CU*BASE 21.05 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 21.05 Release of CU*BASE. Take a look at the topics below to view updates to the CU*BASE software, booklets and additional resources, all collected in one convenient document for your staff!

New Video!

Getting Ready for Xpress Teller

This overview video offers a look at Xpress Teller workflow controls, search functions, and integration for the new Vertical Receipts. Watch the video!

New Help Topic!

Overview: Xpress Teller

This overview topic includes a summary of the feature and links to all help topics for the screens (including the workflow control screens). Click here to read more!

New AnswerBook Items – Xpress Teller!

There are 40 new AnswerBook topics about Xpress Teller, the new tellering platform!

Is Standard Teller being replaced with Xpress Teller?

Click here to learn more!

What features does Xpress Teller have that Standard Teller does not have?

Click here to learn more!

Can a workstation be set up to use both Xpress Teller and Standard Teller?

Click here for more information.

Can a teller work on different workstations, sometimes using Xpress Teller and other times using Standard Teller?

Learn more about this topic here.

Can some of my tellers use Xpress Teller and some use Standard Teller?

Click here for more information.

What controls do I have with Xpress Teller that I do not have with Standard Teller?

Click here to learn more.

Can different branches use different workflow control settings?

Learn more here!

Visit the AnswerBook for additional items related to Xpress Teller! Click here to view a full list of frequently asked questions for this topic.

New AnswerBook Items – Vertical Receipts!

There are 22 new AnswerBook topics about Vertical Receipts, the new way to print receipts for members!

What are vertical receipts and how can I get them?

Click here to learn more!

If I switch to the new vertical receipt format, can I switch back to the old format if I want?

Click here to learn more about this topic.

Are there any receipt types that will no longer be available once I switch to the Vertical receipts format?

Click here for details on this topic.

Can I print a member's available balances on a vertical receipt?

Learn more here!

How many transactions can be printed on a vertical receipt?

Click here for details on this topic.

Visit the AnswerBook for additional items related to Vertical Receipts! Click here to view a full list of frequently asked questions for this topic.

New AnswerBook Items on Abnormal Activity Monitoring!

There are 7 new AnswerBook topics about the new Abnormal Activity Monitoring, which evaluates a member's pattern of activity!

Who provided the 30 Abnormal Activity Monitoring patterns I receive by default?

Click here to read this topic.

What types of patterns can you create for Abnormal Activity Monitoring?

Click here for more information.

How can you "practice" to see if a pattern will return any results?

Click here to read this topic.

What does it mean on the first Abnormal Activity pattern configuration screen when you elect to include only shared branch transactions, only RDC

transactions, or only P2P transactions?

Learn more here.

For Abnormal Activity Monitoring by pattern, what recommendations are there when I evaluate members for individual and organization accounts?

Learn more here.

For out of the ordinary Abnormal Activity Monitoring patterns, should I include both an amount and a percent?

Click here for more details.

For out of the ordinary patterns for Abnormal Activity Monitoring, why is there a qualifier for looking for a total dollar amount of transactions for the period selected?

Click here to learn more!

New and Updated AnswerBook Items on Automated Reports and Queries

How can I tell when an automated query or report

has reached its end scheduled date and will be purged in thirty days?

Learn more!

Can I schedule a report to print daily or weekly?

Click here for more information.

How do I schedule a query to run more than one time in a month?

Learn more!

How do I schedule a report to run more than one time in a month?

Learn more!

For Query Scheduler, can I schedule a report to print daily or weekly?

Click here for more information.

Miscellaneous Items

Learn more!

Is there a listing that would show who currently has upload and download authority from my credit union and which files they have access to?

Updated Booklets

Automated Reports and Queries

Reports and Queries can now be scheduled daily and weekly in addition to monthly, with the option to schedule an end date. [Click here for more details](#).

Credit Card Promotions

Cash Back Reward programs are now able to be configured to pay out quarterly, annually, or monthly, among other enhancements. [Click here for more details](#).