

Beta Test Checklist

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

Credit Union Name: TBA Credit Union

Primary Contact Name: Christie Dompierre

Primary Contact Phone Number: 231.932.5056



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	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
MEMBER FACING: Christie							
Sample tool	Sample task	Y	3	2	4	5	This feature will really make processing much
569	Check box to "Apply two factor authentication to P2P"	Y	5	5	5	5	Thanks to this, we plan to allow checking accounts to be opened online again, yay!
Online Banking	Login to Online Banking and navigate to P2P (Pay Anyone) module. Ensure all phone numbers and email address are listed as options to receive the one-time code.	Y	5	5	5	5	All contact info was correct.
Online Banking	Walk through the 2 Factor process using both text and email. Once completed you should then be allowed access into the module for the entirety of your OLB session.	Y	5	5	5	5	Copy and paste was easy on the phone, it's a long code to enter if/when accessing P2P on a desktop and sending the code to your phone

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

LENDING : Chris / Meghan

1340

After working with LenderVP/Imaging for any needed online form creation, create a 1Click loan offer with more than one document. Use the Additional Forms button while creating the offer to add the desired forms. (Christie working with LenderVP on this for xmas

2

Click on one of the new offers in the 1Click Offers tab, select an app. Choose offer details, then additional forms. Each form from the offer created should be visible. (Christie working with LenderVP on this for xmas loans)

1110

Create new CLR Path Program with criteria that can be validated easily. For example: member age, then use the new function 'Test.' Confirm new statistics screen showing and record the total numbers of members that passed. Use query to validate the number of members that match the criteria and confirm it matches the number of members that passed. (Christie)

Y

5

3

3

3

I'm not sure how we would use this but will be sure our lending team is familiar with the capabilities.

100

Create a query of accounts to run through the CLR Path Decision Advisor. The account number must be the first field in the file. (Christie)

Y

5

3

3

3

I'm not sure how we would use this but will be sure our lending team is familiar with

1029

After creating your file in the previous step, run the list of members through the CLR Path Decision Advisor. (Christie)

Y

5

3

3

3

I'm not sure how we would use this but will be sure our lending team is familiar with

1028

Work with LenderVP during the beta period to work with the new FUEL report. Confirm the data showing on the report is accurately matching your credit union records. (meghan/dylan will enter scoring)

Y

5

5

5

5

It's great to have access to this data more timely.

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						
51	If your CU uses Experian VantageScore for credit reporting, use the new VantageScore indicator in this screen when manually entering a score Choose VantageScore if appropriate, and choose "Other" if not a Vantage score. This will help control the display in online banking.	Y	5	5	5	5	
458/Online Banking	If possible, set up or maintain an existing loan modification record using tool 458 and use the new block if notification was made in XX months and enter a number of months. Again, if you can check in online banking by applying for a loan that was modified and approved in that time period, confirm that the appropriate edits are in place if they are no longer eligible. (Chris is working in this)	Y	3	5	5	5	Could not do live test on current TBA bizlink site. Personal OLB loan did allow for the steps to apply for the modification in its me
458/Online Banking	Using the same loan category used in the previous step. If possible, create a scenario where the member account has two loans with the same loan category. In online banking apply for loan modification, use Tool #2 to approve loan modification. Use online banking to apply for loan modification for second loan. Confirm that online banking will allow the second loan to apply for loan modification. (Chris working on this as well)	n	3	1	5	5	Could not test account with multiple loans.
2	Have 2 users access the same loan application where the 2 nd user is locked from maintaining the app. When the 2 nd user enters, have them print the Loan Officer worksheet and verify the results. (Consumer Lending Team)	Y	5	5	5	5	XLOW printed by user 2 correctly matched info within application while User 1 was within the app.
2	Have 2 users access the same loan application where the 2 nd user is locked from maintaining the app. When the 2 nd user enters, have them print the Underwriter packet. Confirm the standard 5-page application prints with a credit report summary. Verify the correct data was populated into the application. (Consumer Lending Team)	Y	5	5	5	5	The 5 page long form application printed with correct info followed by the Credit Report Summary

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	4	3	2	1						
		Extremely	Very	Somewhat	Slightly	Not at all						
		N/A		Not applicable								
2	On the "Loan Request Maintenance" screen view the household for the loan application being worked. Verify that the entire household is correctly shown. (Consumer Lending Team)						Y	5	5	5	5	household info all appeared to fill in correctly while user 1 was within the app.
50	When disbursing funds for a loan, verify the "Print Receipt" field is defaulting according to your workstation configuration. After disbursing funds, verify that a receipt prints according to the fields setting. (Processing)						Y	5	5	5	5	Everything worked as it should.
297	Conduct an escrow analysis preview by, at minimum, selecting an appropriate escrow projection month and loan category or Escrow dividend application. After the preview is created, utilize the new export feature to populate this analysis into a workable file in your QUERYXX library.						Y	5	1	1	1	When we tested the export function, we accidentally ran the report twice and when creating a new report in 100, it duplicated the
997	If your Credit Union utilizes Qualifile Risk Assessment when working with a loan applicant, complete a non-member risk assessment while creating their non-member profile. If there is already a non-member profile created, update the profile, and run an assessment.						N/A					
997	When working with a non-member loan applicant, complete a non-member credit report while creating their non-member profile. If there is already a non-member profile created, update the profile, and run a credit report.						N/A					
Inquiry for Escrow	Review the new field showing escrow analysis shortage on the inquiry screen of escrow accounts.						Y	5	5	1	1	It was accurate data, but do not see a need for this throughout the year.

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

5 Extremely

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1 Not at all

N/A Not applicable

Did you complete
the task?

Y/N

How easy was
the task?

1-5

Are you satisfied
with the results
you received?

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
229	Review the collections dashboard to review the new delinquency ranges that now match NCUA.	Y	5	5	5	5	Great to see 1-29 and 30-59 day delinquent data, would be nice to filter negative and
E F T : M e g h a n / C a r o l i n e							
11	Enter the tool and verify that active cards appear first on the list. Use the new feature to sort columns as you work with these records.	Y	5	5	5	5	
12	Enter the tool and verify that active cards appear first on the list. Use the new feature to sort columns as you work with these records.	Y	5	5	5	5	
1320	If possible, add a program for Card Activity Rebate using one of your MCC groups configured in Tool #1024. WARNING: If you do not want the program to run at end of month, make sure the program is not attached to a dividend application or the program is deleted prior to month end.	N/A					
777	If you want to activate a new Card Activity Rebate for a dividend application, enter the program code into the share account setup configuration. At month end, review reports on the first of the month to verify expected results. WARNING: This step should not be taken if you are not ready to activate the cash rebate feature	N/A					

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Did you complete the task?

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Comments/
Explanation
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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	
Before End of Month	If you have been working in the Card Activity Rebate program maintenance, you may want to delete any fictitious or testing programs to avoid having them print on your reports. This will also ensure no one has tied them to share products in error.	N/A					
First of Month reports	If you have an existing or new program for Card Activity Rebate, review the month end reports to verify expected results.	N/A					
907	If possible, select a credit card loan category to assign a promo bucket with an assigned MCC group (configured in tool 1024). See following steps to confirm the processing.	N/A					
Inquiry/Phone Op	Select member accounts that have a credit card based on the loan category in the previous step. During the beta period confirm that purchases made are hitting the correct bucket. A purchase that is with a merchant in the MCC group should go to the promo bucket. Any other purchase should go to the default bucket.	N/A					
Inquiry/Phone Op	Confirm that payments made to member credit cards with the above settings are hitting the correct buckets.	N/A					
TELLER / MEMBER SERVICE : Meghan / Branch Leaders / Accounting							
326	In your workstation controls, change such as "Default for printing receipts via other posting tools" to a preferred setting. (IT)	Y	5	3	3	3	Unsure if we will keep this feature turned on or not.

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1 Not at all

N/A Not applicable

Did you complete the task?

Y/N

How easy was the task?

1-5

Are you satisfied with the results you received?

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
31	Reverse a transaction through normal operating procedure. When processing the reversal check that the "Print Receipt" field defaults according to your workstation controls (Tool 326). Upon posting the reversal, verify that a receipt accurately prints. (Accounting/Kat)	Y	5	3	3	3	Unsure if we will keep this feature turned on or not.
Phone Op Shared branch transfer	If possible, complete a shared branch transfer for a member of your CU. Verify that the "Print Receipt" field defaults according to your workstation controls (Tool 326). Verify that a receipt accurately prints, and the information is appropriate to the transaction. (Eliza/Meghan) Email details.						
30/492/353	When completing a Member Account Adjustment, verify that the new "Print Receipt" field defaults according to your workstation controls (Tool 326). Upon completing your transaction, verify that a receipt is generated according to this fields setting. (Accounting)	Y	5	3	3	3	Unsure if we will keep this feature turned on or not.
1005	Use the other Member Service Controls to view or change the # of days to block a new member from shared branching. Pay close attention when posting any shared branching transactions (Xtend or COOP) as this new feature may prevent a member from accessing their account for the configured # of days. If possible, test the feature on an account. (Christie working on this)	Y	5	5	5	5	We will likely turn this on after deciding on a timeframe, making it more of an opt-in feature.
1034	Configure custom labels for the miscellaneous cash fields in teller and vault control.	Y	5	2	5	5	We made the following changes. I wish it did not default to all caps. Misc 1: Bait, Misc 2: Two's, Misc 3: Mistaken Thinking

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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

33	Confirm the Teller Drawer Control/Inquiry shows the custom labels that you have configured previously in tool 1034.	Y	5	5	5	5
35	Confirm the Branch Vault Control shows the custom labels that you have configured previously in tool 1034.	Y	5	5	5	5
1775	Use the new options to “Hide Cash in Drawer on search screen,” “Buy/Sell from supplemental vault” and “Buy/Sell from teller drawer” to determine how Xpress teller will display.	N/A				
1600	Confirm that you can see the changes as previously configured in tool 1775 to hide the cash drawer amount and adding the new options for buying/selling from supplemental vault and teller drawer.	N/A				
585	When using the override feature on a member account with more than one override needed, try out the multiple selection option for all needed overrides at once. Verify that any edits appearing are accurate (override not needed, number of overrides update, etc.). Verify that the override works appropriately. (Accounting)	Y	5	5	5	5

Works great after 9/12 update.

MANAGEMENT: Christie

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

5 Extremely

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3 Somewhat

2 Slightly

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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
ACH review and 113	Review your ACH policy for early posting to determine if the new feature to post all credits immediately will work for your credit union. Note: this could have an impact on fee income if you currently use on-demand posting for a fee or could lose the information for individual companies to post early. If desired, change the posting control to the new feature in tool 113 and review your posting reports to verify that all credits are posting as they come in.	N/A					Not turning this on, we have a fee in place.
1038	If you would like to configure custom verbiage for contact preferences, please add or edit the information here to show in inquiry, phone, online banking preferences, and transfer/verify ID screens	Y	5	3	5	5	Wish you could suspend codes. Currently working on an outreach to clean up 70+ members that have OLB message as their preferred choice.
486	If you currently have Marketing Clubs with minimum monthly required Payroll and/or ACH deposits confirm that the dollar amounts for each club have been combined into the new field: Minimum Amount of Payroll/ACH Deposits.	N/A					
486	At the beginning of the next month confirm that members enrolled in existing clubs with minimum monthly Payroll/ACH Deposits remain active or have been deactivated from the club appropriately.	N/A					

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Y/N	1-5	1-5	1-5	1-5
486	Create a new Marketing Club tied to one of the new monthly activity tracking statuses. Enroll Employees/Board members/Family into the new club. At the beginning of the next month confirm that members remain active or have been deactivated from the club appropriately.		Y- created club ID 231.	5	Waiting for month end to test.		
A U D I T : T r i s t o n							
1715	Use the new features in this tool for Jump to account, Fraud type selection and/or Fraud Status selection.						Would like to add "Change by" filter. This will help leaders filter to their staff working fraud cases. -CD
1039	Create or modify re-useable text tracker options for the tracker type "AT." Text should contain helpful information to be used when working with BSA records.						
984	Conduct BSA Audit procedures. Sort columns if needed, then work a record. When working a record utilize all actions to conduct research regarding the transaction preformed. Utilize Teller Audit Analysis, Member Inquiry, BSA/SAR Report, Tracker Review, etc. all from within the record. Note any concerns navigating between screens.						
984	Upon completing research, mark the record as verified via "Done/Complete Tracker" button (F5). While completing the steps that follow, choose a previously made reusable text option to auto populate the text for the tracker.						
B A C K O F F I C E							

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Y/N	1-5	1-5	1-5	1-5
986	If you have any members that are blocked for in-house checks, verify that any check exception records for that account are highlighted in the exception listing.	N/A					We only have 3 memberships blocked from in-house, so unable to test.
1036	Reset a Printer Device if anyone on your team locks out their printer due to invalid password attempts. To test the process, you could have someone vary off the printer by signing in with the wrong password so that the tool can be utilized and verified.						
777	If desired, use the new freeze code option on any products that you would like to default when opening a new account. Verify that freezes appear as configured at account opening.	Y	5	5	5	5	Our mortgage processor was very excited that she will not have to limit withdrawals one by one any more!
SECURITY ADMINISTRATOR: Christie							
763	Reset an employee's sign-on password to a unique password. Verify the employee must change it on the next sign on.	Y	5	5	5	5	
DATABASE ADMINISTRATOR: Spencer							
1676	Configure a new Nostradamus Profile for your members or change an existing. Set a "Must-Have" attribute if applicable.	Y	4	3	3	2	I like how customizable we can get within the tool, but I think it can be very overwhelming with all of the options for new profile setup.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	Extremely									
		4	Very									
		3	Somewhat									
		2	Slightly									
		1	Not at all									
N/A	Not applicable											
1675	Run some member accounts thru the Nostradamus Predictor. Change the percentages to see more / fewer results. Review the Score Details on the member.						Y	5	3	3	3	Would like to be able to select more than one membership/or a group of members with a single/select criteria.
GENERAL COMMENTS												
> While in Phone Operator and reviewing transaction history and hitting the down arrow, sometimes when you hit the last transaction and hit the down arrow one more time- the system will glitch and push you back to the oldest transaction. Nancy Weiselberg (xx483) does the glitch, xxx641 Michael Pridgeon does not glitch.												

Beta Test Checklist

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

Credit Union Name: Quest Federal Credit Union

Primary Contact Name: Brian Sprang

Primary Contact Phone Number: X1116 / 419-679-1490



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
M E M B E R	F A C I N G	Y/N	1-5	1-5	1-5	1-5	
Sample tool	Sample task	Y	3	2	4	5	<i>This feature will really make processing much easier for tellers.</i>
569	Check box to "Apply two factor authentication to P2P"	Y	5	5	NA	NA	Turning this feature on was easy and straightforward. We will implement this now and going forward.
Online Banking	Login to Online Banking and navigate to P2P (Pay Anyone) module. Ensure all phone numbers and email address are listed as options to receive the one-time code.	Y	5	5	5	5	This feature worked as described and will aid in fraud prevention.

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
Online Banking	Walk through the 2 Factor process using both text and email. Once completed you should then be allowed access into the module for the entirety of your OLB session.	Y	5	5	5	5	The feature worked as described.
L E N D I N G							
1340	After working with LenderVP/Imaging for any needed online form creation, create a 1Click loan offer with more than one document. Use the Additional Forms button while creating the offer to add the desired forms.						
2	Click on one of the new offers in the 1Click Offers tab, select an app. Choose offer details, then additional forms. Each form from the offer created should be visible.	N					No one click offers available at this time.
1110	Create new CLR Path Program with criteria that can be validated easily. For example: member age, then use the new function 'Test.' Confirm new statistics screen showing and record the total numbers of members that passed. Use query to validate the number of members that match the criteria and confirm it matches the number of members that passed.	Y					Tested using 'age between 18-20', CLR produced 737 records. Ran a quick query on birthyear in MASTER, produced 727 records. Without getting into a deeper query, this is a mostly accurate result.

Rate each item on a scale of 1-5.

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5 Extremely

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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	Comments/ Explanation of Rating
100	Create a query of accounts to run through the CLR Path Decision Advisor. The account number must be the first field in the file.	Y					Completed.
1029	After creating your file in the previous step, run the list of members through the CLR Path Decision Advisor.	Y					Worked as expected, took a query containing 3175 records down to 737 based on test model.
1028	Work with LenderVP during the beta period to work with the new FUEL report. Confirm the data showing on the report is accurately matching your credit union records.						
51	If your CU uses Experian VantageScore for credit reporting, use the new VantageScore indicator in this screen when manually entering a score Choose VantageScore if appropriate, and choose "Other" if not a Vantage score. This will help control the display in online banking.						
458/Online Banking	If possible, set up or maintain an existing loan modification record using tool 458 and use the new block if notification was made in XX months and enter a number of months. Again, if you can check in online banking by applying for a loan that was modified and approved in that time period, confirm that the appropriate edits are in place if they are no longer eligible.	N					

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

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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
458/Online Banking	Using the same loan category used in the previous step. If possible, create a scenario where the member account has two loans with the same loan category. In online banking apply for loan modification, use Tool #2 to approve loan modification. Use online banking to apply for loan modification for second loan. Confirm that online banking will allow the second loan to apply for loan modification.	N					
2	Have 2 users access the same loan application where the 2 nd user is locked from maintaining the app. When the 2 nd user enters, have them print the Loan Officer worksheet and verify the results.	Y	5	5	3	3	Feature worked as intended, LO1 was working the application, LO2 was able to print Loan Officer worksheet without needing access. Information was correct for the loan application selected.
2	Have 2 users access the same loan application where the 2 nd user is locked from maintaining the app. When the 2 nd user enters, have them print the Underwriter packet. Confirm the standard 5-page application prints with a credit report summary. Verify the correct data was populated into the application.	Y	5	5	3	3	Feature worked as intended, LO1 was working the application, LO2 was able to print Underwriter packet without needing access, information was correct for the loan application selected.

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

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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
2	On the “Loan Request Maintenance” screen view the household for the loan application being worked. Verify that the entire household is correctly shown.	Y	5	5	5	5	This feature worked as described.
50	When disbursing funds for a loan, verify the “Print Receipt” field is defaulting according to your workstation configuration. After disbursing funds, verify that a receipt prints according to the fields setting.						
297	Conduct an escrow analysis preview by, at minimum, selecting an appropriate escrow projection month and loan category or Escrow dividend application. After the preview is created, utilize the new export feature to populate this analysis into a workable file in your QUERYXX library.						
997	If your Credit Union utilizes Qualified Risk Assessment when working with a loan applicant, complete a non-member risk assessment while creating their non-member profile. If there is already a non-member profile created, update the profile, and run						
997	When working with a non-member loan applicant, complete a non-member credit report while creating their non-member profile. If there is already a non-member profile created, update the profile, and run a credit report.						

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	Comments/ Explanation of Rating
Inquiry for Escrow	Review the new field showing escrow analysis shortage on the inquiry screen of escrow accounts.						
229	Review the collections dashboard to review the new delinquency ranges that now match NCUA.	y	5	5	5	5	Works as described
E F T							
11	Enter the tool and verify that active cards appear first on the list. Use the new feature to sort columns as you work with these records.						
12	Enter the tool and verify that active cards appear first on the list. Use the new feature to sort columns as you work with these records.	Y					Active cards were not listed first, they were intermingled. I was able to use the 'card status' label to sort the column.

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
1320	If possible, add a program for Card Activity Rebate using one of your MCC groups configured in Tool #1024. WARNING: If you do not want the program to run at end of month, make sure the program is not attached to a dividend application or the program is deleted prior to month end.						
777	If you want to activate a new Card Activity Rebate for a dividend application, enter the program code into the share account setup configuration. At month end, review reports on the first of the month to verify expected results. WARNING: This step should not be taken if you are not ready to activate the cash rebate feature						
Before End of Month	If you have been working in the Card Activity Rebate program maintenance, you may want to delete any fictitious or testing programs to avoid having them print on your reports. This will also ensure no one has tied them to share products in error.						
First of Month reports	If you have an existing or new program for Card Activity Rebate, review the month end reports to verify expected results.						

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
907	If possible, select a credit card loan category to assign a promo bucket with an assigned MCC group (configured in tool 1024). See following steps to confirm the processing.						
Inquiry/Phone Op	Select member accounts that have a credit card based on the loan category in the previous step. During the beta period confirm that purchases made are hitting the correct bucket. A purchase that is with a merchant in the MCC group should go to the promo bucket. Any other purchase should go to the default bucket.						
Inquiry/Phone Op	Confirm that payments made to member credit cards with the above settings are hitting the correct buckets.						
TELLER / MEMBER SERVICE							
326	In your workstation controls, change such as "Default for printing receipts via other posting tools" to a preferred setting.						

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	Comments/ Explanation of Rating
31	Reverse a transaction through normal operating procedure. When processing the reversal check that the "Print Receipt" field defaults according to your workstation controls (Tool 326). Upon posting the reversal, verify that a receipt accurately prints.						
Phone Op Shared branch transfer	If possible, complete a shared branch transfer for a member of your CU. Verify that the "Print Receipt" field defaults according to your workstation controls (Tool 326). Verify that a receipt accurately prints, and the information is appropriate to the transaction.						
30/492/353	When completing a Member Account Adjustment, verify that the new "Print Receipt" field defaults according to your workstation controls (Tool 326). Upon completing your transaction, verify that a receipt is generated according to this fields setting.						
1005	Use the other Member Service Controls to view or change the # of days to block a new member from shared branching. Pay close attention when posting any shared branching transactions (Xtend or COOP) as this new feature may prevent a member from accessing their account for the configured # of days. If possible, test the feature on an account.						

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
1034	Configure custom labels for the miscellaneous cash fields in teller and vault control.						
33	Confirm the Teller Drawer Control/Inquiry shows the custom labels that you have configured previously in tool 1034.						
35	Confirm the Branch Vault Control shows the custom labels that you have configured previously in tool 1034.						
1775	Use the new options to “Hide Cash in Drawer on search screen,” “Buy/Sell from supplemental vault” and “Buy/Sell from teller drawer” to determine how Xpress teller will display.						

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
1600	Confirm that you can see the changes as previously configured in tool 1775 to hide the cash drawer amount and adding the new options for buying/selling from supplemental vault and teller drawer.						
585	When using the override feature on a member account with more than one override needed, try out the multiple selection option for all needed overrides at once. Verify that any edits appearing are accurate (override not needed, number of overrides update, etc.). Verify that the override works appropriately.						
M A N A G E M E N T							
ACH review and 113	Review your ACH policy for early posting to determine if the new feature to post all credits immediately will work for your credit union. Note: this could have an impact on fee income if you currently use on-demand posting for a fee or could lose the information for individual companies to post early. If desired, change the posting control to the new feature in tool 113 and review your posting reports to verify that all credits are posting as they come in.						

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
1038	If you would like to configure custom verbiage for contact preferences, please add or edit the information here to show in inquiry, phone, online banking preferences, and transfer/verify ID screens						
486	If you currently have Marketing Clubs with minimum monthly required Payroll and/or ACH deposits confirm that the dollar amounts for each club have been combined into the new field: Minimum Amount of Payroll/ACH Deposits.						
486	At the beginning of the next month confirm that members enrolled in existing clubs with minimum monthly Payroll/ACH Deposits remain active or have been deactivated from the club appropriately.						

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	Comments/ Explanation of Rating
486	Create a new Marketing Club tied to one of the new monthly activity tracking statuses. Enroll Employees/Board members/Family into the new club. At the beginning of the next month confirm that members remain active or have been deactivated from the club appropriately.						
A U D I T							
1715	Use the new features in this tool for Jump to account, Fraud type selection and/or Fraud Status selection.	Y					Limited use of this tool before, from what I've gathered internally. However, the new features look useful to at least one member of our internal fraud dept.
1039	Create or modify re-useable text tracker options for the tracker type "AT." Text should contain helpful information to be used when working with BSA records.	Y					Being able to add/edit specific trackers has been a great feature. Especially for re-occurring members on BSA records.
984	Conduct BSA Audit procedures. Sort columns if needed, then work a record. When working a record utilize all actions to conduct research regarding the transaction preformed. Utilize Teller Audit Analysis, Member Inquiry, BSA/SAR Report, Tracker Review, etc. all from within the record. Note any concerns navigating between screens.	Y					This feature has made reviewing transactions much simpler by having everything in one area rather than multiple.

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
984	Upon completing research, mark the record as verified via “Done/Complete Tracker” button (F5). While completing the steps that follow, choose a previously made reusable text option to auto populate the text for the tracker.	Y					The reusable trackers make this option much simpler in terms of usage.
B A C K O F F I C E							
986	If you have any members that are blocked for in-house checks, verify that any check exception records for that account are highlighted in the exception listing.						
1036	Reset a Printer Device if anyone on your team locks out their printer due to invalid password attempts. To test the process, you could have someone vary off the printer by signing in with the wrong password so that the tool can be utilized and verified.						
777	If desired, use the new freeze code option on any products that you would like to default when opening a new account. Verify that freezes appear as configured at account opening.						
S E C U R I T Y A D M I N I S T R A T O R							

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Tool	Task	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
763	Reset an employee's sign-on password to a unique password. Verify the employee must change it on the next sign on.	Y	5	5	5	5	Works as defined.
D A T A B A S E A D M I N I S T R A T O R							
1676	Configure a new Nostradamus Profile for your members or change an existing. Set a "Must-Have" attribute if applicable.						
1675	Run some member accounts thru the Nostradamus Predictor. Change the percentages to see more / fewer results. Review the Score Details on the member.						
G E N E R A L C O M M E N T S							

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Tool	Task	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

Beta Test Checklist

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



Credit Union Name: First Trust Credit Union

Primary Contact Name: Daniel Rajsic

Primary Contact Phone Number: 219-877-2299

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

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

Did you complete the task? Y/N

How easy was the task? 1-5

Are you satisfied with the results you received? 1-5

How helpful will the task be to staff? 1-5

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

Comments/
Explanation of Rating

Tool

Task

M E M B E R F A C I N G							
<i>Sample tool</i>	<i>Sample task</i>	Y	3	2	4	5	<i>This feature will really make processing much easier for tellers.</i>
569	Check box to "Apply two factor authentication to P2P"	Y	5	5	5	5	
Online Banking	Login to Online Banking and navigate to P2P (Pay Anyone) module. Ensure all phone numbers and email address are listed as options to receive the one-time code.	Y	5	3	5	4	When I tested it only gave me the email option, not text. I am enrolled in text banking and my mobile number is on my account
Online Banking	Walk through the 2 Factor process using both text and email. Once completed you should then be allowed access into the module for the entirety of your OLB session.	Y	5	5	5	5	When I tested it only gave me the email option, not text. I am enrolled in text banking and my mobile number is on my account

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all						
L E N D I N G												
1340	After working with LenderVP/Imaging for any needed online form creation, create a 1Click loan offer with more than one document. Use the Additional Forms button while creating the offer to add the desired forms.						na	na	na	na	na	Is not allowed in the state of Indiana per the DFI
2	Click on one of the new offers in the 1Click Offers tab, select an app. Choose offer details, then additional forms. Each form from the offer created should be visible.						na	na	na	na	na	Is not allowed in the state of Indiana per the DFI
1110	Create new CLR Path Program with criteria that can be validated easily. For example: member age, then use the new function ‘Test.’ Confirm new statistics screen showing and record the total numbers of members that passed. Use query to validate the number of members that match the criteria and confirm it matches the number of members that passed.						Y	4	4	4	3	Set Code 10 Beta Test Gold 23.10
100	Create a query of accounts to run through the CLR Path Decision Advisor. The account number must be the first field in the file.						Y	5	5	5	3	Query CLRTEST created file CLR.TEST in QUERYLP – all members whose last name begins with R
1029	After creating your file in the previous step, run the list of members through the CLR Path Decision Advisor.						Y	5	5	5	3	Results to CLR.RESULT in QUERYLP 759 accounts ran, 144 passed
1028	Work with LenderVP during the beta period to work with the new FUEL report. Confirm the data showing on the report is accurately matching your credit union records.											We’re not on FUEL. Wouldn’t be able to get the \$3500 approved before beta testing ended

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	4	3	2	1						
		Extremely	Very	Somewhat	Slightly	Not at all						
		N/A	Not applicable									
51	If your CU uses Experian VantageScore for credit reporting, use the new VantageScore indicator in this screen when manually entering a score Choose VantageScore if appropriate, and choose “Other” if not a Vantage score. This will help control the display in online banking.						Y	5	5	?	4	I didn’t find any difference in my credit score in ItsMe247
458/Online Banking	If possible, set up or maintain an existing loan modification record using tool 458 and use the new block if notification was made in XX months and enter a number of months. Again, if you can check in online banking by applying for a loan that was modified and approved in that time period, confirm that the appropriate edits are in place if they are no longer eligible.											
458/Online Banking	Using the same loan category used in the previous step. If possible, create a scenario where the member account has two loans with the same loan category. In online banking apply for loan modification, use Tool #2 to approve loan modification. Use online banking to apply for loan modification for second loan. Confirm that online banking will allow the second loan to apply for loan modification.											
2	Have 2 users access the same loan application where the 2 nd user is locked from maintaining the app. When the 2 nd user enters, have them print the Loan Officer worksheet and verify the results.						Y Y Y	5 5 5	1 5 5	1 na 3	1 Na 1	I will not be in another person’s loan while they are in it we don’t use the loan officer worksheet in Gold, so we wouldn’t use this
2	Have 2 users access the same loan application where the 2 nd user is locked from maintaining the app. When the 2 nd user enters, have them print the Underwriter packet. Confirm the standard 5-page application prints with a credit report summary. Verify the correct data was populated into the application.						Y Y	5 2	5 1	5 2	1 1	If we used the loan officer worksheet in gold this would be very helpful

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating		
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all								
		N/A	Not applicable											
2	On the “Loan Request Maintenance” screen view the household for the loan application being worked. Verify that the entire household is correctly shown.			Y	Y	5	5	5	4	5	4	1	3	It would be extremely helpful if we could EDIT instead of just view
50	When disbursing funds for a loan, verify the “Print Receipt” field is defaulting according to your workstation configuration. After disbursing funds, verify that a receipt prints according to the fields setting.			Y		5		5		5		5		
297	Conduct an escrow analysis preview by, at minimum, selecting an appropriate escrow projection month and loan category or Escrow dividend application. After the preview is created, utilize the new export feature to populate this analysis into a workable file in your QUERYXX library.			Y		5		5		-		-		CU*Answers does our escrow work for us. But this function worked well
997	If your Credit Union utilizes Qualifile Risk Assessment when working with a loan applicant, complete a non-member risk assessment while creating their non-member profile. If there is already a non-member profile created, update the profile, and run an assessment.													We don’t use qualifie
997	When working with a non-member loan applicant, complete a non-member credit report while creating their non-member profile. If there is already a non-member profile created, update the profile, and run a credit report.			Y		5		5		5		5		
Inquiry for Escrow	Review the new field showing escrow analysis shortage on the inquiry screen of escrow accounts.			Y		5		5		5		5		Thank you

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	4	3	2	1						
		Extremely	Very	Somewhat	Slightly	Not at all						
		N/A	Not applicable									
229	Review the collections dashboard to review the new delinquency ranges that now match NCUA.						Y	5	5	5	5	thanks
E F T												
11	Enter the tool and verify that active cards appear first on the list. Use the new feature to sort columns as you work with these records.						Y	5	5	5	5	My page down button thanks you
12	Enter the tool and verify that active cards appear first on the list. Use the new feature to sort columns as you work with these records.											We don't have tool 12 available
1320	If possible, add a program for Card Activity Rebate using one of your MCC groups configured in Tool #1024. WARNING: If you do not want the program to run at end of month, make sure the program is not attached to a dividend application or the program is deleted prior to month end.											We don't have rebates
777	If you want to activate a new Card Activity Rebate for a dividend application, enter the program code into the share account setup configuration. At month end, review reports on the first of the month to verify expected results. WARNING: This step should not be taken if you are not ready to activate the cash rebate feature											We don't have rebates

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating		
		5	4	3	2	1			
		Extremely	Very	Somewhat	Slightly	Not at all			
		N/A	Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	
	Before End of Month								We don't have rebates
	First of Month reports								We don't have rebates
	907								We don't have credit cards
	Inquiry/Phone Op								We don't have credit cards
	Inquiry/Phone Op								We don't have credit cards
TELLER / MEMBER SERVICE									
	326			Y	5	5	5	5	Didn't notice that it changed anything

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating					
		5	Extremely	4	Very	3							Somewhat	2	Slightly	1	Not at all
		N/A	Not applicable														
31	Reverse a transaction through normal operating procedure. When processing the reversal check that the “Print Receipt” field defaults according to your workstation controls (Tool 326). Upon posting the reversal, verify that a receipt accurately prints.	Y	5	1	4	4	Doesn’t always print a receipt 3 other testers reported no receipt printed										
Phone Op Shared branch transfer	If possible, complete a shared branch transfer for a member of your CU. Verify that the “Print Receipt” field defaults according to your workstation controls (Tool 326). Verify that a receipt accurately prints, and the information is appropriate to the transaction.	Y	5	5	5	5	Printed accurately										
30/492/353	When completing a Member Account Adjustment, verify that the new “Print Receipt” field defaults according to your workstation controls (Tool 326). Upon completing your transaction, verify that a receipt is generated according to this fields setting.	Y	1	1	1	1	1 tester said it printed, 1 said it didn’t. both had the default box checked										
1005	Use the other Member Service Controls to view or change the # of days to block a new member from shared branching. Pay close attention when posting any shared branching transactions (Xtend or COOP) as this new feature may prevent a member from accessing their account for the configured # of days. If possible, test the feature on an account.	Y	5	1	1	1	We don’t allow a member Shared Branching for 180 days, but the field is only 2 digits										
1034	Configure custom labels for the miscellaneous cash fields in teller and vault control.	Y	5	5	-	-											

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating			
		5	4	3	2	1				
		Extremely	Very	Somewhat	Slightly	Not at all				
		N/A	Not applicable	Y/N	1-5	1-5	1-5	1-5	1-5	
33	Confirm the Teller Drawer Control/Inquiry shows the custom labels that you have configured previously in tool 1034.			Y	5	5	5	5		Some extra designated field on teller screens would be helpful
35	Confirm the Branch Vault Control shows the custom labels that you have configured previously in tool 1034.			Y	5	5	5++	5		This is awesome. Much better having all MISC \$ separated instead of one total
1775	Use the new options to “Hide Cash in Drawer on search screen,” “Buy/Sell from supplemental vault” and “Buy/Sell from teller drawer” to determine how Xpress teller will display.			Y	5	5	-	-		Not sure how helpful this would be
1600	Confirm that you can see the changes as previously configured in tool 1775 to hide the cash drawer amount and adding the new options for buying/selling from supplemental vault and teller drawer.			Y	3	3	-	-		I could see the buy/sell options but I didn’t see where you could hide the cash drawer. Not sure what the benefit is to hiding the cash drawer.
585	When using the override feature on a member account with more than one override needed, try out the multiple selection option for all needed overrides at once. Verify that any edits appearing are accurate (override not needed, number of overrides update, etc.). Verify that the override works appropriately.			5	1	1	1	1		Doesn’t work
MANAGEMENT										

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	Extremely									
		4	Very									
		3	Somewhat									
		2	Slightly	1	Not at all							
		N/A	Not applicable									
ACH review and 113	Review your ACH policy for early posting to determine if the new feature to post all credits immediately will work for your credit union. Note: this could have an impact on fee income if you currently use on-demand posting for a fee or could lose the information for individual companies to post early. If desired, change the posting control to the new feature in tool 113 and review your posting reports to verify that all credits are posting as they come in.											We don't allow early ACH posting
1038	If you would like to configure custom verbiage for contact preferences, please add or edit the information here to show in inquiry, phone, online banking preferences, and transfer/verify ID screens	Y	5	5	5	5	5	5	5	5	5	Change carried over to ItsMe247
486	If you currently have Marketing Clubs with minimum monthly required Payroll and/or ACH deposits confirm that the dollar amounts for each club have been combined into the new field: Minimum Amount of Payroll/ACH Deposits.											We have members who get direct deposit on the 1 st , 2 nd , or 3 rd of the month. If those days fall on a Saturday, Sunday, or holiday Monday, the deposit gets posted early on the last day of the prior month. So that causes members to get 2 direct deposits in one month and no deposits the next.. we manage marketing club enrolment thru query and look at two months when making direct deposit determination

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all						
		N/A	Not applicable									
486	At the beginning of the next month confirm that members enrolled in existing clubs with minimum monthly Payroll/ACH Deposits remain active or have been deactivated from the club appropriately.											See above
486	Create a new Marketing Club tied to one of the new monthly activity tracking statuses. Enroll Employees/Board members/Family into the new club. At the beginning of the next month confirm that members remain active or have been deactivated from the club appropriately.											See above
A U D I T												
1715	Use the new features in this tool for Jump to account, Fraud type selection and/or Fraud Status selection.			Y	5	5	5	5				thanks
1039	Create or modify re-useable text tracker options for the tracker type “AT.” Text should contain helpful information to be used when working with BSA records.			Y	5	5	3	4				The tracker is limited by who will see it
984	Conduct BSA Audit procedures. Sort columns if needed, then work a record. When working a record utilize all actions to conduct research regarding the transaction preformed. Utilize Teller Audit Analysis, Member Inquiry, BSA/SAR Report, Tracker Review, etc. all from within the record. Note any concerns navigating between screens.			Y	3	3	3	3				The tracker type pop up is not needed because it will always be AT. The Teller/Cash Activity would provide greater value. The BSA analysis page no longer provides a total for checks and a total for cash as it did previously.

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating		
		5	4	3	2	1			
		Extremely	Very	Somewhat	Slightly	Not at all			
		N/A	Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	
984	Upon completing research, mark the record as verified via “Done/Complete Tracker” button (F5). While completing the steps that follow, choose a previously made reusable text option to auto populate the text for the tracker.			Y	4	4	4	4	Can’t add that a shared branch transaction or closed account activity was verified. When completing entry, Member Tracker Entry automatically requires a follow up. This should not occur
B A C K O F F I C E									
986	If you have any members that are blocked for in-house checks, verify that any check exception records for that account are highlighted in the exception listing.								We don’t have anyone blocked from in house checks
1036	Reset a Printer Device if anyone on your team locks out their printer due to invalid password attempts. To test the process, you could have someone vary off the printer by signing in with the wrong password so that the tool can be utilized and verified.								I signed on the printer with the wrong password. It disabled my username but not the printer
777	If desired, use the new freeze code option on any products that you would like to default when opening a new account. Verify that freezes appear as configured at account opening.								
S E C U R I T Y A D M I N I S T R A T O R									
763	Reset an employee’s sign-on password to a unique password. Verify the employee must change it on the next sign on.			Y	5	5	5	5	The auditors will like this one
D A T A B A S E A D M I N I S T R A T O R									

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Y/N	1-5	1-5	1-5	1-5
1676	Configure a new Nostradamus Profile for your members or change an existing. Set a “Must-Have” attribute if applicable.						When I try to go into the option I get an Asterisk Intelligence screen. It says to press enter to continue, which launches a browser to study.cuanswers.com but says it can’t reach the page
1675	Run some member accounts thru the Nostradamus Predictor. Change the percentages to see more / fewer results. Review the Score Details on the member.						
GENERAL COMMENTS							

Beta Test Checklist

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



Credit Union Name: **Frankenmuth Credit Union**

Primary Contact Name: **Hollie Britton**

Primary Contact Phone Number: **989.497.1629**

Rate each item on a scale of 1-5.

(5 = highest, 1 = lowest)

5 Extremely

4 Very

3 Somewhat

2 Slightly

1 Not at all

N/A Not applicable

Did you complete the task?

Y/N

How easy was the task?

1-5

Are you satisfied with the results you received?

1-5

How helpful will the task be to staff?

1-5

How likely are you to perform the task after beta?

1-5

Comments/
Explanation of Rating

Tool

Task

M E M B E R F A C I N G

Sample tool	Sample task	Y	3	2	4	5	<i>This feature will really make processing much easier for tellers.</i>
569	Check box to "Apply two factor authentication to P2P"	Y	5	5	5	5	Very easy to find in the tool and turn on, worked immediately
Online Banking	Login to Online Banking and navigate to P2P (Pay Anyone) module. Ensure all phone numbers and email address are listed as options to receive the one-time code.	Y	5	5	5	5	All numbers and email showed up The code came quickly. The email subject is "Activation Code", but in the body of the emails it's called "temporary Access Code" – can these please match? In the text it is called "Validation Code". Would like to see consistent verbiage

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	4	3	2	1						
		Extremely	Very	Somewhat	Slightly	Not at all						
		N/A	Not applicable									
Online Banking	Walk through the 2 Factor process using both text and email. Once completed you should then be allowed access into the module for the entirety of your OLB session.						Y	5	5	5	5	Worked perfectly with email and text.
L E N D I N G												
1340	After working with LenderVP/Imaging for any needed online form creation, create a 1Click loan offer with more than one document. Use the Additional Forms button while creating the offer to add the desired forms.											Deb has been emailing with Nick at CU*A to find a form to add – need to meet to figure out what to add. We added a sample form we had out there just to have 2 forms. Got the error message API 2032 – This option is currently not available. Please try again later.
2	Click on one of the new offers in the 1Click Offers tab, select an app. Choose offer details, then additional forms. Each form from the offer created should be visible.						Y	5	5	Not sure	Not sure	We could see the forms. Not sure what we'd use this for though??
1110	Create new CLR Path Program with criteria that can be validated easily. For example: member age, then use the new function 'Test.' Confirm new statistics screen showing and record the total numbers of members that passed. Use query to validate the number of members that match the criteria and confirm it matches the number of members that passed.						Y	3	Not sure, didn't appear to work	Not sure	Not sure	It does not appear to match. We made a test criteria (Code 02) to find members with membership less than 3 months That yielded 2517 accounts. Query showed 2672 for accounts for past 90 days. Query was June 8, 2023 – Sept 6 2023. June 1 – Aug 31 query yielded 2765. Excluding closed accounts – didn't change the number

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)		Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	Extremely						
		4	Very						
		3	Somewhat						
		2	Slightly						
		1	Not at all						
		N/A	Not applicable						
100	Create a query of accounts to run through the CLR Path Decision Advisor. The account number must be the first field in the file.			y					
1029	After creating your file in the previous step, run the list of members through the CLR Path Decision Advisor.			y					We got pretty close – off by 2. See separate attached
1028	Work with LenderVP during the beta period to work with the new FUEL report. Confirm the data showing on the report is accurately matching your credit union records.			Not sure	1	1	1	Not sure	<p>What CU records are we comparing to? Something else in GOLD?? We don't track app details outside of Gold.</p> <p>This is a clunky report to view in spooled files if you don't want to print. Its 300 pages for 1 month. No way to jump to the end??</p> <p>Why is there a total of loans and apps combined? Wouldn't # of loans be deducted from apps (an app becomes a loan. The total is then counting something twice)</p> <p>We ran Aug 1-31 on Tool #2 for only our FUEL product codes. We came up with 849 apps. We ran the FUEL report Aug 1-31 – it shows 388 # of loans, 618 # of Apps, 1006 for total loans and apps. Not clear what we would use this report for</p>

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5	4	3	2	1						
		Extremely	Very	Somewhat	Slightly	Not at all						
		N/A	Not applicable									
51	If your CU uses Experian VantageScore for credit reporting, use the new VantageScore indicator in this screen when manually entering a score Choose VantageScore if appropriate, and choose “Other” if not a Vantage score. This will help control the display in online banking.						Y					Is this supposed to update OLB immediately? That did not work If only soft pull data is to show in OLB – how/when will soft pull override a hard score? We have examples of hard scores populating here, with various dates.
458/Online Banking	If possible, set up or maintain an existing loan modification record using tool 458 and use the new block if notification was made in XX months and enter a number of months. Again, if you can check in online banking by applying for a loan that was modified and approved in that time period, confirm that the appropriate edits are in place if they are no longer eligible.						N					We do not want to offer this in OLB
458/Online Banking	Using the same loan category used in the previous step. If possible, create a scenario where the member account has two loans with the same loan category. In online banking apply for loan modification, use Tool #2 to approve loan modification. Use online banking to apply for loan modification for second loan. Confirm that online banking will allow the second loan to apply for loan modification.						N					We do not want to offer this in OLB
2	Have 2 users access the same loan application where the 2 nd user is locked from maintaining the app. When the 2 nd user enters, have them print the Loan Officer worksheet and verify the results.						y	5	5	3	3	It printed 2 copies of the loan officer worksheet?? Not sure why – we only need 1

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating	
		5	4	3	2	1		
		Extremely	Very	Somewhat	Slightly	Not at all		
		N/A	Not applicable	Y/N	1-5	1-5		1-5
			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?	
2	Have 2 users access the same loan application where the 2 nd user is locked from maintaining the app. When the 2 nd user enters, have them print the Underwriter packet. Confirm the standard 5-page application prints with a credit report summary. Verify the correct data was populated into the application.	y	5	5	3	3	Easy to use, not sure what we'd use it for.	
2	On the "Loan Request Maintenance" screen view the household for the loan application being worked. Verify that the entire household is correctly shown.	y	5	na	1	1	It appears this is working correctly, but we do not use household data consistently by putting members into households. Can see how it would be useful for see the full picture when there are spouse co-borrowers or parent cosigners	
50	When disbursing funds for a loan, verify the "Print Receipt" field is defaulting according to your workstation configuration. After disbursing funds, verify that a receipt prints according to the fields setting.							
297	Conduct an escrow analysis preview by, at minimum, selecting an appropriate escrow projection month and loan category or Escrow dividend application. After the preview is created, utilize the new export feature to populate this analysis into a workable file in your QUERYXX library.							
997	If your Credit Union utilizes Qualifile Risk Assessment when working with a loan applicant, complete a non-member risk assessment while creating their non-member profile. If there is already a non-member profile created, update the profile, and run an assessment.	N						

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5
997	When working with a non-member loan applicant, complete a non-member credit report while creating their non-member profile. If there is already a non-member profile created, update the profile, and run a credit report.						
Inquiry for Escrow	Review the new field showing escrow analysis shortage on the inquiry screen of escrow accounts.						I'm not seeing this, and the release summary didn't have a sample. Also could not find a sample screen in the online help
229	Review the collections dashboard to review the new delinquency ranges that now match NCUA.		Y	5	5	5	5
E F T							
11	Enter the tool and verify that active cards appear first on the list. Use the new feature to sort columns as you work with these records.		Y	5	5	5	5
12	Enter the tool and verify that active cards appear first on the list. Use the new feature to sort columns as you work with these records.		Y	5	5	5	5
1320	If possible, add a program for Card Activity Rebate using one of your MCC groups configured in Tool #1024. WARNING: If you do not want the program to run at end of month, make sure the program is not attached to a dividend application or the program is deleted prior to month end.		N				

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all						
		N/A	Not applicable									
777	If you want to activate a new Card Activity Rebate for a dividend application, enter the program code into the share account setup configuration. At month end, review reports on the first of the month to verify expected results. WARNING: This step should not be taken if you are not ready to activate the cash rebate feature			N								
Before End of Month	If you have been working in the Card Activity Rebate program maintenance, you may want to delete any fictitious or testing programs to avoid having them print on your reports. This will also ensure no one has tied them to share products in error.			N								
First of Month reports	If you have an existing or new program for Card Activity Rebate, review the month end reports to verify expected results.			N								
907	If possible, select a credit card loan category to assign a promo bucket with an assigned MCC group (configured in tool 1024). See following steps to confirm the processing.			N								
Inquiry/Phone Op	Select member accounts that have a credit card based on the loan category in the previous step. During the beta period confirm that purchases made are hitting the correct bucket. A purchase that is with a merchant in the MCC group should go to the promo bucket. Any other purchase should go to the default bucket.			N								
Inquiry/Phone Op	Confirm that payments made to member credit cards with the above settings are hitting the correct buckets.			N								

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5	Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all						
T E L L E R / M E M B E R S E R V I C E												
326	In your workstation controls, change such as “Default for printing receipts via other posting tools” to a preferred setting.											Were not sure what the purpose of this is – not in the notes. We checked direct mail post but didn’t see receipt options appear Try Dawn
31	Reverse a transaction through normal operating procedure. When processing the reversal in check that the “Print Receipt” field defaults according to your workstation controls (Tool 326). Upon posting the reversal, verify that a receipt accurately prints.											Try Dawn
Phone Op Shared branch transfer	If possible, complete a shared branch transfer for a member of your CU. Verify that the “Print Receipt” field defaults according to your workstation controls (Tool 326). Verify that a receipt accurately prints, and the information is appropriate to the transaction.											Try Dawn – Essexville branch
30/492/353	When completing a Member Account Adjustment, verify that the new “Print Receipt” field defaults according to your workstation controls (Tool 326). Upon completing your transaction, verify that a receipt is generated according to this fields setting.	y						3				the print receipt prompt should be at the end of the workflow rather than the first field that your cursor lands in. See mockup
1005	Use the other Member Service Controls to view or change the # of days to block a new member from shared branching. Pay close attention when posting any shared branching transactions (Xtend or COOP) as this new feature may prevent a member from accessing their account for the configured # of days. If possible, test the feature on an account.											Try Dawn

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Y/N	1-5	1-5	1-5	1-5
1034	Configure custom labels for the miscellaneous cash fields in teller and vault control.		y	5	5		Easy to set up but not sure what to use it for
33	Confirm the Teller Drawer Control/Inquiry shows the custom labels that you have configured previously in tool 1034.		y	5	5		
35	Confirm the Branch Vault Control shows the custom labels that you have configured previously in tool 1034.		y	5	5		
1775	Use the new options to “Hide Cash in Drawer on search screen,” “Buy/Sell from supplemental vault” and “Buy/Sell from teller drawer” to determine how Xpress teller will display.						Dawn
1600	Confirm that you can see the changes as previously configured in tool 1775 to hide the cash drawer amount and adding the new options for buying/selling from supplemental vault and teller drawer.						Dawn

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5
585	When using the override feature on a member account with more than one override needed, try out the multiple selection option for all needed overrides at once. Verify that any edits appearing are accurate (override not needed, number of overrides update, etc.). Verify that the override works appropriately.						Dawn
M A N A G E M E N T							
ACH review and 113	Review your ACH policy for early posting to determine if the new feature to post all credits immediately will work for your credit union. Note: this could have an impact on fee income if you currently use on-demand posting for a fee or could lose the information for individual companies to post early. If desired, change the posting control to the new feature in tool 113 and review your posting reports to verify that all credits are posting as they come in.		N				
1038	If you would like to configure custom verbiage for contact preferences, please add or edit the information here to show in inquiry, phone, online banking preferences, and transfer/verify ID screens		Y	5		3	
486	If you currently have Marketing Clubs with minimum monthly required Payroll and/or ACH deposits confirm that the dollar amounts for each club have been combined into the new field: Minimum Amount of Payroll/ACH Deposits.		N				

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Y/N	1-5	1-5	1-5	1-5
486	At the beginning of the next month confirm that members enrolled in existing clubs with minimum monthly Payroll/ACH Deposits remain active or have been deactivated from the club appropriately.	N					
486	Create a new Marketing Club tied to one of the new monthly activity tracking statuses. Enroll Employees/Board members/Family into the new club. At the beginning of the next month confirm that members remain active or have been deactivated from the club appropriately.	N					
A U D I T							
1715	Use the new features in this tool for Jump to account, Fraud type selection and/or Fraud Status selection.						
1039	Create or modify re-useable text tracker options for the tracker type "AT." Text should contain helpful information to be used when working with BSA records.						
984	Conduct BSA Audit procedures. Sort columns if needed, then work a record. When working a record utilize all actions to conduct research regarding the transaction preformed. Utilize Teller Audit Analysis, Member Inquiry, BSA/SAR Report, Tracker Review, etc. all from within the record. Note any concerns navigating between screens.						

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5
984	Upon completing research, mark the record as verified via “Done/Complete Tracker” button (F5). While completing the steps that follow, choose a previously made reusable text option to auto populate the text for the tracker.						
B A C K O F F I C E							
986	If you have any members that are blocked for in-house checks, verify that any check exception records for that account are highlighted in the exception listing.		Y				This showed up highlighted. Now need to figure out how to process internally and advise with Xtend
1036	Reset a Printer Device if anyone on your team locks out their printer due to invalid password attempts. To test the process, you could have someone vary off the printer by signing in with the wrong password so that the tool can be utilized and verified.						Sent to Gregory 8/30. Corby tested, didn't work. Emailed QC at CU*A 8/30
777	If desired, use the new freeze code option on any products that you would like to default when opening a new account. Verify that freezes appear as configured at account opening.		y	5		5	Didn't work for FNMA escrows – sent to CU*A 9/13
S E C U R I T Y A D M I N I S T R A T O R							
763	Reset an employee's sign-on password to a unique password. Verify the employee must change it on the next sign on.		y	5	5	5	5
D A T A B A S E A D M I N I S T R A T O R							

Tool	Task	Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)					Comments/ Explanation of Rating
		5 Extremely	4 Very	3 Somewhat	2 Slightly	1 Not at all	
		N/A Not applicable	Did you complete the task? Y/N	How easy was the task? 1-5	Are you satisfied with the results you received? 1-5	How helpful will the task be to staff? 1-5	How likely are you to perform the task after beta? 1-5
1676	Configure a new Nostradamus Profile for your members or change an existing. Set a “Must-Have” attribute if applicable.						Sent to Cheryl 8/30
1675	Run some member accounts thru the Nostradamus Predictor. Change the percentages to see more / fewer results. Review the Score Details on the member.						Sent to Cheryl 8/30
GENERAL COMMENTS							