

Back Office Support During Your Conversion

To:
From:

Date:

CU*Answers staff understands that the first few weeks following a conversion will be very hectic for your back office staff. To help alleviate some of the pressures of your daily accounting functions, CU*Answers will provide three months of support after your conversion to CU*BASE.

Following is a list of tasks that will be completed by CU*Answers on a daily basis. We will work with you prior to conversion to establish procedures, timelines and incorporate your internal policies with these tasks. The daily settlement and exception items include associated journal entries.

Load YTD GL Balances for month prior to conversion	Online credit card balancing
ATM Daily Balancing and Settlement	National Shared Branching reconciliation
ACH Daily Processing (exceptions/NSF items)	ACH Daily Settlement
Share Draft Exceptions and Daily Postings	Share Draft Daily Settlement
Change Fund (Cash) Balancing	Corporate Check/Money Order Reconciliation
Suspense Account Monitoring	
ACH exceptions for debits only for first 30 days (after 30 days, we will handle both debits and credits)	

The tasks listed below will be handled by your credit union staff. Please tell us who is assigned to these tasks currently, so we can provide the appropriate training after conversion.

Payroll Processing	_____
Payroll Settlement	_____
Outside Check Deposits	_____
Subsidiary Processing (Fixed Assets, Prepaids, Accrued Expenses)	_____
Investment Subsidiary	_____
Daily Vault Balancing	_____
OTB Credit Card Reconciliation	_____
Bank and Corporate accounts reconciliation	_____
Any other monthly reconciliation tasks	_____
Participation Lending	_____
Accounts Payable	_____
EOM entries and Board reports	_____
ACH distributions	_____
Balance TCDs (Teller Cash Dispensers)	_____
FR2900 Financial Statement Configuration	_____
5300 Call Report	_____
XTend shared branching settlement at EOM	_____

The employees listed above should be the primary individuals responsible for the tasks. Your CU*Answers Conversion Team will ensure these individuals are trained adequately during live week. Any additional backup training will be the responsibility of the credit union. If management prefers CU*Answers to train the backup staff, those staff members should be available during the primary training sessions.

This list represents the essential daily and monthly tasks and is by no means all-inclusive. Please let us know if there are any tasks your staff performs that are not listed here.

CU Signature _____ Date_____