

# Beta Test Checklist

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



Credit Union Name: Department of Labor Federal Credit Union

Primary Contact Name: Claudia Moreno

Primary Contact Phone Number: (202)789-2901 extension 2015

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

| 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/<br>Explanation of Rating                                       |
|---|---|----------------------------|------------------------|--|--|--|--|
| <b>M E M B E R F A C I N G</b>                          |   |                            |                        |  |  |  |  |
| <i>Sample tool</i>                                      | <i>Sample task</i>  | Y                          | 3                      | 2  | 4                                      | 5  | <i>This feature will really make processing much easier for tellers.</i> |
| Online banking desktop (available in new platform only) | If you have configured a credit card skip-a-pay program, have staff members verify the function on their accounts by taking the option from online banking.   | N/A                        | N/A                    | N/A  | N/A                                    | N/A  | We are not using credit card Skip A Pay                                  |
| Mobile Banking (only available in Mobile 5)             | If you have configured a credit card skip-a-pay program, have staff members verify the function on their accounts by taking the option from mobile banking.   | N/A                        | N/A                    | N/A  | N/A                                    | N/A  |  |
| <b>E F T</b>  |   |                            |                        |  |  |  |  |
| Card Randomization decision (contact CU*A)              | Decide which card number randomization your CU would like to use: card increment or full card # randomization and if expiration date randomization should be configured. Contact us and we will coordinate the configuration of your choices. | N/A                        | N/A                    | N/A  | N/A                                    | 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

Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
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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

Tool

Task

| Tool                 | Task  | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/<br>Explanation of Rating |
|----------------------|---|-----------------------------------|-------------------------------|---|---|---|------------------------------------|
| 11                   | Once randomization is configured, order ATM/debit cards as usual, review screen, LXMT reports and review card on your vendor platform.  | N/A                               | N/A                           | N/A   | N/A   | N/A   |                                    |
| 12                   | Once randomization is configured, order credit cards as usual, review screen, LXMT reports and review card on your vendor platform.   | N/A                               | N/A                           | N/A   | N/A   | N/A   |                                    |
| 1024                 | Check out the new option to control MCC groups customized for your credit union. This feature is not yet 'attached' to any CU functionality, but take the opportunity to get familiar with the option, copy groups from the master records or create your own group. Add or delete MCC codes from your groups. Keep them for later of delete your groups when you've finished validating the process. | Y                                 | 4                             | 5   | 5   | 5   |                                    |
| <b>L E N D I N G</b> |   |                                   |                               |   |   |   |                                    |
| 817                  | Enter the Skip-a-Payment Dashboard and use the new Tracker notes option to see the tracker activity on an individual member.  | Y                                 | 4                             | 3   | 2   | 3   | Will use it in the future          |
| 820                  | If possible, set up a skip-pay option for a credit card category using the new features in this screen. If you could set up an option even temporarily to allow CU staff to verify the functionality in online banking, that would be very helpful. If you are unable to activate a program, enter the screens to add a program and verify the new functionality available to you for the future.     | Y                                 | 5                             | 5   | 5   | 5   | We will definitely use it          |

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?

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

Tool

Task

Y/N

1-5

1-5

1-5

1-5

| 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/<br>Explanation of Rating            |
|--------------------------|--|----------------------------|------------------------|--|--|--|---|
|                          |  | Y/N                        | 1-5                    | 1-5  | 1-5                                    | 1-5  |   |
| 51 or 2 working loan app | Review the collateral maintenance and verify the expanded tax ID field for real estate collateral. Update any existing IDs that have been shortened or use the expanded field for new entries.   | Y                          | 5                      | 5  | 5                                      | 5  |   |
| 570                      | Review the escrow maintenance and verify the expanded tax ID field for real estate payments. Update any existing IDs that have been shortened or use the expanded field for new entries.   | N                          |                        |  |  |  | We do not escrow                              |
| 342                      | Review any disbursements made where the expanded tax ID field may be used. Verify functionality and corresponding reports.   | N                          |                        |  |  |  | We do not escrow                              |
| 52                       | Print forms for accounts where the tax ID has been expanded and where the form prints the tax ID information. Verify that the forms are printing appropriately.  | N                          |                        |  |  |  | We do not escrow                              |
| 2                        | If your credit union uses Sync1/FUEL, when pulling a credit report, enter the rent amount into the credit report screen before saving and submitting the report.   | N                          |                        |  |  |  | We do not pull credit reports from CU*BASE    |
| 2                        | When creating a member loan application in Tool #2, go to the 'Misc./Comments' tab and add disbursement instructions. Grab a screen shot if you need to of the disbursement so you can validate them that they are the same after you take the option to create the loan on CU*BASE. | N                          |                        |  |  |  | We do not create loan applications on CU*BASE |

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

| Tool                          | Task  | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/<br>Explanation of Rating  |
|-------------------------------|---|-----------------------------------|-------------------------------|---|---|---|---|
| 2                             | When creating/booking the member loan, flag the box to disburse immediately after the creation takes place.<br>If you added disbursement instructions during the loan application, validate that they are the same.<br>Make any changes needed.<br>If you did not add disbursements during the loan application process, add disbursements as needed.<br>Use the 'Post All' option to disburse the loan<br>Validate the disbursements on the member account history.  | N                                 | 3                             | 2   | 2   | 2   | We do not add disbursements during the loan application process, we do not create loan applications in CU*BASE. However, we do add disbursements when creating/booking the loan. When disbursing a transfer to another loan account, the interest to the post the loan which prevents the loan account from closing. All other disbursements posted correctly |
| 2                             | When creating/booking the member loan, <b>do not</b> flag the box to disburse immediately after the creation takes place.<br>In tool #2, go to the Booked tab and find the loan then use the Disburse option to get to the disbursement screen.<br>Validate that the disbursement instructions are present and accurate, then use the Post All button to post the disbursements.<br>Add disbursement is they were not added during the application process.<br>Validate the disbursement on the member account history. | Y                                 | 5                             | 5   | 5   | 5   |   |
| 50                            | Use Tool # 50 to add or maintain the disbursement instructions and disburse the loan.<br>Validate the disbursement on the member account history.   | Y                                 | 4                             | 4   | 4   | 4   |   |
| Inquiry on collateral records | If you have entered HMDA information for your loans, check the new inquiry option and verify that the old data is now presented in the new format.  | N                                 |                               |   |   |   | N/A   |

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

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Did you complete the task?  
Y/N

How easy was the task?  
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Are you satisfied with the results you received?  
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How likely are you to perform the task after beta?  
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Comments/  
Explanation of Rating

| Tool   | Task  | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/<br>Explanation of Rating                               |
|--|---|-----------------------------------|-------------------------------|---|---|---|--|
| 1125   | Check out the new tool with historical projections on your escrow records so that you can see trends.   | N                                 |                               |   |   |   | We do not escrow   |
| 438  | Work with the dealer loan dashboard and view by active and closed status, varying the selections criteria. Verify the display. Also verify the export options from this screen.                               | N                                 |                               |   |   |   | N/A  |
| 1997   | Review the dealer loan dashboard in view mode. Verify the functionality available for inquiry only.   | N                                 |                               |   |   |   | N/A  |
| <b>T E L L E R / M E M B E R S E R V I C E</b> |   |                                   |                               |   |   |   |  |
| Any access to tracker records                  | Use various access points to view tracker records and use the new search feature. Verify that the appropriate records are highlighted for your search criteria. Use the paging functions to see more results. | Y                                 | 4                             | 3   | 4   | 4   | Trackers are viewed daily through the account inquiry or tool 5. |
| 1600   | When viewing the Verify Member screen, if an ID needs to be altered for a better image, use the new Edit feature and Zoom, Rotate or Crop and save the image.   | N/A                               | N/A                           | N/A   | N/A   | N/A   | We are not currently using this function at the moment.          |

Rate each item on a scale of 1-5.

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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?  
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How helpful will the task be to staff?  
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Comments/  
Explanation of Rating

Tool

Task

| Tool                       | Task   | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/<br>Explanation of Rating   |
|----------------------------|--|-----------------------------------|-------------------------------|---|---|---|--|
| 1600 or Inquiry            | Work with various search options to provide feedback to our design team.<br>What do you like best about the new search after the latest changes?<br>What challenges are you having with the new search after the last changes? | Y                                 | 4                             | 4   | 4   | 4   | Best is card number, Online banking<br>Least is doesn't recognize last name immediately.   |
| 1600 or Inquiry            | Give us your feedback on how your users most often use the search feature. What do they primarily search for and in what format?<br>Which of the new search fields do they use?  | Y                                 | 5                             | 5   | 5   | 5   | Primarily utilize phone and account number<br>new search field is SSN.   |
| 1600 or Inquiry            | Provide any suggestions you have on how search could work better for you?  | Y                                 | 5                             | 5   | 5   | 5   | Last four digits of SSN<br>POA name if possible<br>When searching by last name, last name should populate first rather than first.   |
| <b>M A N A G E M E N T</b> |  |                                   |                               |   |   |   |  |
| 558                        | Immediately after release, review your ANR configurations and verify that all origin codes are populated with the existing fee information. Transaction amounts should be populated with 0.00.                                 | Y                                 | 5                             | 5   | 5   | 5   |  |
| Posting of ANR fees        | Watch accounts for ANR fee posting to verify that they are posting as expected. Watching different posting programs such as ACH, drafts, teller, EFT, etc would be appreciated.  | Y                                 | 5                             | 5   | 5   | 5   | There were no Easy pay exceptions or accounts going negative so I am uncertain if there are any issue with the feature at this time. |

| Tool             | Task   | Rate each item on a scale of 1-5.<br>(5 = highest, 1 = lowest) |                                   |                               |   |   | Comments/<br>Explanation of Rating  |
|------------------|--|--|-----------------------------------|-------------------------------|---|---|---|
|                  |  | 5 Extremely  | 4 Very                            | 3 Somewhat                    | 2 Slightly  | 1 Not at all                                  |   |
|                  |  | N/A Not applicable   | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5   |
| 558              | If you can add a change to at least one origin code or at least add a minimum transaction amount to waive ANR fees, please change your configuration and watch your accounts to verify the results.  |  | N                                 |                               |   |   | We already have a minimum transaction amount to waive but I did see an account to verify if it is working properly. |
| 569              | If possible, add a change to your on-demand ACH fees for either online banking or phone. If you are unable to change the amount, attempt a small change to either the transaction description or GL to differentiate the fee postings. Watch any ACH postings to verify the information is pulling correctly from your configuration.  |  | N                                 |                               |   |   | We don't charge a fee for ACH on demand.  |
| 777, ANR scoring | For any ANR configurations using the ACH/payroll amounts for a decision on ANR activation/deactivation/re-activation, review your reports to verify that any payroll activity is now being utilized in these decisions.  |  | N                                 |                               |   |   | We no longer have deposit amounts to qualify.   |
| 1180             | Use the ANR calculator to verify ANR results for a member with payroll deposits. Verify that any configured ACH/payroll qualifications are showing properly in the calculator.   |  | N                                 |                               |   |   | All members can have ODT  |
| System message   | At some point during the release, we will be sending a message to users on the system via a new communication channel. We would like the experience to be unexpected for the user to determine how it will be received so that we can get feedback if needed in the future. Please gather information from employees, both when logging in and when clicking on the graphic. |  |                                   |                               |   |   |   |

Rate each item on a scale of 1-5.

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Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
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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

Tool Task

| A U D I T                                 |   |   |     |     |     |     |                            |
|---|---|---|-----|-----|-----|-----|----------------------------|
| 402                                       | Print each type of audit report using various insider/employee type code and due diligence flag selections. Verify reports .  | Y | 5   | 5   | 5   | 4   | Very easy to run.          |
| 402                                       | Print the teller audit key review using different selections for audit keys. Verify the report.   | Y | 5   | 5   | 5   | 4   |                            |
| B A C K O F F I C E                       |   |   |     |     |     |     |                            |
| 60  | Use the new lookup option for GL accounts that show suspended GLs. Also verify that the purpose and procedures display after entering a GL account.   | Y | 5   | 5   | 5   | 5   |                            |
| 202                                       | In GL maintenance, choose the Chart of Acct (Company) option and verify the new display showing suspended GLs.  | 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 |   |   |     |     |     |     |                            |
| 327                                       | If your credit union has more than 20 branch locations, update an employee profile and add more branch locations. To do this, highlight an employee, choose 'Employee Profile'. Then click the button next to the 'Other authorized vaults' and select the branch vaults. | N | N/A | N/A | N/A | N/A | We only have two branches. |

**Tool**

**Task**

Rate each item on a scale of 1-5.

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Did you complete the task?  
Y/N

How easy was the task?  
1-5

Are you satisfied with the results you received?  
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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**

**D A T A B A S E   A D M I N I S T R A T O R**

| 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                                    |
|------|--|----------------------------|------------------------|--|--|--|---|
| 1617 | If you have qualified dividend products, use this new dashboard to see results of members status. Full information is available from July 2021 month end forward. Vary your selection criteria and use the analysis feature to see summaries of your data. | Y                          | 5                      | 5  | 5                                      | 5  | I tried the common bonds feature and I received a system message. |
| 1750 | Check out the online banking dashboard after the most recent changes and validate the new export and common bonds. Also review the new VAT charts that have been added.  | Y                          | 5                      | 5  | 5                                      | 5  |   |
| 1696 | Active beta driven by Asterisk*Intelligence – Try out this configuration for Predictive Retailing by setting up a couple of profiles to run against your members. Set criteria and products/services to sell to the members falling under that profile .   | N/A                        | N/A                    | N/A  | N/A                                    | N/A  |   |
| 1695 | Once you have your profiles set, run individual members against the profile to see results.  | N/A                        | N/A                    | N/A  | N/A                                    | N/A  |   |

**G E N E R A L   C O M M E N T S**

# Beta Test Checklist

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



Credit Union Name: Kellogg Community Credit Union

Primary Contact Name: Nick Mapes

Primary Contact Phone Number: 269-441-5758

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 E M B E R F A C I N G                                 |   |                            |                        |  |  |  |   |
|---|---|----------------------------|------------------------|--|--|--|---|
| 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  |
| <i>Sample tool</i>                                      | <i>Sample task</i>  | Y                          | 3                      | 2  | 4                                      | 5  | <i>This feature will really make processing much easier for tellers.</i>  |
| Online banking desktop (available in new platform only) | If you have configured a credit card skip-a-pay program, have staff members verify the function on their accounts by taking the option from online banking.   | N                          |                        |  |  |  | KCCU is not currently utilize a Credit Card Skip-a-Pay program. However, if and when the credit union decides to offer this we will be utilizing this OLB feature.    |
| Mobile Banking (only available in Mobile 5)             | If you have configured a credit card skip-a-pay program, have staff members verify the function on their accounts by taking the option from mobile banking.   | N                          |                        |  |  |  | KCCU is not currently on Mobile 5.0. Again, if and when the credit union decides to include this for our members we are glad it will be available via the mobile app. |
| E F T   |   |                            |                        |  |  |  |   |
| Card Randomization decision (contact CU*A)              | Decide which card number randomization your CU would like to use: card increment or full card # randomization and if expiration date randomization should be configured. Contact us and we will coordinate the configuration of your choices. | Y                          | 5                      | 5  | 5                                      | 5  | We decided to do the full card # randomization for all debit and credit cards. This was an easy process and have not experienced any errors.                          |

| Tool                 | Task  | Rate each item on a scale of 1-5.<br>(5 = highest, 1 = lowest) |                                   |                               |   |   | Comments/<br>Explanation of Rating                        |  |
|----------------------|---|--|-----------------------------------|-------------------------------|---|---|---|--|
|                      |   | 5 Extremely  | 4 Very                            | 3 Somewhat                    | 2 Slightly  | 1 Not at all                                  |   |  |
|                      |   | N/A Not applicable   | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 |  |
| 11                   | Once randomization is configured, order ATM/debit cards as usual, review screen, LXMT reports and review card on your vendor platform.  |  | Y                                 | 5                             | 5   | 5   | 5   | New card orders were verified using our vendor platform. This operations performed normally.   |
| 12                   | Once randomization is configured, order credit cards as usual, review screen, LXMT reports and review card on your vendor platform.   |  | Y                                 | 5                             | 5   | 5   | 5   | New credit cards were ordered and verified using our vendor platform. Everything was verified with no errors occurring.  |
| 1024                 | Check out the new option to control MCC groups customized for your credit union. This feature is not yet 'attached' to any CU functionality, but take the opportunity to get familiar with the option, copy groups from the master records or create your own group. Add or delete MCC codes from your groups. Keep them for later of delete your groups when you've finished validating the process. |  | Y                                 | 5                             | 5   | 5   | 5   | We've reviewed this new tool. For testing purposes we were able to add and delete MCC codes from groups. Everything worked as expected.  |
| <b>L E N D I N G</b> |   |  |                                   |                               |   |   |   |  |
| 817                  | Enter the Skip-a-Payment Dashboard and use the new Tracker notes option to see the tracker activity on an individual member.  |  | Y                                 | 4                             | 2   | 5   | 3   | KCCU may not be using this feature. - Tracker Notes Option worked, but for all accounts checked, only message seen is "No Records Found"   |
| 820                  | If possible, set up a skip-pay option for a credit card category using the new features in this screen. If you could set up an option even temporarily to allow CU staff to verify the functionality in online banking, that would be very helpful. If you are unable to activate a program, enter the screens to add a program and verify the new functionality available to you for the future.     |  | Y                                 | 3                             | 5   | 5   | 5   | Was able to create, modify, and delete a Skip Program for credit cards. - Did not have a test visa available that qualified for a skip, so unable to verify how it appears in online banking |

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

Tool

Task

| 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/<br>Explanation of Rating  |
|--------------------------|--|----------------------------|------------------------|--|--|--|---|
|                          |  | Y/N                        | 1-5                    | 1-5  | 1-5                                    | 1-5  |   |
| 51 or 2 working loan app | Review the collateral maintenance and verify the expanded tax ID field for real estate collateral. Update any existing IDs that have been shortened or use the expanded field for new entries.   | Y                          | 5                      | 5  | 5                                      | 5  | Reviewed updated Tax ID Field. New Field Length in place - No updating existing curtailed ID fields at this time. |
| 570                      | Review the escrow maintenance and verify the expanded tax ID field for real estate payments. Update any existing IDs that have been shortened or use the expanded field for new entries.   | Y                          | 5                      | 5  | 5                                      | 5  | Reviewed updated Tax ID Field. New Field Length in place - No updating existing curtailed ID fields at this time. |
| 342                      | Review any disbursements made where the expanded tax ID field may be used. Verify functionality and corresponding reports.   | N                          | 1                      | 1  | 5                                      | 4  | Verified Tax ID field working as intended at extended length. Have not tested printed a report.                   |
| 52                       | Print forms for accounts where the tax ID has been expanded and where the form prints the tax ID information. Verify that the forms are printing appropriately.  | Y                          | 5                      | 5  | 5                                      | 5  | Expanded Field Displayed  |
| 2                        | If your credit union uses Sync1/FUEL, when pulling a credit report, enter the rent amount into the credit report screen before saving and submitting the report.   | N                          | 5                      | 1  | 1                                      | 1  | N/A - KCCU Not Using Sunc1/FUEL   |
| 2                        | When creating a member loan application in Tool #2, go to the 'Misc./Comments' tab and add disbursement instructions. Grab a screen shot if you need to of the disbursement so you can validate them that they are the same after you take the option to create the loan on CU*BASE. | Y                          | 5                      | 5  | 5                                      | 5  | Disbursement Instructions Saved and Displayed   |

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?

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

Tool

Task

Y/N

1-5

1-5

1-5

1-5

| 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/<br>Explanation of Rating   |
|-------------------------------|---|----------------------------|------------------------|--|--|--|--|
|                               |   | Y/N                        | 1-5                    | 1-5  | 1-5                                    | 1-5  |  |
| 2                             | When creating/booking the member loan, flag the box to disburse immediately after the creation takes place.<br>If you added disbursement instructions during the loan application, validate that they are the same.<br>Make any changes needed.<br>If you did not add disbursements during the loan application process, add disbursements as needed.<br>Use the 'Post All' option to disburse the loan<br>Validate the disbursements on the member account history.  | Y                          | 5                      | 5  | 5                                      | 5  | Functions at intended. Did not experience any errors.  |
| 2                             | When creating/booking the member loan, <b>do not</b> flag the box to disburse immediately after the creation takes place.<br>In tool #2, go to the Booked tab and find the loan then use the Disburse option to get to the disbursement screen.<br>Validate that the disbursement instructions are present and accurate, then use the Post All button to post the disbursements.<br>Add disbursement is they were not added during the application process.<br>Validate the disbursement on the member account history. | Y                          | 5                      | 5  | 5                                      | 5  | Functions at intended. Did not experience any errors.  |
| 50                            | Use Tool # 50 to add or maintain the disbursement instructions and disburse the loan.<br>Validate the disbursement on the member account history.   | Y                          | 5                      | 5  | 5                                      | 5  | Functions at intended. Did not experience any errors.  |
| Inquiry on collateral records | If you have entered HMDA information for your loans, check the new inquiry option and verify that the old data is now presented in the new format.  | Y                          | 4                      | 4  | 3                                      | 3  | Reviewed "HMDA Account Info" Screen, KCCU reaching out to CUA AI Team to clarify if this can replace HMDA Queries created for KCCU by CU*A. - Clarifying with KCCU MTG/HE Team if this new screen would improve current process. - Should KCCU move to Housing more HMDA Info in CUBASE?- To confirm |

# 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

| Tool   | Task  | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/<br>Explanation of Rating  |
|--|---|-----------------------------------|-------------------------------|---|---|---|---|
| 1125   | Check out the new tool with historical projections on your escrow records so that you can see trends.   | Y                                 | 5                             | 4   | 4   | 4   | Reviewed New Tool. - Will have internal discussion on potential.  |
| 438  | Work with the dealer loan dashboard and view by active and closed status, varying the selections criteria. Verify the display. Also verify the export options from this screen.                               | Y                                 | 4                             | 4   | 4   | 4   | Reviewed. Tool Sort and Export Working. -Verified Filtering Accurately.   |
| 1997   | Review the dealer loan dashboard in view mode. Verify the functionality available for inquiry only.   | Y                                 | 5                             | 4   | 4   | 4   | Reviewed New Tool. Inquiry Function Worked As Intended. -Verified Accurate Dealer Info- Will have internal discussion on potential.   |
| <b>T E L L E R / M E M B E R S E R V I C E</b> |   |                                   |                               |   |   |   |   |
| Any access to tracker records                  | Use various access points to view tracker records and use the new search feature. Verify that the appropriate records are highlighted for your search criteria. Use the paging functions to see more results. | Y                                 | 5                             | 5   | 5   | 5   | Easier to search through trackers if a member has multiple entries. Easy to adjust to show a specific date or you can easily search for a specific work. The entire CU team can benefit from having this search option.   |
| 1600   | When viewing the Verify Member screen, if an ID needs to be altered for a better image, use the new Edit feature and Zoom, Rotate or Crop and save the image.   | Y                                 | 5                             | 5   | 5   | 5   | Great enhancement to fix IDs within CU*BASE! This will become very handy once or if it is pushed out to their tools such as Teller Processing and Phone Operator/Member Inquiry. I can see out team utilizing this feature for MOP accounts when we are dealing with IDs taken by mobile devices. |

## 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 or Inquiry            | Work with various search options to provide feedback to our design team.<br>What do you like best about the new search after the latest changes?<br>What challenges are you having with the new search after the last changes? | Y | 2 | 4 | 3 | 3 | Educating CU*BASE users more on the new search ability is important. I think the First & Last Name search improvements work great. However, if someone is not sure on how to use these advanced search options it can be confusing. The phone number lookup option is probably our team's favorite item. Some challenges that our team has regarding the phone number search ability is the search parameters and not knowing how they must input the phone number. Some thought that the number would need to be formatted like how it is displayed in Phone Op/Inquiry. The team would utilize these advanced search options if they understood the proper format (driver's license, phone number, etc.) |
| 1600 or Inquiry            | Give us your feedback on how your users most often use the search feature. What do they primarily search for and in what format?<br>Which of the new search fields do they use?  | Y | 4 | 4 | 4 | 4 | Different departments use this feature differently. For example, our Card Services team utilize email and phone number to look up accounts to help protect our members from fraudsters who may be calling in. Our teller team utilize the first and last name in attempts from asking the member their SSN.  |
| 1600 or Inquiry            | Provide any suggestions you have on how search could work better for you?  | Y | 4 | 4 | 4 | 4 | Having documentation on how to search for each item. For example, the formatting of phone numbers and driver's license. The Team gets frustrated when attempting to look a member up but they do not know how to input the phone number (no spaces, no dashed, etc.).  |
| <b>M A N A G E M E N T</b> |  |   |   |   |   |   |  |
| 558                        | Immediately after release, review your ANR configurations and verify that all origin codes are populated with the existing fee information. Transaction amounts should be populated with 0.00.                                 | Y | 5 | 5 | 5 | 5 | All accounts (consumer & business) were reviewed. These accounts have our existing fee. No additional action is required.  |
| Posting of ANR fees        | Watch accounts for ANR fee posting to verify that they are posting as expected. Watching different posting programs such as ACH, drafts, teller, EFT, etc would be appreciated.  | Y | 5 | 5 | 5 | 5 | ANR fees appear to be posting as expected. I reviewed different transaction types suggested by CUA - ACH, drafts, teller, eft)   |

## 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

| 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/<br>Explanation of Rating  |
|------------------|--|----------------------------|------------------------|--|--|--|---|
|                  |  | Y/N                        | 1-5                    | 1-5  | 1-5                                    | 1-5  |   |
| 558              | If you can add a change to at least one origin code or at least add a minimum transaction amount to waive ANR fees, please change your configuration and watch your accounts to verify the results.  | N                          | 5                      | 5  | 5                                      | 5  | We are unable to change any origin codes at this time. However, will reviewing the tool this process would be easy to configure. We will be having an organizational discussion about adding in specific transaction amounts later.   |
| 569              | If possible, add a change to your on-demand ACH fees for either online banking or phone. If you are unable to change the amount, attempt a small change to either the transaction description or GL to differentiate the fee postings. Watch any ACH postings to verify the information is pulling correctly from your configuration.  | N                          | 5                      | 5  | 5                                      | 5  | We updated the ACH deposits via online/mobile web description to "ON DEMAND DEP FEE1". We will be leaving this G/L description from Thursday 8/26 and removing it on 8/30 for G/L tracking purposes. Verified on 8/30/2021 that the change did occur, and information is successfully being pulled from our configurations. |
| 777, ANR scoring | For any ANR configurations using the ACH/payroll amounts for a decision on ANR activation/deactivation/re-activation, review your reports to verify that any payroll activity is now being utilized in these decisions.  | Y                          | 5                      | 5  | 5                                      | 5  | We currently do not have the option for ACH/payroll deposits at was of the ANR activate & deactivation process. We do have it as part of the ANR reactivation process. This item appears to be functioning based on our configuration.  |
| 1180             | Use the ANR calculator to verify ANR results for a member with payroll deposits. Verify that any configured ACH/payroll qualifications are showing properly in the calculator.   | Y                          | 5                      | 5  | 5                                      | 5  | The configured ACH/Payroll qualifications appear to be working properly.  |
| System message   | At some point during the release, we will be sending a message to users on the system via a new communication channel. We would like the experience to be unexpected for the user to determine how it will be received so that we can get feedback if needed in the future. Please gather information from employees, both when logging in and when clicking on the graphic. | N/A                        |                        |  |  |  | A message was never received.   |

# 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

| A U D I T                                 |   |   |   |   |   |   |  |
|---|---|---|---|---|---|---|--|
| 402                                       | Print each type of audit report using various insider/employee type code and due diligence flag selections. Verify reports .  | Y | 5 | 5 | 5 | 5 | Creating this report was fast and easy. It incorporates different options to pull data which would provide insight on a specific item. I've pulled data for insider/employer type and due diligence. - NM<br>Worked well and would recommend. - MM |
| 402                                       | Print the teller audit key review using different selections for audit keys. Verify the report.   | Y | 5 | 5 | 5 | 5 | Successfully printed a teller audit key using different selections. The report was accurate based on activity for the day. - NM  |
| B A C K O F F I C E                       |   |   |   |   |   |   |  |
| 60  | Use the new lookup option for GL accounts that show suspended GLs. Also verify that the purpose and procedures display after entering a GL account.   | Y | 5 | 5 | 5 | 5 | I was able to successfully view a suspended G/L using the new lookup option. Additionally, the purpose and procedure display after entering the G/L account.   |
| 202                                       | In GL maintenance, choose the Chart of Acct (Company) option and verify the new display showing suspended GLs.  | Y | 5 | 5 | 5 | 5 | Suspended GLs displayed correctly – no error experienced.  |
| S E C U R I T Y A D M I N I S T R A T O R |   |   |   |   |   |   |  |
| 327                                       | If your credit union has more than 20 branch locations, update an employee profile and add more branch locations. To do this, highlight an employee, choose 'Employee Profile'. Then click the button next to the 'Other authorized vaults' and select the branch vaults. | Y | 5 | 5 | 5 | 5 | KCCU only has 13 branches, however, we were successful in adding misc. vaults to a teller profile totaling 23. Fast and easy process   |

# 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

## D A T A B A S E A D M I N I S T R A T O R

| 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   |
|------|--|----------------------------|------------------------|--|--|--|--|
| 1617 | If you have qualified dividend products, use this new dashboard to see results of members status. Full information is available from July 2021 month end forward. Vary your selection criteria and use the analysis feature to see summaries of your data. | Y                          | 5                      | 5  | 5                                      | 5  | Easy to pull specific data regarding our qualified dividend products. Tried different selection criteria. The analysis portion of this tool was quite interesting to see as an organization. - NM The tool worked and will be great for a quick view of qualified dividends. The switch views is great. - MM |
| 1750 | Check out the online banking dashboard after the most recent changes and validate the new export and common bonds. Also review the new VAT charts that have been added.  | Y                          | 5                      | 5  | 5                                      | 5  | Great improvement to this tool - the analysis and chat options is an improvement to help put data into visualizations. - NM. The chat functions did not work for me. All other parts of the tool worked as expected. I like how the export opens Excel. - MM   |
| 1696 | Active beta driven by Asterisk*Intelligence – Try out this configuration for Predictive Retailing by setting up a couple of profiles to run against your members. Set criteria and products/services to sell to the members falling under that profile .   | Y                          | 5                      | 5  | 5                                      | 5  | I setup a test profile and it works.   |
| 1695 | Once you have your profiles set, run individual members against the profile to see results.  | Y                          | 5                      | 3  | 5                                      | 5  | 6745 - Cannot run: No Nostradamus Profiles Found. I then setup the config and was able to run, but no recommended products listed.   |

## G E N E R A L C O M M E N T S

- On the Escrow payment screen in CU\*BASE it no longer shows the TAX ID or member name in the screen. You must toggle back-and-forth to see this information. Would it be possible to update the screen to include both of this information?
- Can we update the loan disbursement calculation to be more real time? Our mortgage team often has multiple disbursements and find it difficult to make sure they match up their disbursement screen.

# Beta Test Checklist

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



Credit Union Name: PARTNERSHIP FINANCIAL CREDIT UNION

Primary Contact Name: BETTY FALLOS & BRIAN PETERSON

Primary Contact Phone Number: 847-410-9971 & 847-455-2693

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

Tool

Task

| MEMBER FACING   |   |                            |                        |  |  |  |   |
|---|---|----------------------------|------------------------|--|--|--|---|
| 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  |
| <i>Sample tool</i>                                      | <i>Sample task</i>  | Y                          | 3                      | 2  | 4                                      | 5  | <i>This feature will really make processing much easier for tellers.</i>  |
| Online banking desktop (available in new platform only) | If you have configured a credit card skip-a-pay program, have staff members verify the function on their accounts by taking the option from online banking.   | N/A                        | N/A                    | N/A  | N/A                                    | N/A  | We do not have online credit cards. Unable to test.   |
| Mobile Banking (only available in Mobile 5)             | If you have configured a credit card skip-a-pay program, have staff members verify the function on their accounts by taking the option from mobile banking.   | N/A                        | N/A                    | N/A  | N/A                                    | N/A  | We do not have online credit cards. Unable to test.   |
| EFT   |   |                            |                        |  |  |  |   |
| Card Randomization decision (contact CU*A)              | Decide which card number randomization your CU would like to use: card increment or full card # randomization and if expiration date randomization should be configured. Contact us and we will coordinate the configuration of your choices. | Y                          | 5                      | 4  | 5                                      | 5  | Working as expected. Had to adjust employee procedures for Instant Issued cards to review & verify correct data entry in vendor system. |

## 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

|                      |   |     |     |     |     |     |   |
|----------------------|---|-----|-----|-----|-----|-----|---|
| 11                   | Once randomization is configured, order ATM/debit cards as usual, review screen, LXMT reports and review card on your vendor platform.  | Y   | 5   | 5   | N/A | 5   | Working as expected. Manager is excited about this enhancement.   |
| 12                   | Once randomization is configured, order credit cards as usual, review screen, LXMT reports and review card on your vendor platform.   | Y   | 5   | 5   | 5   | 5   | Working as expected. Manager is excited about this enhancement.   |
| 1024                 | Check out the new option to control MCC groups customized for your credit union. This feature is not yet 'attached' to any CU functionality, but take the opportunity to get familiar with the option, copy groups from the master records or create your own group. Add or delete MCC codes from your groups. Keep them for later of delete your groups when you've finished validating the process. | N   |     |     |     |     | Not tested yet.   |
| <b>L E N D I N G</b> |   |     |     |     |     |     |   |
| 817                  | Enter the Skip-a-Payment Dashboard and use the new Tracker notes option to see the tracker activity on an individual member.  | Y   | 4   | 4   | 4   | 4   | Very useful feature. Saves time finding tracker notes by keyword. |
| 820                  | If possible, set up a skip-pay option for a credit card category using the new features in this screen. If you could set up an option even temporarily to allow CU staff to verify the functionality in online banking, that would be very helpful. If you are unable to activate a program, enter the screens to add a program and verify the new functionality available to you for the future.     | N/A | N/A | N/A | N/A | N/A | We do not have online credit cards. Unable to test.               |

## 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

| Tool                     | Task   | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/<br>Explanation of<br>Rating                                      |
|--------------------------|--|-----------------------------------|-------------------------------|---|---|---|--|
| 51 or 2 working loan app | Review the collateral maintenance and verify the expanded tax ID field for real estate collateral. Update any existing IDs that have been shortened or use the expanded field for new entries.   | N                                 |                               |   |   |   | We have not had an opportunity to test this expanded tax ID field yet.     |
| 570                      | Review the escrow maintenance and verify the expanded tax ID field for real estate payments. Update any existing IDs that have been shortened or use the expanded field for new entries.   | N/A                               | N/A                           | N/A   | N/A   | N/A   | We do not have escrow accounts. Unable to test.                            |
| 342                      | Review any disbursements made where the expanded tax ID field may be used. Verify functionality and corresponding reports.   | N                                 |                               |   |   |   | We have not had an opportunity to test this expanded tax ID field yet.     |
| 52                       | Print forms for accounts where the tax ID has been expanded and where the form prints the tax ID information. Verify that the forms are printing appropriately.  | N                                 |                               |   |   |   | We have not had an opportunity to test this expanded tax ID field yet.     |
| 2                        | If your credit union uses Sync1/FUEL, when pulling a credit report, enter the rent amount into the credit report screen before saving and submitting the report.   | N/A                               | N/A                           | N/A   | N/A   | N/A   | We do not use this service. Unable to test.                                |
| 2                        | When creating a member loan application in Tool #2, go to the 'Misc./Comments' tab and add disbursement instructions. Grab a screen shot if you need to of the disbursement so you can validate them that they are the same after you take the option to create the loan on CU*BASE. | N                                 |                               |   |   |   | We have not had an opportunity to test loan disbursements in this way yet. |

## 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

| Tool                          | Task  | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/<br>Explanation of<br>Rating   |
|-------------------------------|---|-----------------------------------|-------------------------------|---|---|---|---|
| 2                             | When creating/booking the member loan, flag the box to disburse immediately after the creation takes place.<br>If you added disbursement instructions during the loan application, validate that they are the same.<br>Make any changes needed.<br>If you did not add disbursements during the loan application process, add disbursements as needed.<br>Use the 'Post All' option to disburse the loan<br>Validate the disbursements on the member account history.  | Y                                 | 5                             | 5   | 5   | 5   | Very useful being able to save a distribution schedule while working the loan. Saves time and adds accuracy when distributing loan proceeds. A wonderful enhancement. |
| 2                             | When creating/booking the member loan, <b>do not</b> flag the box to disburse immediately after the creation takes place.<br>In tool #2, go to the Booked tab and find the loan then use the Disburse option to get to the disbursement screen.<br>Validate that the disbursement instructions are present and accurate, then use the Post All button to post the disbursements.<br>Add disbursement is they were not added during the application process.<br>Validate the disbursement on the member account history. | N                                 |                               |   |   |   | We have not had an opportunity to test loan disbursements in this way yet.  |
| 50                            | Use Tool # 50 to add or maintain the disbursement instructions and disburse the loan.<br>Validate the disbursement on the member account history.   | N                                 |                               |   |   |   | Not tested yet.   |
| Inquiry on collateral records | If you have entered HMDA information for your loans, check the new inquiry option and verify that the old data is now presented in the new format.  | N                                 |                               |   |   |   | We have not had an opportunity to test entering HMDA loan records yet.  |

## 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

| 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/<br>Explanation of<br>Rating   |
|--|---|----------------------------|------------------------|--|--|--|---|
|  |   | Y/N                        | 1-5                    | 1-5  | 1-5                                    | 1-5  |   |
| 1125   | Check out the new tool with historical projections on your escrow records so that you can see trends.   | N/A                        | N/A                    | N/A  | N/A                                    | N/A  | We do not have escrow accounts. Unable to test.   |
| 438  | Work with the dealer loan dashboard and view by active and closed status, varying the selections criteria. Verify the display. Also verify the export options from this screen.                               | N/A                        | N/A                    | N/A  | N/A                                    | N/A  | We do not have escrow accounts. Unable to test.   |
| 1997   | Review the dealer loan dashboard in view mode. Verify the functionality available for inquiry only.   | N/A                        | N/A                    | N/A  | N/A                                    | N/A  | We do not have escrow accounts. Unable to test.   |
| <b>T E L L E R / M E M B E R S E R V I C E</b> |   |                            |                        |  |  |  |   |
| Any access to tracker records                  | Use various access points to view tracker records and use the new search feature. Verify that the appropriate records are highlighted for your search criteria. Use the paging functions to see more results. | Y                          | 5                      | 4  | 4                                      | 4  | Very useful feature. Saves time finding tracker notes by keyword.   |
| 1600   | When viewing the Verify Member screen, if an ID needs to be altered for a better image, use the new Edit feature and Zoom, Rotate or Crop and save the image.   | Y                          | 4                      | 4  | 4                                      | 4  | Tested with Kyle at CUA. It worked well and it was very easy. No problems. Nice to clean up those bad scans.<br><br>(Might be better to delete the original scan after altering it to save on disk space and the number of stored scans). |

## 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

| Tool                       | Task   | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/<br>Explanation of<br>Rating |
|----------------------------|--|-----------------------------------|-------------------------------|---|---|---|---------------------------------------|
| 1600 or Inquiry            | Work with various search options to provide feedback to our design team.<br>What do you like best about the new search after the latest changes?<br>What challenges are you having with the new search after the last changes? | Y                                 | 3                             | 3   | 3   | 3   | ** See general comments               |
| 1600 or Inquiry            | Give us your feedback on how your users most often use the search feature. What do they primarily search for and in what format? Which of the new search fields do they use?   | Y                                 | 3                             | 3   | 3   | 3   | ** See general comments               |
| 1600 or Inquiry            | Provide any suggestions you have on how search could work better for you?  |                                   |                               |   |   |   | ** See general comments               |
| <b>M A N A G E M E N T</b> |  |                                   |                               |   |   |   |                                       |
| 558                        | Immediately after release, review your ANR configurations and verify that all origin codes are populated with the existing fee information. Transaction amounts should be populated with 0.00.                                 | Y                                 | 4                             | 3   | 3   | 3   |                                       |
| Posting of ANR fees        | Watch accounts for ANR fee posting to verify that they are posting as expected. Watching different posting programs such as ACH, drafts, teller, EFT, etc would be appreciated.  | N                                 |                               |   |   |   | Not tested yet.                       |

## 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

| Tool             | Task   | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/ Explanation of Rating |
|------------------|--|-----------------------------------|-------------------------------|---|---|---|---------------------------------|
| 558              | If you can add a change to at least one origin code or at least add a minimum transaction amount to waive ANR fees, please change your configuration and watch your accounts to verify the results.  | N                                 |                               |   |   |   | Not tested yet.                 |
| 569              | If possible, add a change to your on-demand ACH fees for either online banking or phone. If you are unable to change the amount, attempt a small change to either the transaction description or GL to differentiate the fee postings. Watch any ACH postings to verify the information is pulling correctly from your configuration.  | N                                 |                               |   |   |   | Not tested yet.                 |
| 777, ANR scoring | For any ANR configurations using the ACH/payroll amounts for a decision on ANR activation/deactivation/re-activation, review your reports to verify that any payroll activity is now being utilized in these decisions.  | N                                 |                               |   |   |   | Not tested yet.                 |
| 1180             | Use the ANR calculator to verify ANR results for a member with payroll deposits. Verify that any configured ACH/payroll qualifications are showing properly in the calculator.   | N                                 |                               |   |   |   | Not tested yet.                 |
| System message   | At some point during the release, we will be sending a message to users on the system via a new communication channel. We would like the experience to be unexpected for the user to determine how it will be received so that we can get feedback if needed in the future. Please gather information from employees, both when logging in and when clicking on the graphic. |                                   |                               |   |   |   |                                 |

## 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

### A U D I T

|     |  |   |  |  |  |  |                                 |
|-----|--|---|--|--|--|--|---------------------------------|
| 402 | Print each type of audit report using various insider/employee type code and due diligence flag selections. Verify reports . | N |  |  |  |  | Have not heard from the tester. |
| 402 | Print the teller audit key review using different selections for audit keys. Verify the report.                              | N |  |  |  |  | Have not heard from the tester. |

### B A C K O F F I C E

|     |   |   |   |   |   |   |                                 |
|-----|---|---|---|---|---|---|---------------------------------|
| 60  | Use the new lookup option for GL accounts that show suspended GLs. Also verify that the purpose and procedures display after entering a GL account. | Y | 5 | 5 | 5 | 5 | Love it!                        |
| 202 | In GL maintenance, choose the Chart of Acct (Company) option and verify the new display showing suspended GLs.                                      | N |   |   |   |   | Have not heard from the tester. |

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

|     |   |     |     |     |     |     |     |
|-----|---|-----|-----|-----|-----|-----|-----|
| 327 | If your credit union has more than 20 branch locations, update an employee profile and add more branch locations. To do this, highlight an employee, choose 'Employee Profile'. Then click the button next to the 'Other authorized vaults' and select the branch vaults. | N/A | N/A | N/A | N/A | N/A | 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

### D A T A B A S E   A D M I N I S T R A T O R

| 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  |
|------|--|----------------------------|------------------------|--|--|--|---|
| 1617 | If you have qualified dividend products, use this new dashboard to see results of members status. Full information is available from July 2021 month end forward. Vary your selection criteria and use the analysis feature to see summaries of your data. | N/A                        | N/A                    | N/A  | N/A                                    | N/A  | We do not have qualified dividend products. Unable to test.                                   |
| 1750 | Check out the online banking dashboard after the most recent changes and validate the new export and common bonds. Also review the new VAT charts that have been added.  | Y                          | 5                      | 4  | N/A                                    | 5  | Management will find this tool very helpful.  |
| 1696 | Active beta driven by Asterisk*Intelligence – Try out this configuration for Predictive Retailing by setting up a couple of profiles to run against your members. Set criteria and products/services to sell to the members falling under that profile .   | UNABLE TO TEST             |                        |  |  |  | Records not found error. Will need assistance to identify the problem for further evaluation. |
| 1695 | Once you have your profiles set, run individual members against the profile to see results.  | UNABLE TO TEST             |                        |  |  |  | Records not found error. Will need assistance to identify the problem for further evaluation. |

### G E N E R A L   C O M M E N T S

\*\* Depending on the number of results, the list can get cluttered and overwhelming, making it hard to read and find what you are looking for. It would be nice if you could select (filter) only primary named matches, for example. Or only primary and joint owners. A list full of beneficiaries, non-members, co-borrowers, etc. can make it harder to find the correct account. Or be able to only select specific share types. When a whole list of the same name shows up because that person is on 12 share types of the same base account, it gets very hard to find the correct account easily.

But being able to search by a variety of member data is great to find members if you only have partial information to go on. The more data elements the better.