

CU\*Answers

# The CEO Checklist for Startup CUs

 *Guaranteeing the Difference*



**Startup** [*stahrt*-uhp] n. The act or fact of starting something; a setting in motion...the beginning of a new project or venture.

**CU\*ANSWERS**  
A CREDIT UNION SERVICE ORGANIZATION

 *Guaranteeing the Difference*

6000 28th Street SE  
Grand Rapids, Michigan 49546  
[www.cuanswers.com](http://www.cuanswers.com)

Phone: 800-327-3478  
Fax: 616-285-5735  
E-mail: [info@cuanswers.com](mailto:info@cuanswers.com)

November 2024

# Your Startup on CU\*BASE

## Things to Consider About Your Start Up

### What will EEAS do?

Earnings Edge Accounting Services are designed to help credit unions achieve higher levels of productivity by outsourcing routine operational tasks. They provide daily balancing for your settlement and suspense GL accounts and will work closely with the Coordinator and your Accounting team, to ensure that third-party postings are settling properly and suspense items are addressed. The specialist will also handle daily share draft and ACH returns for you. This service is provided as part of your CU\*Answers contract for the first 90 days.

### What can Conversion Contact Call Center do?

Our Conversion Contact Call Center can provide pre-startup outbound calls to potential new members, as well as inbound calls during your startup week. The majority of calls during startup week will be questions on accessing your new audio and online banking products. Take the stress off your staff as they learn the new software. Contact Dave McCumber at 616.207.8139

### What can Audit Link do?

Audit Link can be contracted to review all of your compliance-related CU\*BASE software configurations as well as employee security settings. The team also provides daily monitoring of compliance-related activity. Contact AJ Schalk at x435 for additional information.

### What will Lender\*VP do?

The Lender VP team will assist your Coordinator in configuring loan and variable rate products and testing credit bureau pulls. They can advise you on additional CU\*BASE features and ancillary products that may be beneficial to your credit union.

Your coordinator will reach out to establish network/branch communication and necessary supported hardware and bring the CU live. Please wait to purchase hardware so we can confirm it is supported. If you are using a third party IT, please provide their contact information so they can be included in any necessary communication.

## Management Configuration

### What it is?

This session which can last several hours is attended by your Management Team and CU\*Experts, if available. We will review all of the CU\*BASE configurations for shares, loans, certificates, fees, and general processing parameters.

### Why it is important?

The goal of this session is to ensure your database will function as you expect it to. Your team will also gain insight into the internal workings of CU\*BASE.

### Who should attend?

It's imperative that the decision makers attend the Management Configuration session.

- CEO
- Start Up Project Manager
- CU\*Experts, if possible
- Lending Leader
- Accounting Leader

## Vendor Pricing

### What it is?

Research all of your vendors carefully for any additional fees they may charge.

Discuss credit union products and services that will be allowed at startup and what may be available within the coming year.

# Startup Checklist

	You and your Coordinator will decide on a date to schedule a meeting via Zoom. As this is the formal kick off for the project we will discuss the projects to configure, third party vendors you have established relationships with and branch locations and communications, etc. During this meeting a recurring project call will be scheduled.
	Develop a Training Plan for Startup, selecting CU*Experts, online training and bedrock. Discuss how and when to get the training site set up and when you will actually open the doors of the credit union. We will have a discussion with our Network Services team to discuss the setup of the training site and setup dates.
	Receive Letter of Understanding, which dictates what type of accounts you may have.
	Receive charter acknowledgement from NCUA.
	Submit request for ABA Number (Routing and Transit) to Lexis Nexus 4709 Golf Road, Skokie, IL 60076 1-847-933-8147 or 1-847-933-8040 fax or at <a href="http://www.AccuitySolutions.com">www.AccuitySolutions.com</a>
	We will work together to establish a basic set of General Ledger Accounts.
	We will discuss vendors and which of the following you have contracted with: <ul style="list-style-type: none"><li>• ATM/Debit Card</li><li>• Corporate Account</li><li>• TIS Disclosures</li><li>• Loan Forms</li><li>• Loan Insurance</li><li>• Credit Reporting</li><li>• Credit Bureau Pulls</li><li>• Share Draft (Item Processing)</li><li>• Internet Service Provider</li><li>• IT</li><li>• Check Printing Vendor</li><li>• ACH - Relationship with FRB</li><li>• </li></ul>
	Return items / forms to coordinator: <ul style="list-style-type: none"><li>• ACH forms: Table S.2 and R.3 (2 pages).</li><li>• Check processing forms (if applicable)</li><li>• Signature for Corporate Checks</li><li>• Online Credit Bureau Setup Form</li><li>• Laser check logo</li><li>• Logo for statements, receipts and checks</li><li>• <b>It's Me 247</b> and CU*Talk configuration forms</li><li>• Security Policy form</li><li>• File Download and Upload Designation forms</li><li>• Credit Bureau 1-2-3 form</li><li>• Store Orders</li></ul>
	Establish contracts with 3rd party vendors. This would be any vendor that you are planning to exchange data with. Complete any required forms. Order loan and member service forms from your forms provider. Discuss available archiving solutions with your Coordinator.
	Credit Union will need to have a building and establish network infrastructure at the branch prior to launch date
	Return all Special Authorization forms: <ul style="list-style-type: none"><li>• Laser check programming</li><li>• Loan forms</li><li>• Other additional programming</li><li>• Network Services bids for hardware and/or network support</li></ul>