Software Upgrade

Revised

Product:	Version #:	To be released to:	On date:
CU*BASE® GOLD	**21.10**	Online CUs	**October 3, 2021**
		Self-Processors	**October 10, 2021**

Updated booklets will be posted on our website no later than:

October 1, 2021

This release includes changes to key database tables (files). **You must update your automated Queries** prior to their next scheduled run date!

See the separate Database Changes announcement for instructions.

Key to the symbols:
- ☑ You'll see it immediately.
- ✏️ You'll need to activate it.
- 👤 You'll need to work with a CSR to set it up.
- 💲 There may be related fees; contact a CSR.
- 👁 Post release validation (PRV).

Important Note:

Still Need to Complete Your LegaSuite Upgrade? It is Needed for the 21.10 Release!

LegaSuite Upgrade

If you have not yet completed the LegaSuite Client upgrade on all your workstations, please do so by the 21.10 release. Currently, we are running on version 8.2.2 and will be moving to version 8.5.4. Why is this upgrade so important? **When the 21.10 release is implemented, CU*BASE will not work on any/all workstations that have not been upgraded to the new version of LegaSuite.**

We know that many credit unions have completed this process, but there are still several credit unions that have not yet started upgrading their workstations. Use **Tool #393** *GOLD Release/Hardware Inquiry* to check which version of LegaSuite your workstations are currently running. How to update your PC for the 21.10 release.

Note that this process does require administrator privileges to be run on the PC. That means your IT team needs to make arrangements for an administrator to run the update on every individual workstation, unless you have set up some network tools to assist with the process. **If you are a Managed Services Client, we will take care of this process for you.**

INCLUDED IN THIS RELEASE

Revised: December 21, 2021

All Users

☑ Search Capability Added to the Member Tracker Review

Learn more: online help `

Thank you, Thinkwise Credit Union for your Idea form! With this release we are adding a "*Search for text*" input field to the Member Tracker Review screen, accessed via Inquiry. The feature will search through one screen at a time, highlighting blocks where your search text was found. As this screen is a huge part of everyday operations, we hope this idea form helps with efficiencies in the Member Service (and other) department. In the future we hope to add similar search capabilities on other screens.

Post Release Validation (PRV)

🔲 PRV Offered by Earnings Edge

The goal of Post Release Validation (PRV) is to research software enhancements that may have a financial impact on a credit union's income statement. The team adds an extra layer of verification efforts beyond the initial software deployment to assist with further testing of the varied configurations and environments that are used post release. Through their interaction with clients just outside the regular software release, PRV engages clients to take part in exploring new software and processes in CU*BASE so that they utilize CU*BASE more effectively. *Interested in PRV for your credit union? Learn more on the website devoted to this service* Post-Release Validation | CU*Answers (cuanswers.com)

Management

✏️👁 Elect to Charge a Lower Fee and Pick a Minimum Charge for Your Courtesy Pay (Automated Non-returns) Fees

Learn more: Automated Non Returns and online help

With this release CU*BASE is adding the option to configure separate non-return fees based on the origin of the transaction. This will allow your credit union to tailor your Automated Non-return (courtesy pay) fees based on delivery channel.

Non-return fees are charged when an NSF item is not returned and therefore is posted to the member account resulting in a negative balance.

Now if your credit union chooses, you could charge a lower fee for debit card activity, than for a non-returned check!

Additionally, with this release, as shown in this example, you can elect to only charge a fee when the transaction is greater than a certain amount, thereby eliminating those charges on a cup of coffee that have often been the talking point against these types of fees.

If you have any preconfigured amount, it will be carried over to all the origin categories, as shown to the right.

✏️ Reward Your Online Members and Charge Different Fee for On-Demand ACH "Instant Deposits" Posted via "It's Me 247"

Learn more: online help

With the last release we broke out stop pay fees so you could charge your members a different fee in **It's Me 247** than via Phone Operator.

With this release we continue the trend toward supporting your Internet Retailer footprint by allowing you to charge a different fee for on-demand ACH posting via the new **It's Me 247** and CU*BASE Phone Operator. This fee is configured via **Tool #569** *Online/Mobile/Text Banking VMS Config*, then *ACH On-Demand Posting Services*.

ACH On-Demand Posting Configuration

☑ Allow on-demand posting of ACH deposits via online/mobile web
Fee amount — 5.00
Fee transaction description — EARLY POSTING FEE
Fee income G/L # — 154.60 — INCOME FROM ACH ORIGINATION

☑ Allow on-demand posting of ACH deposits via Phone Op
Fee amount — 10.00
Fee transaction description — EARLY POSTING FEE
Fee income G/L # — 154.60 — INCOME FROM ACH ORIGINATION
☐ Allow employee to waive fee

Given the move to digital banking in the last year, we are sure you will be excited about this opportunity to support your members and offer value where they do their banking.

Now Your SEG Payroll is Included in Your Qualifications for Automated Courtesy Pay (ANR) Scoring

Learn more: Automated Non Returns and online help

Automated Non-return (ANR) scoring is a very popular way for credit unions to assign negative balance limits to members. Up to now, however, if you still had a SEG that used the payroll system, this was not included in the calculation.

With this release, payrolls processed with the CU*BASE payroll feature via **Tool #696** *Process/Post Member Payrolls* (or **Tool #172** *Batch Post Warehoused Payrolls*), will be included with the ANR ACH totals.

This includes initial activation, monthly adjustments, or reactivation of negative balance limits.

NOTE: *Payrolls posted via Tool #341 Direct/Mail Member Posting will not be included in the totals.*

Waive RDC Restrictive Endorsements for Your Members in Good Standing (by Electronic Deposit Hold Groups)

Learn more: Automated Deposit Holds and online help

Does your credit union receive many checks that fail the restrictive endorsement review? Maybe the member failed to write the entire phrase on the back of the check to indicate it was for a mobile deposit. Maybe they fail for other reasons. Now you can selectively elect skip the review with certain members who you trust as good risks.

With this release we are adding a *Waive RDC endorsement restriction* box to the Electronic

Deposit Hold configuration (Tool #355). Now you can decide which codes should include that additional benefit (members in good standing) and which should not (members for whom the endorsement restriction should still apply).

Behind the scenes, CU*BASE communicates with eDOC Innovations with a new API developed for this process, making it a seamless experience for your credit union so your accounts you work in the eDOC Innovation's product reflect your credit union's configuration.

Data Analysts | Powered by Asterisk Intelligence

☑ Online Banking Activity Analysis Enhancements

Learn more: online help

Tool #1750 *Online Banking Activity Analysis* shows a deeper look into member usage across multiple channels, breaking down both where and how members log in, as well as a detailed analysis on day of the week, time of day, and popular log-in dates. While other online banking dashboards show important statistics on overall usage, this dashboard is rich with modern data points such as mobile app and MACO statistics! In this release, we add even more features and improvements, such as:

- *Member Count* data points will now allow both Export or Common Bonds
- When viewing individual Activity Detail, a "View Filters" option has been added
- The **Data Sources** option has been updated to reflect currently used tables
- Face and Face ID are now one easy-to-track authentication type
- The Day of the Week has been added to the Top 15 Dates in the Analysis
- Minor screen enhancements/updates (alternate line shading, summary blue box on main dashboard)
- And finally, VAT charts are now available for:

  o Channel Summary
  o Time-of-Day Summary
  o Day-of-Week Summary

✏ Nostradamus: A New Engine for Predictive Retailing

Learn more: online help

As part of the 2019-2020 DHD Boot Camp, we are building a new calculator that is intended to evaluate a membership's relationship and status with the credit union, and based on a CU-defined set of parameters, present a list of possible things to sell to that member based on their unique situation.

A special thanks to the DHD Boot Camp Champions David Jezewski, President/CEO, and Erin Beese, Marketing and Communications Director, **Community Star CU** *(a CU*Answers client)* and Karen Padrevita, Marketing Manager, **Metrum Community CU** *(a CU*NorthWest client).*

New tools have been developed for this unique predictor, including **Tool #1676** *Nostradamus Predictor Maintenance* (as well as **Tool #1677** *View Nostradamus Predictor Configuration*), which contains a set of evaluation criteria that is able to be defined by your credit union, and a corresponding list of products and services to sell based on the results of that criteria.

pg. 6 of 15

But the star of the show here is **Tool #1675** *Nostradamus Predictor*. This new tool lets a user enter a single account base, run that account against the settings in the new configurations, and view a list of recommended products and services to sell to that member.

This tool set is released in Active Beta with the Asterisk Intelligence team, as the field trial begins to determine whether the engine can actually produce a result that the credit union agrees with based on their own intuitive evaluation of that same member. Before any predictive process can truly be integrated into any retailing process via CU*BASE or online/mobile banking tools, we must first agree that a machine engine can evaluate the member in lieu of an actual credit union employee and come up with comparable results.

Note that the list of products and services is a list and does not tie to any actual CU*BASE product configs or tools, nor will it hook into any existing Cross Sales or Next Suggested Product features (other than a simple button to jump to Cross Sales from the new calculator).

New! Analyze Who Earned Qualified Dividends

Learn more: online help

If your credit union participates in a qualified dividend program, either one in CU*BASE or from a third party, be sure to check out the new tool in this release that is aimed at analyzing qualified dividend accounts: **Tool #1617** *Who Earned Qualified Dividends.* This tool is similar to Who Earned Dividends (Tool #1405) but focusing on analyzing qualified dividends individually. Choose your date and filter by members who did or didn't qualify (or both!) and view analysis for the previous three months. *Data collection for this new tool began July 2021.*
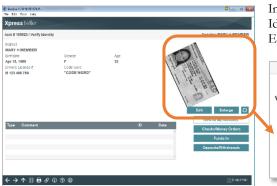
After using this tool to determine who is earning, or not earning, Qualified Dividends, use the complementary maintenance tool in the dividends analysis suite, **#1345** *Switch Products for Non-Earning Chk Acct*, if needed to easily move members to a different checking product.

Teller/Member Service

Edit Your Photo ID Directly in Xpress Teller and More Photo ID Enhancements

Learn more: online help `

Integral to Xpress Teller is the display of the Photo ID on the Verify Identity Screen. With this release we have added new buttons to Edit and Refresh the graphics shown on this screen by developing a new tool from our Imaging Solutions team, shown below, that allows you to rotate and crop the graphic shown on the screen.

Once the changes are made in the interface, simply click to accept the new image and a new version of the photo ID and to confirm it, and it is saved to your iDOC Vault server (the original image also remains in your archive).

Then to show the image on the CU*BASE screen, click the refresh button. Going forward the new image will be used.

Remember you can also access the Secondary names screen from the previous "Who are You Serving screen. From the Secondary Names screen you can scan IDs for any person associated with the membership. We've added a Scan button there to assist you. (Which ID shows will depend on who you serve.)

☑ Better Search Results with Advanced Search In Xpress Teller and Inquiry and More!

Learn more: [online help](#) `

This enhancement was implemented for online credit unions on August 10, 2021.

We've tightened up the Advanced Search feature used for Xpress Teller and for Member Inquiry. To reduce the number of hits you get, the **best way to search for an individual** is to have both the *First name* and *Last name* options checked in the Advanced Search window, then enter both a first <u>and</u> a last name into the search box. (If you have both options selected and only type in one name, you may still get more hits than you want.)

Organizational names work a bit differently. For the **best results when searching for an organization**, select only the *Last name* option in Advanced Search then enter the most unique word of the company name. (If multiple words are entered you may get more hits than you want because it will look for a name containing *either or both* words.)

NOTE: We are still planning to add a special Advanced Search option specifically for Organizational names, so that you can put in multiple words of the company name in your search. But in the meantime, this technique should significantly reduce the number of hits and get you to the right account more quickly.

IMPORTANT: Also remember that in all cases the search looks at **_secondary names_**, too, so you'll also get hits where the search word was found on the primary account name (show in the far-right column of the search results), even though the name shown in the first column might have a completely different name.

Learn more in this Answer Book item. [Explain how the new search engine works when it comes to searching for a member name.](#)

☑ Additional Xpress Teller Enhancements Made Since the Last Release

Learn more: online help `

We are continually improving the Xpress Teller experience to provide an even better experience for the tellers using this tellering platform. Check out the other enhancements made since the last release:

- On the entry Search screen, we moved the last ten accounts feature from the lower right to directly next to the *Account* # field and made it the standard lookup screen to make it stand out as different from the other buttons. While we were at it, we also moved the *Return to Last Account* button directly next to this lookup. We are always thinking of ways to speed up entry to an account! We removed the *Go!* button in that position since Enter or the forward button does the trick!
- On the ID Verification screen, we added a note when the member is a minor, like standard teller. The text is yellow to stand out.
- So that users don't have to manually count how many checks they keyed in, we added item numbers to the check item fields on the Funds in screen and the corresponding pop-up windows.

☑ Now Assign Tellers up to 99 Vaults in Their Employee Security Profile

Learn more: online help `

This release expands the number of branch vault IDs to which an individual teller employee ID can be attached in CU*BASE Employee Security (Tool #327) to 99 vaults. Currently, because of where the IDs are stored, only 20 branches can be assigned to a single teller (one primary plus nineteen other authorized vaults).

Lending

📇 New Vendor Partnership Leads to New Architecture Development for "Ready to Service" Loans

With this release we are adding new architecture for Ready to Service Loans with the first vendor being CU Outdoors, a sporting goods retailer. Ready to Serve loans come not only with the application ready to book, but also with the instructions on how to disburse the funds. This is one more step towards automation of booked loans from a third party! *Interested in learning more? Reach out to Lender*VP at* lendervp@cuanswers.com.

Lender*VP
CU*ANSWERS Management Services

☑ Add All Your Loan Disbursement Instructions in One Handy Place!

Learn more: New Feature! release video and online help

Refer to our release sneak peek video for a demo of this process!

With the move toward Ready-to-Service Loans comes an enhancement that has our Lender*VP team very excited! We hope you enjoy this time-saving new process that will be in place for all loans with the release.

Rather than entering your disbursements one at a time, making multiple passes via **Tool #50** *Disburse Member Loan Funds*, you will now key in all your disbursements in one spot, saving you time and allowing you to proof your work. While this may be especially helpful with mortgages and consumer loans, we know that even automobile loans often include multiple checks and transactions, such as a check to the dealer and a G/L transfer for the title fee.

Access this updated Loan Disbursement screen (shown to the right) from either the booked loan, when creating the loan and using *Disburse Funds*, or from Tool #50. (We've also added a new access point from the Misc/Comments screen so you can even work on these instructions when you work on the application!)

On the updated screen you can enter all your instructions for disbursement, including check disbursements, transfers to account, or G/L transfers. (Cash disbursements have been sunset with this release.) The screen allows you to enter every disbursement in one time, with a running tally to allow you to proof your work prior to posting. When you are ready to post the transactions, use *Post All* and after a confirmation screen, the transactions will be posted.

☑ Member Elected Skip Pay Now Includes Credit Cards!

Learn more: online help

New in this release are expanded skip-pay program offerings, which now allow members to opt in for a skip-payment program on their credit card loan account. Previously, credit card loan skip payments were only available via an automated batch process using **Tool #317** *Credit Card Batch Skip-a-Payment Config*.

With this enhancement, you can now configure credit card loan categories for a skip payment program via **Tool #820** *Skip-a-Payment Program Configuration*. This update allows users to charge a fee for these credit card skip payments. In addition, these skip payments will be tracked the same as regular consumer loan skip pays (incrementing skips per year and skips per life of loan) and will appear on the Skip Payment History Dashboard (Tool #817) and Skip Pay History Report (Tool #818) along with other consumer loans.

▣ New Open Lending Integration with CU*BASE

Learn more: online help

With this release we have added a new integration with Open Lending (Lenders Protection) to allow credit unions to receive approval for these types of loans while in CU*BASE. Once the new integration is in place, lenders will click the new *Send to Third Party* button on the Loan Recap screen. At that point, the loan data and a custom underwriting code will be sent to Open Lending, which will either return an approval or denial on the application with an updated underwriting code. Upon approval, a new web portal is presented in CU*BASE for the loan officer to finalize the loan in the vendor site. This allows the lender to then continue approving the loan from the CU*BASE software. No keying in data on a separate site will be needed!

☑ New Features Added to the Indirect Loan Dashboard

Learn more: online help

The current **Tool #438** *Link/View Dealer Member Loans* will have new features in this release. To start, a new tool has been added as a view-only option, **Tool #1997** *View Dealer Member Loans.*

Along with the new view option, this tool now includes a filter to select to filter loans by status, Active or Closed, as well as an option to include or exclude Written Off Loans. A new data point has been added to the screen, quickly showing the Total Number of Loans being displayed within the selected filter parameters. Finally, this dashboard has been fitted with the Export and Member Connect options to quickly move your data for further analysis or member communication!

☑ Easily Access to the Tracker Review Screen While Researching the Skip Pay History Inquiry Screen
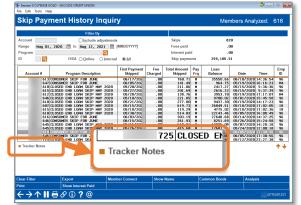
Learn more: online help

With this release we are combining steps and adding access to the Tracker Review screen from **Tool #817** *Skip a Payment Dashboard*.

Now you can use one tool instead of two when researching a tracker while in skip pay history by using the new *Tracker Notes* option below the listing.

☑ 👁 Updates to Mortgage Statements

Learn more: Periodic Mortgage Statements

Thank you, Neighborhood Mortgage Solutions (NMS) and First Financial Credit Union for your assistance with this enhancement.

We've made a couple of nice changes to the monthly Mortgage Statement to clarify things for members. First, in the "Explanation of Amount Due" section the member's payment will now be broken down into two separate amounts for Principal and Interest, rather than a single amount. This is more in keeping with the Reg Z samples for this section of the statement.

IMPORTANT: Because CU*BASE does not store a separate principal amount, these figures will come from a calculation based on the member's payment amount as of the time when statements are generated. We will take the current balance as of that date, calculate 30 days' worth of interest on that balance (using the 360-day formula used by mortgages), then subtract that interest amount from the regular scheduled payment to determine how much of that payment represents principal. (This same calculation can be used even the account is delinquent, because there is a separate "overdue payment" item that is then added into the total amount due on the existing statement format.)

The other change we're making is to display one co-borrower name within the "Account Information" section of the statement. This will be pulled from the Additional Signers table, using the record with the lowest sequence number (whichever name was added first, such as during the application process).

☑ The Redesigned Escrow Statement Clearly Explains Shortages, Overages, Payments, and More!

Learn more: Escrow Processing in CU*BASE

With this release comes the eagerly anticipated changes to the Escrow Analysis disclosure! Included in the sample to the right you will see that the disclosure has the following great new features.

A. First, the new design makes it much easier for the member to read and understand their disclosure.

B. If the member has a shortage (shown to the right), it is in a box in larger font, allowing the member to immediately see the amount they owe. (If the member has an overage, that is also clearly marked in the same box.)

C. Additionally, the member's options (pay in lump sum, add to payment, etc.) are clearly laid out in the next section.

D. The new payment is clearly explained on the statement.

E. An expanded credit union comments area at the end of the disclosure (not shown) allows for you to document more details.

F. A new coupon is included that fits the standard size envelope.

In addition, the new escrow disclosure includes elements mandated by RESPA (Real Estate Settlement Procedures Act), bringing it up to date with regulatory requirements.

☑ Projected Escrow Disbursement Amount Now Included in CU*BASE

Learn more: Escrow Processing in CU*BASE and [online help](#)

New with this release, you can now view the projected disbursement amount for the upcoming year now via **Tool #364** *Escrow Inquiry*. Additionally, you will be able to see trends of the projected payment after this year. The new **Tool #1125** *Escrow Analysis Projected Disbursement Amounts* will present the historical projected amounts for previous years to see trends.

Additionally, in **Tool #364** *Escrow Analysis Configuration* you now have four additional lines where you enter your closing paragraph.

☑ Offer Escrows with Payment Frequencies Other Than Monthly

Learn more: Escrow Processing in CU*BASE and [online help](#)

More and more the trend is that members want to pay down their entire mortgage payment by making weekly payments, and that includes the escrow amount. Currently credit unions who offer their members a true 720 weekly/30-year payment escrow can only do so by keeping manual records in another logging software. Since CU*BASE only supports a monthly payment frequency, these escrows are not attached to the loan they support as well.

With this release, CU*BASE will now support escrows with a payment frequency other than monthly! Not only are the payments toward escrow recorded with each payment, but the new enhanced escrow analysis also shows these payments (no longer does this need to be done by hand!). We hope this allows lending offices more flexibility with their loan portfolio.

☑ Include Rent Amount with a FUEL Automated Credit Report Request

Learn more: [online help](#)

With this release we have added an optional field to the Credit Report Request screen so that credit unions can record an applicant's monthly rent amount and submit that data with requests for a FUEL decision model (using Sync1).

Having the ability to factor rent into the model will allow a more accurate pass/fail on requirements around DTI, PTI, etc. (This data would not be used by requests for a credit report without a decision, nor for decisions via interfaces such as Zoot.)

☑ Parcel/Tax ID Field Length on Collateral and Escrow Record Now Expanded to 40 Characters

Learn more: online help

With this release we are expanding the tax ID field from twenty characters to forty to accommodate the storing of longer descriptions in CU*BASE. Credit unions using these extra characters with custom forms should contact Lender*VP Forms at lendervpforms@cuanswers.com for a quote to have their forms modified to accommodate the new field length.

☑ Save Your Data in One Location with the Expanded CU*BASE HMDA Database

Learn more: online help `

With this release we have expanded our Home Mortgage Disclosure Act (HMDA) database to allow credit unions to document their regulatory requirements in one software system. Considering dropping your third-party vendor for this purpose? Now CU*BASE can be your single point of collection for this data. As previously, these screens can be accessed from the Collateral Identification screen via the *HMDA* button that appears on this screen, but now this access point will only be available with real estate collateral. An annual review will keep these fields up to date with regulatory changes.

✏ Use Introductory Rates for CU*BASE Variable Rate Loans

Learn more: Variable Rate Loan Products and online help

If you've been using the CU*BASE mini-contract variable rates feature, you know that this feature offers a nice middle ground between the complexity of a full-blown contract variable rate product and a standard group rate where all loans behave the same. With a mini contract, you can specify the floor, ceiling, and change caps for individual loans, with the group code simply providing the trigger as to when rates should go up or down for all loans in that group, according to their individual terms.

Mini-contracts currently have a method for specifying a starting rate, but it doesn't really work like a true introductory rate, where you can precisely define the date on which the loan reverts to the current rate from the mini-contract group code. CU*BASE does have a variable rate type we call the "Update" type for introductory rates, but it currently can't be married to a mini-contract group.

Now you can have the best of both worlds! With this change, you can grant an introductory rate on a loan by attaching an Update type variable rate code, *and* also specify that at the end of the introductory period, the loan should shift to a mini-contract group code. At the same time, you'll be able to specify the unique terms (floor, ceiling, etc.) that will be used on that loan account when the introductory period is over.

> NOTE: When the introductory period is over and the group code is applied, the rate on the loan will *not* change to match the current rate until the rate on the mini-contract group code is changed. We are considering a future enhancement that would allow you to specify that to happen, if you wanted it to, but in the meantime, be aware that no rate change will happen on that effective date.

✏ Configure Your Contract Variable Rate Frequencies for Up to 999 Months

Learn more: Variable Rate Loan Products, ALM Downloads and online help

For those credit unions who use CU*BASE Contract Variable Rates and wanting a longer interval between rate adjustments, you will be happy to hear we have expanded the field for the interval for the *Adjustment frequency* from a maximum of 99 months to 999 months.

This expanded field allows, for example, intervals such as 120 months.

EFT

☑👁 Credit Card Statement Enhancements

Learn more: online help `

This enhancement adds new content to three sections of the existing credit card statement: the **Summary of Account** and **Available Credit** sections have been reorganized and expanded, and the **Account Information** section has been expanded. The goal of this update is to provide more information to the member when his or her account is past due, including reporting delinquency fines, delinquency status, and overline amounts (if applicable) more clearly.

These changes affect the CC statements flat file and therefore ALL credit card printed and eStatements, whether produced by Sage/eDOC or other vendor. There is no plan to make these new features optional, other than what functionality is already in CU*BASE loan category configuration.

Summary of Account		
Previous Balance		$21,558.62
Payments, Credits, Benefits	(-)	$.00
Purchases, Cash Adv., Bal Transfers	(+)	$.00
Finance Charges and Other Fees	(+)	$139.96
Misc. Adjustments		$.00
New Balance		**$21,698.58**
Late fines due		$50.00
Payoff amount		$21,748.58
Credit limit		$21,300.00
Available credit		$.00
Days in billing cycle		31
Payment Information		
Amount past due last month		$1,259.00
This month's minimum due		$434.00
Amount over limit		$398.58
Minimum payment		$2,091.58
Late fines due		$50.00
Please pay this amount		**$2,141.58**
# of days past due		85

✏👁 Coming Soon! New Option for Business Credit Card Summary Statements

Learn more: online help

The SettleMint EFT team is excited to bring a new option to provide business members with a summary credit card statement! With this feature, transaction history for multiple credit card sub-accounts under a single business membership can be consolidated into a single credit card statement, making it easy for the business member to monitor and reconcile expenses on all of their individual business accounts.
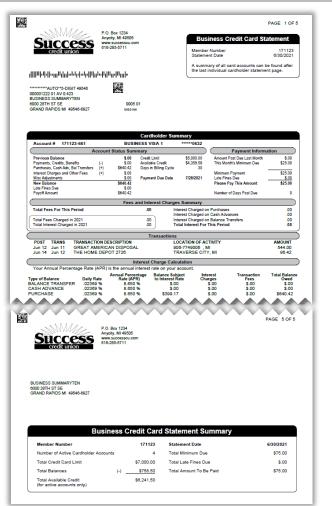
To determine which accounts will receive these special summary statements, a new "Business credit card statement option" flag has been added to the Membership Designation configuration (Tool #523).

When monthly credit card statements are produced, if the new option is selected, that member's statement envelope would include their normal account statement (if applicable) and a single, multi-page summary statement that lists each individual credit card loan suffix and its transactions in a separate section.

This release contains the configuration flags, however, at implementation, they will be off in the locked position. We will further communicate via Client News when these features are fully available for all credit unions.

Note that the sample provided is a mockup that is available to view in full detail by clicking here, and is subject to change during development and implementation.

📇 Mitigate Fraud Attacks with PAN and Expiry Randomization

Learn more: online help

A hot, and unfortunate, topic in plastics circles is the prevalence of brute force BIN attacks. These attacks use the assumed predictability of card numbers to find combinations of valid cards to commit fraud. While no process or enhancement can truly eliminate a bad actor, introducing randomized card numbers and expiration dates to the plastic creation process can help to mitigate brute force attacks.

In an effort to make it more difficult to find valid card numbers for a brute force attack, card randomization will change a portion of the card number so that the next card is random, not incremental.

Additionally, expiration dates are currently set with the month the card is created, plus the number of months configured to expire, meaning that a card created March 2021 will then expire March 2024 (assuming a 36 month expiration.) With this same card randomization tool, new cards will have a randomized month of expiration (so in the example above the expiration will be a randomly selected month in 2024), again making it more difficult to predict valid card numbers.

☑ Merchant Category Groups, EFT Data in TRANS Files and Inquiry Screens, and More of What is Here and What is Coming

Learn more: online help

SettleMINTEFT   This release is a midway point for ongoing efforts from the SettleMINT EFT and EFT Programming teams. Enhancements laying the groundwork for future programs and options have been implemented prior to this release, as well as within this release, and on the docket for future releases. Suffice to say, the EFT teams have been busy!

What Has Already Been Implemented?
On July 27, 2021, we started storing the following details in the TRANS1 and TRANS2 tables for EFT transactions:

- Merchant category code
- Card present
- Last 4 digits of card #
- ISO sequence #
- Pinless PIN
- Smart ATM cash-only deposit
- Recurring card trans

Moving these fields from the working ISO files and beginning to track these fields in the transaction files means that this data is available and ready to analyze and act upon in future enhancements.

What is Implemented in This Release?
In this release, a new tool has been created to configure credit union specific merchant category code groups (**Tool #1024 Configure Credit Union MCC Groups**). This configuration outlines multiple standard merchant category code groups, which are codes that are assigned to differentiate types of goods or services. Examples of merchant category codes, also referred to as MCCs, are things like airlines, restaurants, sporting goods, or even as granular as a record shop! These codes give valuable insights on where and how your members use their plastic. After implementation of this tool, users can access the screens to view master MCC codes, and create groups of codes for their own credit union. This preparatory step will lead to using these groups for future enhancements.

What Does This Mean for the Future?
Using the power of the MCC, we can enhance existing cash back and reward programs to apply to specific merchant categories that you define. We can use this information more readily to build analysis tools that have an even greater understanding of where members are using their money, and we can create data points that allow for more enhancements to the member experience through tailored retailing.

Audit

☑ Time-Saving Enhancements to Employee Audit Reports

Learn more: online help

"We look for ways to better serve our clients on a continuous basis, so the enhancements to this tool are a direct result of us asking, 'How can we do it better?' With this release we are manufacturing increased efficiencies in our employee account review process." Marvin Johnson, AuditLink Manager

With this release we have made several enhancements to the four reports generated via **Tool #402** *Insider Audit/Due Diligence Report*. These reports are used to audit credit union employees or accounts marked with due diligence codes. The big hitter is that now, instead of searching on one employee type code or due diligence code, you now have a standard lookup window allowing for the selection of multiple codes. Additionally, all the reports are now better designed to aid with the speed of research.

Additional enhancements include:

- The Teller Audit Key Review now allows the selection of audit keys.
- The File Maintenance Review report now no longer shows system processed maintenance, making it easier to find the certain types of transactions that are often hidden via other research methods.
- The Negative Balance/Delinquent Account Review report was added to replace the sunset Account Status Review. This new report includes only accounts that are delinquent or have a negative balance as of the current day.

Accounting/Back Office

☑ GL Lookup Now Indicates Suspended Accounts

Learn more: online help

Thank you, Kellogg Community Credit Union for your Idea Form! Now when inquiring on G/L accounts via **Tool #60** *GL Journal History Inquiry* you will be able to easily identify suspended G/L accounts. This will make it clear to accounting staff that the G/L account is no longer in use. The Chart of Accounts Inquiry accessed via Tool #202 is also updated to identify suspended G/L accounts.

☑ Adjustments Made to the ALM File with this Release

Learn more: ALM Downloads

As covered in the Management section, we are changing the field length of the contact variable rate adjustment frequency from two to three positions. This will change the format of the ALM download files for loans. If your credit union uses Brick and Associates, Profitstar or McQueen, these vendors are already aware of the change. For other ALM vendors, credit unions should contact their vendor directly to prepare for the loan file format change.