

CU*BASE 20.04 Release Resource Companion

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CU*ANSWERS
The Writing Team

This edition of the Release Resource Companion covers new and updated materials related to the 20.04 Release of CU*BASE. Take a look at the topics below to view updates to the CU*BASE software, videos and additional resources, all collected in one convenient document for your staff!

New Release Video!

Member Experience Private Contacts

If members have questions they want answered, they can use the beefed up "Contact Us" window and "Private Contacts." [Watch the video!](#)

New Booklets!

Private Contacts Booklet

Private Contacts is a greatly updated, new "Contact Us" window. If members can have questions they want answered (even including personal data), they can use Private Contacts, and you can respond privately, too! [Read the booklet!](#)

Allied IQQ Reference Booklet

Allied "IQQ" Miscellaneous Coverage Pricing Now Integrated into CU*BASE LOS. [Read the booklet!](#)

Major Updates

It's Me 247 Investment Tools in Online/Mobile Banking

CFS Investments Now Show Real-Time Account Balances in the **It's Me 247** Account Summary Page (with More Mobile Features, Too!) [Learn more!](#)

Additional Updates

Configuring Tools for Your Loan Team

Includes information about Allied "IQQ." [Learn more!](#)

Tracking OTB

Includes information **It's Me 247** Investments. [Learn more!](#)

It's Me 247 Bill Pay Fiserv

Includes information about **It's Me 247** Bill Pay Fiserv Mobile. [Learn more!](#)

Additional Booklet

Payment

Reversals/Adjustments

New booklet with directions for making payment reversals and adjustments for share, certificate, loan, and mortgage accounts. [New booklet!](#)