

Beta Test Checklist

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



Credit Union Name: County-City Credit Union

Primary Contact Name: Beth A. Krahn

Primary Contact Phone Number: (920) 674-5542

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/ 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>
L E N D I N G							
Home Page Preferences	Have some of your staff members that work in loan apps change the screen size on their workstations to Large for the beta period	Y	5	3	3	3	Larger screen was helpful to read information, however, we found it was a little too large to fit on our smaller monitors (bottom toolbar buttons couldn't be accessed)
2	Have employees with favorites set to the large size do their normal work through the loan application queue. Verify that the screens are showing in large and functioning as expected. This would include screens in the loan app flow as well as those that are called from this process in other areas.	Y	5	3	3	2	[see comment above]
706	If possible, add a new purpose code using at least one alpha character and use it for new loans. Verify that this shows on any screens and reports where you might refer to a purpose code	Y	5	5	3	3	Alpha-numeric code addition, use, and display on reports worked without issue. We would only need to use if/when we run out of numeric purpose codes.

Tool

Task

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

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2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?
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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? 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
785	If possible, add a new security code using at least one alpha character and use it for new loans. Verify that this displays on any screens and reports where you might refer to a security code	Y	5	5	3	3	Alpha-numeric code addition, use, and display on reports worked without issue. We would only need to use if/when we run out of numeric security codes.
Online Shared Secured loans	If you want to associate a loan agreement with the Share secured product, work with LenderVP/Imaging to configure the form.	N					Loan note and forms from our LOS are dynamic forms. We do not have access to static forms we could program into CUA.
777	Create a unique share DIVAPL to test the share secured online loan functionality.	Y	4	5	2	1	Worked great. We are not able to program note & disclosures from our LOS into CUA, so unlikely to allow members to process a loan before docs are signed/provided.
777	Enable share secured lending with new unique share product. Associate the share with an applicable term loan product, interest rate margin, fee and/or form if configured with Lender VP/Imaging	Y	3	4	2	1	Took a bit to determine proper info to enter into secured loan parameter fields w/o access to a help menu from "i" link. Some CU's may have a floor rate that can't currently be integrated (ie: share rate + 2%, with a minimum floor rate of 2.5%)
CU Publisher	Activate the new option in CU Publisher so it will be visible in It's Me 247	Y	5	5	2	1	Worked great. Our CU is just unlikely to use share secured online loans due to loan form compatibility issue.
It's Me 247	Employees, Board members, or another controlled test group open new unique share accounts and confirm that Online Share Secured Lending can be selected. Confirm that they can designate their loan amount and term and that these are within the limits of the Share and Loan Product. Confirm that the loan is created, and the share funds secured. If a form was associated with the share secured online loan confirm that form is presented, and no funds disbursed until the e-sign process is completed	Y	5	5	2	2	Quick and easy, with set limits followed. If we had forms on CUA for e-sign, we would have no concerns activating this option for members.

Tool

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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	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
		Y/N	1-5	1-5	1-5	1-5	
1006	If you have any loans to write-off or charge-off, enter any data you have for new data field for judgement amount, recovery amount, total collection expense and total fines/fees.	N					We will complete this beta testing item after pending charge-offs are approved by our Board 04/27/22.
1030	If possible, enter any of the new data listed above (judgement amount, recovery amount, total collection expense and total fines/fees for any existing write-offs or charge-offs.	Y	5	3	5	5	Nice to have this information if member comes to pay write off. Suggest adding member name and daily int accrual amount to screen. In test scenario: Insurance Field indicated Y, but member did not have insurance. 'Rate at write-off' and 'Int due at write-off' did not populate (and couldn't be manually entered). Int accrued since write-off was less than manually calculated. Could an "unlock" button allow entry/correction of other fields?
1030	Add comments to a written off or charged off loan.	Y	5	3	3	4	Loan team wondered (1) if comments could show somewhere on the inquiry screen rather than have to drill down to find them? (2) Are these comments permanent?
1030, Inquiry option	Verify the data on any written off loan. This can be done using tool 1030 or inquiry, select the written off loan, then choose Loan Written Off (under the member's name) and Write-off history	Y	3	3	4	4	The data will be great to have. It is not the most convenient to get to (Needing to use a tool, or know where to look on Inquiry).
1030 and 1006	Update your screen size in your preference to large or extra large before entering these tools. Verify the display of data in all three sizes.	Y	4	3	3	4	It is nice to be able to enlarge these screens. On large monitors I had no problem with the large or Xlarge. However on a smaller monitor some of the screen was cutoff and could not access them. Like the File button or the X in right corner.

Tool

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Did you complete the task?
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1-5

Comments/ Explanation of Rating

T E L L E R / M E M B E R S E R V I C E

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
Inquiry or Phone, Name/Address maintenance	Find a member that has a longer last name than allowed in the regular field, and add, change, or view the long last name field from the name/address screen. This is a new access point for maintenance	Y	5	5	5	4	New access point is easy to use, fast and efficient.
15 (or 3)	Review the third screen in the membership maintenance option and verify that the online banking promo code is available for input. This has been opened to allow corrections as needed, but there is no need for you to do any maintenance on these unless you have reason to.	Y	5	4	2	2	Verified available for input on personal accounts. Not currently available on Organization accounts (presume intentionally). Our CU does not currently use online banking promo codes.
1600	For any membership designation configured to not allow the primary member to be accessed in Currently Serving, please verify a few accounts in Xpress teller to confirm that the names in the currently serving window are accurately displayed based on what the membership designation allows.	Y	5	5	5	4	Really like this! Our CU needs to do some clean-up of old accounts to ensure guardians/custodians are properly entered as joint owner records (and not comments) or else tellers are unable to perform any transactions on the account.
1	For any membership designation configured to not allow the primary member to be accessed in Currently Serving, please verify a few accounts in teller to confirm that the names in the currently serving window are accurately displayed based on what the membership designation allows.	Y	5	5	5	4	(Same comment as above)
1600	Process transactions using Xpress teller after setting teller limits for specific tellers. Verify that the incoming and outgoing limits are honored in Xpress teller. Use a secondary approver to verify that the transaction moves forward correctly.	Y	5	5	3	3	Worked as configured. Could see using this for new employees in training. Limits are not necessary for our current employees, and would be viewed as an inconvenience.

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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? 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	Review multiple accounts from Xpress teller using the new Recent Contacts button. If possible, add a new tracker to the account and verify that it will now come into the display.	Y	5	1	4	4	Currently having trouble getting some of our tracker types to appear, but should be fixed with next beta update. Would like to have a scroll down button to view more than just the first few.
M A N A G E M E N T							
523	If you have any custodial accounts where the primary member should not do transactions, use the new feature in those membership designations to not allow the primary member to access via Teller "Currently Serving." Once configured, have your tellers verify that the primary member is no longer in the selection window as an option.	Y	5	5	5	4	Worked as configured.
1096	Set up sweep relationships for a group of employees, board members or another controlled test group.	Y	5	4	3	3	Easy to set up. Processed as configured in all test scenarios, including between memberships. Two suggestions: (1) an option to sweep back the same amount that was swept in. (2) Blocking staff from setting up sweeps to their own accounts to minimize fraud risk.
1096	Monitor EOD and BOD for PMAXEFR reports for any reported exceptions. Review dividend accruals for the designated investment account.	Y	5	5	5	3	Verified reports generated at EOD / BOD. Had no exceptions during test period. Dividend accruals appear accurate. Unsure if we will offer investments sweeps at this time.

Tool

Task

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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/ Explanation of Rating
		Y/N	1-5	1-5	1-5	1-5	
1096	After Sweep Relationships established and processed confirm that the actions in dashboard are functional (View relationship, Inquiry of Operating Account, Inquiry of Investment Account, Sweep activity)	Y	5	5	5	3	All actions worked properly when selected and used. Unsure if we will offer investment sweeps at this time.
1775	Check the 'Activate transaction limits' box on the third screen in Xpress teller Workflow Controls for at least one branch. Use at least temporarily in more branches if possible.	Y	5	5	5	3	Worked perfect. May consider using for new hires in training to ensure proper monitoring and oversight.
327	Go into the employee profile for tellers and set up incoming and outgoing limits for specific employees. Work with them so that they can verify the functionality in Xpress teller.	Y	5	5	5	3	(See comment above)
267	Set up at least one of your call configurations for phone wrap-up codes to use standard note content with no edit available. Have the call center use this code and verify that the information is written appropriate to trackers. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	Y	5	5	5	3	Very Quick. Not currently using phone wrap up trackers, but may begin if Recent Trackers become easily visible to tellers in both Xpress Teller (as we're testing now) and regular teller.
267	Set up at least one of your call configurations for phone wrap-up codes to use standard note content and allow the user to edit the content. Have the call center use this code, edit or append the information and verify that the information is written appropriate to trackers. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	Y	5	4	5	3	Like flexibility to edit/append message. Not as convenient as "no edit" option since follow-up screen appears & defaults to required even though "Activate the follow-up flag" box isn't checked for tracker type. Can see why some CUs may want, though.

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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? 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
267	Set up at least one of your call configurations for phone wrap-up codes to not use trackers. Have the call center use this code and verify that no tracker information is requested. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	Y	5	5	5	3	Worked as intended.
B A C K O F F I C E							
687	Please run a subsidiary Trial Balance report using the new sort by branch feature. Verify the results on the report.	Y	5	5	1	1	Verified report data was accurate. We only have one branch, though.
687	Please set up a subsidiary Trial Balance report using the new sort by branch feature and set it up to run through the automated reports. Verify the report on the day set to run and verify the results.	Y	5	5	1	1	Ran as scheduled and data was accurate. We only have one branch, though.
D A T A B A S E A D M I N I S T R T O R							
1025	Check out the new Merchant Group Code Dashboard. Try to use all the functionality in the dashboard (toggles, analysis, export, etc.) and review the data showing for your members	Y	4	4	4	4	All functions worked, and data appears accurate.

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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?
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? 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
1101	Check out the new Card Optics Lite dashboard. Try to use all the functionality (analysis, export, member connect, etc.) and review the data for your members	Y					Was not originally able to see data on main screen at first. Issue has now been resolved, and we will test in coming weeks.
	Color Member ID Scanning for Enhanced Online Clients	Y	5	5	5	5	Worked well. Like having color ID images on file.
	eReceipts & eDocs available in online banking						Beginning testing now

Rate each item on a scale of 1-5.
(5 = highest, 1 = lowest)

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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/ Explanation of Rating

GENERAL COMMENTS

Beta Test Checklist

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



Credit Union Name: FOCUS

Primary Contact Name: Dean Wilson

Primary Contact Phone Number: 262-437-1280

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
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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/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>
L E N D I N G							
Home Page Preferences	Have some of your staff members that work in loan apps change the screen size on their workstations to Large for the beta period	Y	5	4	4	5	The only complaint was the lack of font consistency....but otherwise great.
2	Have employees with favorites set to the large size do their normal work through the loan application queue. Verify that the screens are showing in large and functioning as expected. This would include screens in the loan app flow as well as those that are called from this process in other areas.	Y	5	5	5	5	
706	If possible, add a new purpose code using at least one alpha character and use it for new loans. Verify that this shows on any screens and reports where you might refer to a purpose code	N					Unfortunately we just did a complete portfolio redo of purpose codes at the end of March to get our Aires files squared away.

Rate each item on a scale of 1-5.

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How easy was the task?

Are you satisfied with the results you received?

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Comments/
Explanation of Rating

Tool

Task

Y/N

1-5

1-5

1-5

1-5

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		Y/N	1-5	1-5	1-5	1-5	
785	If possible, add a new security code using at least one alpha character and use it for new loans. Verify that this displays on any screens and reports where you might refer to a security code	N					Just wasn't one we were able to get to as we worked things through our Aires files reorg.
Online Shared Secured loans	If you want to associate a loan agreement with the Share secured product, work with LenderVP/Imaging to configure the form.	Y?	4	4	4	4	Still waiting to hear back that the pledge shows up on the loan form
777	Create a unique share DIVAPL to test the share secured online loan functionality.	N	5	5	5	5	We used existing DIVAPL's to test and successfully tested in itsme and mobile
777	Enable share secured lending with new unique share product. Associate the share with an applicable term loan product, interest rate margin, fee and/or form if configured with Lender VP/Imaging	N	5	5	5	5	See above
CU Publisher	Activate the new option in CU Publisher so it will be visible in It's Me 247	Y	5	5	5	5	This should be something that is mentioned in the doc/product offering as we weren't aware
It's Me 247	Employees, Board members, or another controlled test group open new unique share accounts and confirm that Online Share Secured Lending can be selected. Confirm that they can designate their loan amount and term and that these are within the limits of the Share and Loan Product. Confirm that the loan is created, and the share funds secured. If a form was associated with the share secured online loan confirm that form is presented, and no funds disbursed until the e-sign process is completed	N	5	5	5	5	We used existing DIVAPL's to test and successfully tested in itsme and mobile

Rate each item on a scale of 1-5.

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		Y/N	1-5	1-5	1-5	1-5	
1006	If you have any loans to write-off or charge-off, enter any data you have for new data field for judgement amount, recovery amount, total collection expense and total fines/fees.	N					Unfortunately this month we have zero loans for charge off. However I did research recently charged off loans and it seems to be providing that information
1030	If possible, enter any of the new data listed above (judgement amount, recovery amount, total collection expense and total fines/fees for any existing write-offs or charge-offs.	N					
1030	Add comments to a written off or charged off loan.	Y	5	1	1	1	Not sure where these comments are displayed...as the test account which was charged off prior to beta did not seem to update on account comments???
1030, Inquiry option	Verify the data on any written off loan. This can be done using tool 1030 or inquiry, select the written off loan, then choose Loan Written Off (under the member's name) and Write-off history	Y	5	5	5	5	This will eb a huge help in the future as we chase folks down and post recoveries or seek documentation for judgments
1030 and 1006	Update your screen size in your preference to large or extra large before entering these tools. Verify the display of data in all three sizes.	Y	5	5	5	5	
T E L L E R / M E M B E R S E R V I C E							
Inquiry or Phone, Name/Address maintenance	Find a member that has a longer last name than allowed in the regular field, and add, change, or view the long last name field from the name/address screen. This is a new access point for maintenance	Y	5	5	5	5	This is helpful tool for folks with hyphenated names as well. However it seems odd one couldn't have this added during account creation?

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1-5

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How likely are you to perform the task after beta?
1-5

**Comments/
Explanation of Rating**

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
15 (or 3)	Review the third screen in the membership maintenance option and verify that the online banking promo code is available for input. This has been opened to allow corrections as needed, but there is no need for you to do any maintenance on these unless you have reason to.	N					
1600	For any membership designation configured to not allow the primary member to be accessed in Currently Serving, please verify a few accounts in Xpress teller to confirm that the names in the currently serving window are accurately displayed based on what the membership designation allows.	N					We don't use the Xpress Teller option
1	For any membership designation configured to not allow the primary member to be accessed in Currently Serving, please verify a few accounts in teller to confirm that the names in the currently serving window are accurately displayed based on what the membership designation allows.	Y	5	5	5	5	Works well for our Rep Payee Accounts as well.
1600	Process transactions using Xpress teller after setting teller limits for specific tellers. Verify that the incoming and outgoing limits are honored in Xpress teller. Use a secondary approver to verify that the transaction moves forward correctly.	N					We don't use the Xpress Teller option
1600	Review multiple accounts from Xpress teller using the new Recent Contacts button. If possible, add a new tracker to the account and verify that it will now come into the display.	N					We don't use the Xpress Teller option

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Tool

Task

Y/N

1-5

1-5

1-5

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M A N A G E M E N T							
523	If you have any custodial accounts where the primary member should not do transactions, use the new feature in those membership designations to not allow the primary member to access via Teller "Currently Serving." Once configured, have your tellers verify that the primary member is no longer in the selection window as an option.	Y	5	5	5	5	So helpful on our weird Wisconsin UTMA (custodial accounts)
1096	Set up sweep relationships for a group of employees, board members or another controlled test group.	N					
1096	Monitor EOD and BOD for PMAXEFR reports for any reported exceptions. Review dividend accruals for the designated investment account.	N					
1096	After Sweep Relationships established and processed confirm that the actions in dashboard are functional (View relationship, Inquiry of Operating Account, Inquiry of Investment Account, Sweep activity)	N					

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Task

Rate each item on a scale of 1-5.

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How helpful will the task be to staff?
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How likely are you to perform the task after beta?
1-5

**Comments/
Explanation of Rating**

1775	Check the 'Activate transaction limits' box on the third screen in Xpress teller Workflow Controls for at least one branch. Use at least temporarily in more branches if possible.	N					We don't use the Xpress Teller option
327	Go into the employee profile for tellers and set up incoming and outgoing limits for specific employees. Work with them so that they can verify the functionality in Xpress teller.	N					We don't use the Xpress Teller option
267	Set up at least one of your call configurations for phone wrap-up codes to use standard note content with no edit available. Have the call center use this code and verify that the information is written appropriate to trackers. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	N					No call center
267	Set up at least one of your call configurations for phone wrap-up codes to use standard note content and allow the user to edit the content. Have the call center use this code, edit or append the information and verify that the information is written appropriate to trackers. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	N					No call center
267	Set up at least one of your call configurations for phone wrap-up codes to not use trackers. Have the call center use this code and verify that no tracker information is requested. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	N					No call center

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? 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
687	Please run a subsidiary Trial Balance report using the new sort by branch feature. Verify the results on the report.	Y	5	5	4	3	
687	Please set up a subsidiary Trial Balance report using the new sort by branch feature and set it up to run through the automated reports. Verify the report on the day set to run and verify the results.	N					
D A T A B A S E A D M I N I S T R T O R							
1025	Check out the new Merchant Group Code Dashboard. Try to use all the functionality in the dashboard (toggles, analysis, export, etc.) and review the data showing for your members	Y	5	4	3	2	Although a nice tool certainly more narrow in scope by the design. Might be used for annual information.
1101	Check out the new Card Optics Lite dashboard. Try to use all the functionality (analysis, export, member connect, etc.) and review the data for your members	Y	5	5	5	5	Wow!! Limitless opportunities here, great stuff

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/ Explanation of Rating

Rate each item on a scale of 1-5.
(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

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/ Explanation of Rating

GENERAL COMMENTS

Beta Test Checklist

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



Credit Union Name: Materion Federal Credit Union

Primary Contact Name: Annette Wilson

Primary Contact Phone Number: 419-862-4115

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/ 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>
L E N D I N G							
Home Page Preferences	Have some of your staff members that work in loan apps change the screen size on their workstations to Large for the beta period	Y	5	3	3	2	Staff liked some of the features of the large screen but did not like other features of the update. *See Below
2	Have employees with favorites set to the large size do their normal work through the loan application queue. Verify that the screens are showing in large and functioning as expected. This would include screens in the loan app flow as well as those that are called from this process in other areas.	Y	3	1	1	1	Loan Officer main issue was didn't care for placement of some of the fields, although she felt she could get used to that. But the Credit Reports were not aligned very well for her.
706	If possible, add a new purpose code using at least one alpha character and use it for new loans. Verify that this shows on any screens and reports where you might refer to a purpose code	N					

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? 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
785	If possible, add a new security code using at least one alpha character and use it for new loans. Verify that this displays on any screens and reports where you might refer to a security code	N					
Online Shared Secured loans	If you want to associate a loan agreement with the Share secured product, work with LenderVP/Imaging to configure the form.	NA					
777	Create a unique share DIVAPL to test the share secured online loan functionality.	NA					
777	Enable share secured lending with new unique share product. Associate the share with an applicable term loan product, interest rate margin, fee and/or form if configured with Lender VP/Imaging	NA					
CU Publisher	Activate the new option in CU Publisher so it will be visible in It's Me 247	NA					
It's Me 247	Employees, Board members, or another controlled test group open new unique share accounts and confirm that Online Share Secured Lending can be selected. Confirm that they can designate their loan amount and term and that these are within the limits of the Share and Loan Product. Confirm that the loan is created, and the share funds secured. If a form was associated with the share secured online loan confirm that form is presented, and no funds disbursed until the e-sign process is completed	NA					

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

Tool	Task	Did you complete the task?	How easy was the task?	Are you satisfied with the results you received?	How helpful will the task be to staff?	How likely are you to perform the task after beta?	Comments/ Explanation of Rating
		Y/N	1-5	1-5	1-5	1-5	
1006	If you have any loans to write-off or charge-off, enter any data you have for new data field for judgement amount, recovery amount, total collection expense and total fines/fees.	N				5	We have not gotten a loan to write off so have not used this yet. Loan manager did look at the tool and liked how it looked.
1030	If possible, enter any of the new data listed above (judgement amount, recovery amount, total collection expense and total fines/fees for any existing write-offs or charge-offs.	N					Loan manager looked at the tool and liked that fact she can add information when needed.
1030	Add comments to a written off or charged off loan.	Y	5	5	5	5	Loan manager liked that she could add comments to refer too going forward
1030, Inquiry option	Verify the data on any written off loan. This can be done using tool 1030 or inquiry, select the written off loan, then choose Loan Written Off (under the member's name) and Write-off history	Y	5	5	5	5	Liked the way the tool worked and looked
1030 and 1006	Update your screen size in your preference to large or extra large before entering these tools. Verify the display of data in all three sizes.	Y	5	2	Na	3	Tool 1030 only works with the large screen size
T E L L E R / M E M B E R S E R V I C E							
Inquiry or Phone, Name/Address maintenance	Find a member that has a longer last name than allowed in the regular field, and add, change, or view the long last name field from the name/address screen. This is a new access point for maintenance	Y	5	5	5	5	It is nice to be able to see the entire name without getting out of the account or finding the account card

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? 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
15 (or 3)	Review the third screen in the membership maintenance option and verify that the online banking promo code is available for input. This has been opened to allow corrections as needed, but there is no need for you to do any maintenance on these unless you have reason to.	na					
1600	For any membership designation configured to not allow the primary member to be accessed in Currently Serving, please verify a few accounts in Xpress teller to confirm that the names in the currently serving window are accurately displayed based on what the membership designation allows.	Y	5	5	5	5	Worked perfectly
1	For any membership designation configured to not allow the primary member to be accessed in Currently Serving, please verify a few accounts in teller to confirm that the names in the currently serving window are accurately displayed based on what the membership designation allows.	Y	5	5	5	5	Worked as expected
1600	Process transactions using Xpress teller after setting teller limits for specific tellers. Verify that the incoming and outgoing limits are honored in Xpress teller. Use a secondary approver to verify that the transaction moves forward correctly.	Y	5	5	5	5	Once we figured out you have to hit enter before you hit update the tool worked perfectly. But if you MUST hit enter to get the limit to update.
1600	Review multiple accounts from Xpress teller using the new Recent Contacts button. If possible, add a new tracker to the account and verify that it will now come into the display.	Y	5	5	3	5	Information is at your fingertips and easy to use.

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? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
M A N A G E M E N T							
523	If you have any custodial accounts where the primary member should not do transactions, use the new feature in those membership designations to not allow the primary member to access via Teller "Currently Serving." Once configured, have your tellers verify that the primary member is no longer in the selection window as an option.	NA					
1096	Set up sweep relationships for a group of employees, board members or another controlled test group.	NA					
1096	Monitor EOD and BOD for PMAXEFR reports for any reported exceptions. Review dividend accruals for the designated investment account.	NA					
1096	After Sweep Relationships established and processed confirm that the actions in dashboard are functional (View relationship, Inquiry of Operating Account, Inquiry of Investment Account, Sweep activity)	NA					

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/ Explanation of Rating
		Y/N	1-5	1-5	1-5	1-5	
1775	Check the 'Activate transaction limits' box on the third screen in Xpress teller Workflow Controls for at least one branch. Use at least temporarily in more branches if possible.	Y	5	5	5	5	Worked as expected with no trouble.
327	Go into the employee profile for tellers and set up incoming and outgoing limits for specific employees. Work with them so that they can verify the functionality in Xpress teller.	Y	5	5	5	5	Once we figured out you have to hit enter before you hit update the tool worked perfectly. But if you MUST hit enter to get the limit to update.
267	Set up at least one of your call configurations for phone wrap-up codes to use standard note content with no edit available. Have the call center use this code and verify that the information is written appropriate to trackers. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	NA					
267	Set up at least one of your call configurations for phone wrap-up codes to use standard note content and allow the user to edit the content. Have the call center use this code, edit or append the information and verify that the information is written appropriate to trackers. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	NA					
267	Set up at least one of your call configurations for phone wrap-up codes to not use trackers. Have the call center use this code and verify that no tracker information is requested. If you do not want this permanently, you can set up a new code for temporary use only to verify the functionality.	NA					

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? 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
687	Please run a subsidiary Trial Balance report using the new sort by branch feature. Verify the results on the report.	Y	5	3	3	3	We only have one branch so there wasn't any difference really.
687	Please set up a subsidiary Trial Balance report using the new sort by branch feature and set it up to run through the automated reports. Verify the report on the day set to run and verify the results.	Y	5	3	3	3	Deleted it after it ran due to we only have one branch. But it ran without issue.
D A T A B A S E A D M I N I S T R T O R							
1025	Check out the new Merchant Group Code Dashboard. Try to use all the functionality in the dashboard (toggles, analysis, export, etc.) and review the data showing for your members	Y	5	5	3	3	Might be helpful once I get a chance to really dive into it and figure out all the aspects of it
1101	Check out the new Card Optics Lite dashboard. Try to use all the functionality (analysis, export, member connect, etc.) and review the data for your members	Y	5	5	3	3	Might be helpful once I get a chance to really dive into it and figure out all the aspects of 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

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? 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
	Loan Application Request- Debt protection showing on screen but showing no even if there is disability. Turned over to Quality Control and it is being looked into.						
	Using Large Screens in Gold	Y	2	2	2	2	Staff did not like how the screens jump from large to standard. Says it hurts their eyes for it to change like that when going in and out of tools.
	Running some month end reports and some tools had errors but was fixed when turned over to Quality Control.						

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/ Explanation of Rating

GENERAL COMMENTS