Creating Zero-Dollar Transactions

Leaving Messages for Members via Account Transaction History

INTRODUCTION

There are many different ways that CU*BASE helps you communicate with your members: through marketing mailings, email messages, messages delivered via CU*TALK and **It's Me 247**, pop-up comments at the teller line, and more.

The latest addition to this group of tools lets you communicate information to members via one of your best communication tools: the member account statement. Simply put, you can create a zero-dollar transaction on a member's account, with a custom transaction description. Both the primary (20 characters) and secondary (79 characters) transaction description can be entered manually when the transaction is created. And because the transaction will remain in transaction history, it will be easy for credit union staff to refer back to down the road.

In addition, this system provides an easy way to modify the transaction description for *any* transaction, either zero-dollar transactions or any other member transaction, before a member's statement is printed.

Some ideas for using this feature:

- To notify members of special programs or upcoming events that affect their accounts. One credit union creates these messages to alert members that for a fee they can choose to "skip a payment" for Christmas. Another idea would be to alert members about the upcoming annual fee for their safe deposit box.

- To request a response from a member, such as when they need to come in to sign a form or provide you with some paperwork (annual updates to waiver forms, updated insurance certificates, etc.).

- To change the description when making a credit card payment, so that it explains to which credit card the payment applied, etc.
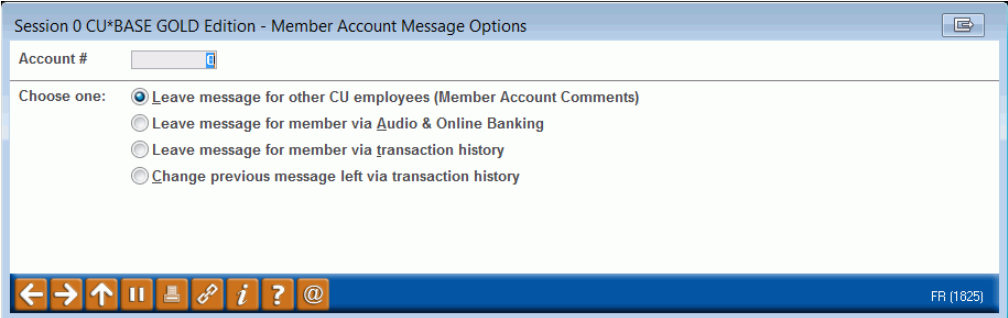
- For disbursements on an escrow account (or any account that a member uses for that purpose), to explain the purpose for the disbursement.

- To add a explanatory note when a co-signer makes a loan payment.

- To provide more precise descriptions for IRA transactions (such as age 70½ withdrawals).

CONTENTS

ADDING MEMBER COMMENTS

Enter General Member Comments/Messages (Tool #70)
OR Phone Inquiry, "Add Comment" (F9)

1. **Leave message for other CU employees (Member Account Comments)**
   - This option will proceed to the normal Member Comments screen to allow you to create a general comment that will be seen in the pop-up window in Inquiry, Phone and Teller programs. This is designed to leave a message that other CU employees will read, but will not be delivered to members.

   > *Information about creating member comments is available in CU*BASE Online Help.*

2. **Leave message for member via Audio and PC Banking** - This option will also proceed to the normal Member Comments screen, to allow you to leave a message that a member will receive in CU*TALK Audio Response, **It's Me 247** Online Banking, or both.

   > *Information about creating member comments is available in CU*BASE Online Help.*

3. **Leave message for member via transaction history** - This new option creates a zero-dollar transaction with a custom transaction description, to allow you to communicate information directly to the member via a statement. This transaction will also appear in **It's Me 247** Online Banking. The screen shown below will appear next.

   > *Zero-dollar transactions are not read by CU*TALK Audio Response. Also remember that if you change the primary transaction description, Audio Response will still read the standard description for that transaction type.*

4. **Change previous message left via transaction history** - This option lets you modify the transaction description on any previous current-month transaction, so that you can update a zero-dollar transaction that was left previously, or clarify any other type of transaction. The screen on Page 5 will appear next.

CREATING A ZERO-DOLLAR TRANSACTION


```
Session 0 CU*BASE GOLD Edition - Leave Message Via Transaction History

Transaction date   Jun 26, 2013
Account type       000

Message line 1 (transaction description)   zero dollar trans
Message line 2 (secondary transaction description)
This is the message that appears on the member's statement

   [i]  Posting a $0 memo transaction will not alter a member's dormancy status.

   [i]  Only first 20 characters appear in Transaction History.  All characters appear on Member Statement.

Post
                                                                    FR (1826)
```

This screen appears after choosing "Leave message for member via transaction history" on the initial Member Account Message Options screen (shown on Page 3).

This screen is used to create a zero-dollar transaction on a member's account. Start by entering the account type suffix to which this transaction should be posted.

Next, complete the primary Transaction Description (required). Use up to 20 characters.

Finally, if desired, use the Secondary Transaction Description field to enter up to 79 characters of additional information for your message. Remember that only the first 20 characters of this message will appear on CU*BASE inquiry screens and in **It's Me 247** Online Banking. All characters will appear on member statements.

When done, use **Post** (F5) to post the transaction to the member's account and return to your original starting point.

MODIFYING A PREVIOUS TRANSACTION DESCRIPTION

Update Trans Desc & IRA/HSA Post Codes **(Tool #918), Screen 3**

This screen will also appear by selecting "Change previous message left via transaction history" on the Member Account Message Options screen (shown on Page 3). Start by entering an account base and suffix and use Enter to display the list of transactions as shown in the sample.

This screen shows all transactions for the account base and suffix entered at the top of the screen. **Only current month transactions** will be included. (To prevent a transaction that has already been reported on a member statement from being changed, previous month transactions will not be listed.)

From here, you may modify the transaction description recorded on a previous transaction, or block a transaction so that it does not appear on a member's statement (or in Audio Response/Online Banking).

> CAUTION: Be sure to carefully evaluate the effect on the member's running balance before blocking a transaction. For more details, refer to CU*BASE Online help (Index keyword "block").

Transactions will be sorted in date order, with the most recent transaction at the top of the list. Use *Toggle Description* (F11) to display a second line for each record showing the secondary transaction description.

To modify the transaction description for any transaction listed, select it in the list and use Enter or *Description/Statement* to proceed to the second screen (shown on the following page).

Screen 2

This screen displays details about this transaction. When done making changes, use *Update* (F5) to save the changes to the member's account and return to the previous screen.

> *For complete field descriptions, please refer to CU*BASE Online Help click* *while working in these screens.*