ATM/Debit Processing

INTRODUCTION

This booklet introduces users to the screens used in the daily maintenance of ATM and Debit cards. The manual provides answers to several frequently asked questions about the daily maintenance of ATM and Debit cards, such as how to create a card, how to reorder a card, and how to change the status on a card. It also provides examples of ATM and Debit card reports that are archived daily in CU*SPY.

This manual is for users who have access to **Tool #11** *ATM/Debit Card Maintenance*, which allows daily maintenance on ATM and Debit cards. Users who only need to view the ATM and Debit cards screens can access view-only versions of some of the screens shown in this manual through **Tool #156** *ATM/Debit Cards & Activity Inquiry.*

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For an updated copy of this booklet, check out the Reference Materials page of our website: http://www.cuanswers.com/resources/doc/cubase-reference CU*BASE[®] is a registered trademark of CU*Answers, Inc.

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FREQUENTLY ASKED QUESTIONS

Before moving to the answers to these questions (beginning on page 6), be sure to review the introduction to the entry screens (beginning on the next page). Answers to the questions follow this overview.

- **Question 1:** My member is the primary account holder and wants to get a brand new ATM/Debit Card. How do I order him or her a card? **See Page 6**
- **Question #2:** My member's card is worn and I need to reorder him or her a replacement card. How do I do this? **See Page 10**
- **Question #3:** My member's spouse or child needs an ATM/Debit card. How do I create a card that does not have the primary account holder's name on the card? **See Page 12**
- **Question #4:** I need to issue the member a specific card number. How do I do this? **See Page 13**
- **Question #5:** A cardholder has lost his or her card. How do I change the status of the card to mark it as a "hot" card? **See Page 14**
- **Question #6:** I need to close a card that is no longer needed. How do I do this? **See Page 17**
- **Question #7:** How do I see all of the cards issued to a member's account? **See Page 20**
- Question #8: How do I view the activity or on a specific card? See Page 21
- Question #9: How do I view Card Status Changes for an Account? See Page 24
- Question #10: How do I close a card the same day it was opened? See Page 26
- **Question #11:** How do I temporarily change the daily limit on my member's ATM or Debit card? **See Page 28**
- **Question #12:** My member travels for long periods of time, how can I ensure that the address at the vendor is my member's current physical location? **See Page 30**

INTRODUCTION TO THE ENTRY SCREENS

TOOLS FOR YOUR ATM/DEBIT CARD PROCESSING

Most of this manual will deal with **Tool #11** *ATM/Debit Card Maintenance*, which allows you to view existing cards, perform maintenance, and order new cards. Access to this tool should be given only to people in charge of processing ATM and Debit cards. **Tool #156** *ATM/Debit Cards & Activity Inquiry* allows view-only access to some of the screens available through the maintenance tool and should be given to employees who will not order or perform maintenance on ATM or Debit cards.

MAIN ATM/DEBIT SCREENS

You will work from two main ATM and Debit Card screens to perform all your maintenance, including ordering and reordering new cards or marking a card as a "hot" card.

Session 0 - ATM/Debit Account/Card Lookup Account base • Or Card # Image: Ima

Access Screen for Tool #11 ATM/Debit Card Maintenance

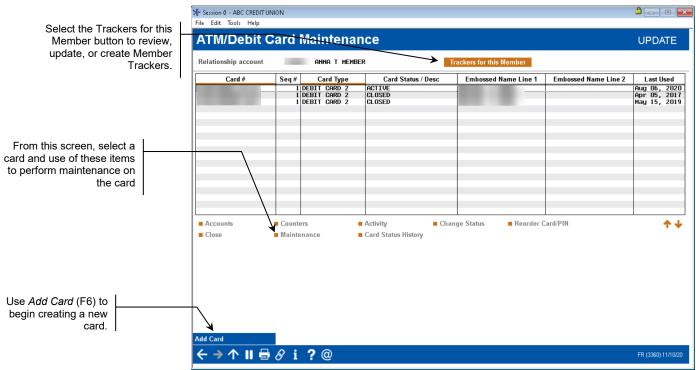
This is the entry screen for performing maintenance on a card, viewing card configuration, or ordering a new card.

You have three options from this screen:

- Enter a valid account base to view all cards associated with that account.
- Enter the full ATM or Debit card number (to view only that card)
- Enter the last four digits of the ATM or Debit or card number (to view all cards with containing those last four digits).

NOTE: You will see a similar entry screen when entering via **ATM/Debit Card Activity Inquiry**. Entering through this option will not allow maintenance or card ordering/re-ordering, but will simply allow a user to view some of the screens shown in this booklet.

Maintenance Screen



You move to the screen above when you enter an account base number, the last four digits of a credit card number, or the full card number in the entry screen. From this screen, you can select a card and use the options to perform maintenance. This screen is also the starting point for creating a new ATM or Debit card. All cards, regardless of status, will appear on this screen.

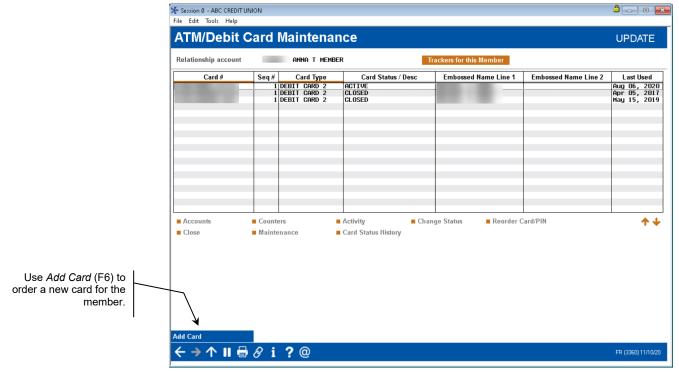
Answers to Frequently Asked QUESTIONS

Question 1: My member is the primary account holder and wants to get a brand new ATM/Debit Card. How do I order him or her a card?

These directions cover how to order a new card for the primary account holder. Questions #2 and #3 cover reordering a card and ordering a card with a different name (for example a spouse or child also needs a card).

- Refer to the **Instant Card Issue** booklet for more information on producing un-embossed plastics that are printed at your credit union that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group. <u>https://www.cuanswers.com/wp-content/uploads/InstantCardIssue.pdf</u>
- 1. Use **Tool #11** *ATM/Debit Card Maintenance* and enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
- 2. Press Enter.
- 3. The Maintenance screen (shown below) will appear. Use *Add Card* (F6) to move to the BIN selection screen.





6

Session 0 - ABC CREDIT le Edit Tools Help	TUNION		
ATM/Debit/	/Credit BIN Configuration		SELECT
	Description 11 CARD 2 INESS DEBIT	BIN	Description
	INs are highlighted.	Sglect	► 4 FR (4425) 11/10/2

4. This screen lists the BINs available. (For more information about BIN configuration see page 38). Select the appropriate ATM or Debit Card BIN from the list. This will take you to the Card/PIN Order screen.

	Session 0 - ABC CREDITUNION File Edit Tools Help	
	Card/PIN Order	ADD
	Card # 6 Description DEBIT CARD 2	Relationship account TEST A MEMBER
	Name(s) Max Size = Line 1 name (F^M^L) TEST^A^MEMBER 13 Line 2 name (F^M^L) 13	25 Appearance on the Card TEST A MEMBER
	Expiration date Nov 2025	🗹 Order card 🔲 Order PIN 🛛 🗹 Send maintenance
	Service charge grp 01 Q ATM TRANSACTION FEE	Card Activation Fields
	Emboss style	Phone # 616 1231234 SSN 123123124
our vendor to		Date of birth Jan 01, 1950 🛗 [MMDDYYYY]
changes can o these fields.	Offline 500.00 Transfe SIG Online 2,000.00 15 POS pt	ts allowed Automatic billing updater awals allowed New card replaces card # Q rrs allowed Expiration date on the previous card 06 00 (MM/YY) urchases allowed turns allowed
ant Card Issue g is available if configured for ire. See Page re information.	<i>i</i> IMPORTANT: Enter a caret symbol (^) to indicate the separator be	etween first name, middle initial, and last name. Use Enter to view how the name cate a space. For - MARY BETH O DONNELL - enter MARY^B^O DONNELL or is. Unlock Card # FR (3357) 11/10/20

5. Confirm that the Line 1 name is correct. (In this case it should be the member's name since we are creating a card for the member). A different name can be entered if you are creating a

ATM/Debit Card Processing: User Guide 7

Refer to y determine if be made to

> Insta ordering this BIN is this featu 32 for more

IN Selection Sereen

Card/PIN Order Screen

card for a family member. See Question #3 - "My member's spouse or child needs an ATM/Debit card." for a screen example.

- Line 2 is reserved for use with platforms that will accept a two line card embossing. Not all vendors support this through online processing. Contact your vendor to see if Line 2 embossing is supported.
- When ordering a card, enter a caret symbol (^) to indicate the separator between first name, middle initial, and last name. The caret symbol is created when holding down SHIFT and pressing the number 6, on most standard QWERTY keyboards. Use Enter to view how the name will appear embossed on the card. Do not use this symbol to indicate a space.
- Some names will require a decision in spacing. For example, for MARY BETH O'DONNELL, you may enter MARY^B^O DONNELL or MARY BETH^O DONNELL.
- Middle names must be 1 initial when ordering a card.
- If no carets are used, or are used incorrectly, CU*BASE will display a warning message along the bottom of the screen, alerting you to the issue with the name.
- Carets do not pertain to Business Names.
- Max Number of Characters is configured per BIN, based on vendor and card production requirements. CU*BASE will display the number of characters used when Enter is pressed to refresh the screen.
- 6. Confirm that the correct Social Security Number, phone number, and birthday are entered in the fields for the member who will be activating the card CU*BASE pulls the primary account holder's information here, but you can change this information for activation purposes (it will not update CU*BASE records, only card information files).
- 7. Now we need to add the accounts that will fund this card's transactions. Click *Accounts* (F13) to add funding accounts for the card. The account base you entered previously will appear in the Relationship account field. Confirm you have the correct account base and member name.

Attached Accounts Screen

The first account listed on this screen is the Relationship account. This	Session 0 - ABC CREDITUNION File Edit Tools Help	
account is used for Tiered Services and Marketing Club features. Enter the account that is the primary	Attached Accounts Card # Description DEBIT CARD 2	UPDATE
funding account underneath that. This account must be listed in the area below as well.	Relationship account ANNA T MEMBER Funding account III Q ANNA T MEMBER	
, i	Savings account #1 000 Q #2 Q	
In this area list all of the		
accounts that will provide funds for the card.	Checking account #1 III Q ANNA T MEMBER #2 Q	
	L O C account #1	
	#2	
	Update	
	$\overleftarrow{\leftarrow} \rightarrow \uparrow \blacksquare = \mathscr{O} i ? @$	FR (3358) 11/10/20

- 8. Enter a Funding account in the next field. This is the primary account that the ATM or Debit card will use when performing Signature based and Non-Pinned POS transactions. The funding account entered in this field must also be listing in the appropriate section below.
- NOTE: It is recommended that he Funding account on a Debit Card be a checking account to avoid transaction denials. Check with your vendor to determine whether a savings account can be used. The number of accounts allowed is dependent on your vendor configuration.
- 9. Enter any additional accounts (different suffixes for the relationship account *(see above)* or accounts from different memberships entirely) that the cards are allowed to access when performing transactions in the area below. There are areas for savings, checking and line of credit accounts.
- 10. When you are finished entering the accounts, Select Update and use the backup arrow to return to the card order screen.
- 11. Use Add/Update (F5) to order the card.
- 12. At this point, if configured, you can use *Instant Card Issue* (F14) to print a flat un-embossed plastic (printed at your credit union) that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group. See Page 32 for more information.

Question #2: My member's card is worn and I need to reorder him or her a replacement card. How do I do this?

These directions cover the process to reorder ATM or Debit cards. The reordered card will have the same settings and funding accounts as the original card. These steps are also used when members have forgotten their PIN and need to have it resent to them.

- NOTE: Check with your vendor to determine if replacement card orders can be processed through CU*BASE.
- Refer to the **Instant Card Issue** booklet for more information on producing un-embossed plastics that are printed at your credit union that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group. http://www.cuanswers.com/pdf/cb_ref/instant_card_issue.pdf

1. Use Tool #11 ATM/Debit Card Maintenance.

- 2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
- 3. Press Enter.

Reordering a Card (Step 1)

	H Session 0 - ABC CREDIT U File Edit Tools Help	NION				â - o 📄
	ATM/Debit C	Card Mainte	enance			UPDATE
	Relationship account	anna t	MEMBER	Trackers for this Member		
	Card #	Seq # Card T		Embossed Name Line 1	Embossed Name Line 2	Last Used
		1 DEBIT CAR 1 DEBIT CAR 1 DEBIT CAR	D 2 CLOSED			Aug 06, 2020 Apr 05, 2017 May 15, 2019
elect the card and then <i>Reorder card/PIN</i>						
I						
	Accounts	Counters		ange Status 🔸 🛛 Reorder (Card/PIN	↑ ↓
	Close	Maintenance	Card Status History			
	Add Card					
	← → ↑ II 🖶	8 i ? @				FR (3360) 11/10/20

1. Select the card from the list and then *Reorder card/PIN*.

2. Confirm that the member's name, account base, social security number and phone number are correct and make any needed changes. For example, you might change the phone number if the member wanted to activate the card via a cell phone.

A

Reordering	а	Card	(Step	2)
------------	---	------	-------	----

	File Edit Tools Help							
	Card/PIN	Order						ADD
	Card # Description DEBIT	CARD 2	1		Relationship a	ccount	TEST A ME	MBER
		Name(s)		Max Size = 25		F	ppearance on the Ca	rd
	Line 1 name (F^M^	And the second sec	ł	13	TEST A MEMBE	ER		
	Line 2 name (F^M^	L)						
	Expiration date	Nov 2025				Order card	🗆 Order PIN	Send maintenance
	Service charge grp	01 🔍 ATM 1	TRANSACTION FEE		0	Card Activatio	n Fields	
	Emboss style	Raised emboss	Non-raised embo	DSS	Phone # [SSN [616 12312 123123124		
	Daily Limits	Totals	Transactions	☑ Deposits allo	wed	Automatic b	illing updater	~
	PIN Online	1,000.00	15	☑ Withdrawals	allowed	New card re	places card #	Q
	Offline	500.00		☑ Transfers allo		Expiration o	late on the previous o	ard 00 00 (MM/YY)
Instant Card Issue	SIG Online	2,000.00	15	POS purchas				
ordering is available if this	Offline	1,000.00		POS returns a	allowed			
BIN is configured for this feature. See Page 32 for more information.	will appear	embossed on the ca		mbol to indicate a			nd last name. Use Ent ONNELL - enter MAR\	er to view how the name (^B^O DONNELL or
	Add/Update	Accounts	Instant	Card Issue	Unlock Card #			
	$\leftarrow \rightarrow \wedge \parallel$	🖶 🔗 i ?	@					FR (3357) 11/10/20

3. Check the appropriate boxes: Order card, Order PIN, or both.

- If you check *Order Card*, a card will be reordered and sent to the member.
- If you check *Order PIN*, the PIN number will be resent to the member. You can check either one of the options or both of the options.
 - **IMPORTANT!!** Checking these items is required in order for a card to be reordered or a PIN to be resent.
- 4. Use *Add/Update* (F5) to complete the reordering of the card or PIN.
 - At this point, if configured, you can use *Instant Card Issue* (F14) to print a flat un-embossed plastic (printed at your credit union) that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group. See Page 32 for more information.

Question #3: My member's spouse or child needs an ATM/Debit card. How do I create a card that does not have the primary account holder's name on the card?

Ordering an ATM or Debit card for a person with a different name than the primary account holder's name is very similar to ordering a card for the primary member on the account. This process might be followed, for example, when you create a card for a spouse or child of a member.

Follow the directions in Question #1- How do I create a card for a member? (See page 6). While on the screen shown below, simply enter the new embossing information, including the new name, social security number or phone number, as appropriate.

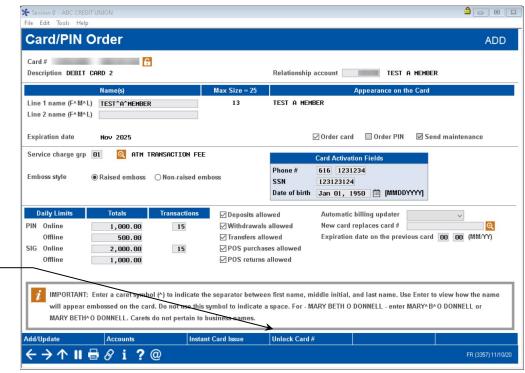


Changing the Embossing Information on a Card

Question #4: I need to issue the member a specific card number. How do I do this?

Sometimes you may want to control the card number a specific card receives. For example, you may have issued a card through the vendor's site and need to create the card in CU*BASE. Or perhaps you are sharing a BIN with other credit unions and are using a set list of numbers to create your cards. Please use caution when using this option as to not overlap existing cards in your vendor database.

You can only select a specific card number when you create a new card. Follow the directions in Question #1 (see page 6) except for the following steps:



Card/PIN Order Screen

- 1. When you come to the Card PIN Order Screen (shown above), use the *Unlock Card* # (F21).The card sequence # field will become an input-capable field that will allow you to enter the specific card number.
- 2. Enter the number you wish to use in the field. In the example above the number "9999" was entered.

Use Unlock Card # (F21) to open the card number field where you can enter your own card number for the ATM or Debit card you are ordering.

Question #5: A cardholder has lost his or her card. How do I change the status of the card to mark it as a "hot" card?

Follow these directions to change the status of a card to mark it as a "hot" card.

- 1. Use Tool #11 ATM/Debit Card Maintenance.
- 2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
- 3. Press Enter.

Changing the Status (Step 1)

	Session 0 - ABC CREDIT UN File Edit Tools Help			•			≜ - • ≥
	ATM/Debit C	ard	Maintena	nce			UPDATE
	Relationship account		anna t memb	ER	Trackers for this Member		
	Card #	Seq #	Card Type DEBIT CARD 2	Card Status / Desc	Embossed Name Line 1	Embossed Name Line 2	Last Used
		1	DEBIT CARD 2 DEBIT CARD 2	CLOSED CLOSED			Aug 06, 2020 Apr 05, 2017 May 15, 2019
Select the card and then <i>Change Status</i> .							
		Count Maint		Activity and Card Status History	Change Status Reorder C	Card/PIN	↑ ↓
	Add Card						
	← → ↑ II =	8 i	?@				FR (3360) 11/10/20

4. Select the card from the list and then *Change Status*.

Card Status Screen

★ Session 0 CU*BASE GOL File Edit Tools Help	D - ABC CREDIT UNION			
Change Ca	ard Status			UPDATE
Card # BIN Relationship account Line 1 name Line 2 name	DEBIT CARD 2 ANNA T MEMBER	Card type Funding account	DEBIT	
Vendor ADDITIONAL STATUS	FIS S Select ACTIVE	Action ACTIVE	Reason OPEN	
Update				
$\leftarrow \rightarrow \land \parallel$	🖥 🔗 i ? @			FR (4879) 11/10/20

5. On the Change Card Status screen, use the *Select* button to move to the Status screen.

Card Status Code Selection Screen

	le	Description	EWB	Vendo
A		ACTIVE	N	COOP
C		CLOSED	N	COOP
	AD	HOT LOST PICKUP	N	COOP
		HOT FRAUD PICKUP	N	COOP
	AK	HOT RESTRICT PICKUP	N	COOP
		HOT BAD DEBT PICKUP	N	COOP
	ND	WARM LOST DENY	N	COOP
		WARM FRAUD DENY	N	COOP
	NK	WARM RESTRICTED DENY	N	COOP
H N	NL	WARM BAD DEBT DENY	N	COOP
<u>S</u> ele	ect			1

Change Card Status Screen

Session 0 CU*BASE GOLD - ABC TESTING CREDIT UNION File Edit Tools Help		
Change Card Status		UPDATE
Card # BIN DEBIT CARD Relationship account JOHN MEMBER Line 1 name JOHN MEMBER Line 2 name	Card type DEBIT Funding account 51 000	
Vendor COOP ADDITIONAL STATUS Select HOT LOST PICKUP Status change will be sent online	Action PICKUP Reason LOST	
Update		
← → ↑ !! ≞ & i ? @		FR (4879) 10/09/13

- 6. Use Update (F5) to complete the process.
- 7. Because the status change is a hot status, you will be presented with a confirmation message. You must select *Update* (F5) to finalize the status change.
 - NOTE: If you change the card status to a warm status, you can change the code. Hot (pickup) and closed status changes cannot be altered. To learn more about your status codes and whether they are "warm" or "hot" refer to the Status Code Preference option on MNATMD.

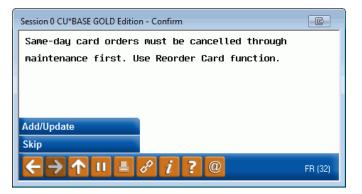
8. At this point, the status will be changed in CU*BASE.

- 9. You will then receive a notification screen indicating whether this status change has been accepted by the vendor. This screen will display one of three messages: the status was accepted by the vendor, no vendor reply was received, or that the status change request failed. If the vendor did not receive the message, you can resend the status change. If the status change request failed, you will not be allowed to resend the status change.
 - If the status change is not received successfully by your vendor, change the status at your vendor terminal. **The status will already be changed in CU*BASE.**
- 10. Use back up arrow up to return to the Maintenance Screen which will show the updated status in CU*BASE.

Question #6: I need to close a card that is no longer needed. How do I do this?

This section explains how to close an ATM or Debit card. For example, a member might be deceased.

• NOTE: If you opened this account today and a same-day card order exists for this card, you will not be able to close the card and will see the following message during the process of closing the card:



For directions to close a card opened same day, refer to **Question** #10: How do I prepare to close a card the same day it was opened? See Page 28.

- 1. Use Tool #11 ATM/Debit Card Maintenance.
- 2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
- 3. Press Enter.

Closing a Card (Step 1) ★ Session 0 - ABC CREDIT UNION â — • F File Edit Tools Help ATM/Debit Card Maintenance UPDATE Trackers for this Member Relationship account ANNA T MEMBER Card # Seq # Card Type Card Status / Desc Embossed Name Line 1 Embossed Name Line 2 Last Used 1 DEBIT CARD 2 1 DEBIT CARD 2 1 DEBIT CARD 2 1 DEBIT CARD 2 Aug 06, 2020 Apr 05, 2017 May 15, 2019 Select the card and then Close. Accounts Counters Activity Change Status Reorder Card/PIN 1 I Close Maintenance Card Status History Add Card ←→↑Ⅱ 🖶 & i ? @

- 4. Select the card from the list and then *Close*.
- 5. This will move you to the Change Card Status screen where you can review the information on the card you are closing.

Card Status Screen

File Edit Todis Help UPDATE Card # BIN DEBIT CARD 2 Card type DEBIT Relationship account ANNA T HENBER Funding account DEBIT Line 1 name FIS RODITIONAL STATUS Select Action ACTIVE Reason OPEN Vendor FIS ROTIVE Action ACTIVE Reason OPEN	₩ Session 0 CU*BASE GOLD - ABC CREDIT UNION		â 👝 🗉 💌
Card # BIN DEBIT DARD 2 Card type DEBIT Relationship account ANNA T MEMBER Funding account Image: Count Line 1 name Line 2 name Card type DEBIT Vendor FIS RODITIONAL STATUS Select ACtion ACTIVE Reason OPEN	File Edit Tools Help		
BIN DEBIT CARD 2 Card type DEBIT Relationship account ANNA T MEMBER Funding account Line 1 name Line 2 name Vendor FIS ADDITIONAL STATUS Select ACTIVE Action ACTIVE Reason DPEN	Change Card Status		UPDATE
ADDITIONAL STATUS Select ACTIVE Action ACTIVE Reason OPEN	BIN DEBIT CARD 2 Relationship account ANNA T MEMBER Line 1 name		
		Action ACTIVE Reason OPEN	
	← → ↑ Ⅱ 𝔤 𝔄 i ? @		FR (4879) 11/10/20

6. On the Change Card Status screen, use the *Select* button to move to the Status screen.

Card Status Code Selection Screen

Code	Description	EWB	Vendo
A	ACTIVE	N	COOP
C	CLOSED	N	COOP
H AD	HOT LOST PICKUP	N	COOP
H AE	HOT FRAUD PICKUP	N	COOP
н ак	HOT RESTRICT PICKUP	N	COOP
H AL	HOT BAD DEBT PICKUP	N	COOP
H ND	WARM LOST DENY	N	COOP
H NE	WARM FRAUD DENY	N	COOP
H NK	WARM RESTRICTED DENY	N	COOP
H NL	WARM BAD DEBT DENY	N	COOP
<u>S</u> elect			1

Change Card Status Screen

Session 0 CU*BASE GOLD - ABC TESTING CREDIT UNION File Edit Tools Help		Ē - • •
Change Card Status		UPDATE
Card #		
BIN DEBIT CARD	Card type DEBIT	
Relationship account JOHN MEMBER Line 1 name JOHN MEMBER	Funding account 51 000	
Line 2 name		
Vendor COOP		
ADDITIONAL STATUS Select CLOSED	Action CLOSED Reason CLOSED	
Status change will be sent online		
Update		
< → ↑ □ ≞ ♂ i ? @		FR (4879) 10/09/13

- 11. Use Update (F5) to complete the process.
- 12. Because the status change is a hot status, you will be presented with a confirmation message. You must select *Update* (F5) to finalize the status change.

13. At this point, the status will be changed in CU*BASE.

- 14. You will then receive a notification screen indicating whether this status change has been accepted by the vendor. This screen will display one of three messages: the status was accepted by the vendor, no vendor reply was received, or that the status change request failed. If the vendor did not receive the message, you can resend the status change. If the status change request failed, you will not be allowed to resend the status change.
 - If the status change is not received successfully by your vendor, change the status at your vendor terminal. **The status will already be changed in CU*BASE.**
- 15. Use the backup arrow up to return to the Maintenance Screen which will show the updated status in CU*BASE.

Question #7: How do I see all of the cards issued to a member's account?

You may wish to view all of the cards issued to a particular member account.

- 1. Use Tool #11 ATM/Debit Card Maintenance.
- 2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
- 3. Press Enter to view all of the cards associated with that account number, regardless of status.

Viewing All Cards

TM/Debit	Card	Maintena	nce			UPDATE
elationship account		anna t memb	ER T	rackers for this Member		
Card #	Seq #	Card Type	Card Status / Desc	Embossed Name Line 1	Embossed Name Line 2	Last Used
	1	DEBIT CARD 2 DEBIT CARD 2 DEBIT CARD 2	ACTIVE CLOSED CLOSED			Aug 06, 202 Apr 05, 201 May 15, 201
Accounts Close	Counte		Activity Char Card Status History	nge Status 🛛 🖷 Reorder C	ard/PIN	^
i Card → 🔨 Ⅱ 🖡						

Question #8: How do I view the activity on a specific card?

The Network Activity screen lists all of the activity on the ATM or Debit card for the last 90 days.

- 1. Use Tool #11 ATM/Debit Card Maintenance.
- 2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
- 3. Press Enter.

⊁ Session 0 - ABC CREDIT UNION File Edit Tools Help ATM/Debit Card Maintenance UPDATE Relationship account anna t member 100 Trackers for this Member Card Status / Desc Embossed Name Line 1 Embossed Name Line 2 Card # Seq # Card Type Last Used Aug 06, 2020 Apr 05, 2017 May 15, 2019 1 DEBIT CARD 2 1 DEBIT CARD 2 1 DEBIT CARD 2 1 DEBIT CARD 2 CLOSED Select the card and then Activity. Accounts Counters Activity Change Status Reorder Card/PIN **1** Close Maintenance Card Status History Add Card ←→↑Ⅱ 🖶 & i ? @

Viewing Card Activity

- 4. Select the card from the list and then *Activity*.
- 5. Selecting this option takes you to a screen listing a record for each transaction item that CU*BASE received for the card. Certain transactions will not be recorded, such as transactions that were denied at the switch itself (fraudulent transactions or transactions where the PIN did not match, for example).

Card Activity (Screen #1)

e Edit To Record			d /	Activi	ty						Vie	ewing All Activity
ard # **** mbossed na	me: Li		BETH		Account		BETH				Ca	ard sequence # 00000
Maint	Acti	ivity			Amount			ODP/ANF		Amount		Response
Date	Date/	Time		Туре	Requested		Location/Merchant	Used	_	Available	Cd	Description
8/26/2013 8/24/2013 8/24/2013 8/16/2013 8/14/2013 8/13/2013 8/12/2013 7/29/2013 7/21/2013 7/22/2013 7/22/2013	42013 42013 82013 32013 32013 22013 92013 12013	00:00 00:00 00:00 00:00 00:00 00:00 00:00 00:00	PUR WDR PUR PUR AUT PUR AUT	POS/WDR ATM/WDR POS/WDR POS/WDR POS/WDR POS/WDR POS/WDR POS/WDR	15.89 78.24 60.00 27.23 12.72 12.72 12.72 34.08 67.50 38.59 38.59	DR DR DR DR DR DR DR DR	TJ CENTRAL SHOP RI FRANKENNUTH CU CENTRAL SHOP RI BARNES & NOBLE #224 DARNES & NOBLE #224 CENTRAL SHOP RI CENTRAL SHOP RITE CENTRAL SHOP RITE		ed ed ed ed ed ed ed ed ed	779.89 658.13 918.13 1,958.07 0.00 5,558.76 5,160.84 1,347.10 1,485.97 0.00	00 00 00 00 00 00 00	АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD АРРЯОИЕD
rt by Loc/Me ow Exceptic			i i				ented. d using the Control key.					FR (3762) 8/27/11

For complete details on the columns on this screen, please refer to CU*BASE GOLD Online Help. Click *i* while working in this screen. 6. Select a record on the list to view a detail of that transaction. On this screen you can view detailed information on the selection.

Card Activity (Detail)

Recorded	Card Acti	vity						
ard # •••••		Account	_	BETH	ki.		Card seque	ince # 00000
mbossed name: L L triginal message to Response code ast message type Response code trocess code	ine 2 ype 0200 Financ 00 Approv 0210 Respon 00 Approv	ED SE TO FINANCIAL R			Local activi Sottlement ODP/ANR u From accou Amount ava	date A sed 🔁 H int	o-Not Used 110 To account 58.13 Description	10:58:55 ignature P
Original amount Activity amount Surcharge	78.24 78.24 0.00	ISA	sted amoun A fee tivity fee 【		8.24 Posted st 0.00 0.00	atus A	POS/VOR 004252 CENTRAL SHOP RI VASSAR 500 GOODRICH	MI
	_	_	Member	Transaction Ge	nerated			
Transaction Amount 78.24	Transaction Amount 779,89		condary L Acct #	Business Date	Activi Date	Time	Transaction Description P05/VDR 004252	Sequence #
10.24	119.09	110 810	.50 H	og 24, 2013	Hug 24, 2013	10.50.50	PUSPNUK UDRESE	
_			Addition	al Network Info	rmation	_		* 4
Aendor SIN 🔽 Retrieval ref 🛙	COOP DEBIT CARD	ISC) seq #			Net ID Terminal ID	STR SP013806	
Auth ID response	827702		tem trace # ssage code	042634 PST0000000		Maintenanc Maintained		

For complete details on the columns on this screen, please refer to CU*BASE GOLD Online Help. Click *i* while working in this screen.

Question #9: How do I view Card Status Changes for an Account?

The Card Status History screen shows a listing of status changes for the card.

- 1. Use Tool #11 ATM/Debit Card Maintenance.
- 2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
- 3. Press Enter.

Viewing Card Status Changes

		Session 0 - ABC CREDIT UN	NION					- • •
		ATM/Debit C	Card	Maintenar	ıce			UPDATE
		Relationship account		anna t membe	ER T	rackers for this Member		
		Card #	Seq #	Card Type	Card Status / Desc	Embossed Name Line 1	Embossed Name Line 2	Last Used
Select the card and then <i>Card</i>	1		1	DEBIT CARD 2 DEBIT CARD 2 DEBIT CARD 2 DEBIT CARD 2	ACTIVE CLOSED CLOSED			Aug 06, 2020 Apr 05, 2017 May 15, 2019
Select the card and then Card Status History.		Accounts Close	Count Mainte		Activity Char Card Status History	ige Status 📕 Reorder C	ard/PIN	^ +
		Add Card ← → 个 Ⅱ 🖶	₿ i	?@				FR (3360) 11/10/20

- 4. Select the card from the list and then *Card Status History*.
- 5. Selecting this option takes you to a screen listing a record for each card status change.

Card Status History Screen

ession 0 CU*BAS Edit Tools I TM/Del TM/Del and type Debi now All est 4 digits of c	t	edit Car	d	Statu	s Au	Filter Date rar	by	10, 2016 🕅 to	Nov 18, 2020 🗎 (MMDDYYY	r]
Date	Time	User/Employe		Туре	Card #	Funding Account		rimary Name	Card Status	EWI
5/14/2019 5/14/2019 5/14/2019 5/14/2019 5/14/2019 12/28/2018 12/28/2018 12/28/2018	11:37:13 10:53:36 2:31:27 2:31:26 9:22:21 8:43:47	ONLINE STS ONLINE STS ONLINE STS	99 99 12 99 99 NW 99 99	DEBIT DEBIT DEBIT DEBIT DEBIT DEBIT DEBIT DEBIT	*3043 *3043 *3043 *3043 *3043 *3043 *3043 *3043		ABIGAIL ABIGAIL ABIGAIL ABIGAIL ABIGAIL ABIGAIL ABIGAIL ABIGAIL	-	CLOSED CLOSED CLOSED SUSPECTED FRAUD-VEND SUSPECTED FRAUD-VEND ACTIVE SUSPECTED FRAUD-VEND SUSPECTED FRAUD-VEND	N
Add <u>i</u> tional Sta w Status Code	Details	tion								^ •

Question #10: How do I prepare to close a card the same day it was opened?

Before closing a card that was created same-day, you need to first cancel the card order. Then you can follow the steps in Question 6 on Page 17 to close the card.

Remember this process can be used for same-day orders only.

- 1. Use Tool #11 ATM/Debit Card Maintenance.
- 2. Enter the member's account number, the last four digits of the card number, or the full card number in the entry screen.
- 3. Press Enter.

Closing a Same Day Card Session 0 - ABC CREDIT UNION â 👝 😐 📄 File Edit Tools Help ATM/Debit Card Maintenance UPDATE Relationship account ANNA T MEMBER Trackers for this Member Seq # Card Type Card Type DEBIT CARD 2 DEBIT CARD 2 DEBIT CARD 2 Card Status / Desc Embossed Name Line 1 Card # Last Used Embossed Name Line 2 Aug 06, 2020 Apr 05, 2017 May 15, 2019 ACTIVE CLOSED CLOSED Select the card and then Reorder card/PIN.. Reorder Card/PIN **↑↓** Counters Activity Change Status Accounts Card Status History Close M. Add Card ← → ↑ II 🖶 & i ? @

4. Select the card from the list and then **Reorder Card PIN**. (This is to cancel the card order.)

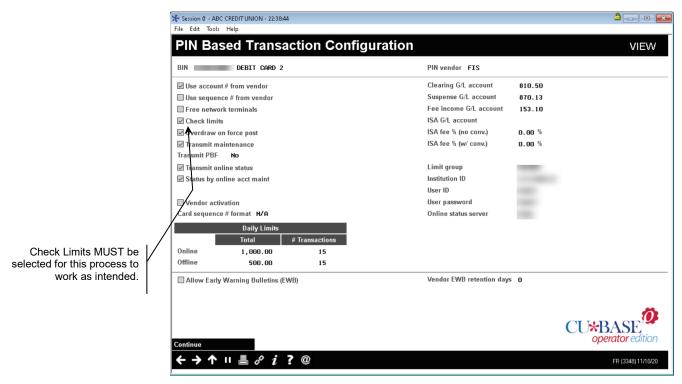
	★ Session 0 CU*BASE GOLD Edition File Edit Tools Help	- RELEASE CONTROL CREDIT UNION				
	Card/PIN Orde	r				
	Card # Description DEBIT CARD 2	6327		Card sequence # Relationship account	1 ALLISON J MEMBER	
	Name Line 1 name (F^M^L) ALLI: Line 2 name (F^M^L)	(s) Ma SON^J^MEMBER	16 Size = 22	ALLISON J MEMBER	Appearance on the Card	
	Expiration date Oct 201	9		Order card Order	PIN 🔲 Send maintenance 🔓]
	Emboss style	d emboss 🛛 💿 Non-raised emboss		Card Activation Fields SSN 55555555 Phone # 777 9603250		
Click the padlock symbol so you can uncheck the						
Send Maintenance check box.						
	will appear embossed	caret symbol (^) to indicate the sep on the card. Do not use this symb ELL. Carets do not pertain to busin	ol to indicate a			
	Add/Update Acc	ounts Instant Car	rd Issue			
	< → ↑ II ≞ 8	<i>i</i> ? @				

- 5. Click the padlock icon next to the *Send Maintenance* check box on the Reorder/Card PIN screen to unlock the field.
- 6. Uncheck the Send Maintenance check box,
- 7. Uncheck the Order Card checkbox.
- 8. Uncheck the Order PIN checkboxes.
- 9. Use Update (F5) to cancel the order.
- 10. A confirmation message will appear at the bottom of the screen that reads, "Record has been updated successfully."
- 11. Use the up arrow to exit the screen.

Once the plastic order is cancelled, you can close the card. Refer to Question #6: I need to close a card that is no longer needed. How do I do this? on Page 17.

Question #11: How do I temporarily change the daily limit on my member's ATM or Debit card?

Often, members wish to make large dollar purchases only to be stopped by the daily limits put in place for their ATM/Debit card. To temporarily update your member's daily purchase limit, first Check Limits must be enabled.



First, access your member's debit card via Tool #11 ATM/Debit Card Maintenance and select Maintenance.

Rel	ationship account		anna t membe	R	rackers for this Member		
	Card #	Seq #	Card Type DEBIT CARD 2	Card Status / Desc	Embossed Name Line 1	Embossed Name Line 2	Last Used
		1	DEBIT CARD 2 DEBIT CARD 2	CLOSED CLOSED			θωg 06, 202 Αρr 05, 202 Ναγ 15, 2019
I \		■ Counte		I Activity ■ Char	nge Status ■ Reorder C	ard/PIN	• •

Second, update the Remaining Daily Limit field to a number larger than the requested purchase amount (or the exact purchase amount, if known).

₩ Session 0 - ABC CREDI File Edit Tools Help				
ATM/Debit	Card Maintenance			UPDATE
Card # Description	DEBIT CARD 2	Relationship account	anna t member	
Line 1 name Line 2 name		Last status change: Date	Time Use	r
Setup date Last used date Maintenance date Closed date	Nay 14, 2019 Aug 06, 2020 Nov 01, 2020	Card status:	ACTIVE	
Expiration date	Nov 2025 🗰 [MMYY] Supported Features	Service charge group 🛛 🔍	ATM TRANSACTION FEE Daily Limits	
Deposits allowed Withdrawals allowed Tansfers allowed POS ourchases allowed POS returns allowed POS returns allowed Change Status Card/PIN Order Accounts Close Counters	lowed	Total PIN Online 200.001 Offline 100.00 316 SIG Online 2,000.00 Offline 100.00 316	Remaining Transactions 200.00 15 2,000.00 15	Remaining 15 15
	₿₿i?@			FR (3354) 11/10/20

If changes are made to the *Remaining* field, the member would receive a temporary increase for only the day maintenance was performed. Upon the first transaction on any day other than the day the *Remaining* limit was changed, limits will automatically be reset. The *Remaining* amount would then revert back to the *Tota*l amount, per typical limit reset procedures.

Example: To change a limit to \$3500.00 for one day, only the Remaining field would need to be updated (less the amount already present in the Total field). Under the conditions previously described, the program determines the limits should be reset and resumes use of the Total field value(s).

Select Maintenance. Be sure to access this option via Tool #11 ATM/Debit Card Maintenance Until a transaction is attempted on any following day, the *Remaining* amount will still show the modified amount.

Question #12: My member travels for long periods of time, how can I ensure that the address at the vendor is my member's current physical location?

Many, if not all, vendors offer transaction verification using the cardholder's zip code or other identifying information in the transaction message. For members that spend time in different zip codes, (the "snowbirds" in Michigan who spend half the year in Florida, for example), CU*Answers offers a solution to make alternate address processing for member plastics a simple process. Each night during the creation of the nightly maintenance file, CU*BASE will check member accounts for Alternate Addresses and alternate address begin and end dates. Alternate Addresses are sent to the vendor as master address updates, and once the Alternate Address expires, the member's Master Address will be sent back to the vendor in the nightly file. It may be beneficial to set the member's Alternate Address "begin" date as the day before the address is to take place, and inform the member, as the change is made at night. As with other addresses, if the Alternate Address is flagged as either WRONG or FOREIGN, we will send the Credit Union's mailing address to the vendor.



This feature must be activated! Contact a Cards & Payments representative at <u>cardsandpayments@cuanswers.com</u> to turn this option on for your vendor.

PLASTICS ORDERS FRAUD BLOCK LIST

If a person or organization is on the plastics fraud block list, you will be unable to order or reorder a card for them. Fraud Block Lists are accessed via Tool #892 Fraud Block List/Blocked Persons List. When an order or reorder is attempted for a person on the list, the employee will see the messaging they will see messaging that the "SSN/TIN appears on block list," and will be blocked from ordering or reordering the card.

If a match is found on a block list, follow your credit union policies and procedures. (In order to remove the block, you will need to remove the membership from the Plastic Orders block list.)

• Learn more in online help **Overview:** Fraud Block Lists.

CARD RANDOMIZATION

As a potential fraud mitigation option, credit unions can elect to turn on card randomization. Randomization is supported for expiration date, as well as card number or card increment. These options have to activated! Contact the Cards & Payments team to engage these options for a credit union. Users can also use the CU*Answers Store to order ATM/Debit or Credit Card randomization.

A Caution to Consider

When electing to turn on randomization, it is important to be aware of what your vendor process entails when it comes to potential duplicates in alreadyused card numbers. As an example, sometimes vendors will complete purge projects but not perform a complete deletion of the card numbers from the vendor card database. This creates a disconnect in which CU*BASE assumes the card number is available to assign, but the vendor has the card number on file and rejects the order as a duplicate. Be sure that you are monitoring and reviewing your reports daily to check for rejections!

Card Expiration Date Randomization

When ordering a card, the year of expiration will be calculated using the configured term, such as 2 or 3 years out, but the month will be randomly selected within that year.

When selected, the word "Randomized" will appear next to the *Months to expire* field in the BIN configuration.

Card # Randomization

This option will randomly select a card number at card creation from all available cards in the database. Note that this option may not be available for all vendors.

When selected, the word "Randomized" will appear next to the *Next card number* field in the BIN configuration.

Card Increment Randomization

This option will randomly select a card increment between 1-10 to use when assigning the card number.

When selected, the word "Randomized" will appear next to the *Card Increment* field in the BIN configuration.

INSTANT CARD ISSUE

CU*Answers has partnered with Datacard Group to offer an integrated Instant Card Issue product when requesting either a new card or a replacement ATM or debit card through F14-Instant Card Issue on the Card/PIN Order screen.

Flat un-embossed plastics are printed at your credit union that can be used immediately by your member with their own selected PIN number. This feature requires a specialized printer with software provided by Datacard Group.

• Contact the Cards & Payments team for more information on the activation of this feature.

Refer to the Instant Card Issue booklet for more details and step by step directions for using this feature.

For ATM, Cards	/Debit Cards and Credit
	INTRODUCTION
	CU"Answers has partnered with Datacard Group to offer an integrated Instant Card Issue product when requesting either a new card or a replacement card through MNATAID =1-ATM/Debit Card Maintenance and MNATAID =3-Updated/Order Online Credit Carda. <u>(FIS Only at his time)</u>
	Refer to the following link: for more information about how to get started. http://settlemint.cuanswers.com/eft-card-processing/instant-issue- cards/
	CONTENTS
	CU*BASE EMPLOYEE SECURITY FOR INSTANT CARD ISSUE
	PRODUCING AN INSTANT, ISSUE A THA (DESIT, CARD. What TO DO WITH A RED TRAFFIC LIGHT 1
	PRODUCING AN INSTANT, ISSUE CREDIT CARD
	APPENDIX 1

TEMP2PERM CARD ISSUE



This feature must be activated! Contact a Curds & Payments representative at cards and payments@cuanswers.com to turn this option on for your vendor.

Another variation of an "instant card" process, the option to use the Temp2Perm (T2P) issue process must first be activated with the Cards & Payments team, as well as your vendor. Currently, the vendor who supports this is Vantiv. There may be costs associated with this project.

This option requires an exclusive BIN range as well as a special order of preprinted card stock before the configuration, but unlike the DataCard Group Instant Issue process, it does not require the purchase or use of a special card printer.

There are two options available to order a Temp2Perm card:

Overnight with Next-Day Activation:

Create a T2P card within CU*BASE, using the "Unlock Card #" feature to input the card number from the pre-printed card stock. The card order is then sent to the vendor that evening in the normal nightly maintenance file. The vendor will activate the in-hand card for the member which will work until the receipt of the permanent card.

Dual Maintenance with Same-Day Activation:

Create a T2P card within CU*BASE and on the vendor system, then choose to NOT send the card order in the nightly maintenance; add the card with the Send Maintenance Flag = Y, then maintain the card to change the Send Maintenance Flag = N. This method allowed the member to activate the temporary card the same day, and they will receive the permanent card in the mail as usual.

Considerations of this process include:

- T2P cards cannot be reordered in CU*BASE. As Vantiv handles monthly reissue, when T2P cards expire, the vendor will send the reissued plastics per usual. Credit unions can process expirations in CU*BASE as usual via Tool #147 ATM/Dbt/Crdt: Card Expiration **Processing**, however it is not required. If a member needs a replacement card, they will get a new card number.
- Also, BINs cannot be shared between regular card orders and T2P card orders. A new BIN must be configured prior to T2P processing.

"MANAGE MY CARDS" MEMBER CARD CONTROL AND ACTIVITY ALERTS VIA THE *IT'S ME 247* MOBILE APP

It's now easy for members to take control of their card activity via the **It's Me 247** Mobile App via the Card Controls feature!

Once activated, members can log in to the mobile app, quickly view their active status cards, and select one to temporarily deactivate. Once they've decided to reactivate their card, they can simply follow the same process to reactivate. This sends a "warm" or temporary status online to your vendor to block the member card from authorization approval (note this change is not duplicated and sent in the nightly batch maintenance file). The credit union has the option to activate or deactivate cards from within CU*BASE as well, using **Tool #11** *ATM/Debit Card Maintenance* or **Tool #12** *Update/Order Online Credit Cards*.

Members can also set up Transaction Activity Alerts for certain kinds of transactions, and amount thresholds for push notifications.

To learn more about this feature and to see the member process from start to finish, view the <u>Mobile App Card Controls</u> guide (*cuanswers.com/wp-content/uploads/MobileAppCardControls.pdf*), available on the CU*BASE Reference and **It's Me 247** Reference pages.



Interested in activating Card Controls for your credit union? Contact the Internet Retailer Support Center at <u>https://irsc.cuanswers.com/</u> for more information and configuration options.

ON DEMAND EXCEPTIONS REPORT

Tool #157 *ATM/Debit Daily Exceptions Report* produces an on demand version of the three exception reports. This includes the LPANEX1, LPANEX2, and LPANEX3 Reports.

• Due to the length of these reports and the time required to generate them via this option, it is recommended that you instead access these reports via CU*SPY. These reports are posted daily to CU*SPY so you can view previous days reports on CU*SPY. Examples of these CU*SPY reports are shown later in this document.

The first exception report lists the transactions that CU*BASE denied. The second report lists the un-posted transaction (transactions that CU*BASE could not post that require some action on your part), as well as the NSF transactions (informational only). The third report lists accounts that were charged foreign transaction fees.

Session 0 CU*BASE GOLD Edition - Print ATM/DBT Exception List Report Options No further options. ✓ Job queue Copies] Printer P1 ● I <t

ATM/Debit Daily Exceptions Report (Tool #157)

12/03/10 10:10:34	SUCCESS CREDIT UNION	LPANEX1 PAGE 1
RUN ON 12/03/10	DENIALS	USER
	DATE RANGE: 12/03/10 - 12/03/10	
ACCOUNT	MESSAGE TRAN TRANS	MESSAGE TRANS
NUMBER CARD NUMBER	TYPE CODE TERMINAL AMOUNT MESSAGE	CODE DATE
5999 000 499999*****1170	1200 011000 20.00 Insufficient	Funds. 0051 12/03
LINK: NO Act2 Record	REF#: 03377868 MERCHNT: 100 MAIN STREET THE PARK BAN	K NECEDAH WI
59999 000 599999******1207	1100 003000 7.47 No Card Reco:	rd. 0056 12/03
LINK: NO Act2 Record	REF#: 000000561847 MERCHNT: 000000000000000561847 1203	10 BFG*BIGFISH866921696 0 , 866-92
89999 000 479999*****7163	1200 012000 100.00 Insufficient	Funds. 0051 12/03
LINK: NO Act2 Record	REF#: 035500004325 MERCHNT: HWYS 16 44 PO BOX 999 KWIK 1	TRIP 825 HOKAH MN
	** END OF REPORT **	

12/03/10 10:10:34 RUN ON 12/03/10 DATE RANGE: 12/03/10 - 12/03/10		SUCCE	ESS CREDIT UNION POSTING ERRORS			LPANEX2	PAGE USER	
ACCOUNT MESSAGE NUMBER CARD NUMBER TYPE	TRAN CODE	TERMIN	TRANS NAL AMOUNT ** END OF REPORT **	MESSAGE		MESSAGE CODE	TRANS DATE	
12/03/10 10:10:34 RUN ON 12/03/10 DATE RANGE: 12/03/10 - 12/03/10		SUCCE	ESS CREDIT UNION ISA FEES			LPANEX3	PAGE USER	
STLMNT ACCOUNT # / DATE STLMNT AMOUNT CARD NUMBER	MESSAGE TYPE	TRAN CODE 1	TERMINAL ** END OF REPORT **	TRANS AMOUNT	MESSAGE		MESSAGE CODE	TRAN DATE

ATM CONFIGURATION SCREENS

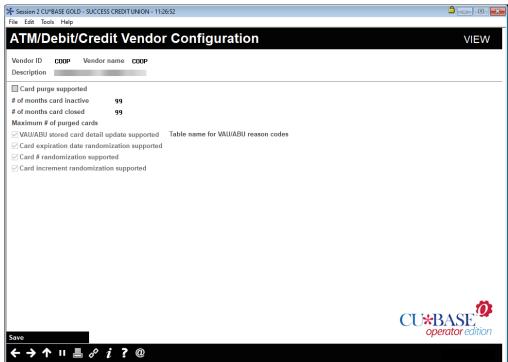
The following screens allow you to view all vendor configurations that are currently supported on the CU*BASE Standard ATM/Debit card platform. If you are considering changing vendors, this allows you to check out the other vendor options.

You will have view-only access to these configuration screens. **Tool #153 ATM/Dbt/Crdt: Vendor Features Inquiry** displays a list of vendors. Select a vendor to view the options that are supported by that vendor. A vendor configuration screen is show below.

	File Edit Tools Help	• 🗙						
	ATM/Debit/Credit Vendor Configuration							
	Vendor ID FTPS Vendor name VANTIV Role Client Description ISO8583(87) SERVER V09.27.05 ISO online vendor FTPS							
If Card stock code supported is checked, this vendor supports card stock.	Description for additional status field ADDITIONAL STATUS Code length 0 (1-2) Sequence # supported Maximum SAV accounts 2 Card stock code supported Maximum DDA accounts 2 Display/update daily limits supported Maximum LOC accounts 2 Maintenance supported Card class code supported Card class code length 0 PBF supported Card class code length 0 (1-10) Recon supported Days to retain recon 30 (0-9) Supported embossing styles Online status supported Online status received Card design/image supported Not supported Early warning bulletin (EWB) automation supported Card design/image length 0 (1-9) Supported expiration process Update expiration dates only Update solution supported 0 0	Maximum SAV accounts 2 Maximum DDA accounts 2 Maximum LOC accounts 2 Card class code supported Card class code length 0 (1-10) Supported embossing styles Card design/images supported Not supported ~						
	Expiration date used and supported Instant Card Issue supported Instant Issue (EWB) supported in maintenance Image: Multiple PANs per credit card loan supported Alternate address support Use as primary when in effect							
	EFT Code For Online/Batch Maintenance							
	Vendor status code for Add Change Delete Other Network status code for Add Change Delete Other Visa status code for Add Change Delete Other	~						
	Wisk status code for Add Change Delete Outer M/C status code for Add Change Delete Other Status procedures Online Batch maintenance Operator of the status operator operator of the status operator o	dition						
		i)						

Screen 2: ATM/Dbt/Crdt: Vendor Features Inquiry (Tool #153)

Screen 3: ATM/Dbt/Crdt: Vendor Features Inquiry (Tool #153)



ATM/Dbt/Crdt: BIN Config Inquiry (Tool #146)

★ Session 0 CU*BASE GOLD Edition - RELEASE CONTROL CREDIT UNION File Edit Tools Help			
ATM/Debit/Credit BIN Configuration			VIEW
BIN Description UTSA CLASSIC UTSA GOLD UTSA COLD BUS PLATINUM UTSA PLATINUM DTAMOND CASHBAC DEBUT CARD 2 HASTERCARD CLAS HASTERCARD CLAS DEBIT CARD BUSINESS DEBIT BUSINESS DEBIT DEBIT CARD ATM CARD ATM CARD 2	BIN	Description	↑ ↓
Image: Suspended BINs are highlighted. Image: Suspended BINs are highlighted.			F5 (4425) 5i23/17

Tool #146 *ATM/Dbt/Crdt: BIN Config Inquiry* provides you with a list of your BINs. Select a BIN to view its configured settings. These configuration screens control what options your credit union has contracted to use. An example of a BIN configuration is show below.

Screen 2: ATM/Dbt/Crdt: BIN Config Inquiry (Tool #146)

BIN			PIN vendor	COOP					
BIN description	DEBIT C	ard 2	SIG vendor	COOP			Card order vendor	COOP	COOP
Card type	Debit		Routing/Tran	sit #			Network type	Mastero	ard
3IN length	9		PAN conta	ins base			Card activation type	1st PIN	tran
PAN length	16		Generate	card #			Account type over	ide 🔲 🕻	Sustom PIN allowed
Months to expire	60_Ran		Next card #			Randomized	Card supplier		
Maximum charact	ers for em	bossed name 25	Next card inc	crement	5		PIN mailer supplier		
Default service ch	arge grou	p 01 atm transf	OCTION FEE				Vendor fraud program	1	
\checkmark				Feat	ures Supporte	əd			
Card stock code	es				Default sto	ock code			
Display/update	daily limit	is			Corporate	ID	01		
Replacement c	ard orders				Calcula	te deposit hold	ls using only business o	lays	
New PIN reque	sts				Authorizat	tion hold type	Miscellaneous		
nstant issue		Yes			Authorizat	tion hold days	2		
Default print or	queue	Default			Multiple	e PANs per crea	lit card loan supported		
Default instant	activation	Default			Supported	l card embossi	ng styles Either		\sim
EMV type	10	Mag strip/Contact	chip		EMV date		Nov 04, 2016		
				Ca	rd Expiration				
Card expiration p	ocess	Expiration dates	only						
Charge fee for	reissued c	ards Fee amou	nt 0.00	G/L	account		Transaction description	ı	
		of cards (Fees will	post to the fur						

Pressing Enter from this screen will allow you to move through the PIN configuration screen and the SIG (signature) configuration screens. While many credit unions use the same vendor for both services, the separation allows for two different vendors and also allows for different online and offline limits for PIN-based and signature-based transactions.

• NOTE: This is where Instant Card Issue is activated. See Page 32.

For complete details on the columns on this screen, please refer to CU*BASE GOLD Online Help. Click *i* while working in this screen.

The word "randomized" can appear next to the Months to Expire, Next Card #, and Next card increment if the Card Randomization options are activated.

Learn more about this feature in the Operator Edition Online Help: https://help.cubase.org/ope r/oper.htm#t=UISOCUV-03.htm

BIN Configuration (PIN Configuration - Screen 3)

ction Configura	PIN vendor COOP Clearing G/L account Suspense G/L account Fee income G/L account ISA G/L account ISA fee % (no conv.) ISA fee % (w/ conv.) Limit group Institution ID User ID User password	810.50 870.13 153.10 0.00 % 0.00 % S65001	VIEW
	Suspense G/L account Fee income G/L account ISA G/L account ISA fee % (no conv.) ISA fee % (w/ conv.) Limit group Institution ID User ID	870.13 153.10 0.00 % 0.00 % S65001 CSBI7	
	Fee income G/L account ISA G/L account ISA fee % (no conv.) ISA fee % (w/ conv.) Limit group Institution ID User ID	153.10 0.00 % 0.00 % S65001 CSB17	
	ISA G/L account ISA fee % (no conv.) ISA fee % (w/ conv.) Limit group Institution ID User ID	0.00 % 0.00 % S65001 CSB17	
	ISA fee % (no conv.) ISA fee % (w/ conv.) Limit group Institution ID User ID	0.00 % S65001 CSB17	
	ISA fee % (w/ conv.) Limit group Institution ID User ID	0.00 % S65001 CSB17	
	Limit group Institution ID User ID	S65001 CSBI7	
	Institution ID User ID	CSBI7	
	User ID		
	llear password		
	user password	N/A	
	Online status server		
# Transactions			
20			
20			
В)	Vendor EWB retention days	s ()	
			CU*BASE operator edition
	20 B)	20 20 B) Vendor EWB retention day:	20 20 B) Vendor EWB retention days 0

BIN Configuration (SIG configuration - Screen 4)

SIG Bas	sed Transac	tin Configura	ation		VIEW
BIN			SIG vendor COOP		
🗹 Use accoun	t # from vendor		Clearing G/L account	810.50	
🔳 Use sequen	ce # from vendor		Suspense G/L account	870.13	
Free netwo	rk terminals		Fee income G/L account	153.10	
Check limits	;		ISA G/L account		
🗹 Overdraw o	n force post		ISA fee % (no conv.)	0.00 %	
🗹 Transmit ma	aintenance		ISA fee % (w/ conv.)	0.00 %	
Transmit PBF	No				
Transmit on	line status		Limit group	S65001	
Status by or	line acct maint		Institution ID		
			User ID	CSBI7	
Vendor acti	vation		User password	N/A	
Card sequence	e # format N/A		Online status server		
	Daily Limits				
	-	Transactions			
Online	2,000.00	20			
Offline	1,000.00	20			
Allow Early	Warning Bulletins (EWI	3)	Vendor EWB retention day	/s O	
					CU*BASE operator edition
	II 🕹 🖉 i ?	0			F5 (3349) 5/23/1

For complete details on the columns on this screen, please refer to CU*BASE GOLD Online Help. Click *i* while working in this screen.

Screen 2: ATM/Dbt/Crdt: Service Charge Group Inq (Tool #152)

iession 0 - ATM/Debit Service Charge Groups								
Service charge group 01								
Service charge group description ATM TRANSACTION FEE								
Service charge type Combined usage Transactions to include Both								
Iransactions to include Both Include pinless pin transactions								
Transaction Type	Include in Count/Fee	Free Uses Per Month						
Inquiries		4						
Withdrawals	\checkmark							
Deposits								
Transfers	\checkmark	Per Transaction Charge						
Purchases		1.00						
Returns								
Denials								
← → ↑ II 🖶	8 i ?@							

Tool #152 *ATM/Dbt/Crdt: Service Charge Group Inq* shows a listing of the current service charge groups. Select a service charge group to view its configuration. An example of a configuration is shown above.

Screen 1: Card Stock Config Inquiry - ATM/Debit (Tool #183)

BIN	Description	BIN	Description
13966000	TEST ELAN		
37809	VISA CLASSIC		
37810	VISA GOLD		
61357	VISA CLASSIC (T		
67890	SAMS TEST CC		
88825	VISA PLATINUM		
20564000	DEBIT CARD 1		
42413	MASTERCARD CLAS		
44330836	DEBIT CARD		
47202	MASTERCARD GOLD		
57202	SAMS TEST DEBIT		
58031000	DEBIT CARD		
40705000	ATM CARD		
40705700	ATM CARD 2		
Select		■ Select	۸.
<u></u>			

Card Stock Config Inquiry shows you a listing of the card stock options associated with each BIN. An example of a listing of stock code options is shown below.

• Not all vendors support stock codes. Refer to the Vendor Configuration screen (shown on page 38) for the field that determines whether this feature is supported.

Contact a Client Service Department Representative for assistance setting up this feature.

CU*SPY ATM Reports

Following is a listing of the ATM/Debit reports that are archived daily to CU*SPY.

TRANSACTIONS DETAIL REPORT

Report Name	LPANTX1
CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report lists transactions to be compared to your ATM/Debit vendor report for daily balancing comparison. This report is by card number order. This report also included credit card transactions.
Purpose / Tips	It is produced during end of day processing for transactions posted to CU*BASE from transactions sent from your vendor. Both this and the accompanying summary report are used for balancing and research purposes.
Responsible Employee	

3/	25/09 20:32:0 RUN ON 3/25			TRANSACTI	ONS BY M	REDIT UNION				LPANTX1	PA USER CU	GE 1
CAR	D NUMBER	,,	ACCOUNT NUMBER		E TRAN	TRANSACTION DESCRIPTION	SETL DATE	RESP CODE	TRANS AMOUNT	SETL AMOUNT	TRANS DATE	TRANS
	Date: 3/23/	09										
5			1 03	0 0100	072000	DBT/WDR 908000009800	3/23	00	12.37	.00	3/21	17:28:06
5			1 03	0 0200	012000	ATM/WDR 908000009961	3/23	00	52.50	52.50	3/21	17:14:02
5			1 03	0 0220	972000	DBT/WDR 908000016196	3/23		10.00	10.00	3/21	20:49:59
5			1 03	0 0220	972000	DBT/WDR 908000016197	3/23		12.37	12.37	3/21	20:49:59
5			1 03	0 0100	002000	POS/WDR 908000707712	3/23	00	31.00	31.00	3/21	16:20:33
5			1 03	0 0100	072000	DBT/WDR 908100013687	3/23	00	70.00	.00	3/22	13:18:53
5		3	03	0 0220	972000	DBT/WDR 908100020271	3/23		24.91	24.91	3/22	5:02:34
5		8	03	0 0200	002000	POS/WDR 908100037801	3/23	00	5.95	5.95	3/22	12:42:00
5		8	03	0 0220	972000	DBT/WDR 908000016198	3/23		6.70	6.70	3/21	20:49:59
5		8	00	0 0200	002000		3/23	51	9.90	.00	3/21	19:32:41
5		8	03	0 0100	072000	DBT/WDR 908000021798	3/23	00	6.70	.00	3/21	19:14:27
5:		8	03	0 0200	002000	POS/WDR 908000818570	3/23	00	4.00	4.00	3/21	17:20:48
5:		7	03	0 0100	072000	DBT/WDR 908100026961	3/23	00	32.91	.00	3/22	14:33:49
5		7	03	0 0100	072000	DBT/WDR 908100032352	3/23	00	14.99	.00	3/22	10:06:58
5:		E	03	0 0220	972000	DBT/WDR 908000016199	3/23		3.47	3.47	3/21	20:49:59
5:		E	03	0 0100	072000	DBT/WDR 908000027696	3/23	00	17.36	.00	3/21	15:40:41
5		E	03	0 0220	972000	DBT/WDR 908000030810	3/23		17.36	17.36	3/21	48:08
5		E	03	0 0200	002000	PO3/WDR 908000160517	3/23	00	18.52	18.52	3/21	16:05:17
5		S	03	0 0200	002000	POS/WDR 908000211377	3/23	00	41.70	41.70	3/21	16:52:28

ATM/DEBIT TRANSACTIONS SUMMARY REPORT

Report Name	LPANTX2
CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report will list transactions to be compared to your ATM/Debit vendor report for daily balancing comparison. This report is by card number order.
Purpose / Tips	It is produced during end of day processing for transactions posted to CU*BASE from transactions sent from your vendor. Both this and the accompanying detail report are used for balancing and research purposes.
Responsible Employee	

4/19/15 9:59:03 RUN ON 4/20/15	ATM/DEBIT C	ARD TRANSACTIO	N SUMMARY REPORT		LPANTX2	PAGE USER	1
Settlement Date: 4/17/15	Post Date: 4/17/	15					
GL# VENDOR BIN 729. COOP 001 729. COOP 001 729. COOP 003 729. COOP 004 729. COOP 004 729. COOP 004 729. COOP 006 729. COOP 006 729. COOP 008 729. COOP 009 729. COOP 991 729. COOP 991 729. COOP 994 729. COOP 995 729. COOP 997 729. COOP 998 729. COOP 998 729. </td <td>W/D 1,308.25 15,395.27 66,326.23 66,324.50 1,145.00 1,145.00 1,145.00 4,163.75 884.50 4,662.20 3,834.95 1,926.20 1,926.25 1,926.25 1,926.95 1,768.00 1,967.50 2,359.70 18,438.74 729.09 Debit Tota</td> <td>DEP .00 .00 .00 .00 .00 .00 .00 .0</td> <td>TRANSFERS .00 1,800.00 4,642.00 234.00 .00 .00 1,620.00 1,620.00 .00 .00 .00 .00 .00 .00 .00</td> <td>PMT MER 240.43 5,718.037 46,457.037 46,48.48 3,275.69 3,275.69 4,275.69 4,2</td> <td>RFD MER 156.45 269.45 25.15 25.16 126.61 .00 .00 60.28 .00 .00 .00 .00 .00 .00 .00 .0</td> <td>NET 1, 548,68 20, 946, 92 112, 64, 92 112, 1483, 70 1, 733, 74 2, 160, 05 1, 810, 64 7, 376, 00 8, 954, 84 1, 351, 34 2, 029, 65 2, 038, 66 9, 956, 95 2, 140, 04 2, 17, 93 2, 702, 53 2, 702, 53 2, 17, 95 2, 11, 976, 97 2, 11, 976, 95 2, 11, 976, 95 2, 11, 976, 95</td> <td></td>	W/D 1,308.25 15,395.27 66,326.23 66,324.50 1,145.00 1,145.00 1,145.00 4,163.75 884.50 4,662.20 3,834.95 1,926.20 1,926.25 1,926.25 1,926.95 1,768.00 1,967.50 2,359.70 18,438.74 729.09 Debit Tota	DEP .00 .00 .00 .00 .00 .00 .00 .0	TRANSFERS .00 1,800.00 4,642.00 234.00 .00 .00 1,620.00 1,620.00 .00 .00 .00 .00 .00 .00 .00	PMT MER 240.43 5,718.037 46,457.037 46,48.48 3,275.69 3,275.69 4,275.69 4,2	RFD MER 156.45 269.45 25.15 25.16 126.61 .00 .00 60.28 .00 .00 .00 .00 .00 .00 .00 .0	NET 1, 548,68 20, 946, 92 112, 64, 92 112, 1483, 70 1, 733, 74 2, 160, 05 1, 810, 64 7, 376, 00 8, 954, 84 1, 351, 34 2, 029, 65 2, 038, 66 9, 956, 95 2, 140, 04 2, 17, 93 2, 702, 53 2, 702, 53 2, 17, 95 2, 11, 976, 97 2, 11, 976, 95 2, 11, 976, 95 2, 11, 976, 95	
4/19/15 9:59:03					LPANTX2	PAGE	2
RUN ON 4/20/15			IN SUMMARY REPORT			USER	
Settlement Date: 4/18/15 GL# VENDOR BIN 729. COOP 001 729. COOP 002 729. COOP 003 729. COOP 004 729. COOP 004 729. COOP 004 729. COOP 005 729. COOP 006 729. COOP 006 729. COOP 008 729. COOP 990 729. COOP 992 729. COOP 994 729. COOP 995 729. COOP 995	Post Date: 4/17/ W/D .00 820.75 12,763.60 424.00 1,969.70 345.00 255.00 255.00 1,973.59 200.00 320.00 322.50 497.70	15 DEP .00 .00 4,959.44 .00 .00 .00 .00 .00 .00 .00	TRANSFERS .00 .00 .00 .00 .00 .00 .00 .0	PMT MER 303.68 5.884.57 739.82 433.91 4.225.87.65 3.310.62 2.026.24 1.56.40 1.56.40 2.23 4.7.68 .00	RFD MER .00 .00 .00 .00 .00 .00 .00 .0	NET 303.68 6,705.32 45,161.26 3,999.32- 6,139.66 1,026.72 3,263.33 3,265.32 2,129.99 18.72 202.23 3,70.18 497.70	

EXCEPTION REPORT- DENIALS

Report Name	LPANEX1
CU*Spy Menu	Electronic Third Party
View/Print	Daily
When Report is Generated	EOD
View/Print	Daily
Description	This report contains information on why a member's transaction was declined by the CU*BASE system and is the first source your personnel should use in researching a declination. This report ATM/Debit Card and credit card denials.
Purpose / Tips	This report is a good resource for determining denials from the previous day for members.

Responsible Employee

					Empl	loyee							
12/	11/10	3	8:20					CREDIT UN	ION		LPANEX1	PAGE	1
	RUN O	N 12,	/12/1	.0			1	DENIALS				USER OPER	
							DATE RANGE:	12/09/10 - 12/	15/10				
	ACCO				MESSAGE			TRANS			MESSAGE	TRANS	
	NUMB	ER	CARE	NUMBER	TYPE	CODE	TERMINAL	AMOUNT	MESSAGE		CODE	DATE	
	-												
	2			*****1662		003000		20.00				12/09	
	3			Act2 Record *****6785		003000		000000000001004	199/5545 120 Insufficien		0051		1
	3			Act2 Record				000000000000343				12/09	
	3			******2181		003000				t Funds.			1
	3			Act2 Record				450.50				12/09	_
	4	000	: NO	******1925	1100	003000				t Funds.		12/09	
	4		. 110	Act2 Record				000000000000343					
	7)			36*****1180	REF#: 1100	003000				t Funds.		12/09	,
	/)			Act2 Record									
	7		: NO	******1065	1100	003000		00000000000343		t Funds.			
	/											12/09	
	-			Act2 Record				00000000000344					
	1	000		*****1800	1100	003000				t Funds.		12/09	
	7		: NO	Act2 Record				000000000001027					,
	/	000		******1800	1100	003000		18.14	Insufficien	t Funds.	0051	12/09	

	Report Name	LPANEX2				
	CU*Spy Menu	Electronic Third Party				
	View/Print	Daily				
	When Report is Generated	EOD				
	View/Print	Daily				
	Description	This report includes posting exceptions that were posted to the suspense G/L account and accounts that were posted NSF. Preapproved authorization exceptions can also appear on this report when the funds can't be secured on the member's account due to situations like the card being closed, the status of account being closed, frozen, etc. The member's account should be reviewed and a determination should be made by the credit union to manually secure the funds. This report includes both ATM/Debit and credit card posting				
	Purpose / Tips	This report is a good resource for determining items that need to be posted by hand. You may want to review the accounts that were posted negative.				
	Responsible Employee					
12/11/10 38:20 RUN ON 12/12/10		CREDIT UNION LPANEX2 PAGE 1 POSTING ERRORS USER OPER DATE RANGE: 12/09/10 - 12/15/10				
ACCOUNT NUMBER CARD 1	MESSAGE TRAI					
LINK: METO 5 004 LINK: METO	******0366 0200 ATM 312 04513749 001 REF#: 101209	002812 MERCHNT: 4101 S LOUISE AVE HY VEE 1631 000 455929 .00 POSTING NSF SIG TRANS. PST000108512/09 141626 MERCHNT: CASEYS 0002166				
LINK: METO		000 422443 .00 POSTING NSF SIG TRANS. PST000108512/09 181939 MERCHNT: LEWIS DRUG 6 000 407105 .00 POSTING NSF SIG TRANS. PST000108512/09				
LINK: METO	04537968 001 REF#: 101210 ******7596 0200 ATM 312	012212 MERCHNT: BILLY FROGS 000 422443 .00 POSTING NSF SIG TRANS. PST000108512/09 201440 MERCHNT: LEWIS DDUG 7				
LINK: METO 8 004 LINK: METO 9 004	04537968 001 REF#: 101210 *****7596 0200 ATM 312 04526680 001 REF#: 101209 ******7507 0200 ATM 312	000 422443 .00 POSTING NSF SIG TRANS. PST000108512/09 201949 MERCHNT: LEWIS DRUG 7				
LINK: METO 8 004 LINK: METO 9 004 LINK: METO 9 004 LINK: METO	04537968 001 REF#: 101210 ******7596 0200 ATM 312 04526680 001 REF#: 101209 *****7507 0200 ATM 312 04524638 001 REF#: 101209 *****7875 0200 ATM 312	000 422443 .00 POSTING NSF SIG TRANS. PST000108512/09 201949 MERCHNT: LEWIS DRUG 7 .00 PST000108512/09 192540 MERCHNT: 297 .00 PST1NG NSF SIG TRANS. PST000108512/09 192540 MERCHNT: 297 .00 POSTING NSF SIG TRANS. PST000108512/09 151602 MERCHNT: FAMILY THRIFT CENTER .00 POSTING NSF SIG TRANS. PST000108512/09				

EXCEPTION REPORT - EXCEPTIONS

ISA FEES

	Report Name	LPANEX3					
	CU*Spy Menu	Electronic Third Par	ty				
	View/Print	Daily					
	When Report is Generated	EOD					
	View/Print	Daily					
	Description	This report contains all ISA fees processed for your members for the previous day. This report is sorted by settlement date detail and summary. This report includes both ATM/Debit and credit card ISA fees.					
	Purpose / Tips	Use this to review su totals (by settlement	5	5			
	Responsible Employee						
12/11/10 38:20 RUN ON 12/12/10		CREDIT ISA FEES DATE RANGE: 12/09/10 - 1		LPANEX3	PAG USER OPE		
STLMNT ACCOUNT # / DATE STLMNT AMOUNT		GE TRAN CODE TERMINAL	TRANS AMOUNT	MESSAGE	MESSAGE CODE	TRANS DATE	
12/10 4 004	*****7874 0220 LINK: MET004540223 001	POS 002000 454706	.05	GENERIC APPROVED	00	12/09	
12/10 7 004	REF#: 034472090009 MERCHN	I: INFO RUNESCAPE COM CAMBRI POS 002000 453787	DGE .67	GENERIC APPROVED	00	12/09	
12/10 7 004	REF#: 034372043608 MERCHN	I: NORWEX ENVIRO PRODUC TS POS 002000 453787	DAUPHIN .17	MB GENERIC APPROVED	00	12/09	
		I: NORWEX ENVIRO PRODUC TS ATM 012000 434119 I: *ARUSHA 2 ARUSHA	DAUPHIN 2.71	MB GENERIC APPROVED	00	12/10	
	*****1896 0220	POS 002000 452900	.60	GENERIC APPROVED	00	12/09	
12/11 7 004	LINK: MET004587806 001						

ACCOUNT POSTING DETAIL REPORT

Report Name	LPANAC1
 CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report will list transactions to be compared to your ATM/Debit vendor report for daily balancing comparison. This is presented by member account number. This would also include credit card transactions
Purpose / Tips	It is produced during end of day processing for transactions posted to CU*BASE from transactions sent from your vendor. Both this and the accompanying summary report are used for balancing and research purposes.
 Responsible Employee	

3/25/09	20:3	1:58					CREDIT UNION			LPANA	.C1	PAGE 1
RUN	ON 3	/25/0	9	TRANSACTION	S BY ACC	OUNT NUMBER,	CARD NUMBER,	SETTLEMENT DATE			USE	R CUBASEXD
ACC	OUNT			SETL	TRANSAC:	TION		TRANS	SETL	TRANS	TRANS	REFERENCE
NUM	BER	CARD	NUMBER	DATE	DESCRIP.	TION	STATUS	AMOUNT	AMOUNT	DATE	TIME	NUMBER
1	030	5	*****5	3/23	DBT/WDR	90800002614	B A	22.00	22.00	3/21	20:46:33	908000026148
1	030	5	******2	3/23	POS/WDR	90800089589	3 A	31.70	31.70	3/21	15:01:23	908000895893
1	030	5	******2	3/23	POS/WDR	90810016040	1 A	19.44	19.44	3/22	16:04:01	908100160401
1	030	5	******2	3/23	POS/WDR	90820063919	7 A	17.46	17.46	3/23	12:45:40	908200639197
1	030	5	******6	3/23	DBT/WDR	90800002615	4 A	20.00	20.00	3/21	20:46:33	908000026154
1	030	5	******6	3/23	DBT/WDR	90800002615	5 A	10.00	10.00	3/21	20:46:33	908000026155
1	030	5	******6	3/23	POS/WDR	90800019305	D A	72.53	72.53	3/21	16:34:29	908000193050
1	030	5	*****7	3/23	ATM/WDR	90810000042	5 A	102.00	102.00	3/22	10:05:33	908100000426
1	030	5	*****5	3/23	POS/WDR	90810010737	5 A	13.66	13.66	3/22	8:51:51	908100107376
1	030	5	*****5	3/23	POS/WDR	90810028150	D A	18.78	18.78	3/22	15:36:00	908100281500
1	030	5	*****5	3/23	POS/WDR	90810067830	D A	24.61	24.61	3/22	15:44:00	908100678300
1	030	5	******1	3/23	DBT/WDR	90790001624	9 A	15.99	15.99	3/20	20:49:59	907900016249
1	030	5	******1	3/23	DBT/WDR	90790001625	1 A	10.72	10.72	3/20	20:49:59	907900016251
1	030	5	******1	3/23	POS/WDR	90800005334	4 A	30.11	30.11	3/21	17:03:22	908000053344
1	030	5	******1	3/23	POS/WDR	90810009546	D A	20.48	20.48	3/22	13:46:41	908100095460
1	030	5	******0	3/23	DBT/WDR	90790002031	9 A	19.65	19.65	3/20	20:46:29	907900020319
1	030	5	******0	3/23	DBT/WDR	90790002032	D A	8.74	8.74	3/20	20:46:29	907900020320
1	030	5	******0	3/23	DBT/WDR	90810001746	4 A	45.53	45.53	3/22	10:58:06	908100017464

ACCOUNT POSTING SUMMARY REPORT

Report Name	LPANAC2
CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report will list transactions to be compared to your ATM/Debit vendor report for daily balancing comparison. This is presented by member account number.
Purpose / Tips	It is produced during end of day processing for transactions posted to CU*BASE from transactions sent from your vendor. Both this and the accompanying summary report are used for balancing and research purposes.
Responsible	

Employee

					CREDIT UNION			
RUN	ON 3/25/0	J9 ATM TRAN	NSACTIONS BY A		I NUMBER, CARD NUMBER,	SETTLEMENT DATE	U	SER CUBASEXD
					BUMMARY			
ATE:	3/23/09				21,186.54			.00
		TOTAL DEPOSITS				NOT PROCESSED =		.00
		TOTAL TRANSFERS	PROCESSED =			NOT PROCESSED =		.00
						NOT PROCESSED =		.00
						NOT PROCESSED =		.00
			DEBITS			CREDITS		182.65
TE:	3/24/09					NOT PROCESSED =		.00
		TOTAL DEPOSITS				NOT PROCESSED =		.00
		TOTAL TRANSFERS				NOT PROCESSED =		.00
		TOTAL PMT MER	PROCESSED =	122		NOT PROCESSED =		.00
		TOTAL RFD MER				NOT PROCESSED =		.00
		TOTAL	DEBITS		12,225.66			264.28
TE:	3/25/09	TOTAL WITHDRAWALS	PROCESSED =	212	7,901.09	NOT PROCESSED =		.00
		TOTAL DEPOSITS	PROCESSED =	5	206.37	NOT PROCESSED =		.00
		TOTAL TRANSFERS	PROCESSED =			NOT PROCESSED =		.00
		TOTAL PMT MER	PROCESSED =	100	4,214.94	NOT PROCESSED =		.00
		TOTAL RFD MER	PROCESSED =	1	69.28	NOT PROCESSED =		.00
		TOTAL	DEBITS		12,116.03	CREDITS		275.65
TE:	3/26/09	TOTAL WITHDRAWALS	PROCESSED =	58	1,495.18	NOT PROCESSED =		.00
		TOTAL DEPOSITS	PROCESSED =	4	105.93	NOT PROCESSED =		.00
		TOTAL TRANSFERS	PROCESSED =		.00	NOT PROCESSED =		.00
		TOTAL PMT MER	PROCESSED =	58		NOT PROCESSED =		.00
		TOTAL RFD MER	PROCESSED =		.00	NOT PROCESSED = CREDITS		.00
		TOTAL	DEBITS		0 000 00	CREDITS		105,93

PANCARD CU*BASE

Report Name	PADLIM
CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report identifies differences between CU*BASE card file and member files.
Purpose / Tips	This report is used to work mismatches between the card files and the member account and membership files.
Responsible	

Employee

9/23/09 1:18:53 PADLIM PAGE 1 RUN ON 9/24/09 END-OF-MONTH COUNTERS NOT RESET USER OPER USER OPER THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 1 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 001 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011 011 THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 001 011
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THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 3 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 2 -001
THERE IS NO SUCH ACCOUNT FOR THIS MEMBER 3 -001
TOTAL CARDS: 1,108 TOTAL ATM CARDS: 407 TOTAL DEBIT CARDS: 701
TOTAL ACCTS: 2,073 ACCTS WITH MEMB: 2,047 NO MEMBER ACCT: 26
*** END OF REPORT ***

VENDOR RECONCILIATION REPORT - RECON TO ONLINE MATCH

Report Name	PRCNXX1
CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report is designed to show any differences between what the vendor indicates they settled your corporate account with them for this and what CU*BASE indicates we received on your behalf from the vendor. This is shown recon to online match. NOTE: This report is by vendor; the credit union may have multiple reports
Purpose / Tips	Use this report when your settlement is out of balance to determine if a transactions needs to be manually posted.
Responsible Employee	

3/30/11 21:57:4 RUN ON 3/30		VENDOR RECONCILI VENDOR NAME:	CREDIT UNION ATION RECON TO ONLI FIDELITY	INE MATCH	PRCNXX1	PAGE 1 USER			
	SETTLEMENT DATE: 3/30/11								
ACCT NUM FRM VEND	FUNDNG ACCT	RETRIEVAL REFERENCE NUMBER	RECON CREDITS	RECON DEBITS	RECON TOTAL	DIFFERENCE			
CARD NUMBER	MERCHANT NAME/CI	TY/STATE	ONLINE CREDITS	ONLINE DEBITS	ONLINE TOTAL				
-811)-811	740088020302	.00	35.43	35.43-	35.43-			
*****0396	BO'S VILLAGE BP	MI	.00	.00	.00				
-811	-811		.00	162.50	162.50-	162.50-			
*****0396	MCLAREN DRUG S10	015469 MI	.00	.00	.00				
-811	2-811	286285300095	.00	19.53	19.53-	19.53-			
*****0446	WINGS WEST OLD B	URDICKS KALAMAZOO MI	.00	.00	.00				
-811	-811	009204951836	.00	11.20	11.20-	11.20-			
*****0560	MARATHON OIL 061	804 MI	.00	.00	.00				
-811	-811	207002089314	.00	15.95	15.95-	15.95-			
*****0560	PATISSERIE	MI	.00	.00	.00				
-811	-811	987131239659	.00	234.55	234.55-	234.55-			
******0750	COMPUTER COUNTRY	LLC MI	.00	.00	.00				

VENDOR RECONCILIATION REPORT - ONLINE TO RECON MATCH

Report Name	PRCNXX2
CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report is designed to show any differences between what the vendor indicates they settled your corporate account with them for this and what CU*BASE indicates we received on your behalf from the vendor. This is shown online to recon match.
	NOTE: This report is by vendor; the credit union may have multiple reports
Purpose / Tips	Use this report when your settlement is out of balance to determine if a transactions needs to be manually posted.
Responsible Employee	

0.000.000 000.000.000			OPPOTE UNITON		DD CHIWHO	53.05
3/30/11 21:34:38			CREDIT UNION		PRCNXX2	PAGE 1
RUN ON 3/30/11		VENDOR RECONCILIA		ON MATCH		USER ;
		VENDOR NAME:	COOP			
		SETTLEMENT I	DATE: 3/30/11			
ACCT NUM FRM VEND	RETRIEVAL REFERENCE NU	MBER	RECON CREDITS	RECON DEBITS	RECON TOTAL	DIFFERENCE
CARD NUMBER	MERCHANT NAME/CITY/STA	TE	ONLINE CREDITS	ONLINE DEBITS	ONLINE TOTAL	
-110	30004707490		.00	.00	.00	30.00-
*****8214	KROGER FUEL		.00	30.00	30.00-	
-110	00407454342		.00	.00	.00	35.00-
*****8354	7 ELEVEN Q		.00	35.00	35.00-	
-110	108900169394		.00	.00	.00	20.00-
*****8354	SECURITY CU	Flint	.00	20.00	20.00-	
	-					
-110	23015664922		.00	.00	.00	25.40-
*****8362	CARO ACE HARDWARE	CARO	.00	25.40	25.40-	
-110	500001365758		.00	.00	.00	20.00-
*****8362	TEAM ONE CREDIT	CARO	.00	20.00	20.00-	
-110	00064127970		.00	.00	.00	28.01-
-110	0000412/5/0		.00	.00	.00	20.01-

CUA Online Totals	:	
Total Credits	:	32,297.75
Total Debits	:	220,538.04
Total Transfers	:	
Total Settlement	:	188,240.29-
Transaction Cnt.	:	5,672
Offage Totals	:	
Total Credits	1	
Total Debits	:	2,724.42
Total Settlement	:	2,724.42-
Total Not Matched	:	99

Vendor Reconciliation Report - Duplicate Records

Report Name	PRCNXX3
CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report is generated when two transactions have the same Trans Ref number. In these cases, only one transaction is posted to the member's account since CU*BASE deems the other suspicious.
	NOTE: This report is not generated every day, only when duplicates are received.
Purpose / Tips	Review when you are out of balance.
Responsible Employee	

				_
12/11/10 19:20:04	CREDIT UNION		PRCNXX3 PAGE	1
RUN ON 12/11/10	VENDOR RECONCILIATION DUPLICATE RECOR	DS	USER TIMT	
	VENDOR NAME: METAVANTE			
	SETTLEMENT DATE: 12/10/10			
C/V VENDR SEQUENCE BIN MERCHANT		TRAN REF NO	STLMT AMT	
ACCOUNT BASE TRACE	TRAN DATE/TIME	11011 101 110		
V MET SX 7355	605-5823531 USASD	034328050003	17.00 DB	
*****4872 -000	2010/12/10		1.110 22	
IS A POSSIBLE DUPLICATE OF THE FOLLOWING				
V MET SX 7354	605-5823531 USASD	034328050003	70.00 DB	
	2010/12/10			
V MET SX 7360	HUNT VALLEY USAMD	034323326400	1.10 DB	
*****4880 -000	2010/12/10			
IS A POSSIBLE DUPLICATE OF THE FOLLOWING	RECORD			
V MET SX 7359 442642000	HUNT VALLEY USAMD	034323326400	.85 DB	
*****4880 -000	2010/12/10			
V MET SX 7591	SIOUX FALLS USASD	034321720000	24.53 DB	
*****2275 7385-000	2010/12/10			
IS A POSSIBLE DUPLICATE OF THE FOLLOWING				
V MET SX 7589	SIOUX FALLS USASD	034321720000	1.06 DB	
****2275 -000	2010/12/10			

ATM/DEBIT CARDS ACCOUNT MAINTENANCE REPORT

Report Name	LADMXX1A
CU*Spy Menu	Electronic Third Party
When Report is Generated	EOD
View/Print	Daily
Description	This report includes any maintenance on ATM/Debit accounts on CU*BASE that was sent to your vendor via batch maintenance file.
Purpose / Tips	We recommend this report be worked on a daily basis. Match back to your vendor reports.
Responsible	

Employee

7/09/11 22:00:59			UNION		LADMXX1A	PAGE	
RUN ON 7/09/:	11	ATM/DEB1	IT CARDS - ACCOUNT MAINTEN.	ANCE REPORT		USER TIMT	
ARD NUMBER	SEQ #	FIELD DESCRIPTION	BEFORE DATA	AFTER DATA	USER	DATE TI	ME
*****2430	1	Card Status Code	A=ACTIVE/OPEN	H=HOT (LOST/STOLEN)	LINDYF11	7/09/11 13:5	1:2
		Add'l Card Status Code		ND=LOST/STOLEN	LINDYF11	7/09/11 13:5	1:2
		Card Status Code	H=HOT (LOST/STOLEN)	C=Closed	LINDYF11	7/09/11 13:5	1:2
*****1803	1	NEW CARD			BRANDIB1	7/09/11	
		DEBIT	Line 1 Name Line 2 Name	CODY G			
			Address Line 1 Address Line 2	1207 ST			
			City/St/Zip	MI -000	D		
			SSN# (Last 4 Digits)		-		
			Home Phone	-6655			
			Work Phone				
			Setup Date	2011/07/09			
			Expiration Date	7/14			
			Service Charge Group	01			
			Deposits Allowed	Y			
			Withdrawls Allowed	Y			
			POS Purchases Allowed	У			
			POS Returns Allowed	Y			
			Transfers Allowed	Y			
			PIN Online Limit	100.00			
			PIN Offline Limit SIG Online Limit	50.00 2000.00			
			SIG Offline Limit	2000.00			
*****3010		Card Status Code	A=ACTIVE/OPEN	C=Closed	BRANDIB1	7/09/11 11:1	.0:5
*****6040		Card Status Code	H=HOT (LOST/STOLEN)	C=Closed	PAMELAG1	7/09/11 11:2	28:1
*****6155		MTEPHN (CUFMNT)	0		JENNIFS1	7/09/11 11:4	18:1
*****6787		Card Status Code	A=ACTIVE/OPEN	C=Closed	JENNIFS1	7/09/11 11:5	64 : 0
*****0431		Card Status Code	A=ACTIVE/OPEN	C=Closed	JENNIFS1	7/09/11 11:5	64:1
*****2759		Card Status Code	H=HOT (LOST/STOLEN)	C=Closed	PAMELAG1	7/09/11 11:2	28:2
*****4140	1	Card Status Code Add'l Card Status Code	H=HOT (LOST/STOLEN) NE=FRAUD	A=ACTIVE/OPEN		7/09/11 9:3 7/09/11 9:3	

TOTALS CARDS MAINTAINED: ERRORS:

*** END OF REPORT ***

9 0

ATM/DEBIT CARDS ACCOUNT MAINTENANCE REPORT

Report Name	LADMXX1B
CU*Spy Menu	Electronic Third Party
View/Print	Daily
When Report is Generated	EOD
View/Print	Daily
Description	This report includes any maintenance on ATM/Debit accounts on CU*BASE that was sent to your vendor via batch maintenance file.
Purpose / Tips	We recommend this report be worked on a daily basis. Match back to your vendor reports.
Responsible Employee	

7/09/11 22:00:59 RUN ON 7/09/		ATM/DEB:	CREDIT U IT CARDS - ACCOUNT MA		LADMXX1B	PAGE USER TIMT
CARD NUMBER	SEQ #	FIELD DESCRIPTION	BEFORE DATA	AFTER DATA	ERROR DES	CRIPTION
TOTALS CARDS MAINTAINED:	9					
ERRORS:	0		*** END OF REPORT	* ***		