Beta Test Checklist

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

Credit Union Name: **First Trust Credit Union**

Primary Contact Name: **Daniel Rajsic**

Primary Contact Phone Number: **219-877-2299**

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

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
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	n					We didn't test this.
EFT							
11 or 12	If you use instant issue, try the new random generated PIN option on the card order screen	n					We didn't test this. Our card processor doesn't have an activation system to support this.

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
	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						
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.**	n					We don't have credit cards
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					We don't have debit card rewards
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					We don't have credit cards
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.	Y	5	5	5	5	Worked great. Much easier.

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
T E L L E R / M E M B E R S E R V I C E								
2105	Look at the new tool that will tell you what is new in CU*BASE		Y	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	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	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	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	5	5	5	
1600	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	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 transactions. Use the search feature to find your memberships.		Y	3.5	3	4	3.25	Same reason

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	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	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	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.		y	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 10 accounts and return to last account features.		y	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 10 transactions feature from the dep/withdrawal screen.		y	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 branch transactions if your credit union is set up in the network		y	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	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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	Post some Co-op national shared branch transactions if your credit union is set up in the network		y	4.75	4.75	4.75	4.75	I like everything about it simple easy works perfect.
1600	Issue checks and money orders from Xpress teller		y	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		y	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 from Xpress teller using the proceed for member transactions.		y	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 check transactions from Xpress teller.		y	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 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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	4.75	4.75	4.75	4..75	Seems faster than how they used to pull up so I'm happy with that!
1600	Use the scan ID feature from Xpress teller. When completed, go in again to verify that you can access the ID appropriately.		y	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 configured in your workflow are showing appropriately		y	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		y	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 vertical receipts – Quality Control will have someone contact you to coordinate		Y	5	5	5	5	
1775	Set up vertical receipt settings 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	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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	I love the new receipts!
Teller	Verify member information on vertical receipts from the existing teller platform		Y	5	4.25	5	5	Sometimes the names are missing the beginning few letters.
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	Works well.
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		Y	5	5	5	5	
1600	Balance your drawer by accessing your drawer control right from Xpress Teller		y	5	5	5	5	Best Feature!

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
M A N A G E M E N T								
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.		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.		Y	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

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	To set up graphics in Xpress teller, contact IRSC (Kristian Daniel) at ext. 371		y	5	5	5	5	Super easy. Would like to be able to update myself on the fly without Kristian.
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.		y					Delayed because of problems. Have regular meetings to work on this with Jim Vilker and Marvin. Still a work in progress.
101	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		y					Delayed because of problems. Have regular meetings to work on this with Jim Vilker and Marvin. Still a work in progress.
537	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.		y					Delayed because of problems. Have regular meetings to work on this with Jim Vilker and Marvin. Still a work in progress.
B A C K O F F I C E								
492	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.		y	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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
554	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	5	This is a great tool to have.
1772	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	5	5	Absolutely love this new tool. So easy to use and very useful.
1772	Add new fixed assets, prepaids, or other subsidiary items from this dashboard		y	5	5	5	5	
1772	Add comments to any existing or new subsidiary item		y	5	5	5	5	
1772	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.		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	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1772	Use the new dashboard to make any necessary edits to your existing subsidiaries		y	5	5	5	5	
1772	Use the new dashboard to review the history of your subsidiaries and make any necessary adjustments to them as needed		y	5	5	5	5	
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		y	5	5	5	5	
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.		y	5	5	5	5	This is so much nicer than before.
687	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.		y	5	5	5	5	I really like this tool. Just need to be able to sort by branch.

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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.		Y	5	3	3	3	Not sure what I am after here.
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.		Y	5	3	3	3	I prefer tool 687 report
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.		Y	5	5	5	5	
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.		Y	5	4	5	5	
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.		Y	5	4	5	5	Had issues.

S E C U R I T Y   A D M I N I S T R A T 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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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.
D A T A B A S E A D M I N I S T R T O R								
1113	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
G E N E R A L C O M M E N T S								

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)		Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	Extremely						
		4	Very						
		3	Somewhat						
		2	Slightly						
		1	Not at all						
		N/A	Not applicable						

CU*BASE Beta Release 21.05 Checklist

Final Feedback submitted by Kellogg CCU 5/17/2021

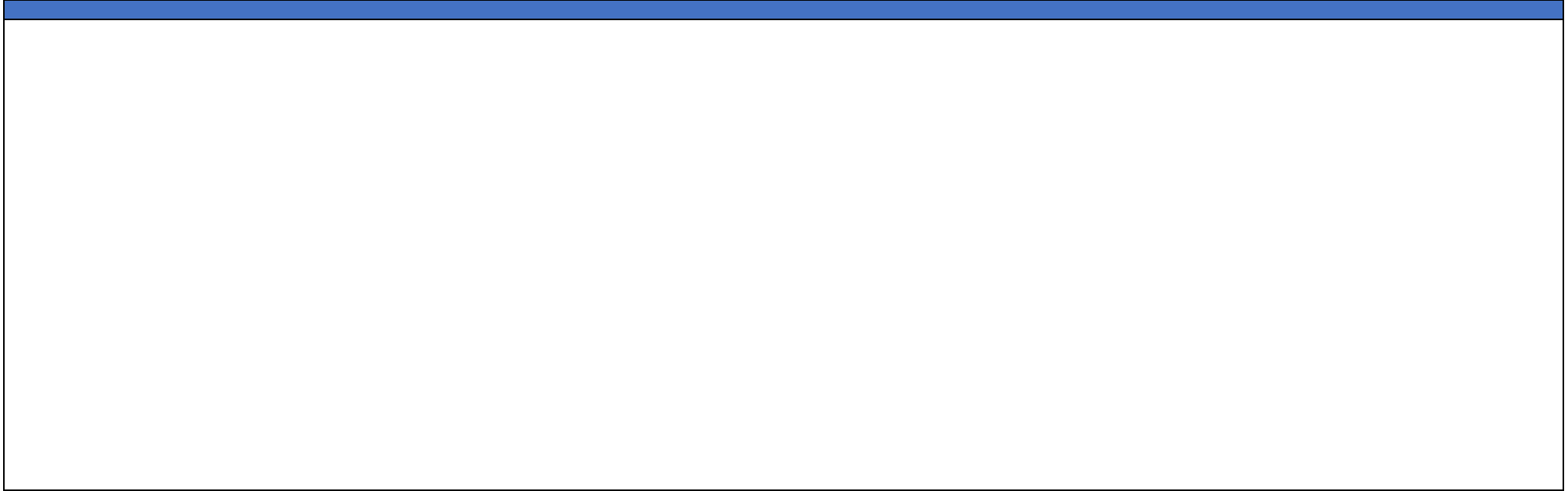| TOOL	TASK	DID YOU COMPLETE THE TASK? Y/N	HOW EASY WAS THE TASK? 1-5	ARE YOU SATISFIED WITH THE RESULTS YOU RECEIVED? 1-5	HOW HELPFUL WILL THE TASK BE TO STAFF? 1-5	HOW LIKELY ARE YOU TO PERFORM THE TASK AFTER BETA? 1-5	COMMENTS / EXPLANATION OF RATING
It's Me 247	If your credit union has configured 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.	Y	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.	Y	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.	Y	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.	Y	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.	Y	5	5	5	5	
1600 (New)	In Xpress teller, use the last 10 accounts and return to last account features.	Y	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	Y	5	5	5	5	
1600 (New)	Post some Co-op national shared branch transactions if your credit union is set up in the network	Y	5	5	5	5	
1600 (New)	Issue checks and money orders from Xpress teller	Y	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	Y	5	5	5	5	
1600 (New)	Post misc. advance transactions from Xpress teller using the proceed for member transactions.	Y	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.	Y	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	Y	5	5	5	5	

Tool	Task	Y/N	Col1	Col2	Col3	Col4	Notes
1600 (New)	Use Xpress teller in all sizes – standard, Large and Extra-large	Y	5	5	5	5	
Contact CU*A	Work with CU*A to activate vertical receipts – Quality Control will have someone contact you to coordinate	Y	5	5	5	5	
1775 (New)	Set up vertical receipt settings for each branch	Y	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	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.	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	Y	5	5	5	5	
1600 (New)	Balance your drawer by accessing your drawer control right from Xpress Teller	Y	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 fee posting.	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	

Tool	Description	Y/N	Score	Score	Score	Score	Comments
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.	Y	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.	Y	5	5	5	5	Big improvement, very helpful
554 (Current Tool)	Print new/refinaced 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	Y	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	Y	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.	Y	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	Y	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.

Tool	Description	Y/N					Comments
1772 (New)	Use the new dashboard to review the history of your subsidiaries and make any necessary adjustments to them as needed	Y	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	Y	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.	Y	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.	Y	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.	Y	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.	Y	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	Y	5	5	5	5	It appears to be working as expected.

Beta Test Checklist

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

Credit Union Name: Members Source Credit Union

Primary Contact Name: Bryce Carden

Primary Contact Phone Number: 219-756-4141 ext. 3510

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	

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
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 issue, try the new random generated PIN option on the card order screen	N					N/A

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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.**		N					N/A
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					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					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.		Y	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 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
TELLER / MEMBER SERVICE								
2105	Look at the new tool that will tell you what is new in CU*BASE		Y	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	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	5	5	5	Functions properly. - BC
1775	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	4	4	2	2	Tried several settings – feedback has been provided. - JE
1600	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	4	Tried several searches – feedback has been provided. - JE Liked the option to search by phone numbers - HJ
1600	Use Xpress teller for member transactions. Use the search feature to find your memberships.		Y	5	5	5	5	Tried several searches – feedback has been provided. - ALL

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	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	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 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.		Y	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 accounts and return to last account features.		Y	5	5	5	5	JA
1600	In Xpress teller, use the last 10 transactions feature from the dep/withdrawal screen.		Y	5	5	5	5	JA
1600	Post some Xtend shared branch transactions if your credit union is set up in the network		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 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	Post some Co-op national shared branch transactions if your credit union is set up in the network		Y	5	5	5	5	Functions properly with exception of checks and money orders – JA & BC
1600	Issue checks and money orders from Xpress teller		Y	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		Y	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.		Y	5	5	5	5	Nice that it is on funds in screen. Can do more than cash advance. - JA
1600	Verify the teller holds placed on check transactions from Xpress teller.		Y	5	5	5	5	Functions the same. - JA

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5 Extremely						
		4 Very						
		3 Somewhat						
		2 Slightly						
		1 Not at all						
		N/A Not applicable						
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.		Y	5	5	5	5	Functions properly. - JA
1600	Verify that warnings configured in your workflow are showing appropriately		Y	5	5	5	5	Code work not in red. - JA
1600	Use Xpress teller in all sizes – standard, Large and Extra-large		Y	5	5	5	5	Functions properly. - JA
Contact CU*A	Work with CU*A to activate vertical receipts – Quality Control will have someone contact you to coordinate		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 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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	We changed the configuration to include account summary. It functioned correctly.
Teller	Verify member information on vertical receipts from the existing teller platform		Y	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.		Y	5	5	5	5	Information appears correct on receipt.
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	Information appears correct on receipt.
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	Information appears correct on receipt.
Inquiry or phone history	Re-print a vertical receipt from the vault and verify the results		Y	5	5	5	5	Able to print.
1600	Balance your drawer by accessing your drawer control right from Xpress Teller		Y	5	5	5	5	Very similar to process in 1 - BC

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
M A N A G E M E N T								
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

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	To set up graphics in Xpress teller, contact IRSC (Kristian Daniel) at ext. 371		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 findings from the Abnormal Activity Monitoring results.		Y	5	5	5	5	LS
101	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		Y	5	5	5	5	LS
537	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.		Y	5	5	5	5	Straight forward and easy to use - LS
B A C K O F F I C E								
492	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.		Y	5	5	5	5	SF

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
	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						
554	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	3	3	3	Wish there was an easier way to separate HELOC draws comparted to original disbursements.
1772	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	5	5	Easy to use. Information is accurate. SF
1772	Add new fixed assets, prepaids, or other subsidiary items from this dashboard	Y	5	5	5	5	Extremely easy to use. SF
1772	Add comments to any existing or new subsidiary item	Y	5	5	5	5	Easy to use. SF
1772	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.	Y	5	5	5	5	Easy to use and accurate. SF

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1772	Use the new dashboard to make any necessary edits to your existing subsidiaries		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		Y	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		Y	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.		Y	5	5	5	5	Added and edited a monthly expense, the correct amount was posted. SF
687	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.		Y	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 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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.		Y	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 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	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.		N					Do not want to purge any at this time. SF
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.		Y	5	5	5	5	Worked as expected.
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.		Y	5	5	5	5	Worked as expected.

S E C U R I T Y   A D M I N I S T R A T 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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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	5	5	5	JE
D A T A B A S E A D M I N I S T R T O R								
1113	Check out the new Where your members eSign feature to see eForm statistics.		Y	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		Y	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 the Skip-a-Pay Dashboard analysis screen		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
G E N E R A L C O M M E N T S								

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
		5 Extremely	Y/N	1-5	1-5	1-5	1-5	
		4 Very						
		3 Somewhat						
		2 Slightly						
		1 Not at all						
		N/A Not applicable						

Beta Test Checklist

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

Credit Union Name: **Service 1 Federal Credit Union**

Primary Contact Name: **Kelly Smith**

Primary Contact Phone Number: **231-329-0808**

Thank you for helping us test the software improvements of release 21.05!

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

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
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	N/A					
EFT							
11 or 12	If you use instant issue, try the new random generated PIN option on the card order screen	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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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.**	N/A						
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						

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TELLER / MEMBER SERVICE							
2105	Look at the new tool that will tell you what is new in CU*BASE	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 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	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 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	5	5	5	I appreciate all the choices within the configuration that we can control
1600	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	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 member transactions. Use the search feature to find your memberships.	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 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	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	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	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.		Y	5	5	5	5	Very direct.
1600	In Xpress teller, use the last 10 accounts and return to last account features.		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 10 transactions feature from the dep/withdrawal screen.		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 branch transactions if your credit union is set up in the network		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 Extremely / 4 Very / 3 Somewhat / 2 Slightly / 1 Not at all / N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	Post some Co-op national shared branch transactions if your credit union is set up in the network		N/A					
1600	Issue checks and money orders from Xpress teller		Y	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		Y	5	5	5	5	Like being able to see and do other transactions at the same time.
1600	Post misc. advance transactions from Xpress teller using the proceed for member transactions.		Y	5	5	5	5	Like it being in the same section as Funds In screen.
1600	Verify the teller holds placed on check transactions from Xpress teller.		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 Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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	Yes both work. We like it on the screen!
1600	Use the scan ID feature from Xpress teller. When completed, go in again to verify that you can access the ID appropriately.	Y	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 configured in your workflow are showing appropriately	Y	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 vertical receipts – Quality Control will have someone contact you to coordinate	Y					
1775	Set up vertical receipt settings for each branch	Y	4	Y	4	5	Edoc was extremely helpful and made this process very easy for us.

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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.		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	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	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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
M A N A G E M E N T								
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/A					
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.		N/A					
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.		N/A					
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/A					

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	To set up graphics in Xpress teller, contact IRSC (Kristian Daniel) at ext. 371	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.	N	4	3	4	4	Hit a snag in software and canceled the last two meetings. Has found two accounts up to this point.
101	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	Y	4	3	5	4	
537	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.	Y	2	3	3	3	
B A C K O F F I C E							
492	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.	N/A					

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

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
554	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.		N/A					
1772	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		N/A					
1772	Add new fixed assets, prepaids, or other subsidiary items from this dashboard		N/A					
1772	Add comments to any existing or new subsidiary item		N/A					
1772	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.		N/A					

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1772	Use the new dashboard to make any necessary edits to your existing subsidiaries		N/A					
1772	Use the new dashboard to review the history of your subsidiaries and make any necessary adjustments to them as needed		N/A					
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		N/A					
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.							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 by selections and using different selection criteria for generating report. Compare items on report to subsidiaries dashboard to make sure pulling in current information.		N/A					

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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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.		N/A					

S E C U R I T Y   A D M I N I S T R A T 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 complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	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					
D A T A B A S E A D M I N I S T R T O R								
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!
G E N E R A L C O M M E N T S								

Tool	Task	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
		Y/N	1-5	1-5	1-5	1-5	

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

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

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