

# 2017 Focus Groups



**REVISED**

(Includes illustrations  
of the new Accounts  
Payable workflow)

## Accounting Top Priorities

Wednesday, March 22, 2017

1:00pm – 4:00pm

**CU<sup>\*</sup>ANSWERS**  
A CREDIT UNION SERVICE ORGANIZATION

# Today's Agenda

## Meet & Greet

1:00 – 1:30

Lightning-round introductions for any newbies in the room

## What Have We Been Up To Lately?

1:30 – 3:30

Discuss recently implemented accounting projects, top priorities project status and soon to be released projects

## What's Next

3:30-4:00

What's next for the Accounting Top Priorities?

*During the afternoon we'll jot down ideas as they come up...then be ready to vote for your favorites!*



So what have  
we been up  
to for the past  
year?

Are you using these new tools yet?

4

# Dashboard Analysis for Written Off Loans

16.05

- ▶ Dashboard Analysis for Written Off Loans
  - ▶ Status on Total Written Off and Charged Off Loans
  - ▶ Top write off/charge off reasons, loan categories being written/charged off, employees performing charge-offs
  - ▶ And more .....

Session 1 CU\*BASE GOLD - FRANKENMUTH CREDIT UNION

File Edit Tools Help

## Written Off/Charge Off Analysis

W/O between and

	Dollars	%	Count	%	Members	Usable Scores	Org Avg Crd Score	Event Avg Crd Score	Avg Crd Score Chg Orig to Draft	Avg Seasoning Months
Total written off	16,659,064	100.0	2498	69.8	1703	272	628	531	97-	46
Total charged off		.0	1081	30.2	756				0	101
Combined	16,659,064		3579		2459	272	628	531	97-	62

### Key Facts for Written Off Loans

Top Reasons	Dollars	%	Count	%
** Blank **	14,804,368	88.8	2186	87.5
BANKRUPTCY 07	838,967	5.0	100	4.0
BANKRUPTCY 13	332,237	1.9	38	1.5
INCOME LOSS	145,829	.8	36	1.4
OTHER	108,008	.6	31	1.2
MEDICAL	105,971	.6	11	.4

View Totals 16,335,380 98.0 2402 96.1

Top 3 Dealers	Dollars	%	Count	%
COOK GM SUPERSTORE	427,037	2.5	57	2.2
THELEN	299,619	1.7	32	1.2
GRAFF CHEVROLET	269,561	1.6	35	1.4

View Totals 996,217 5.9 124 4.9

Top 3 Categories	Dollars	%	Count	%
99 WRITE OFF LOAN	14,804,368	88.8	2186	87.5
15 USED VEHICLES	443,301	2.6	59	2.3
98 SIGN LN -SECUR	281,185	1.6	53	2.1

Session 2 CU\*BASE GOLD - Select View

Select analysis view: ☒ Written off analysis  
☐ Charged off analysis  
☐ Combined analysis

Session 2 CU\*BASE GOLD - All Written Off by Dealer

# records 25

Dealer	Dollars	%	Count	%
COOK GM SUPERSTORE	427,037	2.5	57	2.2
THELEN	299,619	1.7	32	1.2
GRAFF CHEVROLET	269,561	1.6	35	1.4
JOSEPH CHEVROLET	175,995	1.0	24	.9
MIKE YOUNG PONTIAC	127,091	.7	22	.8
SUSKI CHEVROLET BUIC	94,645	.5	9	.3
MCDONALD	87,177	.5	10	.4
O'CONNORS AUTO OUTLE	84,143	.5	10	.4
KEYSER CHEVROLET BUI	83,465	.5	12	.4
GARBER CHRYSLER DODG	81,032	.4	9	.3
ZEHNDER CHEVROLET	74,648	.4	8	.3
BURT WATSON	54,767	.3	5	.2
BUTTERFIELD'S USED C	54,274	.3	7	.2
DRAPER CHEVROLET	52,039	.3	9	.3
SCHAEFER & BIERLEIN	49,028	.2	8	.3
LAFONTAINE	45,273	.2	5	.2

Totals 2,245,548 13.4 292 11.6

Are you using these new tools yet?

5

# Holds on Deposits via Direct/Mail Post

## For RDC Deposit Batches

16.05

- ▶ Phase 1: Simple tool to place a standard hold on the entire batch of deposits – all checks, same hold days
  - ▶ Will calculate the next-day Reg. CC \$200 release
  - ▶ Can set default # of hold days when importing your own transactions, too
- ▶ Phase 2 coming in 17.10 (more on that later)

Session 0 CU\*BASE GOLD Edition -

File Edit Tools Help

### Mail/Direct Transaction Processing

Group: TEMPORARY

Branch  Transaction date Mar 13, 2017

Post code   ☐ Allow negative balance  0

Copies 1 ☒ Print register  
Printer P1

Seq #	Susp/Act	Account #	Name	Transaction	Hold Days	Amount	Description	IRA
1	<input checked="" type="checkbox"/>				<input type="text"/>	0.00		<input type="button" value="Print"/>
2	<input checked="" type="checkbox"/>				<input type="text"/>	0.00		<input type="button" value="Print"/>
3	<input checked="" type="checkbox"/>				<input type="text"/>	0.00		<input type="button" value="Print"/>
4	<input checked="" type="checkbox"/>				<input type="text"/>	0.00		<input type="button" value="Print"/>
5	<input checked="" type="checkbox"/>				<input type="text"/>	0.00		<input type="button" value="Print"/>
6	<input checked="" type="checkbox"/>				<input type="text"/>	0.00		<input type="button" value="Print"/>



Are you using these new tools yet?

6

# ANR at the Teller Line

16.05

- ▶ Include the net of the member's negative balance limit and your ANR fee in the available balance shown at the teller line
- ▶ Optional, but will be available for all savings and checking accounts where a negative balance limit exists

Session 1 CU\*BASE GOLD Edition - CU\*ANSWERS TEST CREDIT UNION

File Edit Tools Help

### Individual Account

Cash	0.00	Name			
Outside checks	0.00	Account #	37471		
Inhouse checks	0.00	Outside checks	0.00	Hold days	00
Total funds in	0.00	Type			

Loan Payoff or Current Balance	Loan Payment or Net Available	Description	Acct Type	Deposit Amount	IRA HSA
70.42	306.50	SHARES	000	0.00	
25,555.53	14,030.53	CHECKING	001	0.00	
104.81	104.81	CP REPAY PLAN	769	0.00	
0.00	100,000.00	PERSONAL	771	0.00	

Session 1 CU\*BASE GOLD Edition - Warning

Transaction will overdraw account. Member may be charged an ANR fee of \$ 30.00

Exit

← → ↑ || ⌂ 🔗 ⓘ ? @

Trans Override	Sales Tools	Show Card #	Check cash fee
Post	In-House Checks	Procedures	Transaction net total
Misc Receipts	Outside Checks		Cash back
Bal Forward/New Mbr	Phone Operator		

← → ↑ || ⌂ 🔗 ⓘ ? @ 0273-WARNING: Member has either a negative or delinquent account.

Are you using these new tools yet?

7

# SSA ACH Payments

16.10

- ▶ New process that allows for distributions from differing U.S. Treasury Company IDs
  - ▶ A cross reference file was created that translates each of the Company IDs to a “primary” Company ID (we’ll just pick one of the 10 SSA company IDs)
  - ▶ Program automatically translates the incoming Company IDs on the distribution record per the new cross reference file
  - ▶ Distribution maintenance program will prevent manual entry of new distribution records to any of those original (pseudo) Company IDs

Whaddya think?

Are you using these new tools yet?

# Negative Balance Teller Override

8

16.10

- ▶ Added a new optional override code to post a teller withdrawal that takes a savings/checking account below \$0
  - ▶ Not related to ANR or negative balance limit settings, just a tool to avoid having to do an account adjustment
- ▶ Override types
  - ▶ 1 = Override frozen account status for one transaction
  - ▶ 2 = Override secured balance for one transaction'
  - ▶ 3 = Override uncollected funds for one transaction
  - ▶ 4 = Override par value (account type 000) for one transaction
  - ▶ **6 = Allow post to negative balance for one transaction**

**NEW**

Anyone using this yet?

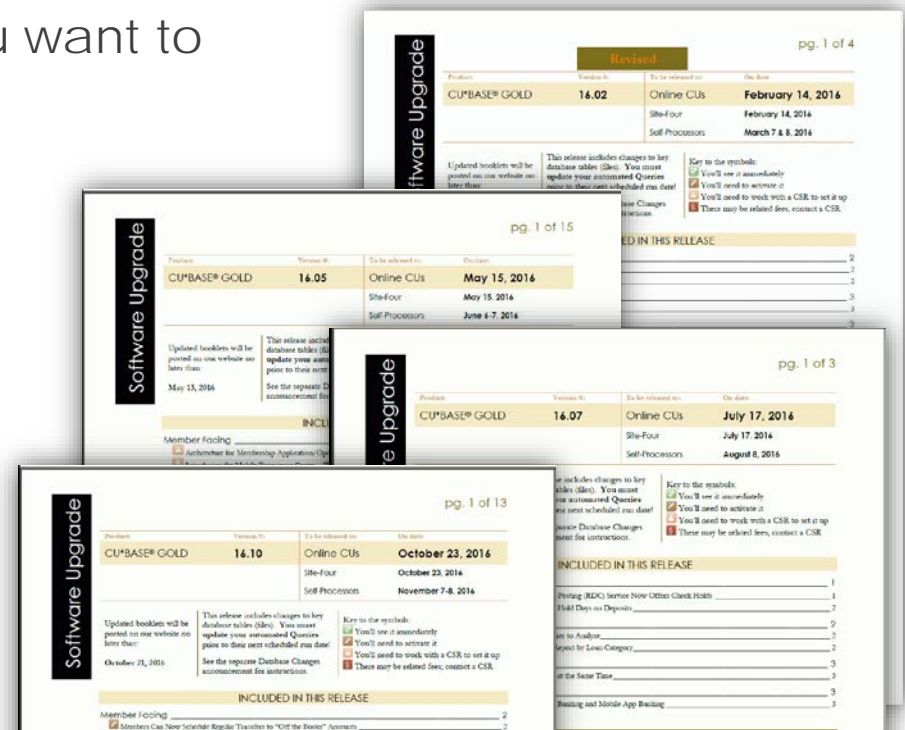


Are you using these new tools yet?

9

# Miscellaneous

- ▶ Additional edits added to 5300 Call Report tool (16.02)
- ▶ In your packet are release summaries from 2016 – anything else you want to talk about?



Coming Later  
This Year

# Coming Later This Year

Let's take a look at some tools currently in QC

Coming in  
17.10

- ▶ Accounts Payable Enhancements (#32390)
  - ▶ Brand-new system for managing invoice approvals
  - ▶ Make vendor payments via ACH



# Without Approvals

1

Lists all open payables

### Organize Invoices for Payment

Filter by: due date... branch... vendor....

Selected: 3 items  
\$1,669.00

Inv#	Due	Vendor	Amount	etc...	Select for Pmt
11111	02/15/2016	ABC Company	\$100.00		<input checked="" type="checkbox"/>
22222	02/02/2016	ABC Company	\$335.00		<input checked="" type="checkbox"/>
33333	02/03/2016	Other Vendor	\$1,234.00		<input checked="" type="checkbox"/>
55555	02/24/2016	Another Vendor	\$43,137.23		
55555	02/24/2016	Another Vendor	\$893.03		

• View details   • Scan Invoice Image   • View Invoice Image

Select these items

Unselect these items

Enter=Refresh

Show selected only

Show all items

Save/Prepare to Pay

This is what vouches the marked ☒ ones (show a confirm window showing items / \$ selected)

# Without Approvals

2

These are all "V" (selected/vouched) items

### Process Payments

Filter by: due date.... vendor... pmt method...

Processed: \$100.00  
Unprocessed: \$1,569.00

Inv#	Due	Vendor	Amount	etc...	Method	Status
11111	02/15/2016	ABC Company	\$100.00		ACH	Paid
22222	02/02/2016	ABC Company	\$335.00		Check	
33333	02/03/2016	Other Vendor	\$1,234.00			

☒ Process payment    ☐ Other stuff....

Pay all ACH

Pay all checks

etc...



# With Approvals

1

Lists all open payables

### Organize Invoices for Approval

Filter by: due date... branch... vendor.... approver...

Selected: **3 items**  
**\$1,669.00**

Inv#	Due	Vendor	Amount	Approver	Apprvd	etc...	Sel for Pmt
11111	02/15/2016	ABC Company	\$100.00	Sue Accountant	Y		<input checked="" type="checkbox"/>
22222	02/02/2016	ABC Company	\$335.00	Sue Accountant	Y		<input checked="" type="checkbox"/>
33333	02/03/2016	Other Vendor	\$1,234.00	John Manager	Y		<input checked="" type="checkbox"/>
55555	02/24/2016	Another Vendor	\$43,137.23	(none assigned)			
55555	02/24/2016	Another Vendor	\$893.03	(none assigned)			

- View Details
- Assign Approver

- Scan Invoice Image
- Send Reminder to Approver

- View Invoice Image

Select these items

Unselect these items

Enter=Refresh

Show selected only

Show all items

Show all approved

Save/Prepare to Pay

This is what vouches the marked ☒ ones (show a confirm window showing items / \$ selected)

# With Approvals

2

These are open payables based on approver ID

**My Approvals**

A1 SUE ACCOUNTANT

Inv#	Due	Vendor	Amount	etc...	Approve This Item
11111	02/15/2016	ABC Company	\$100.00		<input checked="" type="checkbox"/>
22222	02/02/2016	ABC Company	\$335.00		<input type="checkbox"/>

[View Details](#) [View Invoice Image](#)

[Mark all approved](#) [Unmark all items](#) [Save/Done](#)

**My Approvals**

B2 JOHN MANAGER

Inv#	Due	Vendor	Amount	etc...	Approve This Item
33333	02/03/2016	Other Vendor	\$1,234.00		<input checked="" type="checkbox"/>

[View Details](#) [View Invoice Image](#)

[Mark all approved](#) [Unmark all items](#) [Save/Done](#)

# With Approvals

3

These are all  
“V” (approved/  
vouched)  
items

### Process Payments

Filter by: due date.... vendor... pmt method...

Processed: \$100.00

Unprocessed: \$1,569.00

Inv#	Due	Vendor	Amount	Appvd by	etc...	Method	Status
11111	02/15/2016	ABC Company	\$100.00	A1		ACH	Paid
22222	02/02/2016	ABC Company	\$335.00	A1		Check	
33333	02/03/2016	Other Vendor	\$1,234.00	B2			

● Process payment

● Other stuff....

Pay all ACH

Pay all checks

etc...

# Coming Later This Year

Let's take a look at some tools currently in QC

Coming in  
17.10

## ▶ Accounts Payable Enhancements (#32390)

- ▶ Brand-new system for managing invoice approvals
- ▶ Make vendor payments via ACH



## ▶ Investment Enhancements (#37724)

- ▶ Improved workflow, additional data fields, new investor payment posting tool, and more

## ▶ Accounts Payable Archived Invoices (#41971)



Scan e-Document

View e-Document

- ▶ Store invoices in your images vault and link to the A/P vendor record in CU\*BASE

# Coming Later This Year

Coming in  
17.10

- ▶ Direct/Mail Deposit Holds Phase 2 (project #42569)
  - ▶ Set a default # of hold days separately for Individual vs. Organizational memberships
  - ▶ Configure hold days by check amount
- AND/OR
- ▶ Configure hold days based on Member In Good Standing / Electronic Deposit Hold Group
- ▶ "Calc using only business days" on/off switch
- ▶ Tolerance amount for placing holds (*\$ amounts under this threshold don't get a hold*)

Session 2 CU\*BASE GOLD Edition - FRANKENMUTH CREDIT UNION

File Edit Tools Help

## Teller Check Holds Configuration

Default # hold days: Individual (MI)  Organization (MO)

☒ Warn if funds not deposited to hold account

☒ Allow teller to change holds days

☐ Calculate using only business days

☐ Holds by check amount

	Amount From	Amount To	Default # of Days	Tier Level
1	0.00	0.00	<input type="text" value="0"/>	Tier 1
2	<input type="text" value="0.00"/>	0.00	<input type="text" value="0"/>	Tier 2
3	<input type="text" value="0.00"/>	0.00	<input type="text" value="0"/>	Tier 3
4	<input type="text" value="0.00"/>	0.00	<input type="text" value="0"/>	All other
5	<input type="text" value="0.00"/>	0.00	<input type="text" value="0"/>	
6	<input type="text" value="0.00"/>	0.00	<input type="text" value="0"/>	

☐ Holds by R&T #s



# My CU Today *Plus*

Up and running now:

- ▶ **Budget analysis** tools
- ▶ **GL analysis** tools
- ▶ **Portfolio** tools
- ▶ **Variance analysis** tools

In the works:

- ▶ **Income accrual trending** up in CU\*BASE dashboard....and maybe a prototype for Plus
- ▶ Some vision on a **share and certificate accrual** project

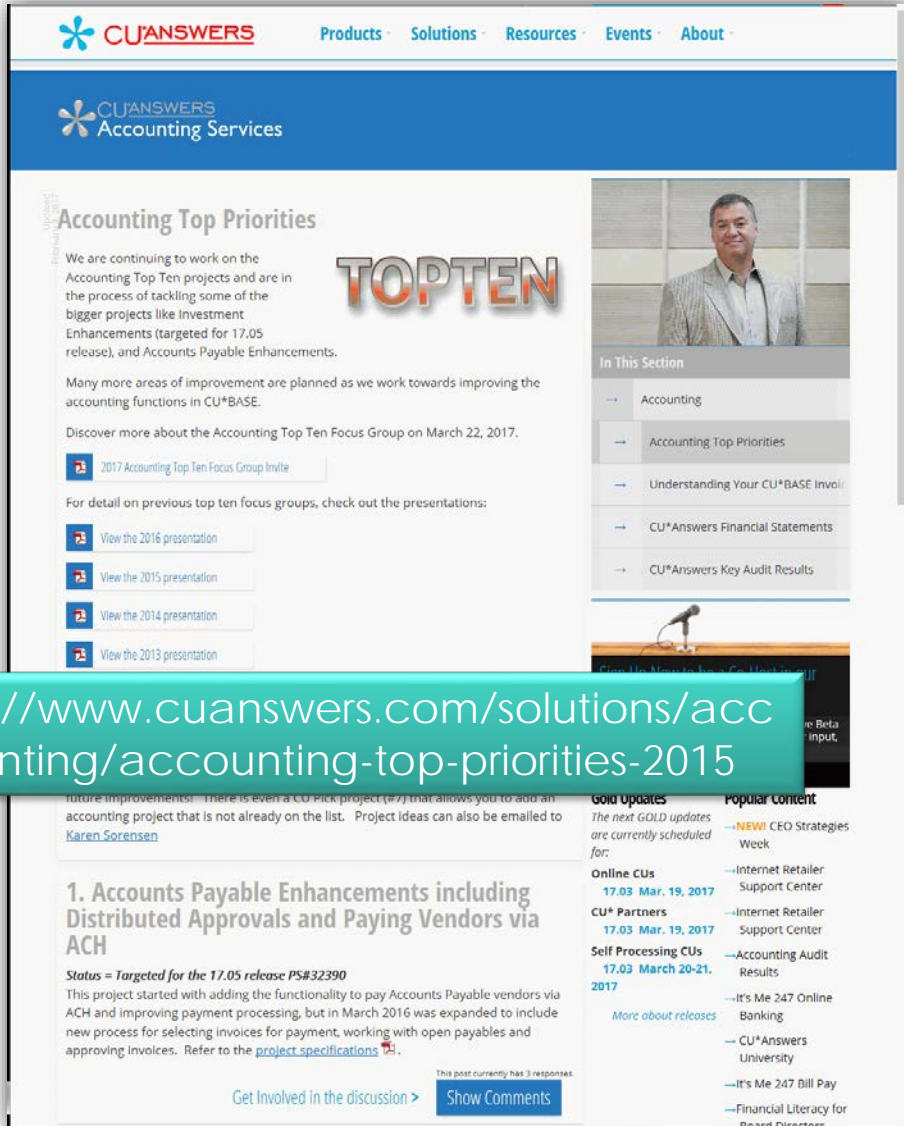
The screenshot shows the MY CU TODAY Plus dashboard. At the top, there's a navigation bar with links: Video, Demo, Home, Plus, Alerts, Trends, Help. Below this is a banner with the text "Keep Your Finger to the Pulse" and a sub-header "My CU Today enables you to understand your credit union better than ever before. You'll never have to say you don't know the latest information happening right now. Your credit union's vitals are at your fingertips." A hand is shown interacting with a tablet displaying the dashboard. Below the banner is a login section with fields for Username and Password, and a "Login" button. To the right of the login fields is a link "Forgot your password?". Below the login section is a row of three tiles: "ALERTS" with a bell icon and "Activate My Alerts" button; "TRENDS" with a line graph icon and "Activate My Trends" button; and "PLUS" with a grid icon and "Activate My CU Today Plus" button. The "PLUS" tile is highlighted with a yellow border. Below this row are three more tiles: "BOARD OF DIRECTORS" with an organizational chart icon and "Activate Board of Directors" button; "EXAMSHARE" with a cloud icon and "Activate Share Exams" button; and "POLICYSWAP" with a document icon and "Activate Policy" button. At the bottom is a "RISK MANAGEMENT REPORT GENERATOR" tile with a gear icon and "Activate R.M.R.G." button. At the very bottom, there's a section titled "Be empowered." with a sub-header "More than ever before, you can now see exactly what is happening on the ground at your credit union. Whether you need to know how many transactions you've processed at your new branch location or whether you have added enough new members to reach your goal throughout your entire organization, My CU Today has the tools for you to be in control." and a photo of a smiling man.

# Other Accounting Related Enhancements Coming

- ▶ Add column **sorting** to **ACH exceptions**
  - ▶ #42618, targeted for 17.05
- ▶ Allow **negative posting** for **ACH exceptions**
  - ▶ #42783, no target date yet
- ▶ Add search and sort capabilities to **Work with Journal Entries** screen
  - ▶ #43930, no target date yet
- ▶ Default last 7 periods on the **Call Report Ratios** Dashboard
  - ▶ #43721, targeted for 17.05
- ▶ Same-day corporate **check/money order reversals** with automated check voids
  - ▶ #43134, no target date yet
- ▶ Create an **IAT transaction report** similar to death distributions
  - ▶ #44590, no target date yet
- ▶ Allow G/L desc. to be entered in **Phone misc. receipts**, similar to Teller
  - ▶ #44222, no target date yet
- ▶ **On-demand post of ACH** in **It's Me 247**
  - ▶ #41219, no target date yet

# Staying On Top of Our Progress

- ❑ Please continue to post your comments on the Accounting Top Priorities page on the CU\*Answers website
- ❑ What else should be in this list?



**CU\*ANSWERS** Products · Solutions · Resources · Events · About

**CU\*ANSWERS** Accounting Services

## Accounting Top Priorities

We are continuing to work on the Accounting Top Ten projects and are in the process of tackling some of the bigger projects like Investment Enhancements (targeted for 17.05 release), and Accounts Payable Enhancements.

Many more areas of improvement are planned as we work towards improving the accounting functions in CU\*BASE.

Discover more about the Accounting Top Ten Focus Group on March 22, 2017.

[2017 Accounting Top Ten Focus Group Invite](#)

For detail on previous top ten focus groups, check out the presentations:

- [View the 2016 presentation](#)
- [View the 2015 presentation](#)
- [View the 2014 presentation](#)
- [View the 2013 presentation](#)

**1. Accounts Payable Enhancements including Distributed Approvals and Paying Vendors via ACH**

**Status = Targeted for the 17.05 release PS#32390**

This project started with adding the functionality to pay Accounts Payable vendors via ACH and improving payment processing, but in March 2016 was expanded to include new process for selecting invoices for payment, working with open payables and approving invoices. Refer to the [project specifications](#).

This post currently has 3 responses.

[Get Involved in the discussion >](#) [Show Comments](#)

**In This Section**

- Accounting
- Accounting Top Priorities
- Understanding Your CU\*BASE Invoice
- CU\*Answers Financial Statements
- CU\*Answers Key Audit Results

**Gold Updates**

The next GOLD updates are currently scheduled for:

- Online CUs**  
17.03 Mar. 19, 2017
- CU\* Partners**  
17.03 Mar. 19, 2017
- Self Processing CUs**  
17.03 March 20-21, 2017

[More about releases](#)

**Popular Content**

- NEW! CEO Strategies Week
- Internet Retailer Support Center
- Internet Retailer Support Center
- Accounting Audit Results
- It's Me 247 Online Banking
- CU\*Answers University
- It's Me 247 Bill Pay
- Financial Literacy for Board Directors



Thanks  
for the  
afternoon!

