Beta Test Checklist

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

Credit Union Name:

Primary Contact Name:

Primary Contact Phone Number:

County-City Credit Union

Beth A. Krahn

(920) 674-5542

Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) Thank you for helping us test the software improvements of release 22.05!

| | | N/A Not applicable | 1714 | | 1 3 | 1 3 | 1 3 | |
|------------|--------|--------------------|-------|-----------|------------------|------------------|--------------------|------------------------------|
| Tool | Task | N/A Not applicable | Y/N | 1-5 | 1-5 | 1-5 | 1-5 | Explanation of Rating |
| T 1 | T = 11 | 1 Not at all | □ □ ⇒ | I = | 4 3 % | I ≥ ₽ | T to to | Forder of the Continue |
| | | 2 Slightly | Did y | ow e t | re y | ow ill t | ow o pe | Comments/ |
| | | 3 Somewhat | /ou | ea | ê t o | he the aff | like | Commonts |
| | | 4 Very | S ~: | S | sa. e re | lpfe tas | ely orm er k | |
| | | 5 Extremely | dw | was | tisfi sul | 크 쏬 O | are tho beta | |

| Sample tool | Sample task | Υ | 3 | 2 | 4 | 5 | This feature will really make processing much easier for tellers. |
|--------------------------|---|---|---|---|---|---|---|
| LENDING | | | | | | | |
| 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 | Υ | 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 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable | Did you completethe task? | T How easy was the task? | Are you satisfied Unity with the results You received? | How helpful G will the task be to staff? | How likely are you to perform the task after beta? | Comments/ Explanation of Rating |
|--------------------------------|---|---|--|--------------------------|--|--|--|---|
| 785 | | code using at least one alpha pans. Verify that this displays on any u 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 | · · · · · · · · · · · · · · · · · · · | agreement with the Share secured 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 functionality. | to test the share secured online loan | Υ | 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 | Associate the share with an ap | with new unique share product. plicable term loan product, interest f configured with Lender VP/Imaging | Υ | 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 Me 247 | Publisher so it will be visible in It's | Υ | 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 | new unique share accounts an Lending can be selected. Confi amount and term and that the and Loan Product. Confirm t funds secured. If a form was a | or another controlled test group open d confirm that Online Share Secured rm that they can designate their loan ase are within the limits of the Share that the loan is created, and the share associated with the share secured is presented, and no funds disbursed pleted | Υ | 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 1006 | | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Z | How easy was the task? | Are you satisfied Ly with the results you received? | How helpful ن will the task be to staff? | How likely are you contain the task after beta? | Comments/ Explanation of Rating 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 ne amount, recovery amount, tot fines/fees for any existing writ | | 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 | 1030 or inquiry, select the writ | off loan. This can be done using tool ten off loan, then choose Loan er'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 | | r preference to large or extra large crify the display of data in all three | 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 | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Did you completethe task? | ال How easy was ال the task? | Are you satisfied you received? | How helpful G- will the task be to staff? | How likely are you ch to perform the task after beta? | Comments/ Explanation of Rating |
|--|--|--|--|---------------------------------|----------------------------------|---|---|---|
| TELLER/M | EMBER SERVIC | E | | | | | | |
| Inquiry or Phone, Name/Address maintenance | _ | er last name than allowed in the or view the long last name field from s is a new access point for | Υ | 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. | | | 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. | | | 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 | | d in Currently Serving, please verify a m that the names in the currently displayed based on what the | Y | 5 | 5 | 5 | 4 | (Same comment as above) |
| 1600 | specific tellers. Verify that the | ess teller after setting teller limits for incoming and outgoing limits are secondary approver to verify that correctly. | Υ | 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. |

Rate each item on a scale of 1-5.

| Tool 1600 | Contacts button. If possible, verify that it will now come in | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | A Did you complete Z the task? | 2 T How easy was 5 the task? | الم Are you satisfied الم | How helpful 1. | How likely are you to perform the task after beta? | Comments/ Explanation of Rating 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 | If you have any custodial accessorial not do transactions, under the membership designations to access via Teller "Currently So | ounts where the primary member se the new feature in those not allow the primary member to erving." Once configured, have your member is no longer in the selection | Υ | 5 | 5 | 5 | 4 | Worked as configured. |
| 1096 | Set up sweep relationships for members or another controll | or a group of employees, board ed test group. | Υ | 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 | | MAXEXFR reports for any reported accruals for the designated investment | 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 | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Sid you completethe task? | T How easy was G the task? | Are you satisfied G. with the results you received? | How helpful G-1 will the task be to staff? | How likely are you G to perform the task after beta? | Comments/ Explanation of Rating |
|------|---|--|--|-------------------------------|---|--|--|---|
| 1096 | the actions in dashboard are f | ablished and processed confirm that unctional (View relationship, Inquiry of Investment Account, Sweep | Υ | 5 | 5 | 5 | 3 | All actions worked properly when selected and used. Unsure if we will offer investment sweeps at this time. |
| 1775 | | n limits' box on the third screen in ols for at least one branch. Use at least if possible. | Υ | 5 | 5 | 5 | 3 | Worked perfect. May consider using for new hires in training to ensure proper monitoring and oversight. |
| 327 | 1 | for tellers and set up incoming and ployees. Work with them so that they Xpress teller. | Υ | 5 | 5 | 5 | 3 | (See comment above) |
| 267 | codes to use standard note co call center use this code and v | I configurations for phone wrap-up ntent with no edit available. Have the erify that the information is written do not want this permanently, you porary use only to verify the | Υ | 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 | codes to use standard note co content. Have the call center u information and verify that the | configurations for phone wrap-up intent and allow the user to edit the use this code, edit or append the e information is written appropriate this permanently, you can set up a only to verify the functionality. | Υ | 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. |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Did you completethe task? | L How easy was G the task? | Are you satisfied G. with the results you received? | How helpful نام will the task be to staff? | How likely are you character to perform the task after beta? | 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. | | | 5 | 5 | 5 | 3 | Worked as intended. |
| BACK OFF | CE | | | | | | | |
| 687 | Please run a subsidiary Trial Balance report using the new sort by branch feature. Verify the results on the report. | | | 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. | | | 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 | ADMINISTRTOR | | | | | | | |
| 1025 | Check out the new Merchant Gro the functionality in the dashboard and review the data showing for y | | Υ | 4 | 4 | 4 | 4 | All functions worked, and data appears accurate. |

| 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 | Sid you completethe task? | How easy was the task? | Are you satisfied Control Cont | How helpful G will the task be to staff? | How likely are you '1' to perform the task after beta? | Comments/ Explanation of Rating |
|------|--------------------------------|---|--|---------------------------|--|--|--|---|
| 1101 | = | s Lite dashboard. Try to use all the member connect, etc.) and review | 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 |
| | | | | | | | | |
| | | | | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Did you completethe task? | How easy was the task? | Are you satisfied you received? | How helpful C, will the task be to staff? | How likely are you ن to perform the task after beta? | Comments/ Explanation of Rating |
|---------|-----------------|--|--|------------------------|----------------------------------|---|--|---------------------------------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| GENERAL | 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.

FOCUS Credit Union Name: **Dean Wilson** Primary Contact Name: 262-437-1280 Primary Contact Phone Number:

Rate each item on a scale of 1-5.

Thank you for helping us test the software improvements of release 22.05!

| | | | 5 = highest, 1 = lowest) | ete | | ied | a | you e a? | |
|------|------|-----|--------------------------|-------|-------------|--------------|------------------|--------------------|------------------------------|
| | | 5 | Extremely | E | Nas | tisfi sul | = % 0 | are tho | |
| | | 4 | Very | S ~ | S <: | e re e re | Ipfi tas | ely orm er k | |
| | | 3 | Somewhat | /ou | ea | ğ ‡ ğ | he the aff | erfc aft | Comments/ |
| | | 2 | Slightly | — jed | low he t | ith ou | low vill i | low o pe ask | Comments |
| Tool | Task | 1 | Not at all | | ΙÞ | ∢ > > | ISE | TSS | Explanation of Rating |
| 1001 | Iask | N/A | Not applicable | Y/N | 1-5 | 1-5 | 1-5 | 1-5 | Explanation of Nathing |

| Sample tool | Sample task | Υ | 3 | 2 | 4 | 5 | This feature will really make processing much easier for tellers. |
|--------------------------|---|---|---|---|---|---|---|
| LENDING | | | | | | | |
| 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 | Υ | 5 | 4 | 4 | 5 | The only complaint was the lack of font consistencybut 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. |

| 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 completethe task? | The How easy was the task? | Are you satisfied With the results you received? | How helpful Gwill the task be to staff? | How likely are you to perform the task after beta? | Comments/ Explanation of Rating |
|--------------------------------|---|---|--|----------------------------|--|---|---|--|
| 785 | | code using at least one alpha ans. Verify that this displays on any I 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. | | | 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. | | | 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 | | | 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 | | Υ | 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 | new unique share accounts an Lending can be selected. Confir amount and term and that the and Loan Product. Confirm t funds secured. If a form was as | r another controlled test group open d confirm that Online Share Secured rm that they can designate their loan se are within the limits of the Share hat the loan is created, and the share ssociated with the share secured is presented, and no funds disbursed pleted | N | 5 | 5 | 5 | 5 | We used existing DIVAPL's to test and successfully tested in itsme and mobile |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Did you completethe task? | How easy was the task? | Are you satisfied The with the results you received? | How helpful | How likely are you Ut to perform the task after beta? | Comments/ Explanation of Rating |
|---|--|--|--|---------------------------|---|-------------|---|---|
| 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. | | | | | | | 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. | | | | | | | |
| 1030 | Add comments to a written off or charged off loan. | | | 5 | 1 | 1 | 1 | Not sure where these comments are displayedas 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 | | Υ | 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. | | | 5 | 5 | 5 | 5 | |
| T E L L E R / M Inquiry or Phone, Name/Address maintenance | E M B E R S E R V I C E 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? |

| Tool | | te each item on a scale of 1-5. (5 = highest, 1 = lowest) Extremely Very Somewhat Slightly Not at all Not applicable | ✓ Did you complete ✓ the task? | How easy was ن the task? | Are you satisfied Units with the results you received? | How helpful G will the task be to staff? | How likely are you to perform the task after beta? | Comments/ Explanation of Rating |
|-----------|--|---|--------------------------------|-----------------------------|--|--|--|--|
| 15 (or 3) | Review the third screen in the mem and verify that the online banking p This has been opened to allow corre no need for you to do any maintena reason to. | romo code is available for input. ections as needed, but there is | N | | | | | |
| 1600 | For any membership designation co primary member to be accessed in C few accounts in Xpress teller to conf currently serving window are accura the membership designation allows | Currently Serving, please verify a firm that the names in the ately displayed based on what | N | | | | | We don't use the Xpress Teller option |
| 1 | For any membership designation co primary member to be accessed in 6 few accounts in teller to confirm that serving window are accurately displaymembership designation allows. | Currently Serving, please verify a at the names in the currently | Υ | 5 | 5 | 5 | 5 | Works well for our Rep Payee Accounts as well. |
| 1600 | Process transactions using Xpress te specific tellers. Verify that the incon honored in Xpress teller. Use a seco the transaction moves forward corre | ning and outgoing limits are ndary approver to verify that | N | | | | | We don't use the Xpress Teller option |
| 1600 | Review multiple accounts from Xpre Contacts button. If possible, add a n verify that it will now come into the | ew tracker to the account and | N | | | | | We don't use the Xpress Teller option |

| 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? | - How easy was - the task? | Are you satisfied C with the results you received? | How helpful | How likely are you 1- 1- 1- 1- 1- 1- 1- 1- 1- 1- 1- 1- 1- | Comments/ Explanation of Rating |
|---------|---|---|----------------------------|-------------------------------|--|-----------------|--|---|
| MANAGEM | ENT | | | | | | | |
| 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. | | Υ | 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 | | AXEXFR reports for any reported cruals for the designated investment | N | | | | | |
| 1096 | | blished and processed confirm that inctional (View relationship, Inquiry of Investment Account, Sweep | N | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Did you completethe task? | ال How easy was ال the task? | Are you satisfied G. with the results you received? | How helpful G will the task be to staff? | How likely are you '1 to perform the task after beta? | Comments/ Explanation of Rating |
|----------------------|---|--|--|---------------------------------|---|--|---|---------------------------------------|
| 1775 | | n limits' box on the third screen in Is for at least one branch. Use at least if possible. | N | | | | | We don't use the Xpress Teller option |
| 327 | | or tellers and set up incoming and ployees. Work with them so that they (press teller. | N | | | | | We don't use the Xpress Teller option |
| 267 | codes to use standard note co- call center use this code and ve | configurations for phone wrap-up ntent with no edit available. Have the erify that the information is written do not want this permanently, you porary use only to verify the | N | | | | | No call center |
| 267 | codes to use standard note co- content. Have the call center u information and verify that the | configurations for phone wrap-up neent and allow the user to edit the use this code, edit or append the information is written appropriate this permanently, you can set up a nly to verify the functionality. | N | | | | | No call center |
| 267 B A C K O F F | codes to not use trackers. Hav verify that no tracker informat this permanently, you can set only to verify the functionality | configurations for phone wrap-up e the call center use this code and ion is requested. If you do not want up a new code for temporary use | N | | | | | No call center |

| 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 | Solution | How easy was the task? | Are you satisfied With the results you received? | How helpful G will the task be to staff? | How likely are you 'L' to perform the task after beta? | Comments/ Explanation of Rating |
|-----------------|--|---|--|------------------------|--|--|--|--|
| 687 | Please run a subsidiary Trial Ba branch feature. Verify the resu | lance report using the new sort by lts on the report. | Y | 5 | 5 | 4 | 3 | |
| 687 | Please set up a subsidiary Trial branch feature and set it up to Verify the report on the day se | N | | | | | | |
| D A T A B A S E | ADMINISTRTO | R | | | | | | |
| 1025 | | Group Code Dashboard. Try to use all ard (toggles, analysis, export, etc.) or your members | Υ | 5 | 4 | 3 | 2 | Although a nice tool certainly more narrow in scope by the design. Might be used for annual information. |
| 1101 | · | Lite dashboard. Try to use all the member connect, etc.) and review | Y | 5 | 5 | 5 | 5 | Wow!! Limitless opportunities here, great stuff |
| | | | | | | | | |

| 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 | Solution SignatureSolution Sign | ר How easy was יי the task? | Are you satisfied 'i' with the results you received? | How helpful ن will the task be to staff? | How likely are you in to perform the task after beta? | Comments/ Explanation of Rating |
|------|------|---|--|--------------------------------|--|--|---|---------------------------------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Side you completeThe task? | L How easy was G the task? | Are you satisfied Grant with the results you received? | How helpful G-1 will the task be to staff? | How likely are you G-1 to perform the task after beta? | Comments/ Explanation of Rating |
|---------|-----------------|--|---|-------------------------------|--|--|--|---------------------------------|
| | | | | | | | | |
| GENERAL | 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.

5 Extremely

Credit Union Name:

Primary Contact Name:

Primary Contact Phone Number:

Materion Federal Credit Union

Annette Wilson

419-862-4115

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



| | | 4 Very | , o | ج اج ج: | sat e res eive | Ilpfu tasl | ely arm | |
|------|------|---------------------------|------------|------------|----------------------|-------------------|---------------------------|------------------------------|
| | | 3 Somewhat | /ou ask | r ea | ou the | he the aff? | likely erforr after | Commonts |
| | | 2 Slightly | Did yo | ow le t | Vre y | How will to | How to pe task | Comments/ |
| Tool | Tack | 1 Not at all | □ ⇒ | I D | ∢ ≯ ≯ | ISA | T 2 T | Evaluation of Pating |
| Tool | Task | N/A Not applicable | Y/N | 1-5 | 1-5 | 1-5 | 1-5 | Explanation of Rating |

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

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Solution of the completeSolution of the completeSolution of the complete | How easy was ن the task? | Are you satisfied chapter of the satisfied cha | How helpful c-1 will the task be to staff? | How likely are you to perform the task after beta? | Comments/ Explanation of Rating |
|--------------------------------|--|--|--|-----------------------------|--|--|--|---------------------------------|
| 785 | | code using at least one alpha pans. Verify that this displays on any u might refer to a security code | N | | | | | |
| Online Shared Secured loans | I | agreement with the Share secured Imaging to configure the form. | NA | | | | | |
| 777 | Create a unique share DIVAPL functionality. | to test the share secured online loan | NA | | | | | |
| 777 | Associate the share with an ap | with new unique share product. oplicable term loan product, interest f configured with Lender VP/Imaging | NA | | | | | |
| CU Publisher | Activate the new option in CU Me 247 | Publisher so it will be visible in It's | NA | | | | | |
| It's Me 247 | new unique share accounts ar Lending can be selected. Conf amount and term and that the and Loan Product. Confirm funds secured. If a form was a | or another controlled test group open and confirm that Online Share Secured firm that they can designate their loan are are within the limits of the Share that the loan is created, and the share associated with the share secured is presented, and no funds disbursed pleted | NA | | | | | |

| Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Did you completethe task? | How easy was the task? | Are you satisfied Unity the results You received? | How helpful G will the task be to staff? | How likely are you 'c' to perform the task after beta? | Comments/ Explanation of Rating |
|---|---|---|---|---|--|--|--|
| 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. |
| 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. | | | | | | | Loan manager looked at the tool and liked that fact she can add information when needed. |
| Add comments to a written off or charged off loan. | | | 5 | 5 | 5 | 5 | Loan manager liked that she could add comments to refer too going forward |
| 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 | | Υ | 5 | 5 | 5 | 5 | Liked the way the tool worked and looked |
| 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. | | Υ | 5 | 2 | Na | 3 | Tool 1030 only works with the large screen size |
| Find a member that has a long regular field, and add, change, | er last name than allowed in the or view the long last name field from | Υ | 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 |
| | If you have any loans to write-have for new data field for judg total collection expense and to only total collection expense and to only the new amount, recovery amount, total fines/fees for any existing writer and comments to a written off. Verify the data on any written 1030 or inquiry, select the write writer off (under the member of the writer | (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable 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. 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. Add comments to a written off or charged off loan. 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 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. E M B E R S E R V I C E 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 | (5 = highest, 1 = lowest) 5 Extremely 4 Very 3 Somewhat 2 Slightly 1 Not at all N/A Not applicable 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. 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. Add comments to a written off or charged off loan. 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 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. E M B E R S E R V I C E 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 | (5 = highest, 1 = lowest) 5 | (5 = highest, 1 = lowest) 5 | Task Security Sec | Service Serv |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Did you complete the task? | How easy was ن 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 |
|-----------|--|--|----------------------------|-----------------------------|---|--|--|--|
| 15 (or 3) | and verify that the online banl This has been opened to allow | membership maintenance option king promo code is available for input. corrections as needed, but there is ntenance on these unless you have | 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. | | | 5 | 5 | 5 | 5 | Worked perfectly |
| 1 | primary member to be accessed | | Y | 5 | 5 | 5 | 5 | Worked as expected |
| 1600 | specific tellers. Verify that the | ess teller after setting teller limits for incoming and outgoing limits are secondary approver to verify that decorrectly. | Υ | 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 | - I | n Xpress teller using the new Recent dd a new tracker to the account and to the display. | Υ | 5 | 5 | 3 | 5 | Information is at your fingertips and easy to use. |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | ∠ Did you complete Z the task? | How easy was G the task? | Are you satisfied ن with the results you received? | How helpful ن will the task be to staff? | How likely are you Ly to perform the task after beta? | Comments/ Explanation of Rating |
|---------------|---|--|--------------------------------|-----------------------------|--|--|---|---------------------------------|
| M A N A G E M | E N T | | | | | | | |
| 523 | should not do transactions, us membership designations to n access via Teller "Currently Se | unts where the primary member e the new feature in those not allow the primary member to rving." Once configured, have your member is no longer in the selection | NA | | | | | |
| 1096 | Set up sweep relationships for members or another controlle | | NA | | | | | |
| 1096 | | AXEXFR reports for any reported ccruals for the designated investment | NA | | | | | |
| 1096 | the actions in dashboard are f | ablished and processed confirm that unctional (View relationship, Inquiry of Investment Account, Sweep | NA | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | SolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolutionSolution<l< th=""><th>L How easy was C the task?</th><th>Are you satisfied Grant with the results you received?</th><th>How helpful G- will the task be to staff?</th><th>How likely are you '1 to perform the task after beta?</th><th>Comments/ Explanation of Rating</th></l<> | L How easy was C the task? | Are you satisfied Grant with the results you received? | How helpful G- will the task be to staff? | How likely are you '1 to perform the task after beta? | Comments/ Explanation of Rating |
|----------------------|--|--|--|-------------------------------|--|---|---|--|
| 1775 | | limits' box on the third screen in s for at least one branch. Use at least f 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. | | | 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. | | | | | | | |
| 267 | codes to use standard note cor content. Have the call center us information and verify that the | configurations for phone wrap-up tent and allow the user to edit the se this code, edit or append the information is written appropriate this permanently, you can set up a ally to verify the functionality. | NA | | | | | |
| 267 B A C K O F F | codes to not use trackers. Have verify that no tracker informati this permanently, you can set uonly to verify the functionality. | configurations for phone wrap-up the call center use this code and on is requested. If you do not want up a new code for temporary use | NA | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Sid you completethe task? | T How easy was G the task? | Are you satisfied Grant with the results you received? | How helpful G-1 will the task be to staff? | How likely are you G to perform the task after beta? | Comments/ Explanation of Rating |
|-----------------|--|--|--|-------------------------------|--|--|--|--|
| 687 | Please run a subsidiary Trial Ba branch feature. Verify the resu | lance report using the new sort by Its 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. | | | 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 | ADMINISTRTO | R | | | | | | |
| 1025 | | Group Code Dashboard. Try to use all ard (toggles, analysis, export, etc.) or 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 |
| | | | | | | | | |

| 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 | S Did you complete the task? | How easy was the task? | Are you satisfied with the results you received? | How helpful G will the task be to staff? | How likely are you '-' to perform the task after beta? | Comments/ Explanation of Rating |
|------|--|---|------------------------------|---------------------------|---|--|--|---|
| | · · · · · · · · · · · · · · · · · | bt protection showing on screen but sability. Turned over to Quality 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 rep was fixed when turned over t | orts and some tools had errors but o Quality Control. | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 | Side you completeThe task? | L How easy was G the task? | Are you satisfied Grant with the results you received? | How helpful G-1 will the task be to staff? | How likely are you G-1 to perform the task after beta? | Comments/ Explanation of Rating |
|---------|-----------------|--|---|-------------------------------|--|--|--|---------------------------------|
| | | | | | | | | |
| GENERAL | C O M M E N T S | | | | | | | |