Announcing . . .

CU*BASE Software Upgrade
Effective August 12, 2002*

Introduction

Well, our "just around the corner" is finally here! As you may remember, when the most recent upgrade was announced we also mentioned several products that were *this close* but couldn't quite make it in for April. Well, these features and enhancements are now ready and will be coming to online credit unions on August 12, 2002. Some highlights:

- A complete reworking of **CU*BASE Loan Application and Household** features will be the major change your staff will notice with this release. Make sure everyone on your lending team gets a chance to come to one of the four different training events scheduled for July and August.

- Phase 2 of **VMS Online Loan Applications**, including a full loan application for primary applicants. Your credit union will need to decide how you wish to handle co-applicant information according to your privacy policies and lending procedures.

- **E-Statements and Email Marketing Tools**, including a WESCO-sponsored contest to gather email addresses from your members to help make your e-statement kickoff a success.

- More **Teller Posting** enhancements, including a new ACH warehouse inquiry and warning messages for same-day transactions. Now is the time to start developing procedures for your tellers to follow!

Keep reading for even more...

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CU*@HOME VMS Services Upgrade

Following are enhancements that will be available starting August 12, 2002, or have already been released to your members in CU*@HOME.

♦ **E-Statements**
CU*BASE E-Statements uses the recently-introduced CU*SPY browser-based statement retrieval system to give your members access to their own statements via CU*@HOME. Multiple enrollment and fee configuration options let your credit union offer e-statements with or without an additional mailed copy. On-line enrollment through CU*@HOME makes it easy for members to get signed up. A monthly email notification gives your marketing team a chance to communicate regularly with these important members. And the security provided by CU*@HOME will assure members that their statement information will remain private and secure.

     Refer to the "E-Statements" flyer for a list of features and pricing. Refer to the booklet "Getting Started with E-Statements: Configuration, Fees, and Member Enrollment" for information about setting up e-statements for your membership. Both will be available on our web site after August 1, 2002.

♦ **Email Marketing Tools**

With the introduction of e-statements and the related email capabilities now available to CU*BASE, your marketing team can now use the power of email to communicate with your membership. Similar to the features that let you "flood" a batch of memberships with custom messages delivered by CU*@HOME, new email marketing tools let you set up a target audience through Query, then deliver an email message directly to member email boxes.

> Remember, in order to send email messages you have to have email addresses! Contact Melinda Haehnel about getting in on our current collaborative marketing contest—your members could win a TV just for giving you their email address!

> 🕮 *Refer to the "E-Statements" flyer for a list of features and pricing. Refer to the "Collaborative Marketing Contest" flyer for information about the email address contest. Refer to the booklet "Marketing to Members Through Email" for information about creating and sending email messages to groups of members. All will be available on our web site after August 1, 2002.*

♦ **VMS Loan Applications: Phase 2**

In the Spring CU*BASE Upgrade, we introduced Phase 1 of VMS on-line loan applications, which allowed credit unions to configure loan products so that members could submit an on-line loan request via CU*@HOME. This phase took members through the loan request and quote stage, then allowed your loan officers to work the loan and complete the application through CU*BASE.

Phase 2 of the VMS Loan Applications feature expands the existing loan request option to include a full application page, so members can update employment information, income, assets and debts, etc., right from CU*@HOME. Because of the new loan system's integration with the Household Database, CU*@HOME will display existing household information on the application and allow the member to simply update any information you already have on file.

> ⇒ DECISION NEEDED: Because a member must use a secure PIN to access CU*@HOME, the system will be able display household information about a member on a loan application. However, co-applicant information is another matter. Should co-applicant information that is already on file at the credit union be displayed as long as the co-applicant is in the same household as the primary member? Only if the co-applicant is marked as the "spouse" of the primary member in the household? Or not at all?
>
> Member privacy and security concerns, balanced against the desire to make on-line applications easy for the member, will require some thought on how you wish to set up these applications. Currently there will be a flag available in PC Banking VMS Configuration (MNCNFD) that will let you choose whether to display co-applicant information if in the same household, or only if a spouse, or not at all. **The default will be not to allow co-applicant information to be displayed under any circumstances.** The system will take the co-applicant's SSN or account number but will not request any additional information about the co-applicant in CU*@HOME. A loan officer will need to work with the member to fill out the co-applicant portion of the loan application.

If your credit union already offers on-line loan requests through CU*@HOME, the application feature will automatically be available starting August 12. You do not need to make any configuration changes. For credit unions that have been waiting to activate loan applications, now is the time to use the "Rate Inq/PC Bank Ln Product Cfg" feature on menu MNCNFB to configure your loan products to allow on-line applications.

 🕮 *For details, including information about setting the co-applicant handling flag, refer to the updated booklet, "CU*@HOME 'Virtual' Member Services" booklet, available on our web site after August 1, 2002.*

♦ **New Member Help Tools**
(These changes were released to members in July.)

- **Facelift for CU*@HOME Main Menu and "Hover Help"** - Menu options were rearranged into a more logical sequence, redundant options were removed, and the new "Managing..." section provides easy access to tools that let your members manage their relationship with the credit union. Try "hovering" the mouse over any option on the main menu for a description of its features.

- **On-Line Help** - Members can click the new red 🛈 ᴴᴱᴸᴾ button on any page in CU*@HOME and see instructions for using CU*@HOME features, scan through a list of frequently-asked questions, read about availability and security details, and learn about features they may never have tried before. You can also provide a link to on-line help directly from your web site, to give your members a way to read about CU*@HOME before they try it. Have your webmaster add a link to the following address: **www.cubase.org/homebankhelp**

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CU*BASE Software Upgrade, August 12, 2002

The following changes and enhancements (listed alphabetically) will be released as part of the August 12 software upgrade:

♦ **ACH Warehouse Inquiry**
A member comes to your lobby and asks to withdraw $200.00 from her savings account. The teller sees a balance of only $175.00 in the account. The member insists that she is being paid by her employer via an automatic deposit. With the new ACH Warehouse Inquiry feature in CU*BASE Phone Inquiry, the teller can quickly verify that an incoming ACH transaction has been received but is not scheduled to be posted until tomorrow morning. Depending on the credit union's policies and the member's relationship with the credit union, the member could even be given the funds in advance of the credit being posted the next day.

In both Phone Inquiry and regular Member Inquiry, an account that has a pending ACH transaction will show a "P" in the ACH column. ACH Distribution inquiry will reveal details about the pending transaction to aid a teller or member service representative in assisting the member.

> If there is an ACH transaction waiting in the warehouse to be posted in the next few days, there will be a "P" in this column in both Member Inquiry and Phone software. Use F10-ACH to view the ACH Distribution Inquiry screen.

Typ	Description	Loan PayOff/ Current Balance	Loan Payment/ Net Available	Next Payment/ Last Transaction/ CD Maturity Date	IRA	ATM	PFR	FRZ	TKL	ACH	ODP	BOX	J/O
000	SHARES	1,887.16	1,882.16	Sat Jul 06, 2002	.	Y	.	.	.	.	Y	.	.
001	CHECKING	10.00	5.00-	Tue Mar 19, 2002	.	Y	.	.	.	.	P	Y	.
786	MONEY MOVER	0.00	200.85	Thu Dec 13, 2001	.	.	.	.	.	.	.	.	.

Pending ACH transactions (received into the warehouse but not yet posted) will be shown with the text "PENDING TRAN" in the Member Name column. Select this transaction in the list and use **F1-View Pending** to see details about the pending transaction.

This inquiry shows whether the incoming transactions are debits or credits, and the amounts waiting to be posted.

✍ *Information about this feature will also be available in CU*BASE GOLD On-Line Help.*

♦ **Laser Notice Printing Enhancements**

To make laser notices even easier to use, we are making the following changes to the printing features for your daily member notices:

- Page numbers will now be printed at the bottom of every notice, and the notice file will be set to a "save" status in your spool file. If the printer jams or runs out of ink during the middle of a notice run, you can easily use normal AS/400 spool file printing features to reprint the file starting at a specific page number. (HINT: On the spool file screen, use the **Change (2)** option, then **F10-Additional parms** and page down to set the starting and ending page numbers.)

- To save toner, the solid black bar for the notice title will be changed to a simple outline.

- To allow you to use standard double-window envelopes, the credit union return address will now be printed at the left edge of the paper, placed for a standard window location.

- To accommodate automated sorting/inserting equipment, multiple-page notices will be printed differently. "Header" information such as the member's address and your credit union return address will print on every page, so that each notice can be put into a separate envelope. The pages will not "break" in the middle of an event, so that entire events will print on one page, to avoid confusion when longer notices are mailed in multiple envelopes.

- All events will now include an optional "Transaction Date" field so that you can choose to include this information for any notice type.

  📖 *For details, refer to the updated booklet, "Laser Member Notices" available on our web site after August 1, 2002.*

Tired of printing notices? Let WESCO take care of it! Contact a Client Service Rep. today!

♦ **Loan Software Enhancements**

Every screen has been touched, with changes to command keys and flow sequence all designed to make the system easier to learn and use. The changes also make the system much more flexible behind the scenes for adding enhancements and new features in the future.

 ✌ *Complete information on all of these changes will be available via CU*BASE GOLD On-Line Help. Simply choose "Help for this Topic" while on any of the loan application or household screens.*

Complete Household Database Integration

- All applications will automatically be tied to the Household Database, and the "Work With Loan App/Previous Loan" feature will no longer be available. What this means is that if you use the loan application screens in CU*BASE, **a household record will be *required* for every member that applies for a loan**. To make it easy, the system will detect any members or non-members who have not been enrolled and automatically bring you to the enrollment screen when you create a new app.
- The Household Members screen has been enhanced to allow you to move a household member, *including all household data*, from one household to another.

On-Line Credit Report Changes

- If your credit union uses the CU*BASE On-Line Credit Bureau Access system, the new loan system flow will provide a way to populate debt records with data taken directly from an on-line credit report.
- A new CU-defined flag will allow you to pull a credit report first thing when creating a new loan request. This will be especially popular with credit unions using risk-based pricing for loans, as it will allow you to refresh the credit score so that the new request is priced correctly.

⇒ For online credit unions, if you would like to activate either of these options, please contact a Client Service Representative. Self Processing credit unions can activate the flags using the "On-line Credit Bureau Config" command on menu MNOP90 (OPER #10 then #7).

Flow and Screen Changes

- The overall flow through the loan request and application screens has been streamlined to eliminate "stops" at the "WE" Loan Request Maintenance screen and to skip unnecessary steps. The Loan Recap will now become the central point for working with any loan app.
- A new "Select Co-Signers" screen has been added to allow you to add, remove, or change the co-applicant after an application has been created, without having to delete the entire app and start over. Access to Additional Signers will also be available from this screen.
- To make the command key buttons easier to use in CU*BASE GOLD, command keys have been changed on all application screens to use standard keys in the first few positions (F3-Backup, F5-UW Comments, F7-Cancel, and F10-Save/Done) with keys unique to an individual screen appearing after F10. In many cases CU*BASE GOLD will show new, larger buttons for key features to make sure important tasks aren't missed.
- Will combine the Application and Household Database Maintenance screens into one set of screens with conditional fields, so staff only needs to learn one format. CU*BASE GOLD will display Applicant and Co-Applicant information on separate tabbed folders.
- Will add new Action Codes to the Loan File window: View/Print Previous App, Member Survey, and Cross Sales Tracking.

- To make it easy to fill in credit union loan information, a new "View CU Loans" button will appear on the debts screen. This button will display all outstanding CU loans for which this borrower is responsible, including as an additional signer.
- If your credit union has custom loan forms that print before the loan account is created, new options are available so that these forms can be printed at the same time as the loan application and loan officer worksheet.

File Changes

- Will add a new field to the loan application for co-applicants: *Relationship to Applicant* can be used to record how the co-applicant is related to the applicant (friend, relative, etc.).
- Will display a "refresh date" for the credit union account balance details on the Income screen.
- Assets and Debts will not longer be "linked" on one continuous record (i.e., the car can be AS-05 and the car loan can be LN-02 if you wish).
- Will add a *Secured by Asset* flag on all loan debt records (will still be a *Secured by Loan* flag for all Asset records as well).
- Will remove 3 of the "regular" assets so all asset records can be on one screen (total of 10 assets: 3 real estate, 7 other).
- Will add a new 15-character *Comment* field for all asset records (can record an account number, bank name, or other info as needed).
- Will add 3 more CC (credit card) type records, for a total of 6.
- Will display debt records on three separate screens to eliminate scrolling: Real Estate Loans (4), Other Loans/LOCs (10), and Credit Cards/Other Debts (6+3).
- A separate screen will now show miscellaneous yes/no questions and applicant/co-applicant comments (previously on the Credit Card/Misc. Debts screen).

Miscellaneous Changes

- To improve the functionality of the Loan Application Listing Detail report (MNRPTD #5) for credit card applications, these records will now be marked as "A" for approved or "D" for denied when the F17-Credit Card App feature is used, even if no Plastics record is created or denial notice printed. Also, when approving or denying a credit card app, there will now be a field to record the loan officer ID.
- All approved applications will now be purged after 60 days (no longer retaining at least one per member); denials will be purged after 18 months.
- The "Print Loan Application Forms" screen will now include an option to either include or omit applicant comments and co-applicants from the printed loan application.

$\Rightarrow$ DECISIONS NEEDED: Because of the automatic integration between loan applications and the household database, your credit union should decide how you will use the household database most effectively for your membership.

Currently households are forced only for borrowing members. Do you plan to make household membership mandatory for all memberships? Does your member service team have the right procedures in place for enrolling new members into households? What about maintaining household status? What procedure is in place for changing household information when an member's address changes? When a member gets married? Divorced?

Will you use household data in your marketing efforts? Have you analyzed household data in conjunction with your Tiered Services scoring policies? Come to one of the training events scheduled in July and August and get some valuable tips for making this database work for you.

♦ **Messages to Members Via Transaction History (Posting "Zero Dollar" Transactions)**

The Member Comment feature has been expanded to allow for the addition of a completely new feature designed to let you communicate information to members via one of your best communication tools: the member account statement. Simply put, this feature creates a zero-dollar transaction on a member's account, with a custom transaction description. Both the primary (20 characters) and secondary (79 characters) transaction description can be entered manually when the transaction is created.

Access is via all the existing places where a Member Comment can be created (Phone Inquiry, MNUPDT, MNCOLL, etc.). A new initial screen will now appear when creating a new comment:
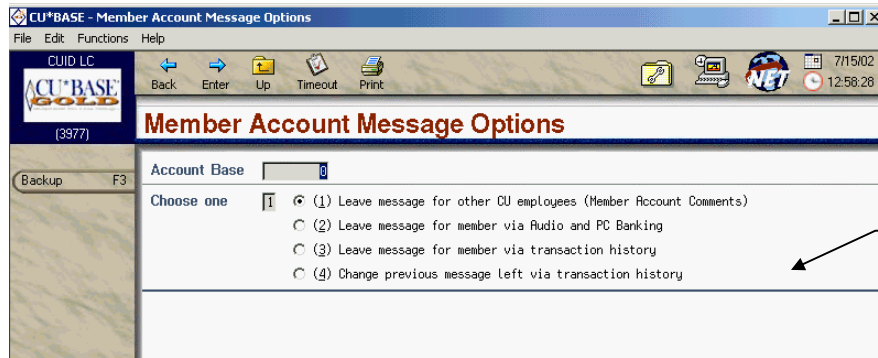
Option 1 (the default) and Option 2 will take you to the normal Member Comments system. Option 3 lets you create a new zero-dollar transaction, and option 4 lets you change the transaction description for any previous transaction.

In addition, the feature used to modify the transaction description for any transaction (MNUPDA #16, "Update Transaction Desc/State") has been enhanced so that you no longer have to go searching for a transaction sequence number. Instead, all transactions for an account will be listed—just choose the one you want. (As usual, this is designed to be used only for current-month transactions that have not already been reported on a statement.)

⌕ *For details, refer to the booklet, "Leaving Messages for Members via Account Transaction History" available on our web site after August 1, 2002.*

🎦 *Information about this feature will also be available via CU*BASE GOLD On-Line Help.*

♦ **On-Line Help Update**

In addition to many updates, you will see several new "chapters" added to CU*BASE GOLD on-line help with this release:

- MNCNFX - Configuration Reports
- MNCNFA - Share Product Configuration (including Service Charges)
- MNCNFB - Loan Product Configuration
- MNCNFC - General Configuration 1 (including hardware device configuration)
- MNCNFD - General Configuration 2 (including over-the-counter fee configurations)

♦ **Teller Alert for Same Day Transactions**

A new optional flag is available in CU*BASE Teller Processing to address risk-management and fraud detection concerns. When activated, this flag will cause an alert message to appear in Teller Processing when members perform transactions multiple times during the same date. This would provide an alert, for example, if a member attempts to deposit a check at one branch then withdraw the funds at a different branch.

If a member has completed any transactions through teller posting, ATM, CU*TALK or CU*@HOME during that same day, the following message will appear immediately after entering the account number on the initial teller posting screen:

1418-WARNING: Member has transactions today. Press enter to continue.

Pressing Enter will allow the teller to continue to process this transaction as usual. If you choose to activate this feature, be sure to have a policy in place that instructs tellers what to do when this message appears. Inquiry into the account to see what transactions were posted earlier in the day, questioning the member, or maybe even a call to a head teller might be appropriate depending on your credit union's policies.

For on-line credit unions, contact a Client Service Representative to activate this flag. Self processing credit unions can activate the flag using "Master CU Parameter Config" (OPER #10 then #1).

⏚ *Information about this feature will be available through CU*BASE GOLD On-Line Help (choose "Help for this Topic" while on the initial teller processing screen).*

♦ **Tiered Rates for CD Types**
CU*BASE allows your credit union to configure up to 99 different CD type codes for your certificate products. For many credit unions, this is plenty for all of the products you offer. But for some credit unions that have different rates depending on deposit amounts, a limit of 99 product codes can make it difficult to configure all of the products they need.

With this release, you may now configure a single CD Type code that has a different rate for up to six (6) different balance ranges—in effect making a single CD Type act like six different products. To make it as flexible as possible, the configuration also allows for two optional re-pricing flags:

- **Change Rate on Renewal** - If you want the member to automatically get a new rate according to the balance on the CD when it renews, this flag can be set to Yes. Otherwise, the only time the tiered rates are used is to determine the rate when the original deposit is made to create the certificate account. That same rate will remain in place throughout the life of the CD.

- **Change Rate on Balance Increase (Dividends/Deposits)** - If you want the member to automatically get a different rate when dividend payments or deposits (if allowed) are made to the account, this flag can be set to Yes. Otherwise, dividend payments and deposits will not affect the rate on the CD.

  ✉ Be sure to read CU*BASE GOLD On-Line Help (choose "Help for this Topic" while on the CD Type configuration screen) for additional discussions on the impact of tiered rates on your CD analysis reports and some pros and cons of using the re-pricing flags.

In addition, the actual rates and balance ranges will be removed from the CD Type configuration screen (MNCNFA) and will instead be available only from the Member Rate Maintenance system (MNMGMT), similar to the change recently made to Share Dividend Applications. This gives one central place from which to maintain rates and minimum/maximum balance amounts, complete with the existing rate change history features.

If your credit union needs to expand its current products to use the tiered rate concept, please contact a CU*BASE Client Service Representative for assistance in configuring the codes and rates properly and making the transition for your existing accounts.

⏚ *Information about these new features will be available via CU*BASE GOLD On-Line Help (choose "Help for this Topic" while on the CD rate maintenance screen or on the CD Type configuration screen).*

♦ **Tiered Scores Applied For Entire Household**

If your credit union uses the Tiered Service Levels scoring system to reward members for credit union participation, you may occasionally get comments from members wondering why they are not receiving the same benefits as their spouse who is in the same household. Although Tiered Services was designed to reward members based on each individual member's relationship with (and cost to) the credit union, the importance of maintaining goodwill with all members in a household can be an important factor, too. Therefore, a new flag is now available that will let your credit union score members based on the highest score achieved by any member of a household.

If you choose to enable this flag, CU*BASE will start by scoring individual members as usual. Once all scores have been calculated, the system will evaluate all members with the same household number, and take the highest score among those individuals and award that same score to all of the members in that household.

To help maintain consistency for analysis, you will still be able to see the actual points a member earns by group (Primary, Savings, Lending, etc.) using the drop-down list in Inquiry/Phone, but the actual score may be from another member of the household.

To activate this flag (which applies to ALL memberships), on-line credit unions should contact a Client Service Representative. Self processing credit unions can activate the flag using "Master CU Parameter Config" (OPER #10 then #1, then choose "H" on the *Tiered Service Scoring* flag).

📖 *For more information on the CU*BASE Tiered Service Levels program, refer to the updated Tiered Service Levels Implementation Guide, available on our web site after August 1, 2002.*

♦ **Other Miscellaneous Enhancements**

- **The F3-Backup feature** has been restored on the Teller Miscellaneous Receipts screen as well as the Checks/Money Orders printing screen. As you may remember, these were removed during our Spring upgrade to avoid the "left-to-right" balancing errors that were occurring occasionally when backing up out of these screens. We heard from many of you that the inconvenience of losing the function outweighed the inconvenience of an occasional balancing error, so the function has been restored. However, you will still need to be on the lookout for balancing errors that may occur infrequently.

- **Cash Transfer Receipts** are now optional by workstation. If you do not wish to print a receipt when performing a cash transfer (vault to teller, vault to vault, etc.), change the new "Cash Transfers" receipt printing flag in workstation configuration (MNCNFC #10).

As usual, other minor enhancements and changes will also be implemented based on reported issues. These will be reported in the next issue of the *CU&A* newsletter.