

# 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

MEMBER FACING

Sample tool	Sample task	Y	3	2	4	5	This feature will really make processing much easier for tellers.
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.						
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.						
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.						

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		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
11	Once randomization is configured, order ATM/debit cards as usual, review screen, LXMT reports and review card on your vendor platform.						
12	Once randomization is configured, order credit cards as usual, review screen, LXMT reports and review card on your vendor platform.						
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.						
L E N D I N G							
817	Enter the Skip-a-Payment Dashboard and use the new Tracker notes option to see the tracker activity on an individual member.						
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.						

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									
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

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	4	3	2	1						
		Extremely	Very	Somewhat	Slightly	Not at all						
		N/A	Not applicable									
2	When creating/booking the member loan, flag the box to disburse immediately after the creation takes place. If you added disbursement instructions during the loan application, validate that they are the same. Make any changes needed. If you did not add disbursements during the loan application process, add disbursements as needed. Use the 'Post All' option to disburse the loan 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. In tool #2, go to the Booked tab and find the loan then use the Disburse option to get to the disbursement screen. Validate that the disbursement instructions are present and accurate, then use the Post All button to post the disbursements. Add disbursement is they were not added during the application process. Validate the disbursement on the member account history.											
50	Use Tool # 50 to add or maintain the disbursement instructions and disburse the loan. Validate the disbursement on the member account history.											
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

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating		
		5	4	3	2	1			
		Extremely	Very	Somewhat	Slightly	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	
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
T E L L E R / M E M B E R S E R V I C E									
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.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		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
1600 or Inquiry	Work with various search options to provide feedback to our design team. What do you like best about the new search after the latest changes? What challenges are you having with the new search after the last changes?						Best is card number, Online banking 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? Which of the new search fields do they use?						Primarily utilize phone and account number new search field is SSN.
1600 or Inquiry	Provide any suggestions you have on how search could work better for you?						Last four digits of SSN POA name if possible When searching by last name, last name should populate first rather than first.
M A N A G E M E N T							
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. (5 = highest, 1 = lowest)					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
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.						

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												
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. (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												
D A T A B A S E   A D M I N I S T R A T O R												
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						
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 .											
1695	Once you have your profiles set, run individual members against the profile to see results.											
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: **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

M E M B E R F A C I N G							
<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	N/A
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	N/A
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.	N					Not tested yet.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		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
11	Once randomization is configured, order ATM/debit cards as usual, review screen, LXMT reports and review card on your vendor platform.		N				Not tested yet.
12	Once randomization is configured, order credit cards as usual, review screen, LXMT reports and review card on your vendor platform.		N				Not tested yet.
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.
L E N D I N G							
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	
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

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		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
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				Not tested 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
342	Review any disbursements made where the expanded tax ID field may be used. Verify functionality and corresponding reports.		N				Not tested 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				Not tested 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
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				Not tested yet.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		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
2	When creating/booking the member loan, flag the box to disburse immediately after the creation takes place. If you added disbursement instructions during the loan application, validate that they are the same. Make any changes needed. If you did not add disbursements during the loan application process, add disbursements as needed. Use the 'Post All' option to disburse the loan Validate the disbursements on the member account history.		N				Not tested yet.
2	When creating/booking the member loan, <b>do not</b> flag the box to disburse immediately after the creation takes place. In tool #2, go to the Booked tab and find the loan then use the Disburse option to get to the disbursement screen. Validate that the disbursement instructions are present and accurate, then use the Post All button to post the disbursements. Add disbursement if they were not added during the application process. Validate the disbursement on the member account history.		N				Not tested yet.
50	Use Tool # 50 to add or maintain the disbursement instructions and disburse the loan. 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				Not tested yet.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		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
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
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
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
T E L L E R / M E M B E R S E R V I C E							
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
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 easy. No problems. Nice to clean up those bad scans.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating	
		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	
1600 or Inquiry	Work with various search options to provide feedback to our design team. What do you like best about the new search after the latest changes? What challenges are you having with the new search after the last changes?		Y	3	3	3	3	A little clunky. Still working on it. More information to come.
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	A little clunky. Still working on it. More information to come.
1600 or Inquiry	Provide any suggestions you have on how search could work better for you?							
M A N A G E M E N T								
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)					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
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.						



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		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
<b>A U D I T</b>							
402	Print each type of audit report using various insider/employee type code and due diligence flag selections. Verify reports .	N					Not tested yet.
402	Print the teller audit key review using different selections for audit keys. Verify the report.	N					Not tested yet.
<b>B A C K   O F F I C E</b>							
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					Not tested yet.
<b>S E C U R I T Y   A D M I N I S T R A T O R</b>							
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)					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	4	3	2	1							
		N/A	Extremely	Very	Somewhat	Slightly	Not at all						
D A T A B A S E   A D M I N I S T R A T O R													
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									Not tested yet.	
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.		N									Not tested yet.	
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									Not tested yet.	
1695	Once you have your profiles set, run individual members against the profile to see results.		N									Not tested yet.	
G E N E R A L   C O M M E N T S													
Sorry we have not tested as much yet. We are also trying to deal with some ItsMe247 deployment issues and staff training that has delayed our Beta testing. More to some soon.													