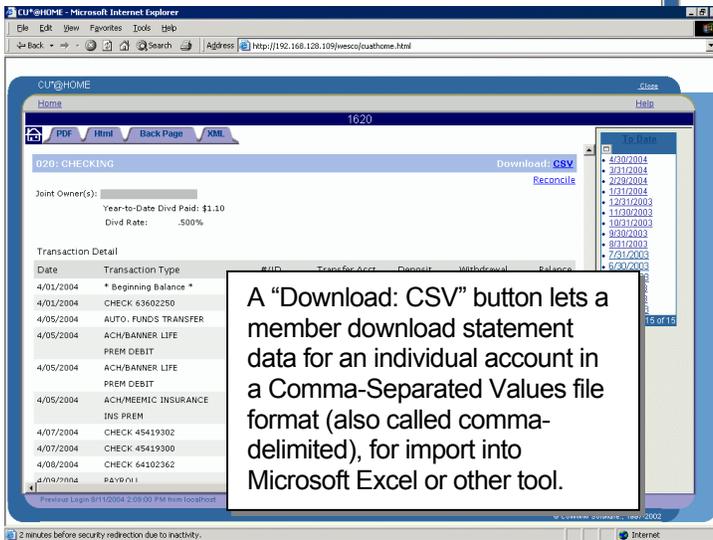
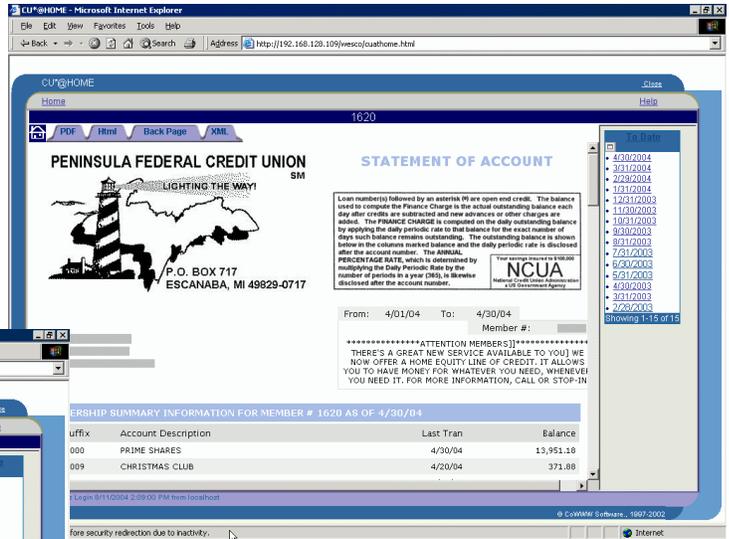
- New layout, search and alternative view/toggle features make it easy to see just members where dormancy was suspended, or just members that are to be escheated. Balance and last transaction/contact date information will also be displayed.
- If any individual account is suspended, reinstated, or deleted, the system will automatically make sure that any other accounts owned by that member are handled the same way. This avoids a situation where one account is removed from the escheat list but the member's other accounts are accidentally forgotten and still listed as ready to escheat.
- A new Summary window shows member counts and balances by months dormant (i.e., 00 to 11 months dormant, 12 to 23 months dormant, etc.), segmented by dormant, dormancy suspended, and escheat pending.
- The Dormant Members Master Listing report (MNRPTB) can now be printed showing just members marked as escheat pending (helpful for preparing your annual escheat paperwork).



Refer to the updated booklet, "Dormancy and Escheat Monitoring" for details.

E-Statement Enhancements

Also introduced at this year's Leadership Conference were some exciting new features being added to the CU*SPY system for viewing member e-statements. The new "XML" viewer provides a sharp, graphical image of your statement with new powerful online tools that are embedded within the statement content.



The HTML and PDF viewers are still available for those who prefer them (the PDF viewer will still be the best viewer for printing a hard copy of a statement), but the new viewer will become the default view. We think your members will really be impressed with the quality and readability of this new look!

Use this Opportunity to Market E-Statement Benefits to Your Members!

- **Statement inserts are available!** If you would like to announce this exciting change to your members, CU*Answers will be creating a general statement insert you can order to be inserted into your member statements. The insert was designed to reiterate key benefits of using e-statements, including the new XML tools, so it will function as a general marketing piece to promote e-statements while notifying existing members of the new features. **Contact Melinda Haehnel no later than September 10 to order inserts for September or October member statements.** Pricing will depend on the number of credit unions that participate, so please take advantage of this opportunity to increase your e-statement enrollments!

- **Use your monthly e-statement notification!** Don't forget the easiest and most effective way to announce the new features to your existing e-statement members is through the monthly email that notifies members their statements are ready. (Of course you update this every month already, right?) Use MNPRTC option 13 "Update Monthly E-Statement Email" (press Enter to proceed to the second screen and update the notification email text).

- **Use the email marketing feature!** Remember that CU*BASE has a feature where you can quickly send an email to a batch of members from a database file. For example, you could use the Report Builder to create a list of account numbers and email addresses for all of your current home banking

users (or even just every account for which you have an email address!), then send an email to these users to promote your e-statement offering. This feature is available on menu MNPRTC (option 26); complete online help is available.

- **Use the home banking message board!** Using the same database file you created for your email campaign, you can create a Member Account Comment and deliver that to your members in CU*@HOME so they see it the next time they log in. (Check out MNPRTC option 25!)

! Timecard Processing Enhancements

CU*BASE has a timecard processing feature?!? If you've never used it, now might be the perfect time to revisit this simple tool.

The CU*BASE timecard system was originally intended to allow employees to "clock in" in the morning then "clock out" at the end of each day. The total number of hours worked could then be logged according to a set of credit union-defined categories (such as regular hours worked, lunch, vacation, etc.). Unfortunately, things like early-morning staff meetings or computers that are slow to boot made it difficult to get the times logged accurately, and adjustments required a supervisor override.

Organizations that truly want this type of regimented approach typically invest in a factory-type punch card system with time clock. Most of our credit unions, however, just want an easy way to do time cards electronically, with some basic tracking tools—an "honor system" where the employee is responsible for keeping track of his or her working time according to your credit union's rules.

Therefore with this release we have simplified the system to make it easier for the average credit union to use, and added some enhanced tracking and auditing features:

- The Time Card Entry screen (MNMAST # 20) will now allow an employee to enter his or her starting and ending times, at any point during the day, for any day this week, last week, or for the coming two weeks (such as to log next week's vacation).
- Employees can now log the time they left for lunch as well as the time they return from lunch, and the system will automatically calculate the total time worked, minus lunch. The new fields will be displayed on both the detail and summary timecard reports (on menu MNRPTE).
- If an employee leaves the office for a period during the day, such as for a dentist appointment, this can be logged as a "misc. absence" and will automatically be subtracted from the calculated time worked.
- "Time worked" categories are now separate from other categories used to record non-working hours such as vacations, sick leave, etc. When start, end and lunch times are entered, the system will calculate total time worked and verify that against the time allocated into the working hours categories only. For example, say an employee works the morning and leaves early at noon. He could enter his actual end time as 12:00 and then enter 4 regular working hours and 4 hours of sick or personal time.

Your credit union's configured allocation categories may need to be adjusted to work with the new calculations. Only categories 1 and 2 will be used for working hours and will be used to verify that Time Allocated equals actual Time Worked. Categories 3-10 will be for non-working hours and no verification will be done. Also, if you previously had a category for lunch period, we recommend this be eliminated and the new lunch hour fields be used instead. If you have concerns about how these changes will affect your old timecard data, please contact us to discuss options for converting archived data.

- The existing supervisor maintenance feature (MNUPDA #18) will still be available for supervisors to adjust employee timecard data. We have added a few enhancements:
 - As before, the system will list all employees so that you can select an individual employee and date to adjust. The screen will no longer require you to enter the date again and again as you work through a batch of employees, and new features have been added to allow you to display only employees with a certain Job Category or Branch Vault # (as defined in employee security).
 - Now you can enter an employee's data for a date in the future (such as to log a timecard in advance for employees going on vacation).
 - Whenever an employee enters a start or end time or a lunch begin or end time, behind the scenes, the system will also record the actual date (month and day) and time when that data was entered. On the supervisor maintenance screen this "audit" date and time will be displayed next to the times entered by the employee, to help give supervisors a more complete picture should there be any questions about a particular employee's actions.

- New summary inquiry tools have been added to both the employee timecard entry program and the supervisor maintenance program to display a weekly view of timecard data. One summary (shown here) will show a single employee's data for a full week, with hours broken out by category. (This could be printed and signed to function as a printed timecard.)

Time Allocated To	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Wk Total
REGULAR HOURS	00 00	08 11	00 00	06 05	07 52	08 05	04 15	42 28
OVERTIME	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
Time worked sub-total	00 00	08 11	00 00	06 05	07 52	08 05	04 15	42 28
PERSONAL TIME	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
SICK LEAVE	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
VACATION	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
HOLIDAY	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
TRAINING	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
STAR DAY	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
UNPAID LEAVE	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
MISCELLANEOUS	00 00	00 00	00 00	00 00	00 00	00 00	00 00	00 00
Other time sub-total	00 00	00 00	00 00	02 00	00 00	00 00	00 00	02 00
Daily totals	00 00	08 11	00 00	08 05	07 52	08 05	04 15	44 28

Use File, Screen Print (or Ctrl + P) to print this as a weekly timecard.

The other summary, available only through the supervisor maintenance program, shows all employees with total hours worked per day for an entire week. This can be shown for just a single job category or branch vault #, to help supervisors get a handle on their employee counts and hours worked.

Details for all related screens will be available via CU*BASE GOLD Online Help with the release.

Variable Rate Code Enhancements

If your credit union uses group-type Variable Rate Codes to control loan rates, this new feature gives you yet another measure of control over your loan portfolio. Now you can choose to set "floor" and "ceiling" rates for the entire group of loans, so that individual loan accounts are not brought below or above a certain range.

This was designed specifically for credit unions that adjust rates up and down by a certain basis point across the board—regardless of the rate at which a loan started, whenever the rate goes up by, say, a quarter of a percent, all loans in the group go up by that amount. The floor and ceiling feature prevent loans from going too high or too low as these adjustments are made.

(Remember that this is separate from the existing "tolerance" ranges, which are designed simply to avoid keying errors like 84.00% vs. 8.40%.)

If you choose to enter a floor and/or ceiling onto any of your existing variable rate codes, the next time a rate change is processed, any existing loans that fall outside that range will be brought to the floor or ceiling rate as appropriate. Contact a CU*BASE Client Service Rep. for assistance in analyzing the effect of a change on your current loan accounts.

Refer to the booklet, "Variable Rate Loan Products" for details.

! Miscellaneous Enhancements

- When **disbursing loan funds** (MNLOAN #2), a new lookup button has been added so that you can search for the name of one of your Indirect Lending dealers and automatically fill in the Pay To fields with that address, making it much easier if you need to send the check directly to the dealer.
- When working with the **loan application screens**, when there is co-borrower on the application, if you press the Enter key to proceed, the system will automatically stop on both the applicant and co-applicant tab for each screen. (F3-Backup will still move backward an entire screen.) This is handy if you just want to quickly scroll through the entire application and don't want to forget to look at co-applicant details also. Clicking the mouse to go to a specific tab will work the same as before.
- Returning a "POP" type ACH item requires the city and state information from the original item; therefore the **ACH returns screen** now includes these fields to allow for the proper return of these ACH items.
- The **Aggregate Balance Analysis/File Build** feature (MNMRKT #11) will now allow you to include only IRA accounts in the file.

CU*TIP: This is a very powerful but underused tool that provides one of the easiest ways to gather member information for aggregate analysis. **If you haven't used it lately, check it out today!** Online help is available.

- The *Review Date* can now be updated when refinancing a loan using the Loan/Open Credit Refinance feature (MNLOAN #3).
- Many enhancements have been made to the generic Wisconsin League forms (26 forms in all).
- Additional minor changes were made to the **AFT & CFT** programs, most of which fixed minor problems reported to us. Two changes that you may notice:
 - On an AFT/CFT that is set up as an IRA distribution, if withholding is set as a percentage, the system will calculate the withholding amount correctly if the final payment is smaller than the usual transfer amount. **If withholding is set up as a specific dollar amount, and the balance left in the account is less than the normal transfer amount, the item will appear on your AFT exception report as an NSF and will need to be handled manually.**
 - When a CFT record is set up to pull funds from a certificate, the system will now correctly use your credit union's configured printed CFT check fee. If you do not intend to fee these accounts, **you must make sure to check the *Waive Auto Check Fee* flag on the CFT record in order to avoid charging this fee.**

Other minor changes included with this release will be noted in the "What's New" topic in online help with the release.