# Beta Test Checklist

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


Credit Union Name: **Bridge Credit Union**

Primary Contact Name: **Danielle O'Connor**

Primary Contact Phone Number: ______________________

**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 |
|---|---|---|---|---|---|---|---|
| **M E M B E R F A C I N G** | | | | | | | |
| *Sample tool* | *Sample task* | *Y* | *3* | *2* | *4* | *5* | *This feature will really make processing much easier for tellers.* |
| Tool 777 | Choose a DIVAPL with Qualified Dividends, then choose Qualified Dividends on the bottom. Select the option to Require RDC Enrollment. | | | | | | |
| Tool 569 | 1) Verify that the temporary password only allows for B = Birth year & first two letters of last name.<br>2) Verify Minimum length of password is 8-10 characters. | Y | 5 | 5 | N/A | 5 | Very easy to do; verified |
| Tool 14 / It's Me 247 | If possible, reset some employee online banking passwords and verify the temporary password resets according to the new configuration | Y | 5 | 5 | 5 | 5 | Normal process, simple for staff to do. |
| | | | | | | | |
| **L E N D I N G** | | | | | | | |

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 2 | While working on a loan application, use the new Print Forms button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the loan application number you are working with. | Y | 5 | 5 | 5 | 5 | Team likes the ability to push forward directly to where we need to be. |
| Tool 2 | While working on a loan application, use the new Go to Underwriting button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the underwriting information for the loan application you are working with. | Y | 5 | 5 | 5 | 5 | |
| Tool 2 | While working on a loan application, use the new Go to FormFLOW button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the FormFLOW section for the loan application you are working with. | Y | 5 | 5 | 5 | 5 | |
| Tool 2 | While working on a loan application, use the new Work with Mortgage Forms button. Confirm the Imaging Teams store page for Mortgage Forms launches in a new webpage. | Y | | | | | Will be discussing this more as a team after beta and other projects we are working through. |
| Tool 2 | While working on a loan application, use the new CU*Chat button. Confirm the LenderVP Team store page for CU*Chat launches in a new webpage. | Y | | | | | Will be discussing this more as a team after beta and other projects we are working through. |
| Tool 1340 / 1045 | Access the tool and confirm that the new field expiration date is present on the screen | Y | | | 5 | 5 | Bridge is super stoked about the expiration date for 1 click. We are in the talks about working through one after release. |

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 | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>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 1340 / 1045 | If you will be creating a Traditional funded or unfunded 1Click offer during the Beta Period confirm that you are able to set the expiration date to any time from 1 to 365 days after the offer creation date. | | | | | | | Looking forward to seeing how this will work. |
| Tool 1340 / 1045 | If you will be creating a Traditional funded or unfunded 1Click offer during the Beta Period confirm that you have no issues navigating through the fields/panels and that the 1Click offers are created as expected | | | | | | | Looking forward to seeing how this will work. |
| Tool 1340 / 1045 | Confirm that members can accept/decline offers in Its Me 247 created before or during the Beta period | | | | | | | Looking forward to seeing how this will work. |
| Tool 1110 | If you will be offering a Relationship 1Click, select an existing CLRPath model for use with the offer or create a model where only your targeted testing group would qualify- For example only members of a specific Insider/Employee Type | | Y | 5 | | | | Not sure if we will use in the future yet, but it is on my list of projects to review and spec out. |
| CU Publisher | Link to 'My Offers' module will need to be activated in CU Publisher. If you need assistance with enabling the feature, please reach out to us at Qualitycontrolteam@cuanswers.com | | Y | 5 | 5 | 5 | 5 | |
| Tool 1061/1062 | Relationship 1Click offers Configure and View – are new tools. Your security officer will need to grant you access. | | | | | | | Will be reviewing and testing second half of beta |
| Tool 1061 | Use this tool to create a Relationship 1Click offer<br>Confirm that you can set the offer active range<br>Confirm that initial Score Range starts at the minimum score to | | | | | | | Will be reviewing and testing second half of beta |
| Tool 1061 | Enter Score Ranges and Maximum Dollar amounts as applicable<br>Confirm score range ends at a score of 999 | | | | | | | Will be reviewing and testing second half of beta |

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 1061 | Confirm that you have no issues navigating through the fields and panels involved with creating the Relationship offer | | | | | | Will be reviewing and testing second half of beta |
| It's Me 247 | Log into Its Me 247 – Qualified for Relationship Offer<br>Select My Offers – confirm that module launches and offer presented<br>Confirm offer amount is correct for the CLR Path Score/Score Range<br>Confirm able to select a lower loan amount.<br>Complete the 1Click process confirm loan created and all documents and records reflect the requested loan amount | | | | | | |
| It's Me 247 | Log into Its Me 247 – Not Qualified for Relationship Offer<br>Select My Offers – confirm that module launches and no Relationship offer is presented | | | | | | |
| It's Me 247 | Confirm Traditional 1Click offers are presented via Banner and in My Offers module | | | | | | |
| Tool 2 | Follow procedures for marking 1Click offers Completed. Confirm no issues. | | | | | | |
| **TELLER/MEMBER SERVICE** | | | | | | | |
| Tool 1 | Deposit some outside checks. Use the lookup to change the number of hold days using one of the new exception check hold reasons. Confirm the correct number of hold days is applied. Verify the receipt shows the hold reason. Verify the number of hold days calculated is correct and applied to the account. | | | | | | N/A |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>N/A Not applicable<br>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 |
|---|---|---|---|---|---|---|---|
| F2 – Phone Operator | Perform a funds transfer on a members account from one account type to another. Use the account type lookup. Verify all accounts that you can transfer to are shown. Make sure the transfer occurs and updates the members balance correctly. Verify the receipt is correct. | Y | 5 | 5 | 5 | 5 | Amazing! Contact Center will love this. |
| F2 – Phone Operator | Perform a funds transfer from one members account to another. Use the global search to locate the second account. Use the account type lookup when selecting the suffix and verify the transaction occurs correctly. Verify the receipt is correct. | Y | 5 | 5 | 5 | 5 | |
| F2 – Phone Operator | If possible, perform a funds transfer using at least one HSA or IRA account type. Verify the transaction updates the member balance correctly. Verify that the members IRA or HSA account balance is updated correctly. Verify the receipt is correct. | Y | 5 | 5 | 5 | 5 | |
| Tool 516 | Perform a funds transfer using tool 516. Use the global search and account type lookup when selecting account and type. Verify that all account types you should be able to transfer to/from are shown. After the transfer, verify the members account balance. If possible, repeat this process with an IRA and/or HSA account type. Double check the members IRA/HSA balance after the transaction. Check the receipt for accuracy. | Y | 5 | 5 | 5 | 5 | |

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 354 | If possible, perform an effective dated account transfer. Use the global search and account type lookup when selecting account and type. Verify that all account types you should be able to transfer to/from are shown. After the transfer, verify the members account balance. | | | | | | |
| Tool 355 | Setup some new electronic deposit holds configurations for exception holds. Use the teller outside checks section to configure the hold days. | | | | | | |
| Tool 849 | Activate the new check hold exception reasons. Hit Save/Update. Add some exception check holds. | | | | | | |
| Tool 1600 | Deposit some outside checks. Use the lookup to change the number of hold days using one of the new exception check hold reasons. Confirm the correct number of hold days is applied. Verify the receipt shows the hold reason. Verify the number of hold days calculated is correct and applied to the account. | | | | | | |
| Tool 919 | After applying a hold using teller, verify the uncollected funds screen shows the correct check hold exception reason. | | | | | | |

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 20 | If applicable, flag a secondary name as Power of Attorney. Verify the new POA designation is shown on the account using Inquiry and selecting secondary names. | | | | | | Will test and review second half of beta |
| Tool 20 | Verify the last maintenance date updates (or date added is created) when adding or making changes to the secondary name on a members account. | | | | | | |
| Tool 20 | Add comments to a secondary name on an account. Verify the comments save on the account using Inquiry and selecting secondary names. | | | | | | |
| F1 - Inquiry | Verify the data on a secondary name by selecting secondary names on an account and choosing F20, contact information. Make sure the print name on correspondence and power of attorney flags are accurate. Verify the DBA name appears, if applicable. Verify the date added and maintained date are accurate (if new). | | | | | | |
| Forms | Verify secondary names are correct on any forms that have them. | | | | | | |

| Tool | Task<br>Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>N/A Not applicable | Did you complete the task?<br>Y/N | How easy was the task?<br>1-5 | Are you satisfied with the results you received?<br>1-5 | How helpful will the task be to staff?<br>1-5 | How likely are you to perform the task after beta?<br>1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| **MANAGEMENT** | | | | | | | |
| Tool 558 | Update 'Waive Fees if Authorized Positive' field to Y-Yes. Ensure management approves turning this option on. Turning on this feature will affect all accounts. Review NSF debit card transactions to ensure fee waivers are what is expected. | | | | | | Will not be using this feature |
| Tool 225 | If possible, add one or more membership designations to the "Exception Delinquency Freeze Settings" and fill in the remainder of these settings. With daily processing, ensure accounts that are part of the selected membership designations are freezing/unfreezing/remaining unfrozen as expected. | | | | | | |
| Tool 707 | Run the simulation report for qualified dividends to see how it would impact business. | | | | | | Will review second half of beta |

## GENERAL COMMENTS

# Beta Test Checklist

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


Credit Union Name: Evergreen Credit Union

Primary Contact Name: Roni Kasperek

Primary Contact Phone Number: ____________________

**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 |
|---|---|---|---|---|---|---|---|
| **M E M B E R F A C I N G** | | | | | | | |
| *Sample tool* | *Sample task* | *Y* | *3* | *2* | *4* | *5* | *This feature will really make processing much easier for tellers.* |
| Tool 777 | Choose a DIVAPL with Qualified Dividends, then choose Qualified Dividends on the bottom. Select the option to Require RDC Enrollment. | N | | | | | RDC is not something we allow all members - we have a risk rating for enrollment |
| Tool 569 | 1) Verify that the temporary password only allows for B = Birth year & first two letters of last name.<br>2) Verify Minimum length of password is 8-10 characters. | Y | 5 | 4 | 4 | 4 | The temporary password feature looks fine but it is very confusing to our members (formula not easy to remember when explained verbally). Business accounts and multi-name members have confused staff as we historically have not been consistent with entering data the same way. |
| Tool 14 / It's Me 247 | If possible, reset some employee online banking passwords and verify the temporary password resets according to the new configuration | Y | 5 | 5 | | 5 | We will keep the new configuration - trying to train members away from sharing their SSNs |
| | | | | | | | |
| **L E N D I N G** | | | | | | | |

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 2 | While working on a loan application, use the new Print Forms button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the loan application number you are working with. | N | | | | | Our loan process is not ready for CU*Forms yet |
| Tool 2 | While working on a loan application, use the new Go to Underwriting button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the underwriting information for the loan application you are working with. | N | | | | | I will kick this over to our loan team to test |
| Tool 2 | While working on a loan application, use the new Go to FormFLOW button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the FormFLOW section for the loan application you are working with. | N | | | | | |
| Tool 2 | While working on a loan application, use the new Work with Mortgage Forms button. Confirm the Imaging Teams store page for Mortgage Forms launches in a new webpage. | N | | | | | |
| Tool 2 | While working on a loan application, use the new CU*Chat button. Confirm the LenderVP Team store page for CU*Chat launches in a new webpage. | N | | | | | |
| Tool 1340 / 1045 | Access the tool and confirm that the new field expiration date is present on the screen | N | | | | | |

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 1340 / 1045 | If you will be creating a Traditional funded or unfunded 1Click offer during the Beta Period confirm that you are able to set the expiration date to any time from 1 to 365 days after the offer creation date. | N | | | | | |
| Tool 1340 / 1045 | If you will be creating a Traditional funded or unfunded 1Click offer during the Beta Period confirm that you have no issues navigating through the fields/panels and that the 1Click offers are created as expected | N | | | | | |
| Tool 1340 / 1045 | Confirm that members can accept/decline offers in Its Me 247 created before or during the Beta period | N | | | | | |
| Tool 1011 | If you will be offering a Relationship 1Click, select an existing CLRPath model for use with the offer or create a model where only your targeted testing group would qualify- For example only members of a specific Insider/Employee Type | N | | | | | |
| CU Publisher | Link to 'My Offers' module will need to be activated in CU Publisher. If you need assistance with enabling the feature, please reach out to us at Qualitycontrolteam@cuanswers.com | N | | | | | I can try enabling this with no offers to present to members |
| Tool 1061/1062 | Relationship 1Click offers Configure and View – are new tools. Your security officer will need to grant you access. | N | | | | | |
| Tool 1061 | Use this tool to create a Relationship 1Click offer<br>Confirm that you can set the offer active range<br>Confirm that initial Score Range starts at the minimum score to | N | | | | | |
| Tool 1061 | Enter Score Ranges and Maximum Dollar amounts as applicable<br>Confirm score range ends at a score of 999 | N | | | | | |

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

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

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 1061 | Confirm that you have no issues navigating through the fields and panels involved with creating the Relationship offer | N | | | | | |
| It's Me 247 | Log into Its Me 247 – Qualified for Relationship Offer<br>Select My Offers – confirm that module launches and offer presented<br>Confirm offer amount is correct for the CLR Path Score/Score Range<br>Confirm able to select a lower loan amount.<br>Complete the 1Click process confirm loan created and all documents and records reflect the requested loan amount | N | | | | | |
| It's Me 247 | Log into Its Me 247 – Not Qualified for Relationship Offer<br>Select My Offers – confirm that module launches and no Relationship offer is presented | N | | | | | |
| It's Me 247 | Confirm Traditional 1Click offers are presented via Banner and in My Offers module | N | | | | | |
| Tool 2 | Follow procedures for marking 1Click offers Completed.  Confirm no issues. | N | | | | | |
| **TELLER/MEMBER SERVICE** | | | | | | | |
| Tool 1 | Deposit some outside checks. Use the lookup to change the number of hold days using one of the new exception check hold reasons. Confirm the correct number of hold days is applied. Verify the receipt shows the hold reason. Verify the number of hold days calculated is correct and applied to the account. | N | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>N/A Not applicable<br>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 |
|---|---|---|---|---|---|---|---|
| F2 – Phone Operator | Perform a funds transfer on a members account from one account type to another. Use the account type lookup. Verify all accounts that you can transfer to are shown. Make sure the transfer occurs and updates the members balance correctly. Verify the receipt is correct. | Y | 5 | 5 | 5 | 5 | There have been no issues, tellers have not reported any missing accounts or receipt issues |
| F2 – Phone Operator | Perform a funds transfer from one members account to another. Use the global search to locate the second account. Use the account type lookup when selecting the suffix and verify the transaction occurs correctly. Verify the receipt is correct. | Y | 5 | 5 | 5 | 5 | |
| F2 – Phone Operator | If possible, perform a funds transfer using at least one HSA or IRA account type. Verify the transaction updates the member balance correctly. Verify that the members IRA or HSA account balance is updated correctly. Verify the receipt is correct. | N | | | | | Will investigate for you |
| Tool 516 | Perform a funds transfer using tool 516. Use the global search and account type lookup when selecting account and type. Verify that all account types you should be able to transfer to/from are shown. After the transfer, verify the members account balance. If possible, repeat this process with an IRA and/or HSA account type. Double check the members IRA/HSA balance after the transaction. Check the receipt for accuracy. | N | | | | | Will investigate for you - we don't use this tool right now |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>N/A Not applicable<br>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 354 | If possible, perform an effective dated account transfer. Use the global search and account type lookup when selecting account and type. Verify that all account types you should be able to transfer to/from are shown. After the transfer, verify the members account balance. | N | | | | | Will investigate for you |
| Tool 355 | Setup some new electronic deposit holds configurations for exception holds. Use the teller outside checks section to configure the hold days. | N | | | | | |
| Tool 849 | Activate the new check hold exception reasons. Hit Save/Update. Add some exception check holds. | N | | | | | |
| Tool 1600 | Deposit some outside checks. Use the lookup to change the number of hold days using one of the new exception check hold reasons. Confirm the correct number of hold days is applied. Verify the receipt shows the hold reason. Verify the number of hold days calculated is correct and applied to the account. | N | | | | | |
| Tool 919 | After applying a hold using teller, verify the uncollected funds screen shows the correct check hold exception reason. | N | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>N/A Not applicable<br>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 20 | If applicable, flag a secondary name as Power of Attorney. Verify the new POA designation is shown on the account using Inquiry and selecting secondary names. | N | | | | | Can complete for you, just haven't had yet |
| Tool 20 | Verify the last maintenance date updates (or date added is created) when adding or making changes to the secondary name on a members account. | Y | 5 | 5 | 5 | 5 | Love it! So much easier for auditing purposes |
| Tool 20 | Add comments to a secondary name on an account. Verify the comments save on the account using Inquiry and selecting secondary names. | Y | 5 | 3 | 4 | 3 | I do not like that it highlights the names yellow when there is a comment as that usually means "bad" or something to highlight. If we want to leave comments for every relationship the yellow is just noise. |
| F1 - Inquiry | Verify the data on a secondary name by selecting secondary names on an account and choosing F20, contact information. Make sure the print name on correspondence and power of attorney flags are accurate. Verify the DBA name appears, if applicable. Verify the date added and maintained date are accurate (if new). | N | | | | | |
| Forms | Verify secondary names are correct on any forms that have them. | Y | | | | | Have not heard any feedback from staff about missing names - you already corrected the missing Photo ID for secondary names |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>N/A Not applicable | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|---|
| **M A N A G E M E N T** | | | | | | | | |
| Tool 558 | Update 'Waive Fees if Authorized Positive' field to Y-Yes. Ensure management approves turning this option on. Turning on this feature will affect all accounts. Review NSF debit card transactions to ensure fee waivers are what is expected. | | Y | 4 | 5 | 3 | 5 | More useful for compliance/ relationships than staff day to day |
| Tool 225 | If possible, add one or more membership designations to the "Exception Delinquency Freeze Settings" and fill in the remainder of these settings. With daily processing, ensure accounts that are part of the selected membership designations are freezing/unfreezing/remaining unfrozen as expected. | | N | | | | | |
| Tool 707 | Run the simulation report for qualified dividends to see how it would impact business. | | N | | | | | |

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

# Beta Test Checklist

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


Credit Union Name: **Peninsula Federal Credit Union**

Primary Contact Name: **Kim Kareckas**

Primary Contact Phone Number: ______________________

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 |
|---|---|---|---|---|---|---|---|
| **MEMBER FACING** | | | | | | | |
| *Sample tool* | *Sample task* | *Y* | *3* | *2* | *4* | *5* | *This feature will really make processing much easier for tellers.* |
| Tool 777 | Choose a DIVAPL with Qualified Dividends, then choose Qualified Dividends on the bottom. Select the option to Require RDC Enrollment. | N | | | | | |
| Tool 569 | 1) Verify that the temporary password only allows for B = Birth year & first two letters of last name.<br>2) Verify Minimum length of password is 8-10 characters. | Y | 5 | 5 | 5 | 5 | |
| Tool 14 / It's Me 247 | If possible, reset some employee online banking passwords and verify the temporary password resets according to the new configuration | Y | 5 | 5 | 5 | 5 | |
| **LENDING** | | | | | | | |

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 2 | While working on a loan application, use the new Print Forms button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the loan application number you are working with. | Y | 5 | 5 | 5 | 5 | |
| Tool 2 | While working on a loan application, use the new Go to Underwriting button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the underwriting information for the loan application you are working with. | Y | 5 | 5 | 5 | 5 | |
| Tool 2 | While working on a loan application, use the new Go to FormFLOW button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the FormFLOW section for the loan application you are working with. | Y | 5 | 5 | 5 | 5 | |
| Tool 2 | While working on a loan application, use the new Work with Mortgage Forms button. Confirm the Imaging Teams store page for Mortgage Forms launches in a new webpage. | Y | 5 | 5 | 5 | 5 | |
| Tool 2 | While working on a loan application, use the new CU*Chat button. Confirm the LenderVP Team store page for CU*Chat launches in a new webpage. | Y | 5 | 5 | 5 | 5 | |
| Tool 1340 / 1045 | Access the tool and confirm that the new field expiration date is present on the screen | Y | 5 | 5 | 5 | 5 | |

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

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 1340 / 1045 | If you will be creating a Traditional funded or unfunded 1Click offer during the Beta Period confirm that you are able to set the expiration date to any time from 1 to 365 days after the offer creation date. | Y | 5 | | | | |
| Tool 1340 / 1045 | If you will be creating a Traditional funded or unfunded 1Click offer during the Beta Period confirm that you have no issues navigating through the fields/panels and that the 1Click offers are created as expected | Y | 5 | | | | |
| Tool 1340 / 1045 | Confirm that members can accept/decline offers in Its Me 247 created before or during the Beta period | Y | 5 | | | | |
| Tool 1011 | If you will be offering a Relationship 1Click, select an existing CLRPath model for use with the offer or create a model where only your targeted testing group would qualify- For example only members of a specific Insider/Employee Type | Y | 5 | | | | |
| CU Publisher | Link to 'My Offers' module will need to be activated in CU Publisher. If you need assistance with enabling the feature, please reach out to us at Qualitycontrolteam@cuanswers.com | Y | 5 | | | | |
| Tool 1061/1062 | Relationship 1Click offers Configure and View – are new tools. Your security officer will need to grant you access. | Y | 5 | | | | |
| Tool 1061 | Use this tool to create a Relationship 1Click offer<br>Confirm that you can set the offer active range<br>Confirm that initial Score Range starts at the minimum score to | Y | 5 | | | | |
| Tool 1061 | Enter Score Ranges and Maximum Dollar amounts as applicable<br>Confirm score range ends at a score of 999 | Y | 5 | | | | |

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 1061 | Confirm that you have no issues navigating through the fields and panels involved with creating the Relationship offer | Y | 5 | | | | |
| It's Me 247 | Log into Its Me 247 – Qualified for Relationship Offer<br>Select My Offers – confirm that module launches and offer presented<br>Confirm offer amount is correct for the CLR Path Score/Score Range<br>Confirm able to select a lower loan amount.<br>Complete the 1Click process confirm loan created and all documents and records reflect the requested loan amount | Y | 5 | | | | |
| It's Me 247 | Log into Its Me 247 – Not Qualified for Relationship Offer<br>Select My Offers – confirm that module launches and no Relationship offer is presented | Y | 5 | | | | |
| It's Me 247 | Confirm Traditional 1Click offers are presented via Banner and in My Offers module | Y | 5 | | | | |
| Tool 2 | Follow procedures for marking 1Click offers Completed. Confirm no issues. | Y | 5 | | | | |
| **TELLER/MEMBER SERVICE** | | | | | | | |
| Tool 1 | Deposit some outside checks. Use the lookup to change the number of hold days using one of the new exception check hold reasons. Confirm the correct number of hold days is applied. Verify the receipt shows the hold reason. Verify the number of hold days calculated is correct and applied to the account. | N | | | | | |

| 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 |
|---|---|---|---|---|---|---|---|
| F2 – Phone Operator | Perform a funds transfer on a members account from one account type to another. Use the account type lookup. Verify all accounts that you can transfer to are shown. Make sure the transfer occurs and updates the members balance correctly. Verify the receipt is correct. | Y | 5 | | | | |
| F2 – Phone Operator | Perform a funds transfer from one members account to another. Use the global search to locate the second account. Use the account type lookup when selecting the suffix and verify the transaction occurs correctly. Verify the receipt is correct. | Y | 5 | | | | |
| F2 – Phone Operator | If possible, perform a funds transfer using at least one HSA or IRA account type. Verify the transaction updates the member balance correctly. Verify that the members IRA or HSA account balance is updated correctly. Verify the receipt is correct. | N | | | | | |
| Tool 516 | Perform a funds transfer using tool 516. Use the global search and account type lookup when selecting account and type. Verify that all account types you should be able to transfer to/from are shown. After the transfer, verify the members account balance. If possible, repeat this process with an IRA and/or HSA account type. Double check the members IRA/HSA balance after the transaction. Check the receipt for accuracy. | Y | 5 | | | | |

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

Rate each item on a scale of 1-5.
(5 = highest, 1 = lowest)
5 Extremely
4 Very
3 Somewhat
2 Slightly
1 Not at all
N/A Not applicable

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 354 | If possible, perform an effective dated account transfer. Use the global search and account type lookup when selecting account and type. Verify that all account types you should be able to transfer to/from are shown. After the transfer, verify the members account balance. | Y | 5 | | | | |
| Tool 355 | Setup some new electronic deposit holds configurations for exception holds. Use the teller outside checks section to configure the hold days. | N | | | | | |
| Tool 849 | Activate the new check hold exception reasons. Hit Save/Update. Add some exception check holds. | N | | | | | |
| Tool 1600 | Deposit some outside checks. Use the lookup to change the number of hold days using one of the new exception check hold reasons. Confirm the correct number of hold days is applied. Verify the receipt shows the hold reason. Verify the number of hold days calculated is correct and applied to the account. | N | | | | | |
| Tool 919 | After applying a hold using teller, verify the uncollected funds screen shows the correct check hold exception reason. | N | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest) 5 Extremely; 4 Very; 3 Somewhat; 2 Slightly; 1 Not at all; N/A Not applicable | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|---|
| Tool 20 | If applicable, flag a secondary name as Power of Attorney. Verify the new POA designation is shown on the account using Inquiry and selecting secondary names. | | N | | | | | |
| Tool 20 | Verify the last maintenance date updates (or date added is created) when adding or making changes to the secondary name on a members account. | | N | | | | | |
| Tool 20 | Add comments to a secondary name on an account. Verify the comments save on the account using Inquiry and selecting secondary names. | | N | | | | | |
| F1 - Inquiry | Verify the data on a secondary name by selecting secondary names on an account and choosing F20, contact information. Make sure the print name on correspondence and power of attorney flags are accurate. Verify the DBA name appears, if applicable. Verify the date added and maintained date are accurate (if new). | | N | | | | | |
| Forms | Verify secondary names are correct on any forms that have them. | | N | | | | | |

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| **MANAGEMENT** | | | | | | | |
| Tool 558 | Update 'Waive Fees if Authorized Positive' field to Y-Yes. Ensure management approves turning this option on. Turning on this feature will affect all accounts. Review NSF debit card transactions to ensure fee waivers are what is expected. | N | | | | | |
| Tool 225 | If possible, add one or more membership designations to the "Exception Delinquency Freeze Settings" and fill in the remainder of these settings. With daily processing, ensure accounts that are part of the selected membership designations are freezing/unfreezing/remaining unfrozen as expected. | N | | | | | |
| Tool 707 | Run the simulation report for qualified dividends to see how it would impact business. | N | | | | | |

**GENERAL COMMENTS**

# Beta Test Checklist

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


Credit Union Name: LESCO FCU

Primary Contact Name: NEAL FENTON

Primary Contact Phone Number: ______________________

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 |
|---|---|---|---|---|---|---|---|
| MEMBER FACING | | | | | | | |
| *Sample tool* | *Sample task* | *Y* | *3* | *2* | *4* | *5* | *This feature will really make processing much easier for tellers.* |
| Tool 777 | Choose a DIVAPL with Qualified Dividends, then choose Qualified Dividends on the bottom. Select the option to Require RDC Enrollment. | | | | | | N/A |
| Tool 569 | 1) Verify that the temporary password only allows for B = Birth year & first two letters of last name.<br>2) Verify Minimum length of password is 8-10 characters. | Y | 5 | 5 | 5 | 5 | |
| Tool 14 / It's Me 247 | If possible, reset some employee online banking passwords and verify the temporary password resets according to the new configuration | Y | 5 | 5 | 5 | 5 | |
| LENDING | | | | | | | |

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 2 | While working on a loan application, use the new Print Forms button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the loan application number you are working with. | Yes | Very Slow 4 | — | — | — | is much more work takes more time than looking at forms listed Below |
| Tool 2 | While working on a loan application, use the new Go to Underwriting button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the underwriting information for the loan application you are working with. | Yes | Very Slow 4 | 4 | 4 | 2 | nice to be able to read all the detail this shows all details |
| Tool 2 | While working on a loan application, use the new Go to FormFLOW button to access CU*Forms. Confirm CU*Forms launches in a new webpage and displays the FormFLOW section for the loan application you are working with. | Yes | Very Slow 4 | — | — | — | I would nor use this |
| Tool 2 | While working on a loan application, use the new Work with Mortgage Forms button. Confirm the Imaging Teams store page for Mortgage Forms launches in a new webpage. | | | | | | Page SAYS Coming Soon |
| Tool 2 | While working on a loan application, use the new CU*Chat button. Confirm the LenderVP Team store page for CU*Chat launches in a new webpage. | | | | | | Coming soon |
| Tool 1340 / 1045 | Access the tool and confirm that the new field expiration date is present on the screen | Yes | | | | | this is a 1 Click n/a |

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

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

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 1340 / 1045 | If you will be creating a Traditional funded or unfunded 1Click offer during the Beta Period confirm that you are able to set the expiration date to any time from 1 to 365 days after the offer creation date. | n/a | n/a | n/a | n/a | n/a | n/a |
| Tool 1340 / 1045 | If you will be creating a Traditional funded or unfunded 1Click offer during the Beta Period confirm that you have no issues navigating through the fields/panels and that the 1Click offers are created as expected | n/a | n/a | n/a | n/a | n/a | n/a |
| Tool 1340 / 1045 | Confirm that members can accept/decline offers in Its Me 247 created before or during the Beta period | | | | | | this is one click I do not see this |
| Tool 1110 | If you will be offering a Relationship 1Click, select an existing CLRPath model for use with the offer or create a model where only your targeted testing group would qualify- For example only members of a specific Insider/Employee Type | n/a | n/a | n/a | n/a | n/a | n/a |
| CU Publisher | Link to 'My Offers' module will need to be activated in CU Publisher. If you need assistance with enabling the feature, please reach out to us at Qualitycontrolteam@cuanswers.com | | | | | | |
| Tool 1061/1062 | Relationship 1Click offers Configure and View – are new tools. Your security officer will need to grant you access. | n/a | n/a | n/a | n/a | n/a | n/a |
| Tool 1061 | Use this tool to create a Relationship 1Click offer<br>Confirm that you can set the offer active range<br>Confirm that initial Score Range starts at the minimum score to | n/a | n/a | n/a | n/a | n/a | n/a |
| Tool 1061 | Enter Score Ranges and Maximum Dollar amounts as applicable<br>Confirm score range ends at a score of 999 | | | | | | this is also 1 click |

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

Rate each item on a scale of 1-5.
(5 = highest, 1 = lowest)
5 Extremely
4 Very
3 Somewhat
2 Slightly
1 Not at all
N/A Not applicable

| Tool | Task | Did you complete the task? Y/N | How easy was the task? 1-5 | Are you satisfied with the results you received? 1-5 | How helpful will the task be to staff? 1-5 | How likely are you to perform the task after beta? 1-5 | Comments/ Explanation of Rating |
|---|---|---|---|---|---|---|---|
| Tool 1061 | Confirm that you have no issues navigating through the fields and panels involved with creating the Relationship offer | | | | | | 1 Click |
| It's Me 247 | Log into Its Me 247 – Qualified for Relationship Offer<br>Select My Offers – confirm that module launches and offer presented<br>Confirm offer amount is correct for the CLR Path Score/Score Range<br>Confirm able to select a lower loan amount.<br>Complete the 1Click process confirm loan created and all documents and records reflect the requested loan amount | | | | | | N/a |
| It's Me 247 | Log into Its Me 247 – Not Qualified for Relationship Offer<br>Select My Offers – confirm that module launches and no Relationship offer is presented | | | | | | |
| It's Me 247 | Confirm Traditional 1Click offers are presented via Banner and in My Offers module | n/a | n/a | n/a | n/a | n/a | N/a |
| Tool 2 | Follow procedures for marking 1Click offers Completed. Confirm no issues. | n/a | N/a | n/a | n/a | N/a | N/a |
| TELLER / MEMBER SERVICE | | | | | | | |
| Tool 1 | Deposit some outside checks. Use the lookup to change the number of hold days using one of the new exception check hold reasons. Confirm the correct number of hold days is applied. Verify the receipt shows the hold reason. Verify the number of hold days calculated is correct and applied to the account. | | | | | | |

| Tool | Task | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>N/A Not applicable<br><br>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 |
|---|---|---|---|---|---|---|---|
| F2 – Phone Operator | Perform a funds transfer on a members account from one account type to another. Use the account type lookup. Verify all accounts that you can transfer to are shown. Make sure the transfer occurs and updates the members balance correctly. Verify the receipt is correct. | Y | | | | | Receipt Does not show balance on account you are transferring to |
| F2 – Phone Operator | Perform a funds transfer from one members account to another. Use the global search to locate the second account. Use the account type lookup when selecting the suffix and verify the transaction occurs correctly. Verify the receipt is correct. | Y | | | | | |
| F2 – Phone Operator | If possible, perform a funds transfer using at least one HSA or IRA account type. Verify the transaction updates the member balance correctly. Verify that the members IRA or HSA account balance is updated correctly. Verify the receipt is correct. | N/A | | | | | N/A |
| Tool 516 | Perform a funds transfer using tool 516. Use the global search and account type lookup when selecting account and type. Verify that all account types you should be able to transfer to/from are shown. After the transfer, verify the members account balance. If possible, repeat this process with an IRA and/or HSA account type. Double check the members IRA/HSA balance after the transaction. Check the receipt for accuracy. | Y | | | | | Receipt only shows balance on transfer From 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 |
|---|---|---|---|---|---|---|---|
| Tool 354 | If possible, perform an effective dated account transfer. Use the global search and account type lookup when selecting account and type. Verify that all account types you should be able to transfer to/from are shown. After the transfer, verify the members account balance. | | | | | | NOT SURE WHAT YOU WANT ON THIS TASK ? |
| Tool 355 | Setup some new electronic deposit holds configurations for exception holds. Use the teller outside checks section to configure the hold days. | Y | | | | | |
| Tool 849 | Activate the new check hold exception reasons. Hit Save/Update. Add some exception check holds. | Y | | | | | |
| Tool 1600 | Deposit some outside checks. Use the lookup to change the number of hold days using one of the new exception check hold reasons. Confirm the correct number of hold days is applied. Verify the receipt shows the hold reason. Verify the number of hold days calculated is correct and applied to the account. | Y | | | | | |
| Tool 919 | After applying a hold using teller, verify the uncollected funds screen shows the correct check hold exception reason. | Y | | | | | |

| 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 |
|---|---|---|---|---|---|---|---|
| | Rate each item on a scale of 1-5. (5 = highest, 1 = lowest)<br>5 Extremely<br>4 Very<br>3 Somewhat<br>2 Slightly<br>1 Not at all<br>N/A Not applicable | | | | | | |
| Tool 20 | If applicable, flag a secondary name as Power of Attorney. Verify the new POA designation is shown on the account using Inquiry and selecting secondary names. | | | | | | It adds POA as joint owner Which we do not Want |
| Tool 20 | Verify the last maintenance date updates (or date added is created) when adding or making changes to the secondary name on a members account. | Y | | | | | |
| Tool 20 | Add comments to a secondary name on an account. Verify the comments save on the account using Inquiry and selecting secondary names. | Y | | | | | |
| ? F1 - Inquiry | Verify the data on a secondary name by selecting secondary names on an account and choosing F20, contact information. Make sure the print name on correspondence and power of attorney flags are accurate. Verify the DBA name appears, if applicable. Verify the date added and maintained date are accurate (if new). | | | | | | NOT SURE OF THIS TASK |
| Forms | Verify secondary names are correct on any forms that have them. | | | | | | |

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 |
|---|---|---|---|---|---|---|---|
| **MANAGEMENT** | | | | | | | |
| Tool 558 | Update 'Waive Fees if Authorized Positive' field to Y-Yes. Ensure management approves turning this option on. Turning on this feature will affect all accounts. Review NSF debit card transactions to ensure fee waivers are what is expected. | | | | | | |
| Tool 225 | If possible, add one or more membership designations to the "Exception Delinquency Freeze Settings" and fill in the remainder of these settings. With daily processing, ensure accounts that are part of the selected membership designations are freezing/unfreezing/remaining unfrozen as expected. | | | | | | |
| Tool 707 | Run the simulation report for qualified dividends to see how it would impact business. | | | | | | |

**GENERAL COMMENTS**

NOT SURE OF ABOVE TASKS, WOULD LIKE TO DISCUSS