Beta Test Checklist

11 or 12

Please complete and score each task and note any comments you may have regarding each task.

If you use instant issue, try the new random generated PIN

option on the card order screen

release 21.05! **First Trust Credit Union** Credit Union Name: **Daniel Rajsic** Primary Contact Name: 219-877-2299 Primary Contact Phone Number: Rate each item on a scale of 1-5. How likely are you to perform the task after beta? Did you complete (5 = highest, 1 = lowest)Are you satisfied How helpful will the task be to staff? with the results How easy was the task? you received? 5 Extremely **Comments/** 4 Very the task? 3 Somewhat **Explanation of** 2 Slightly 1 Not at all Tool Task Rating 1-5 N/A **Not applicable** Y/N 1-5 1-5 1-5 FACING MEMBER This feature will really make processing Sample task Sample tool Y 2 5 3 4 much easier for tellers. If your credit union has configured a different fee for online stop payment, have an employee attempt a stop payment It's Me 247 We didn't test this. n through online banking to verify that the appropriate fee is being charged E F T

Thank you for helping us test the software

improvements of

We didn't test this. Our card processor

doesn't have an activation system to

support this.

n

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you completethe task?	ר How easy was יי the task?	Are you satisfied In with the results you received?	How helpful Unit the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
317	Create a Credit Card Skip cards. Select multiple cre and run a simulation. Ver reports. If you do not have you can run simulation, t	ng and not running a program. a Pay program for online credit dit card loan categories if possible rify member account information on we a scheduled skip pay to be run, then delete the program before the last day of the month and no	n					We don't have credit cards
End of month reports	1	ards for your credit union regardless the program prior to beta.	n					We don't have debit card rewards
20	cash back credit card rew	on to change the account to receive vards, update the information in a the new maintenance functionality.	n					We don't have credit cards
11	accounts and verify the journal account suffix when using joint owner's name display	card for a joint owner. Setup the pint owners display for the funding g 'Find Another Owner.' Verify the ays in the Line1 name field and as Nighttime, SSN, and date of birth tion Fields.	Υ	5	5	5	5	Worked great. Much easier.

Tool	Task Ember servic	(5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you completethe task?	T How easy was the task?	Are you satisfied 5. with the results you received?	How helpful G- will the task be to staff?	How likely are you	Comments/ Explanation of Rating
2105	Look at the new tool that w CU*BASE		Υ	5	5	4.33	3.67	Good info. Very informative. It's nice but I don't think I'd particularly keep up with it.
Inquiry		inquiry and verify that you get ne advanced search option to hat will be reviewed for the	Υ	3.285	3.142	3.142	2.857	I will use phone operator. It was easy to use but I found that the old inquiry seemed to take less time to search because I didn't have to change the advanced setting features and I felt like I got more accurate results. It is difficult to use when searching by last name.
1775	Fill out all 3 screens including	low controls for your branches. ng search, ID verification, and ures. Please try as many settings	Υ	5	5	5	5	
1600	get the expected results. U control the different fields t	non-members not associated	Y	3.5	2.75	3	2.75	I feel the same way as I did about the inquiry setup. I am not sure how the advanced settings can be used to help. I still cannot get a simple list as we could when entering fist and last name.
1600	Use Xpress teller for member feature to find your member	er transactions. Use the search erships.	Υ	3.5	3	4	3.25	Same reason

Rate each item on a scale of 1-5.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you completethe task?	How easy was G the task?	Are you satisfied G with the results you received?	How helpful G-1 will the task be to staff?	How likely are you 'c' to perform the task after beta?	Comments/ Explanation of Rating
1600	as possible including checks checks/money orders, inhous Modify your transactions in accumulated totals on the r	y different member transactions , cash, misc. advance, use checks, and misc. receipts. different ways and verify your nain screen.	У	4.75	4.25	4.75	4.5	I really like how you don't have to put codes in every time. The check in cap seems too small if I get a lot of checks at one time. No extra description for cash advance card#'s and misc receipt
1600	to add comments, transfer, and balance your teller draw	itional member services options open/close account, check rates ver. Change your configurations y that you can access only what is	У	4.75	4.5	4.5	4.25	LOVE how easy is to add comments. Can't override par value so you really can't close the account without going to old teller posting. Like that it automatically signs my drawer.
1600	In Xpress teller, use the last account features.	10 accounts and return to last	У	4.75	4.5	4.75	4.75	Like the idea of the return to last account, but every time I use it it seems to freeze my gold up and takes forever to load into their account.
1600	In Xpress teller, use the last dep/withdrawal screen.	10 transactions feature from the	у	4.75	3.75	3.75	3.5	Neat idea, but the members I help always have more problems than can be found in the last 10 transactions so I end up having to leave and go to inquiry miss being able to just go from the proc code.
1600	Post some Xtend shared bra union is set up in the netwo	nch transactions if your credit rk	у	4.75	4.75	4.75	4.75	I don't like that it doesn't reset once I finished the transaction because I don't think to delete that out when helping the next member and have gone into the wrong account because of it.

Tool	5 4 3 2	e each item on a scale of 1-5. (5 = highest, 1 = lowest) Extremely Very Somewhat Slightly Not at all Not applicable	Did you complete Z the task?	How easy was ن the task?	Are you satisfied Units with the results you received?	How helpful G. will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
1600	Post some Co-op national shared l credit union is set up in the netwo		у	4.75	4.75	4.75	4.75	I like everything about it simple easy works perfect.
1600	Issue checks and money orders fro	om Xpress teller	у	4.75	4	4.75	4.25	Its nice if that's all they are doing but often they will also deposit cash for the check and now I have to do it in two transactions instead of all at once.
1600	Post some misc. receipts through	Xpress teller	у	4	4	4.25	4.25	I like that you save and go back to the withdrawal/deposit screen after putting them in. Doesn't have the extra description bar.
1600	Post misc. advance transactions fr proceed for member transactions.	•	у	4.67	4.67	4.67	4.67	I gave it all 5's all around because I really like that I can add checks and cash in all at the same time and don't have to do them separate. But it still missing the extra description spot I mostly do cash advance with so we are supposed to put ard number in can't because there is not a spot.
1600	Verify the teller holds placed on cl Xpress teller.	heck transactions from	у	5	5	5	5	Works perfect easy to use.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was the task?	Are you satisfied Use with the results you received?	How helpful Grain the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
1600		appropriately in Xpress teller. I pop-up versions at some time	у	4.75	4.75	4.75	475	Seems faster than how they used to pull up so I'm happy with that!
1600		n Xpress teller. When completed, u can access the ID appropriately.	у	4.67	4	4.33	4.67	Works well sometimes it takes a couple times going in before it registers I scanned a new one.
1600	Verify that warnings configu showing appropriately	ired in your workflow are	у	4.75	4	4.25	4.67	It tells me literally every time I put checks in to verify amounts I guess it does keep me on track cause it freaks me out every time and I doublecheck before posting.
1600	Use Xpress teller in all sizes	– standard, Large and Extra-large	у	5	3	2	1	I changed it and had a heart attack because it was larger than my actual screen and had to have Dan fix it. I shall never touch that button again.
Contact CU*A	Work with CU*A to activate Control will have someone of	· · · · · · · · · · · · · · · · · · ·	Y	5	5	5	5	
1775	Set up vertical receipt settin	gs for each branch	Y	5	5	5	5	

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	SignatureDid you completeThe task?	How easy was the task?	Are you satisfied Unity the results You received?	How helpful G- will the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
1600		on vertical receipts including rson served, branch, served by r configuration to different	Y	5	5	5	5	I love the new receipts!
Teller	Verify member information existing teller platform	on vertical receipts from the	Y	5	4.25	5	5	Sometimes the names are missing the beginning few letters.
1600 and Teller	1	able balances on vertical receipts ed to print. Check from both	Y	5	5	5	5	Works well.
1600 and teller		sh in and check in totals. Verify e held. If making a loan payment, amounts are correct.	Y	5	5	5	5	
1600 and Teller	the correct account types sl	ccount summary section verify now. It can be setup to show all hat had a transaction today.	Υ	5	5	5	5	
Inquiry or phone history	Re-print a vertical receipt fr results	om the vault and verify the	Y	5	5	5	5	
1600	Balance your drawer by acc from Xpress Teller	essing your drawer control right	У	5	5	5	5	Best Feature!

Tool M A N A G E M	Task (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	✓ Did you complete✓ the task?	How easy was the task?	Are you satisfied Something the results you received?	How helpful c-1 will the task be to staff?	How likely are you	Comments/ Explanation of Rating
777	If possible, change the stop payment fee on a checking product to charge a different fee amount in online banking than through CU*BASE. Once configured, have CU staff add a stop payment from online banking and verify the fee posting.	n					We didn't test this
829	If your credit union has configured a different stop payment fee for online banking vs through CU*BASE, have someone place a stop pay to verify that the fee posts according to the configuration.	l n					We didn't test this
523	Review your online banking configurations in membership designations and verify they display as expected. Note the new option for upcoming changes to business banking. This new option should not be used until we activate the feature Messaging is available if taken to tell you it is not yet an active option.	I V	5	5	5	5	
1550	If you already have a Credit Card Cash Back Rewards program configured, determine if a change in frequency or payment method is possible. Current program codes can be changed to accommodate a change in payout frequency to quarterly or annually. If no Cash Back Rewards program is currently configured, determine if a new program may be feasible. If so, configure desired payment frequency and desired payment account to be used.	n					We don't have credit cards

Rate each item on a scale of 1-5.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you completethe task?	T How easy was the task?	Are you satisfied with the results you received?	How helpful checking will the task be to staff?	How likely are you 1. to perform the task after beta?	Comments/ Explanation of Rating
1600 A U D I T	To set up graphics in Xpress Daniel) at ext. 371	teller, contact IRSC (Kristian	у	5	5	5	5	Super easy. Would like to be able to update myself on the fly without Kristian.
Work with Audit Link	Work with Audit Link each with Abnormal Activity Moni	week to review the findings from toring results.	у					Delayed because of problems. Have regular meetings to work on this with Jim Vilker and Marvin. Still a work in progress.
101	However, we ask that you d	or abnormal activity patterns. Io NOT change theses settings as se specific patterns and work with	у					Delayed because of problems. Have regular meetings to work on this with Jim Vilker and Marvin. Still a work in progress.
537	members. Again please just	or abnormal activity for your treview the options with the will work with you on results.	У					Delayed because of problems. Have regular meetings to work on this with Jim Vilker and Marvin. Still a work in progress.
BACK OFF	I C E							
492	_	nt adjustment use the G/L look up . Confirm during EOD that correct	у	5	5	5	5	This is great but would be more helpful if only the income and expense GLs were visible in the search. Many do not know not to post to the accrual, loan, and share GLs.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you completethe task?	ר How easy was יי the task?	Are you satisfied Unity the results You received?	How helpful G- will the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
554	type selections with different features. Use loan type cred	nistory report using different loan not arrangement of selection dit cards option and the options tadjustments/payments. Use this	Y	5	5	5	5	This is a great tool to have.
1772	this tool, verifying your exis	ew the subsidiary dashboard in ting items for accuracy. Use the ms and enter items to view the	у	5	5	5	5	Absolutely love this new tool. So easy to use and very useful.
1772	Add new fixed assets, prepa from this dashboard	aids, or other subsidiary items	у	5	5	5	5	
1772	Add comments to any existi	ing or new subsidiary item	У	5	5	5	5	
1772	selection of your subsidiary	able on the dashboard to pull up a records to the screen. Also work rerify that you can receive the	у	5	5	5	5	

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you completethe task?	How easy was the task?	Are you satisfied Compared to the vector of	How helpful G- will the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
1772	Use the new dashboard to existing subsidiaries	o make any necessary edits to your	у	5	5	5	5	
1772		o review the history of your or necessary adjustments to them as	у	5	5	5	5	
1773	the various filters for diffe	he view only version and work with erent views. Verify that you can ry and that edit capability is not	у	5	5	5	5	
305	expense on a subsidiary the posted to this subsidiary.	ries. If possible, edit a monthly nen make sure this amount was Review subsidiaries to make sure naining changed as well as history	у	5	5	5	5	This is so much nicer than before.
687	selections and using differ	rent selection criteria for generating report to subsidiaries dashboard rrent information.	у	5	5	5	5	I really like this tool. Just need to be able to sort by branch.

Print fixed asset inventory detail using the new tag number and serial number selection criteria when generating report. Compare few items on report to subsidiary dashboard. Print monthly subsidiary expense schedule using the new subsidiary type selection and sorting option of category or item #. Compare few items on report to subsidiary dashboard. If possible, purge history on closed subsidiaries. Use the option to close different types of subsidiaries and review report to make sure correct items on report purged. Review dashboard to notice subsidiaries are no longer on dashboard. Add a new automation record for a custom report and confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be selected. Verify that they are run on the expected days.	Too	ı	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	ل How easy was ن the task?	Are you satisfied with the results you received?	How helpful G will the task be to staff?	How likely are you Light to perform the task after beta?	Comments/ Explanation of Rating
subsidiary type selection and sorting option of category or item #. Compare few items on report to subsidiary dashboard. If possible, purge history on closed subsidiaries. Use the option to close different types of subsidiaries and review report to make sure correct items on report purged. Review dashboard to notice subsidiaries are no longer on dashboard. Add a new automation record for a custom report and confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be		646	and serial number selection	criteria when generating report.	Y	5	3	3	3	Not sure what I am after here.
option to close different types of subsidiaries and review report to make sure correct items on report purged. Review dashboard to notice subsidiaries are no longer on dashboard. Add a new automation record for a custom report and confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be		668	subsidiary type selection and item #. Compare few items of	sorting option of category or	Y	5	3	3	3	I prefer tool 687 report
758 confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be		702	option to close different type report to make sure correct	es of subsidiaries and review items on report purged. Review	Y	5	5	5	5	
		758	confirm the new Daily and Wused successfully. Verify the	/eekly run frequencies can be new End Date feature can be	Y	5	4	5	5	
Add a new automation for a standard report and confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be selected. Verify that they are run on the expected days. Y 5 Had issues.		759	new Daily and Weekly run fro successfully. Verify the new I	equencies can be used End Date feature can be	Y	5	4	5	5	Had issues.

Tool	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	≺ Did you completeZ the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful G will the task be to staff?	How likely are you	Comments/ Explanation of Rating
1355	Check out the new on-demand option that will allow you to see all users authorized to update or download your files. Keep up to date with any needed changes that need to be made.	Y	5	3	5	5	I would like to see a date of when the last upload/download occurred.
1113	A D M I N I S T R T O R Check out the new Where your members eSign feature to see eForm statistics.	n					We haven't started eSign yet
476	Review the new trend line in the Write-off/Charge off History Analysis in Board approval and Bankruptcy options	Y	5	5	5	5	This is really nice
817	Review the new charts in the Skip-a-Pay Dashboard analysis screen	n					We still use a manual process for skip a pays
GENERAL	C O M M E N T S						

	4		u compl sk?	asy wa sk?	u satisf he resu ceived?	elpful e task b f?	kely are form th fter bet	Comments/
	2	Somewhat Slightly	Did yo the ta	ow e	re yo ith tl ou re	ow hill th	ow li per sk a	Explanation of
Tool Ta	ask 1	Not at all	בֿ בֿ	ž \$	Ā ≯ ×	Ĭ ≯ ₽	± 5 ta	Rating
1001 18	N/A	Not applicable	Y/N	1-5	1-5	1-5	1-5	Rating

CU*BASE Beta Release 21.05 Checklist

Final Feedback submitted by Kellogg CCU 5/17/2021

TOOL	TASK	A DID YOU COMPLETE W THE TASK?	L HOW EASY WAS	-L ARE YOU SATISFIED C WITH THE RESULTS YOU RECEIVED?	HOW HELPFUL S WILL THE TASK BE TO STAFF?	HOW LIKELY ARE Cn YOU TO PERFORM THE TASK AFTER BETA?	COMMENTS / EXPLANATION OF RATING
It's Me 247	If your credit union has configured a different fee for online stop payment, have an employee attempt a stop payment through online banking to verify that the appropriate fee is being charged.	Y	5	5	5	5	
11 or 12	If you use instant issue, try the new random generated PIN option on the card order screen.						KCCU DOES NOT USE THIS FEATURE
317 (Current Tool)	Read closely if only testing and not running a program. Create a Credit Card Skip a Pay program for online credit cards. Select multiple credit card loan categories if possible and run a simulation. Verify member account information on reports. If you do not have a scheduled skip pay to be run, you can run simulation, then delete the program before the beginning of day on the last day of the month and no payment change records will process.	N					KCCU Not Currently Using – 3 Failed Attempts to Create. Documented 2 different Error Messages – when clicking "Select Loan Category". – CU*A Corrected. Successfully ran multiple tests. – Reviewed Simulation Reports. Spot-checked accounts versus exclusion filters. Tool working as intended. Reviewed CUBASE Help Screen for the Tool. Saved copy of the "Skip-a-Pay for Online Credit Cards" CU*A Booklet for reference.
End of month reports	Verify any cash back rewards for your credit union regardless if you have been running the program prior to beta.	Υ	5	5	3	5	KCCU CURRENTLY USING - PULLING CUSPY REPORT "PCRDPRNTR" ON A MONTH- END RECURRING BASIS TO MONITOR CASH BACK REWARDS TOTALS.
20 (Current Tool)	If you configure the option to change the account to receive cash back credit card rewards, update the information in a member record to verify the new maintenance functionality.	Υ	5	5	5	5	KCCU CURRENTLY USING - SETTING WORKING AS INTENDED. IS THIS THE ONLY TOOL THAT HOUSES THIS MEMBER-LEVEL SETTING? WE DO NOT WANT EMPLOYEES TO TURN ON/OFF CASH BACK REWARDS BY ACCIDENT, IS THERE ANY WAY TO FURTHER LOCK THIS FIELD? OR IS OUR ONLY OPTION TO BE CAREFUL OF WHO HAS ACCESS TO TOOL #20?
11 (Current Tool)	Order a new ATM/Debit card for a joint owner. Setup the accounts and verify the joint owners display for the funding account suffix when using 'Find Another Owner.' Verify the joint owner's name displays in the Line1 name field and phone number, flagged as Nighttime, SSN, and date of birth populate the Card Activation Fields.	Υ	5	1	1	1	The only reason for low scores was due to Kellogg CCU using Vantiv as our card processor. Having CU*BASE automaticaly add joint owner info to order a debit card will have an adverse affect on the card ordering/activation process. We plan on not utilizing this feature.
2105 (New)	Look at the new tool that will tell you what is new in CU*BASE	Y	5	5	5	5	Great tool addition! I think it is a lot easier to navigate to the what's new website. We would suggest the tool was closer to the top for easier access or visibility.

Inquiry	Perform various searches in inquiry and verify that you get the expected results. Use the advanced search option to control the different fields that will be reviewed for the entered criteria.	Y	5	4	4	4	This advanced search is a game changer for our team, especially VSC who had asked years ago if they could search by phone number. I'd like to see it added to Phone Op and Teller as well. I like the search options better than the default ones, it seems safer to ask for a phone number vs SSN when in the lobby.
1775 (New)	Activate Xpress teller workflow controls for your branches. Fill out all 3 screens including search, ID verification, and transaction processing features. Please try as many settings as you can.	Y	5	4	5	4	
1600 (New)	Perform various searches in Xpress teller and verify that you get the expected results. Use the advanced search option to control the different fields that will be reviewed for the entered criteria. Note that non-members not associated with an account will not be displayed in Xpress teller.	Y	5	5	5	5	Great search tool - staff love the phone number, email and OLB username searching ability; however, searching by a full name First Name & Last Name isn't as good.
1600 (New)	Use Xpress teller for member transactions. Use the search feature to find your memberships.	Υ	5	5	5	4	
1600 (New)	Use Xpress teller for as many different member transactions as possible including checks, cash, misc. advance, checks/money orders, inhouse checks, and misc. receipts. Modify your transactions in different ways and verify your accumulated totals on the main screen.	Y	5	5	5	4	
1600 (New)	In Xpress teller, use the additional member services options to add comments, transfer, open/close account, check rates and balance your teller drawer. Change your configurations to different settings to verify that you can access only what is configured.	Υ	5	5	5	5	
1600 (New)	In Xpress teller, use the last 10 accounts and return to last account features.	Υ	5	5	5	5	
1600 (New)	In Xpress teller, use the last 10 transactions feature from the dep/withdrawal screen.	Y	5	5	3	3	Typically when looking for a transaction for a member, it isn't wihtin the last 10. Would be nice to have a link added to see the full history instead of having to utilize the timeout button.
1600 (New)	Post some Xtend shared branch transactions if your credit union is set up in the network	Υ	5	5	5	5	
1600 (New)	Post some Co-op national shared branch transactions if your credit union is set up in the network	Υ	5	5	5	5	
1600 (New)	Issue checks and money orders from Xpress teller	Υ	5	4	4	3	When issuing the cashier's check, Xpress Teller does not display the balance in the sub-account where the funds will be debited from.
1600 (New)	Post some misc. receipts through Xpress teller	Υ	5	5	5	5	
1600 (New)	Post misc. advance transactions from Xpress teller using the proceed for member transactions.	Υ	5	5	5	1	Our teller team does not utilize the Misc Advance Feature.
1600 (New)	Verify the teller holds placed on check transactions from Xpress teller.	Υ	5	5	5	5	
1600 (New)	Verify that members ID pull appropriately in Xpress teller. Use both the embedded and pop-up versions at some time during beta.	Y	5	5	5	5	Our Team loves this new feature!
1600 (New)	Use the scan ID feature from Xpress teller. When completed, go in again to verify that you can access the ID appropriately.	Y	5	5	5	5	
1600 (New)	Verify that warnings configured in your workflow are showing appropriately	Υ	5	5	5	5	

1600 (New)	Use Xpress teller in all sizes – standard, Large and Extra- large	Υ	5	5	5	5	
Contact CU*A	Work with CU*A to activate vertical receipts – Quality Control will have someone contact you to coordinate	Υ	5	5	5	5	
1775 (New)	Set up vertical receipt settings for each branch	Υ	5	5	5	5	
1600 (New)	Verify member information on vertical receipts including member number, name, person served, branch, served by and date/time. Change your configuration to different settings and verify the results.	Y	5	5	5	5	
Teller	Verify member information on vertical receipts from the existing teller platform	Υ	5	5	5	5	
1600 and Teller	Verify the current and available balances on vertical receipts are accurate when configured to print. Check from both teller systems.	Y	5	5	5	5	
1600 and Teller	Vertical receipts – verify cash in and check in totals. Verify hold information if funds are held. If making a loan payment, verify principal and interest amounts are correct.	Y	5	5	5	5	
1600 and Teller	Vertical receipts – If using account summary section verify the correct account types show. It can be setup to show all accounts, or just accounts that had a transaction today.	Y	5	5	5	5	
Inquiry or phone history	Re-print a vertical receipt from the vault and verify the results	Υ	5	5	5	5	
1600 (New)	Balance your drawer by accessing your drawer control right from Xpress Teller	Υ	5	5	5	5	
777 (Current Tool)	If possible, change the stop payment fee on a checking product to charge a different fee amount in online banking than through CU*BASE. Once configured, have CU staff add a stop payment from online banking and verify the	Y	5	5	5	1	Only reason for the low score as I don't foresee KCCU charging a differnt Stop Payment Fee for inperson vs. OLB requests.
829 (Current Tool)	If your credit union has configured a different stop payment fee for online banking vs through CU*BASE, have someone place a stop pay to verify that the fee posts according to the configuration.	Y	5	5	5	5	
523 (Current Tool)	Review your online banking configurations in membership designations and verify they display as expected. Note the new option for upcoming changes to business banking. This new option should not be used until we activate the feature. Messaging is available if taken to tell you it is not yet an active option.	Y	5	5	5	5	

1550 (Current Tool)	If you already have a Credit Card Cash Back Rewards program configured, determine if a change in frequency or payment method is possible. Current program codes can be changed to accommodate a change in payout frequency to quarterly or annually. If no Cash Back Rewards program is currently configured, determine if a new program may be feasible. If so, configure desired payment frequency and desired payment account to be used.	Υ	5	5	5	5	KCCU Currently Using – Reviewed new settings in Tool 1550. KCCU is comfortable with default settings as is, paying out Cash Back Monthly, with credit being applied to the VISA Balance. – KCCU would consider changing the payout to go to the member's Savings or Checking Suffixes instead of paying down the card.
1600 (New)	To set up graphics in Xpress teller, contact IRSC (Kristian Daniel) at ext. 371)	Y/N	5	5	5	5	This is a cool feature for Xpress Teller! Our grpahics look great within CU*BASE and we really like that we can link these to our website for tellers to have quick and easy access to information.
Work with Audit Link	Work with Audit Link each week to review the findings from the Abnormal Activity Monitoring results.						
101 (Current Tool)	Review the configuration for abnormal activity patterns. However, we ask that you do NOT change theses settings as Audit Link will be using these specific patterns and work with you with the results						
537 (Current Tool)	Review the option to monitor abnormal activity for your members. Again please just review the options with the given settings as Audit Link will work with you on results.						
492 (Current Tool)	When performing an account adjustment use the G/L look up tool to select offsetting G/L. Confirm during EOD that correct G/L was offset.	Υ	5	5	5	5	Big improvement, very helpful
554 (Current Tool)	Print new/refinanced loan history report using different loan type selections with different arrangement of selection features. Use loan type credit cards option and the options provided to include account adjustments/payments. Use this information to help create your 5300 Call report.	Y	5	5	5	3	All options appeared to work properly. Not used for 5300 but may determine use.
1772 (New)	After the beta release, review the subsidiary dashboard in this tool, verifying your existing items for accuracy. Use the toggle to include closed items and enter items to view the detail and history	Y	5	5	4	5	Used dashboard and everything worked well. No problems found on this and easy to use
1772 (New)	Add new fixed assets, prepaids, or other subsidiary items from this dashboard	Υ	5	5	5	5	Added several new prepaids and process was easy to use. Do not like the idea of the one individual having access to add, change, & delete items. Permissions should be able to be separated on this tool.
1772 (New)	Add comments to any existing or new subsidiary item	Υ	5	5	5	5	Entered comment on newly created prepaid, went back in and comment was still showing on prepaid. Love the ability to add extra information.
1772 (New)	Use the various filters available on the dashboard to pull up a selection of your subsidiary records to the screen. Also work with the sort features and verify that you can receive the expected records.	Υ	5	5	5	5	Sorted for certain departments and branches. Also searched existing prepaids by name. All functions worked correctly.
1772 (New)	Use the new dashboard to make any necessary edits to your existing subsidiaries	Υ	5	5	5	5	Tried to update existing prepaid to next yearly amount and got spinning circle with no time out. Tried several different ways and discovered the recalculate feature was the problem. Update 4/20/21 this hss been corrected.

1772 (New)	Use the new dashboard to review the history of your subsidiaries and make any necessary adjustments to them as needed	Υ	5	5	5	5	Reviewed newly entered prepaids and made updates. This feature worked correctly.
1773 (New)	Access the dashboard in the view only version and work with the various filters for different views. Verify that you can view the details and history and that edit capability is not available	Υ	5	5	5	5	Edit was not available in this tool. Was able to use all sort options without problems.
305 (Current Tool)	Process monthly subsidiaries. If possible, edit a monthly expense on a subsidiary then make sure this amount was posted to this subsidiary. Review subsidiaries to make sure expensed and months remaining changed as well as history on item shows.	Υ	5	5	5	5	Balanced prepaids, accruals and fixed assets. All three catagories are in balance and histories are current for all. Much better than old process.
687 (Current Tool)	Print subsidiary trial balance detail using the new sort by selections and using different selection criteria for generating report. Compare items on report to subsidiaries dashboard to make sure pulling in current information.	Υ	3	5	5	5	Struggled at first to get the results I was looking for but with clarification on process results were successful.
646 (Current Tool)	Print fixed asset inventory detail using the new tag number and serial number selection criteria when generating report. Compare few items on report to subsidiary dashboard.	Υ	5	5	5	5	
668 (Current Tool)	Print monthly subsidiary expense schedule using the new subsidiary type selection and sorting option of category or item #. Compare few items on report to subsidiary dashboard.	Y	5	5	5	5	
702 (Current Tool)	If possible, purge history on closed subsidiaries. Use the option to close different types of subsidiaries and review report to make sure correct items on report purged. Review dashboard to notice subsidiaries are no longer on dashboard.	N					Was unable to locate history to purge.
758 (Current Tool)	Add a new automation record for a custom report and confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be selected. Verify that they are run on the expected days.	Υ	5	5	1	3	I built queries BETATESTD and BETATESTW on 4/12/2021. BETATESTD is set to run daily and BETATESTW is set to run every Tuesday. I will check them on 4/13/2021 to see if they ran. Both queries ran automatically. Still no export automation and verification still necessary.
759 (Current Tool)	Add a new automation for a standard report and confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be selected. Verify that they are run on the expected days.	Y	1	1	1	1	We do not currently use this tool. When I searched for a specific report "le", CU*Base froze. I had to exit out. Update 4/21/2021 - I was able to open and search. When adding new report settings, I didn't see an option to export daily or weekly. I also noticed each report seemed to have separate settings.
1355 (New)	Check out the new on-demand option that will allow you to see all users authorized to update or download your files. Keep up to date with any needed changes that need to be made.	Y	1	3	3	3	I was able to access tool 1355. I like the tool, but it seems confusing. The i button did not work for additional information to define different files and why a user might have access. Update 5/11/2021. The data doesn't appear to be live. Made permission changes yet still show.
1113 (New)	Check out the new Where your members eSign feature to see eForm statistics.	Y	5	5	4	4	No data available. Update 4/21/2021 - eSign listing was availble and worked. Update 5/11/2021 - The tool still works and is great for auditing, training, reviewing.
476 (Current Tool)	Review the new trend line in the Write-off/Charge off History Analysis in Board approval and Bankruptcy options	Y	5	5	4	4	Had to select analysis. Not much data for Bankruptcy. Board Approval seemed to work properly.

817 (Current Tool)	Review the new charts in the Skip-a-Pay Dashboard analysis screen	Υ	5	5	5	5	It appears to be working as expected.

Beta Test Checklist

Task

Tool

Please complete and score each task and note any comments you may have regarding each task.

Credit Union Name:

Primary Contact Name:

Primary Contact Phone Number:

Members Source Credit Union

Bryce Carden

219-756-4141 ext. 3510

Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) Thank you for helping us test the software improvements of release 21.05!

5	Extremely	n pl	vas	tisfi sult	= X	are the	
4	Very	. 50 ⁵²	sy v	ı sat e re eive	lpfu tas	ely orm er b	
3	Somewhat	you task	ea	rec the	he the	aft aft	Commonts/
2	Slightly	id y	low ne t	ith ou	ill i	low o pe	Comments/
1	Not at all	۵⇒	ΙÞ	4 	ISE	T 2 B	Explanation of Rating
N/A	Not applicable	Y/N	1-5	1-5	1-5	1-5	EXPIANATION OF RAUM

		N/A NOT applicable	1/14	1-3	1-2	1-3	1-3	
MEMBER	FACING							
Sample tool	Sample task		Y	3	2	4	5	This feature will really make processing much easier for tellers.
It's Me 247	If your credit union has configured a different fee for online stop payment, have an employee attempt a stop payment through online banking to verify that the appropriate fee is being charged		Y	5	5	5	5	Functioned properly.
EFT								
11 or 12	If you use instant is option on the card of	sue, try the new random generated PIN order screen	N					N/A

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was the task?	Are you satisfied In with the results you received?	How helpful	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
317	a Credit Card Skip a Pay pro Select multiple credit card I a simulation. Verify member	and not running a program. Create ogram for online credit cards. oan categories if possible and runer account information on reports. uled skip pay to be run, you can the program before the st day of the month and no	N					N/A
End of month reports	Verify any cash back reward if you have been running th	ds for your credit union regardless e program prior to beta.	N					N/A
20	cash back credit card rewar	to change the account to receive ds, update the information in a e new maintenance functionality.	N					N/A
11	accounts and verify the joir account suffix when using ' joint owner's name displays	rd for a joint owner. Setup the at owners display for the funding Find Another Owner.' Verify the s in the Line1 name field and Nighttime, SSN, and date of birth on Fields.	Υ	5	5	5	5	Completed; phone number sometimes doesn't carry over, do not know what is causing this JA

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was Grant the task?	Are you satisfied Unit with the results you received?	How helpful	How likely are you ناب to perform the task after beta?	Comments/ Explanation of Rating
TELLER/M	IEMBER SERVIC		•					
2105	Look at the new tool that will CU*BASE	ll tell you what is new in	Υ	5	5	3	3	Functions properly. Since the information was contained in the release information and training slides, it doesn't seem very useful JE
Inquiry	the expected results. Use th	ous searches in inquiry and verify that you get results. Use the advanced search option to ifferent fields that will be reviewed for the ria.			5	5	5	Functions properly BC
1775	Fill out all 3 screens including	ow controls for your branches. g search, ID verification, and res. Please try as many settings	Υ	4	4	2	2	Tried several settings – feedback has been provided JE
1600	get the expected results. Us control the different fields the entered criteria. Note that n	orm various searches in Xpress teller and verify that you the expected results. Use the advanced search option to crol the different fields that will be reviewed for the ered criteria. Note that non-members not associated with ccount will not be displayed in Xpress teller.			5	5	4	Tried several searches – feedback has been provided JE Liked the option to search by phone numbers - HJ
1600	Use Xpress teller for membe feature to find your member	r transactions. Use the search rships.	Υ	5	5	5	5	Tried several searches – feedback has been provided ALL

Tool	Task	each item on a scale of 1-5. 5 = highest, 1 = lowest) Extremely Very Somewhat Slightly Not at all Not applicable	Sid you completethe task?	How easy was Gthe task?	Are you satisfied Unit the results you received?	How helpful Un will the task be to staff?	How likely are you the to perform the task after beta?	Comments/ Explanation of Rating
1600	Use Xpress teller for as many differ as possible including checks, cash, checks/money orders, inhouse chemodify your transactions in different accumulated totals on the main scr	ent member transactions misc. advance, cks, and misc. receipts. nt ways and verify your	Υ	3	1	1	1	Do not like that we have to get out of the tool and come back in to do multiple transactions BC
1600	In Xpress teller, use the additional in to add comments, transfer, open/c and balance your teller drawer. Ch to different settings to verify that y configured.	lose account, check rates ange your configurations	Υ	5	5	5	5	Everything worked and looked correct. Unfortunately, we have not been given the chance to open/close an account through this tool just yet. JA
1600	In Xpress teller, use the last 10 account features.	ounts and return to last	Υ	5	5	5	5	JA
1600	In Xpress teller, use the last 10 trandep/withdrawal screen.	nsactions feature from the	Υ	5	5	5	5	JA
1600	Post some Xtend shared branch tra union is set up in the network	nsactions if your credit	Y	5	5	5	5	Feedback provided regarding account type not showing for checks or money orders. BC/JE/JA

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Sid you completethe task?	How easy was the task?	Are you satisfied The same of the results of the received?	How helpful G-1 will the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
1600	Post some Co-op national sl credit union is set up in the	nared branch transactions if your network	Υ	5	5	5	5	Functions properly with exception of checks and money orders – JA & BC
1600	Issue checks and money orders from Xpress teller			4	4	4	3	Downside is you can only do that. After performing a check withdrawal, you have to start over. Can only do one transaction at a time JA
1600	Post some misc. receipts through Xpress teller			5	2	1	1	No G/L description box available JA
1600	Post misc. advance transactions from Xpress teller using the proceed for member transactions.			5	5	5	5	Nice that it is on funds in screen. Can do more than cash advance JA
1600	Verify the teller holds place Xpress teller.	d on check transactions from	Y	5	5	5	5	Functions the same JA

Tool	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was the task?	Are you satisfied Grant with the results you received?	How helpful G-1 will the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
1600	Verify that members ID pull appropriately in Xpress teller. Use both the embedded and pop-up versions at some time during beta.	Y	5	5	5	5	Easier to see ID JA
1600	Use the scan ID feature from Xpress teller. When completed go in again to verify that you can access the ID appropriately.	I V	5	5	5	5	Functions properly JA
1600	Verify that warnings configured in your workflow are showing appropriately	З ү	5	5	5	5	Code work not in red JA
1600	Use Xpress teller in all sizes – standard, Large and Extra-large	Υ	5	5	5	5	Functions properly JA
Contact CU*A	Work with CU*A to activate vertical receipts – Quality Contro will have someone contact you to coordinate	I Y	5	5	5	5	Complete
1775	Set up vertical receipt settings for each branch	Y	5	5	5	5	Complete

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was ن the task?	Are you satisfied with the results you received?	How helpful Gwill the task be to staff?	How likely are you ن to perform the task after beta?	Comments/ Explanation of Rating
1600	member number, name, pe	on vertical receipts including erson served, branch, served by ur configuration to different lts.	Y	5	5	5	5	We changed the configuration to include account summary. It functioned correctly.
Teller	Verify member information on vertical receipts from the existing teller platform			5	5	5	5	Information appears correct on receipt.
1600 and Teller	Verify the current and available balances on vertical receipts are accurate when configured to print. Check from both teller systems.			5	5	5	5	Information appears correct on receipt.
1600 and teller		sh in and check in totals. Verify re held. If making a loan payment, amounts are correct.	Υ	5	5	5	5	Information appears correct on receipt.
1600 and Teller	the correct account types s	ccount summary section verify how. It can be setup to show all hat had a transaction today.	Y	5	5	5	5	Information appears correct on receipt.
Inquiry or phone history	Re-print a vertical receipt for results	om the vault and verify the	Υ	5	5	5	5	Able to print.
1600	Balance your drawer by acc from Xpress Teller	essing your drawer control right	Y	5	5	5	5	Very similar to process in 1 - BC

Tool MANAGEM	Task (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable E N T	Solution CompleteThe task?	How easy was the task?	Are you satisfied Unit with the results you received?	How helpful G will the task be to staff?	How likely are you	Comments/ Explanation of Rating
777	If possible, change the stop payment fee on a checking product to charge a different fee amount in online banking than through CU*BASE. Once configured, have CU staff add a stop payment from online banking and verify the fee posting.	Y	5	5	4	4	Updated fee and tested. Changed fee back to original fee of \$35.00. Nice feature that we will consider using JE
829	If your credit union has configured a different stop payment fee for online banking vs through CU*BASE, have someone place a stop pay to verify that the fee posts according to the configuration.	Y	5	5	5	5	Functioned properly JE
523	Review your online banking configurations in membership designations and verify they display as expected. Note the new option for upcoming changes to business banking. This new option should not be used until we activate the feature. Messaging is available if taken to tell you it is not yet an active option.	Y	5	5	5	5	Everything looks to be displaying correctly - BC
1550	If you already have a Credit Card Cash Back Rewards program configured, determine if a change in frequency or payment method is possible. Current program codes can be changed to accommodate a change in payout frequency to quarterly or annually. If no Cash Back Rewards program is currently configured, determine if a new program may be feasible. If so, configure desired payment frequency and desired payment account to be used.	N					N/A

Rate each item on a scale of 1-5.

Tool	Rate each item or (5 = highest, 1) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applica	Did you complete	How easy was the task?	Are you satisfied G with the results you received?	How helpful C will the task be to staff?	How likely are you i, to perform the task after beta?	Comments/ Explanation of Rating
1600	To set up graphics in Xpress teller, contact IRSO Daniel) at ext. 371	C (Kristian Y	5	5	5	5	Really like this feature! BC
A U D I T Work with Audit Link	Work with Audit Link each week to review the the Abnormal Activity Monitoring results.	findings from	5	5	5	5	LS
101	Review the configuration for abnormal activity However, we ask that you do NOT change thes Audit Link will be using these specific patterns you with the results	es settings as	5	5	5	5	LS
537	Review the option to monitor abnormal activit members. Again please just review the option given settings as Audit Link will work with you	s with the	5	5	5	5	Straight forward and easy to use - LS
BACK OFF	I C E		1	1			
492	When performing an account adjustment use tool to select offsetting G/L. Confirm during EC G/L was offset.	•	5	5	5	5	SF

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	SolutionDid you completethe task?	How easy was the task?	Are you satisfied Unity the results You received?	How helpful	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
554	type selections with different features. Use loan type cred	istory report using different loan it arrangement of selection it cards option and the options adjustments/payments. Use this	Υ	5	3	3	3	Wish there was an easier way to separate HELOC draws comparted to original disbursements.
1772	this tool, verifying your exist	w the subsidiary dashboard in ing items for accuracy. Use the as and enter items to view the	Υ	5	5	5	5	Easy to use. Information is accurate. SF
1772	Add new fixed assets, prepaids, or other subsidiary items from this dashboard			5	5	5	5	Extremely easy to use. SF
1772	Add comments to any existing	ng or new subsidiary item	Y	5	5	5	5	Easy to use. SF
1772	selection of your subsidiary	ble on the dashboard to pull up a records to the screen. Also work erify that you can receive the	Y	5	5	5	5	Easy to use and accurate. SF

Tool	5 4 3 2	Somewhat Slightly Not at all	Solution SignatureSolution Sign	How easy was the task?	Are you satisfied C. with the results you received?	How helpful c-1 will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
1772	Use the new dashboard to make a existing subsidiaries	any necessary edits to your	Y	5	5	5	5	Easy to use. SF
1772	Use the new dashboard to review the history of your subsidiaries and make any necessary adjustments to them as needed			5	5	5	5	Reviewed History-no adjustments needed. SF
1773	Access the dashboard in the view only version and work with the various filters for different views. Verify that you can view the details and history and that edit capability is not available			5	5	5	5	Was able to view the asset and history, was not able to edit. SF
305	Process monthly subsidiaries. If possible, edit a monthly expense on a subsidiary then make sure this amount was posted to this subsidiary. Review subsidiaries to make sure expensed and months remaining changed as well as history on item shows.			5	5	5	5	Added and edited a monthly expense, the correct amount was posted. SF
687	Print subsidiary trial balance deta selections and using different sele report. Compare items on report make sure pulling in current infor	ection criteria for generating to subsidiaries dashboard to	Υ	5	5	5	5	The information is pulling correctly. SF

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was Gthe task?	Are you satisfied Grant with the results you received?	How helpful G-1 will the task be to staff?	How likely are you G-1 to perform the task after beta?	Comments/ Explanation of Rating
646	Print fixed asset inventory detail using the new tag number and serial number selection criteria when generating report. Compare few items on report to subsidiary dashboard.			5	5	3	1	The information came up correctly. Can be more valuable to us if we had all items tagged or had serial numbers #'s in all. SF
668	Print monthly subsidiary exp subsidiary type selection and item #. Compare few items of dashboard.	Y	5	2	2	1	Some prepaid items missing from the report. Also, there aren't any Posted YTD figures. SF	
702	If possible, purge history on closed subsidiaries. Use the option to close different types of subsidiaries and review report to make sure correct items on report purged. Review dashboard to notice subsidiaries are no longer on dashboard.							Do not want to purge any at this time. SF
758	used successfully. Verify the	rd for a custom report and Veekly run frequencies can be new End Date feature can be re run on the expected days.	Υ	5	5	5	5	Worked as expected.
759	new Daily and Weekly run fr successfully. Verify the new selected. Verify that they ar	End Date feature can be run on the expected days.	Y	5	5	5	5	Worked as expected.
SECURITY	ADMINISTRAT	O R						

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you completethe task?	How easy was the task?	Are you satisfied with the results you received?	How helpful 'c' will the task be to staff?	How likely are you '' to perform the task after beta?	Comments/ Explanation of Rating
1355	see all users authorized to u	and option that will allow you to update or download your files. eeded changes that need to be	Y	5	5	5	5	JE
DATABASE	ADMINISTRT	O R						
1113	Check out the new Where y eForm statistics.	rour members eSign feature to see	Υ	5	5	5	5	Easy to use and provides good data for us.
476	Review the new trend line in the Write-off/Charge off History Analysis in Board approval and Bankruptcy options			5	5	1	1	Easy to use, but we have a number of loans that are OTB so this feature won't really help us in the future - BC
817	Review the new charts in th screen	e Skip-a-Pay Dashboard analysis	N	5	5	5	5	We have not been marking Skip-A-Pays in the system, but the addition of this dashboard we plan to start doing so BC
GENERAL	C O M M E N T S							
O L N L N A L	C O M M E N I S							

			ach item on a scale of 1-5. = highest, 1 = lowest)	lete		ied	ā	you e a?	
		5 E	Extremely	ш	was	tisf ssul ed?	드 상 b	are n tho beta	
		4 \	Very	. 8 ~	S S	r sa e re eiv	llpf tas	ely orm er l	
		3 S	Somewhat	you	r ea tas	you th	r he the aff	· lik erfo aft	Comments/
		2 \$	Slightly	Did the t	low he t	ith ou	low /ill	How to pe task	Comments
Tool	Task	1 1	Not at all	□ =	ΤÞ	4 > >	ΙŞΞ	TSS	Explanation of Rating
1001	Iask	N/A N	Not applicable	Y/N	1-5	1-5	1-5	1-5	Explanation of Rating

Beta Test Checklist

11 or 12

Please complete and score each task and note any comments you may have regarding each task.

If you use instant issue, try the new random generated PIN

option on the card order screen

release 21.05! **Service 1 Federal Credit Union** Credit Union Name: **Kelly Smith** Primary Contact Name: 231-329-0808 Primary Contact Phone Number: Rate each item on a scale of 1-5. How likely are you to perform the task after beta? Did you complete the task? Are you satisfied with the results (5 = highest, 1 = lowest)How helpful will the task be How easy was you received? 5 Extremely 4 Very 3 Somewhat **Comments/** 2 Slightly 1 Not at all **Explanation of Rating** Task Tool 1-5 N/A Not applicable Y/N 1-5 1-5 1-5 MEMBER FACING This feature will really make processing Sample task Sample tool 5 Y 3 2 4 much easier for tellers. If your credit union has configured a different fee for online stop payment, have an employee attempt a stop payment N/A It's Me 247 through online banking to verify that the appropriate fee is being charged E F T

Thank you for helping us test the software

improvements of

Ν

Tool	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	S Did you complete the task?	The task?	Are you satisfied Unity the results you received?	How helpful نام will the task be to staff?	How likely are you ناب to perform the task after beta?	Comments/ Explanation of Rating
317	Read closely if only testing and not running a program. Create a Credit Card Skip a Pay program for online credit cards. Select multiple credit card loan categories if possible and run a simulation. Verify member account information on reports. If you do not have a scheduled skip pay to be run, you can run simulation, then delete the program before the beginning of day on the last day of the month and no payment change records will process.				13		
End of month reports	Verify any cash back rewards for your credit union regardless if you have been running the program prior to beta.	N/A					
20	If you configure the option to change the account to receive cash back credit card rewards, update the information in a member record to verify the new maintenance functionality.	N/A					
11	Order a new ATM/Debit card for a joint owner. Setup the accounts and verify the joint owners display for the funding account suffix when using 'Find Another Owner.' Verify the joint owner's name displays in the Line1 name field and phone number, flagged as Nighttime, SSN, and date of birth populate the Card Activation Fields.	N/A					

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was the task?	Are you satisfied with the results you received?	How helpful G will the task be to staff?	How likely are you 'c' to perform the task after beta?	Comments/ Explanation of Rating
T E L L E R / M 2105	Look at the new tool that w		Y	5	2	2	2	The look of online help isn't as nice for so much information so I prefer the pdf links. Most staff is not likely to use it, but the link might be easier than the bookmarked page.
Inquiry	Perform various searches in the expected results. Use t control the different fields t entered criteria.	Υ	3	3	3	3	Employee # - N/A Searching by name is still not useful. Too many results, not a great way to find one person.	
1775	Activate Xpress teller workf Fill out all 3 screens including transaction processing features you can.	Υ	5	5	5	5	I appreciate all the choices within the configuration that we can control	
1600	Perform various searches in get the expected results. U control the different fields to entered criteria. Note that an account will not be displ	Y	3	3	3	4	When searching by last name or first/last name there are too many options. Does not pin point to wanted name even when specific. Will continue to try other search options.	
1600	Use Xpress teller for memb feature to find your member	Y	3	3	3	4	Really like searching by DL#, Debit Card & name search is not user friendly	

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was Grant the task?	Are you satisfied In with the results you received?	How helpful G will the task be to staff?	How likely are you i, to perform the task after beta?	Comments/ Explanation of Rating
1600	as possible including checks, checks/money orders, inhou	y different member transactions cash, misc. advance, se checks, and misc. receipts. different ways and verify your	Y	4	3	4	4	Still not great. To do a Check/MO, it is not efficient to do the deposit first THEN have to go back and do another transaction for the check/mo
1600	to add comments, transfer, and balance your teller draw	tional member services options open/close account, check rates ver. Change your configurations verathat you can access only what is	Υ	5	5	5	5	Very direct.
1600	In Xpress teller, use the last account features.	10 accounts and return to last	Y	4	5	5	5	The buttons for Last Account and Last 10 transactions are too close together.
1600	In Xpress teller, use the last dep/withdrawal screen.	10 transactions feature from the	Y	4	1	2	2	New button is in the middle of the screen, which takes getting use to (on the right in standard) Don't like that you don't have the option to scroll through more than 10 tx if wanted.
1600	Post some Xtend shared bra union is set up in the netwo	nch transactions if your credit rk	Y	5	5	5	5	Very easy to use!

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was the task?	Are you satisfied with the results you received?	How helpful 'c' will the task be to staff?	How likely are you '' to perform the task after beta?	Comments/ Explanation of Rating
1600	Post some Co-op national si credit union is set up in the	hared branch transactions if your network	N/A					
1600	Issue checks and money ord	Υ	5	3	3	5	Like the tool, but not easy when member comes in with cash because you have to do two separate transactions.	
1600	Post some misc. receipts through Xpress teller			5	5	5	5	Like being able to see and do other transactions at the same time.
1600	Post misc. advance transact proceed for member transa	Υ	5	5	5	5	Like it being in the same section as Funds In screen.	
1600	Verify the teller holds place Xpress teller.	Y	5	5	5	5		

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Solution SignatureDid you completeThe task?	How easy was the task?	Are you satisfied You received?	How helpful G will the task be to staff?	How likely are you 'L' to perform the task after beta?	Comments/ Explanation of Rating
1600		l appropriately in Xpress teller. d pop-up versions at some time	Υ	5	5	5	5	Yes both work. We like it on the screen!
1600		m Xpress teller. When completed, u can access the ID appropriately.	Υ	3	3	3	3	Easy if there is not currently an ID, BUT if we need update an ID we have to leave Xpress Teller, so that is not helpful.
1600	Verify that warnings configues appropriately	ured in your workflow are showing	Υ	5	5	5	5	Very noticeable and easy to change.
1600	Use Xpress teller in all sizes	– standard, Large and Extra-large	N					So far the tellers have not used Large or Extra Large screens. They don't fit the monitors well.
Contact CU*A	Work with CU*A to activate will have someone contact	e vertical receipts – Quality Control you to coordinate	Y					
1775	Set up vertical receipt setting	ngs for each branch	Y	4	Υ	4	5	Edoc was extremely helpful and made this process very easy for us.

Tool	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	S Did you complete the task?	How easy was the task?	Are you satisfied G with the results you received?	How helpful G- will the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
1600	Verify member information on vertical receipts including member number, name, person served, branch, served by and date/time. Change your configuration to different settings and verify the results.	Y	5	5	5	5	
Teller	Verify member information on vertical receipts from the existing teller platform	Y	5	5	5	5	
1600 and Teller	Verify the current and available balances on vertical receipts are accurate when configured to print. Check from both teller systems.	S Y	5	5	5	5	
1600 and teller	Vertical receipts – verify cash in and check in totals. Verify hold information if funds are held. If making a loan payment verify principal and interest amounts are correct.	γ Υ	5	5	5	5	
1600 and Teller	Vertical receipts – If using account summary section verify the correct account types show. It can be setup to show all accounts, or just accounts that had a transaction today.	Y	5	5	5	5	Working correctly now.
Inquiry or phone history	Re-print a vertical receipt from the vault and verify the results	Y	5	5	5	5	
1600	Balance your drawer by accessing your drawer control right from Xpress Teller	Y	5	5	5	5	Easy to do!

Tool M A N A G E M	Task	(5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	✓ Did you complete Z the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful G will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
777	than through CU*BASE. On	payment fee on a checking at fee amount in online banking ce configured, have CU staff add a anking and verify the fee posting.	N/A					
829	fee for online banking vs the	Figured a different stop payment rough CU*BASE, have someone at the fee posts according to the	N/A					
523	designations and verify they new option for upcoming change option should not be u	configurations in membership display as expected. Note the nanges to business banking. This sed until we activate the feature. en to tell you it is not yet an	N/A					
1550	configured, determine if a c method is possible. Current to accommodate a change i or annually. If no Cash Back		N/A					

Rate each item on a scale of 1-5.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you completethe task?	How easy was the task?	Are you satisfied G with the results you received?	How helpful C- will the task be to staff?	How likely are you G to perform the task after beta?	Comments/ Explanation of Rating
1600	To set up graphics in Xpress Daniel) at ext. 371	teller, contact IRSC (Kristian	Y	3	3	3	3	Does not work in IE, which some tellers have due to a function with FIS that requires IE. Does work for tellers that default to Chrome or Edge.
A U D I T Work with Audit Link	Work with Audit Link each week to review the findings from the Abnormal Activity Monitoring results.			4	3	4	4	Hit a snag in software and canceled the last two meetings. Has found two accounts up to this point.
101	However, we ask that you d	r abnormal activity patterns. o NOT change theses settings as e specific patterns and work with	Υ	4	3	5	4	
537	members. Again please just	or abnormal activity for your review the options with the will work with you on results.	Υ	2	3	3	3	
BACK OFF	I C E				1			
492		nt adjustment use the G/L look up Confirm during EOD that correct	N/A					

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	How easy was 'c' the task?	Are you satisfied Unit the results you received?	How helpful G will the task be to staff?	How likely are you 'c' to perform the task after beta?	Comments/ Explanation of Rating
554	type selections with differen features. Use loan type credi	istory report using different loan it arrangement of selection it cards option and the options adjustments/payments. Use this	N/A					
1772	this tool, verifying your exist	w the subsidiary dashboard in ing items for accuracy. Use the as and enter items to view the	N/A					
1772	Add new fixed assets, prepai from this dashboard	ids, or other subsidiary items	N/A					
1772	Add comments to any existing	ng or new subsidiary item	N/A					
1772	selection of your subsidiary r	ble on the dashboard to pull up a records to the screen. Also work erify that you can receive the	N/A					

Tool	Rate each item on a scale (5 = highest, 1 = lowes) 5		Did you completethe task?	How easy was 'the task?	Are you satisfied Unity the results you received?	How helpful G will the task be to staff?	How likely are you choperform the task after beta?	Comments/ Explanation of Rating
1772	Use the new dashboard to make any necessary edits to existing subsidiaries	o your	N/A					
1772	Use the new dashboard to review the history of your subsidiaries and make any necessary adjustments to the needed	hem as	N/A					
1773	Access the dashboard in the view only version and wo the various filters for different views. Verify that you oview the details and history and that edit capability is a available	can	N/A					
305	Process monthly subsidiaries. If possible, edit a month expense on a subsidiary then make sure this amount v posted to this subsidiary. Review subsidiaries to make expensed and months remaining changed as well as hi on item shows.	vas sure						Dates and Assets were incorrect, which our CFO discovered when processing EOM. Sounds like it was fixed.
687	Print subsidiary trial balance detail using the new sort selections and using different selection criteria for gen report. Compare items on report to subsidiaries dashb make sure pulling in current information.	nerating	N/A					

Tool	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	ר How easy was יי the task?	Are you satisfied G. with the results you received?	How helpful G- will the task be to staff?	How likely are you '-' to perform the task after beta?	Comments/ Explanation of Rating
646	Print fixed asset inventory detail using the new tag number and serial number selection criteria when generating report. Compare few items on report to subsidiary dashboard.	N/A					
668	Print monthly subsidiary expense schedule using the new subsidiary type selection and sorting option of category or item #. Compare few items on report to subsidiary dashboard.	N/A					
702	If possible, purge history on closed subsidiaries. Use the option to close different types of subsidiaries and review report to make sure correct items on report purged. Review dashboard to notice subsidiaries are no longer on dashboard.	N/A					
758	Add a new automation record for a custom report and confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be selected. Verify that they are run on the expected days.	N/A					
759	Add a new automation for a standard report and confirm the new Daily and Weekly run frequencies can be used successfully. Verify the new End Date feature can be selected. Verify that they are run on the expected days. A D M I N I S T R A T O R	N/A					

Tool	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5	Did you completethe task?	The task?	Are you satisfied With the results you received?	How helpful G will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
1355	Check out the new on-demand option that will allow you to see all users authorized to update or download your files. Keep up to date with any needed changes that need to be made.	N/A					
DATABASE	ADMINISTRTOR						
1113	Check out the new Where your members eSign feature to see eForm statistics.	Y	5	2	5	5	LOVE this data. Text is now coming through.
476	Review the new trend line in the Write-off/Charge off History Analysis in Board approval and Bankruptcy options	N/A					
817	Review the new charts in the Skip-a-Pay Dashboard analysis screen	Y	5	5	5	5	Love this data too!
GENERAL	C O M M E N T S						

		(5 = highest, 1 = lowest)	plete	S	fied Ilts ?	þe	e you ne ta?	
	5	Extremely	Ε	Š	tis ssu ed	3 %	ar oe	
	4	Very	8 _%	S S	e re eiv	i tas	ely orn er l	
	3	Somewhat	/ou :ask	ea	d the	hethe	ii aft	Commonts
	2	Slightly	Did y	o e	ith Ou	ow ill i	ow o pe	Comments/
Tack	1	Not at all	□ ⇒	Ξ÷	∢ ≯ ≯	ΙŞΫ́	T Z Z	Explanation of Rating
Task	N/A	Not applicable	Y/N	1-5	1-5	1-5	1-5	Explanation of Rating

- Dynacash is updated and working at one location. The second location is working on their update and will be tested beginning of next week.

Tool

- Came across what I thought was a prodoc issue with pulling Vendor Name & Invoice # incorrectly when saving to vault. Kyle was going to bring it up to see if it involved the beta updates at all. We weren't sure.