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	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					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
TELLER/MEMBER SERVICE								
2105	Look at the new tool that will tell you what is new in CU*BASE		Y	4.5	3.875	4.29	4	Good info
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	4	3.44	4	3.66	Advanced probably not difficult to work through all the name options and it doesn't find first last entries. I would like to be able to see secured funds, inquiry on accounts and see code word would make it easier to help members and not have two gold sessions open
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	Problems with masking codewords, drivers license
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	3.57	2.86	3.29	3.29	Having multiple screens and looks to check off just to search for a member account is too much. I prefer old search criteria screen Its harder to search now, can't look up both first and last name Would also like rep payee and custodial and other special accounts to see more clearly in screens besides first screen
1600	Use Xpress teller for member transactions. Use the search feature to find your memberships.		Y	3.29	2.89	2.86	3.14	Can be easy or difficult depending on name.

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	3.67	3.67	3.5	4	Multiple checks are difficult to enter. I like the screens and the quick cash back option and not having to put my code in prior to every transaction
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	3.83	3.67	3.5	3.5	
1600	In Xpress teller, use the last 10 accounts and return to last account features.		y	4.29	4	3.29	3.71	I prefer it closer to the account # box at the top. Nice feature
1600	In Xpress teller, use the last 10 transactions feature from the dep/withdrawal screen.		y	4.29	3.42	3.29	2.86	
1600	Post some Xtend shared branch transactions if your credit union is set up in the network		y	4.17	4.17	4.17	4.17	After bugs were worked out it has been fine

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	4.17	4.17	4.17	4.17	
1600	Issue checks and money orders from Xpress teller		y	3.4	3.4	3.4	3.4	Had problems at first with the drop-down box. 1600 only allows you to print checks but won't let you w/d cash at the same time or do anything else. I had issues printing more than one check I would hit continue add another and it posted transactions so I couldn't do multiple casher checks
1600	Post some misc. receipts through Xpress teller		y	4.5	4.5	4	4	I did like that it was quicker and felt more streamline. I like the "save and return" feature
1600	Post misc. advance transactions from Xpress teller using the proceed for member transactions.		y	4.67	4.67	4.67	4.67	I like that it was a much simpler task to do and post the advance.
1600	Verify the teller holds placed on check transactions from Xpress teller.		y	5	5	4.5	4	

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	4.4	4.2	4.2	4	There is no option to scan in new ID if it is expired. Takes a long time to load. Can't move forward till it comes up. After errors it's been working fine
1600	Use the scan ID feature from Xpress teller. When completed, go in again to verify that you can access the ID appropriately.		y	3.67	3.67	3.67	5	Can't see anywhere to scan ID if replacing an existing id
1600	Verify that warnings configured in your workflow are showing appropriately		y	4.4	4.2	4	4	
1600	Use Xpress teller in all sizes – standard, Large and Extra-large		n					We don't have users that use the large or extra-large gold settings. Every uses standard. I sent an email showing them how to change.
Contact CU*A	Work with CU*A to activate vertical receipts – Quality Control will have someone contact you to coordinate		n					Our activation has been postponed. We were told that activating messes up credit reports. Waiting on a fix.
1775	Set up vertical receipt settings for each branch		n					Our activation has been postponed. We were told that activating messes up credit reports. Waiting on a fix.

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.		n					Our activation has been postponed. We were told that activating messes up credit reports. Waiting on a fix.
Teller	Verify member information on vertical receipts from the existing teller platform		n					Our activation has been postponed. We were told that activating messes up credit reports. Waiting on a fix.
1600 and Teller	Verify the current and available balances on vertical receipts are accurate when configured to print. Check from both teller systems.		n					Our activation has been postponed. We were told that activating messes up credit reports. Waiting on a fix.
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.		n					Our activation has been postponed. We were told that activating messes up credit reports. Waiting on a fix.
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.		n					Our activation has been postponed. We were told that activating messes up credit reports. Waiting on a fix.
Inquiry or phone history	Re-print a vertical receipt from the vault and verify the results		n					Our activation has been postponed. We were told that activating messes up credit reports. Waiting on a fix.
1600	Balance your drawer by accessing your drawer control right from Xpress Teller		y	4.71	4.71	4.71	4.57	

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	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						
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					Have regular meetings to work on this with Jim Vilker
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					Have regular meetings to work on this with Jim Vilker
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					Have regular meetings to work on this with Jim Vilker
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	

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	So far only had a chance to use this once, for the HELOCs, the report gave me exactly what I needed. Will definitely be using this more.
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	I really like tool 1772. This is wonderful.
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	So much better
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	2	4	5	5	If use only select button & enter it will just loop between the two screens (until you click on a grayed-out box). NEED A SORT FOR BRANCH. Purchase date not working.

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
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	5	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	5	5	5	

S E C U R I T Y   A D M I N I S T R A T O R

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
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?	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 **4** Very **3** Somewhat **2** Slightly **1** Not at all N/A Not applicable	Y/N	1-5	1-5	1-5	1-5	

CU*BASE Beta Release 21.05 Checklist

ASSIGNED TO	TOOL	TASK	DID YOU COMPLETE THE TASK? Y/N	HOW EASY WAS THE TASK? 1-5	ARE YOU SATISFIED WITH THE RESULTS YOU RECIEVED? 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								
Audra & Nick	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	
EFT								
	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**
Matt V.	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 IS NOT CURRENTLY USING - HAVE TRIED TO SET UP A TEST PROGRAM THREE TIMES. TWO DIFFERENT ERROR MESSAGES BELOW. ERROR POPS WHENEVER I CLICK "SELECT LOAN CATEGORY". - UNABLE TO FINISH TESTING AT THIS TIME DUE TO UNABLE TO CREATE TEST SKIP PROGRAM AT THIS TIME, WILL CIRCLE BACK AROUND AGIAN.
Matt V.	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.
Matt V.	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?
Patty and Jessica A.	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 automatically 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.
TELLER/MEMBER SERVICE								
Audra & Nick	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.
Audra & Nick	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	
Nick	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	
Nick	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.

Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	Use Xpress teller for member transactions. Use the search feature to find your memberships.	Y	2	2	2	1	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	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	3	2	3	2	Misc. Receipts: No space to enter G/L description where we enter account #'s and ATM ID's when processing the ATM. Cashier Checks: When selected sub account for the funds to come out of, Xpress Teller does not show account balance.
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	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	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	In Xpress teller, use the last 10 accounts and return to last account features.	Y	5	5	5	5	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	In Xpress teller, use the last 10 transactions feature from the dep/withdrawal screen.	Y	5	5	3	3	It would be nice to have a link/button to open a much wider range of transactions if the item isn't within the last 10. Otherwise you will have to either get out of Xpress Teller or use the esc button for Inquiry or Phone Operator.
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	Post some Xtend shared branch transactions if your credit union is set up in the network						
Molly C, Hannah T, Erin W, Colleen E	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	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	Issue checks and money orders from Xpress teller	Y	5	4	4	3	r's check, Xpress Teller does not display the balance in the sub-account where the funds will be debited from.
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	Post some misc. receipts through Xpress teller						
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	Post misc. advance transactions from Xpress teller using the proceed for member transactions.						
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	Verify the teller holds placed on check transactions from Xpress teller.						
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	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	Embedded into the Xpress Teller screen is a great improvement!
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	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	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	Verify that warnings configured in your workflow are showing appropriately	Y	5	5	5	5	
Molly C, Hannah T, Erin W, Colleen E	1600 (New)	Use Xpress teller in all sizes – standard, Large and Extra-large	Y	5	5	5	5	
Nick & Rick	Contact CU*A	Work with CU*A to activate vertical receipts – Quality Control will have someone contact you to coordinate	Y	3	5	5	5	We still have lingering issues regarding additional behind the scenes configurations with eDOC. When printing credit reports to ProDOC, the credit report is cut in half, only displaying half of the report. Additional issues include hoizontal receipts still being issued when processing Wire Transfers through Phone Operator.
Nick & Rick	1775 (New)	Set up vertical receipt settings for each branch	Y	5	5	5	5	The initial set up for vertical receipts was easy to do with very little hiccups.

Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	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	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	Teller	Verify member information on vertical receipts from the existing teller platform	Y	5	5	5	5	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	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	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	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	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	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	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	Inquiry or phone history	Re-print a vertical receipt from the vault and verify the results	Y	5	5	5	5	
Tayana M, Dan C, Jerome R, Dana E, Nick M, Audra L, Molly C, Colleen E, Hannah T, Erin W	1600 (New)	Balance your drawer by accessing your drawer control right from Xpress Teller	Y	5	5	5	5	

MANAGEMENT

Nick	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	2	Easy process to update the fee for stop payment via OLB. The updated fee about updated in OLB immediately. Not sure if KCCU would ever charge a different price for a Stop Paymen via OLB, this is why I gave a lower score if we were to perform this after beta.
Nick	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	The fee was posted correctly according to the config.
Nick	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	
Matt V.	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 SETTING 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 000 SAVINGS SUFFIX INSTEAD OF PAYING DOWN THE CARD.
Nick	1600 (New)	To set up graphics in Xpress teller, contact IRSC (Kristian Daniel) at ext. 371)	N					Waiting on graphics from KCCU Marketing Dept, will be sending them to upload when ready

AUDIT

Tony, Mike O, Karl	Work with Audit Link	Work with Audit Link each week to review the findings from the Abnormal Activity Monitoring results.						
Tony, Mike O, Karl	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						

Tony, Mike O, Karl	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.						

Holly, Nicole, Lee, Andrew (Z2, Z4, B4, 7F)	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.						
Holly, Nicole	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.						
Holly, Nicole, Lee	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						
Holly, Nicole, Lee	1772 (New)	Add new fixed assets, prepaids, or other subsidiary items from this dashboard						
Holly, Nicole, Lee	1772 (New)	Add comments to any existing or new subsidiary item						
Holly, Nicole, Lee	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.						
Holly, Nicole, Lee	1772 (New)	Use the new dashboard to make any necessary edits to your existing subsidiaries						
Holly, Nicole, Lee	1772 (New)	Use the new dashboard to review the history of your subsidiaries and make any necessary adjustments to them as needed						
Holly, Nicole, Lee	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						
Holly, Nicole, Lee	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.						
Holly, Nicole, Lee	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.						
Holly, Nicole, Lee	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.						
Holly, Nicole, Lee	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.						
Holly, Nicole, Lee	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.						
Report Commitee (Mike Miller)	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.
Report Commitee (Mike Miller)	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.

Report Commitee (Mike Miller)	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.

DATABASE ADMINISTRATOR

Report Commitee (Mike Miller)	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.
Report Commitee (Mike Miller)	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.
Report Commitee (Mike Miller)	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.

GENERAL COMMENTS

(1) Regarding Vertical Reciepts, we feel that some of our members would like to have all their balances printed on their receipts. In the future could we add an option to include all balances on the receipt much like the suppress balances feature works? (2) Would it be possible in a later release to be able to turn off the Add Card for Joint Owner for those credit union's who have a different card processor? Or possibly update what info is sent for the joint card order to be able to adpat to Vantiv requirements for ordering and activation.

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		Functioned properly. Should we consider offering a lower fee for online stop payments to encourage OLB? Waiting for decision from Mgmt.
EFT							
11 or 12	If you use instant issue, try the new random generated PIN option on the card order screen	N					N/A

1

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

		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?	
Tool	**Task**	5 Extremely / 4 Very / 3 Somewhat / 2 Slightly / 1 Not at all / N/A Not applicable	Y/N	1-5	1-5	1-5	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	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) 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	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							N/A at this time. - BC
1775	Set up vertical receipt settings for each branch							N/A at this time

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.							N/A at this time
Teller	Verify member information on vertical receipts from the existing teller platform							N/A at this time
1600 and Teller	Verify the current and available balances on vertical receipts are accurate when configured to print. Check from both teller systems.							N/A at this time
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.							N/A at this time
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.							N/A at this time
Inquiry or phone history	Re-print a vertical receipt from the vault and verify the results							N/A at this time
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
MANAGEMENT							
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	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						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.						SF?

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.		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							SF?
1772	Add new fixed assets, prepaids, or other subsidiary items from this dashboard							SF?
1772	Add comments to any existing or new subsidiary item							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.							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							SF?
1772	Use the new dashboard to review the history of your subsidiaries and make any necessary adjustments to them as 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							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.							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.							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
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.						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.						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.						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.	N					Have not been able to test yet - BC
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					Have not been able to test yet - BC

S E C U R I T Y   A D M I N I S T R A T O R

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
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							

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)	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 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable	Y/N	1-5	1-5	1-5	1-5	

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**

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					

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	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
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	Phone # and username were great, name search is not user friendly

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	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	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. Accidently clicking the wrong one, but is a helpful button
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.		N					Will test one soon.

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	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.	**N**					**We don't know where that option is available in Xpress Teller.**
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	3	5	5	Accounts that the person served was NOT on still showed up in Summary!
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					

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
1600	To set up graphics in Xpress teller, contact IRSC (Kristian Daniel) at ext. 371	N					Will work on this
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	At this point, Audit Link has only uncovered one account. However, that account was not something we would have easily uncovered on our own.
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					

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)	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						
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.		N/A					
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					

SECURITY ADMINISTRATOR

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. For e-signing channel can we add by TEXT please? Also, it doesn't want to filter the data correctly by branch. Would also be nice to be able to filter by employee! Great potential for this though
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								

			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/
			5 Extremely						
			4 Very						
			3 Somewhat						
			2 Slightly						
			1 Not at all						
Tool	**Task**		N/A Not applicable	Y/N	1-5	1-5	1-5	1-5	**Explanation of Rating**

Xpress Teller is not working with our TCD's. The F11 or F12 function keys in Xpress Teller do not work so at this point we can only use Standard Teller at that branch. If there is a way to connect this please let me know!