
Credit Card Promotions and Cash Back Rewards



Creating and maintaining member
focused programs on CU*BASE

INTRODUCTION

Major credit card companies and big banks seem to spare no expense when it comes to using splashy advertising to entice consumers into high rate credit cards, often laden with hidden charges and sky high fees. While this is perhaps a workable business model for the *ahem*, sketchier side of the finance world, some of those consumers are credit union members, often our very own members, who may be unaware that their own credit union can provide a credit card loan with a fair APR, fully disclosed fees and charges, and above all else – competitive rates and some pretty splashy promotions and reward programs of our own.

Offering credit card promotions and/or cash back reward programs for your members are both simple and quick to accomplish! This walk through guide is intended to give you and your credit union a complete road map to execute a credit card promotion in CU*BASE, including examples of some popular campaigns, as well as configuring a cash back reward program.

For more information about other credit card related tasks, please check out the [Credit Card User Guide](#).

Revision date: May 21, 2021

For an updated copy of this booklet, check out the Reference Materials page of our website:
<https://www.cuanswers.com/resources/doc/cubase-reference/>
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Credit Card Rate Maintenance Purchase Bucket Detail Screen

[illegible]

4 Credit Card Promotions

Credit Card Rate Maintenance Screen

Enter the desired new rate, and the effective date.

Session 0 CU*BASE GOLD Edition -

Account # [REDACTED]
 Category 16 VISA CLASSIC
 Charge type PU 998 Description purchases
 Range Jul 25, 2013 To Default
 Current rate 12.000 Rate code Master 12.000 Rate code
 Change reason S Special Rate
 New rate 01.990
 Comment SPECIAL PURCHASE RATE
 Effective date Sep 29, 2016 [MMDDYYYY]
 Refresh
 Skip
 [Navigation icons] (1727)

4. Enter the new rate, and in the comment field, the description assigned to the promotion. Enter the effective date that the new rate will be available to the member. Using the spyglass, select 'S' Special Rate, or 'C' Customer Match, depending on your internal preference. Use Enter to update the screen.

Credit Card Rate Maintenance Reason Selection Screen

Session 0 CU*BASE GOLD Edition - Reason Selection

Code	Short Description	Description	Refresh
C	Valued	Valued Customer	
M	Master	Refresh Master Rate	Y
P	Penalty	Penalty Rate	
R	Resume	Resume Current Rate	Y
S	Special	Special Rate	

Select [Up/Down arrows]
 [Navigation icons] (3032)

5. As most introductory rate changes are effective immediately, the confirmation screen below alerts you that the rate will take effect immediately upon confirmation.

Session 0 CU*BASE GOLD Edition - Confirm Update

Update immediately?
 New rate will be 1.990
 Confirm
 Skip
 [Navigation icons] (1723)

After confirming the message, CU*BASE returns to the rate maintenance screen, where you can see the rate is now adjusted. Use the instructions above to continue to add rate promotions for any buckets needed.

Introductory Rate Expiration

If the rate should expire, which typically Introductory Rates do after a certain period, then you will need to add one more record for the expiration.

1. While at the rate maintenance screen for the charge type, you will again select to add a new record.

[illegible]

- ## Credit Card Rate Maintenance Reason Selection Screen

Session 2 CU*BASE GOLD Edition - Reason Selection

Code	Short Description	Description	Refresh
C	Valued	Valued Customer	
M	Master	Refresh Master Rate	Y
P	Penalty	Penalty Rate	
R	Resume	Resume Current Rate	Y
S	Special	Special Rate	

☐ Select

(3032)

- Please note that is a member should have the rate until the end of the month, set your expiration date for the 1st of the month.*

Session 0 CU*BASE GOLD Edition -

Account #

Category

Charge type

Range

Current rate

Change reason

New rate

Comment

Effective date

16

VISA CLASSIC

PU 998

Description purchases

Jul 25, 2013

To Default

1.990

Rate code

Master

12.000

Rate code

M

Refresh Master Rate

00.000

END SPECIAL RATE

Nov 29, 2016

[MMDDYYYY]

Refresh

Skip

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(1727)

Credit Card Rate Maintenance Purchase Bucket Detail Screen

Credit Card Promotions **7**

LOAN CATEGORY CAMPAIGNS

What Is A Loan Category Campaign?

A loan category campaign is exactly what it sounds like; the promotion is configured at the loan category level, and applies to **all** members within that loan category. The instructions below will assist you in selecting the charge type, rate, and effective dates to configure a loan category campaign.

How To Set Up A Loan category Campaign

To begin a loan category campaign, access **Tool #907 Update Online CC Rate/Charge Types**.

1. After you've accessed the tool, select your loan category from the available list of loan categories. These are all loan categories with Process Type "V" in the loan category configuration screen.

Credit Card Definition Screen

[illegible]

Credit Card Definition Bucket Selection Screen

Session 2 CU*BASE GOLD Edition - TEST CREDIT UNION

File Edit Tools Help

Credit Card Definition

UPDATE

Begin with type ☐ Category code 17 VISA GOLD Show dates 00000000 [MMDDYYYY] (blank for all)

Typ	Seq	Start	End	Rate	Rate Code	Description	Promo or Default	Rate Locked	Active Loans	Not Active Loans
BT	999	Mar 04, 2013	Oct 13, 2013	5.000	000	balance transfer	Default		0	0
BT	998	Oct 14, 2013	Default	0.025	005	balance transfer	Active		0	0
BT	002	Jan 01, 2015	Mar 31, 2015	17.990	000	Balance Transfer Promo	Promo		0	0
BT	001	Aug 01, 2014	Sep 01, 2014	0.000	000	Balance Transfer Promo	Promo		0	0
CA	999	Default	Oct 07, 2013	12.000	000	CASH ADVANCE	Default		0	0
CA	998	Oct 08, 2013	Oct 13, 2013	9.990	000	CASH ADVANCE	Default		0	0
CA	997	Oct 14, 2013	Default	3.000	046	CASH ADVANCE	Active		0	0
CA	001	Aug 15, 2014	Sep 15, 2014	0.000	000	Balance Transfer Promo	Promo		0	0
PU	999	Default	Default	7.250	000	Test	Active		0	0
PU	005	Aug 01, 2015	Aug 31, 2015	5.990	000	Back 2 School Promotion	Promo		0	0
PU	004	Dec 01, 2015	Dec 31, 2015	5.000	000	Christmas Promotion	Promo		0	0
PU	003	Aug 06, 2014	Aug 31, 2014	3.990	000	BACK TO SCHOOL PROMO	Promo		0	0
PU	002	Aug 01, 2014	Aug 05, 2014	0.000	000	Purchase Promo	Promo		0	0
PU	001	Jan 31, 2014	Mar 31, 2014	8.500	000	Promo	Promo		0	0

Change Delete View History Update default rate

Select "Add New" to enter the new promotion.

Add New Skip

Navigation icons: back, forward, up, down, search, info, help, etc.

(3991)

2. Select the Add New button to begin adding the promotion.

3. When the next screen appears, input the charge type for the promotion (Balance Transfer "BT", Purchase "PU", or Cash Advance "CA").

Credit Card Definition Rate Setup Screen

Session 2 CU*BASE GOLD Edition - TEST CREDIT UNION

File Edit Tools Help

Credit Card Definition

ADD

Category code 17 VISA GOLD

Type Sequence 000 Unlocked

Start date Nov 15, 2016 [MMDDYYYY] End date Dec 11, 2016 [MMDDYYYY]
(Leave start date and end date zero for the default code)

Description Opening Day Special Statement description Hunter Special

Rate 2.990 Daily rate 0.0000000000000000

Roll start date 00000000 Roll rate 0.000 Roll daily rate 0.0000000000000000

Variable Rate Information	General Rate Information
Variable rate code <input type="text"/>	<input type="checkbox"/> Use grace period
	<input type="checkbox"/> Forgive finance charges for zero balance loans
	Transaction charges:
	% of transaction amount 0.000
	Minimum 0.00
	Maximum 0.00 (Max 999.99 = no maximum)
	Transaction finance charge G/L account <input type="text"/>
	Transaction description <input type="text"/>

Skip Comments Unlock Verify

Navigation icons: back, forward, up, down, search, info, help, etc.

(1731)

4. Enter the effective date range, the interest rate, description and any additional transaction fees that are applicable.

5. Once the screen is complete, use Enter to refresh the buttons at the bottom of the screen, and use Update to add this record to the loan category.

Credit Card Definition Rate Setup Update Screen

Session 2 CU*BASE GOLD Edition - TEST CREDIT UNION

File Edit Tools Help

Credit Card Definition ADD

Category code 17 VISA GOLD

Type Purchase Sequence 000 Unlocked

Start date [MMDDYYYY] End date [MMDDYYYY]
(Leave start date and end date zero for the default code)

Description Statement description

Rate Daily rate 0.0001910000000000

Roll start date 00000000 Roll rate 0.000 Roll daily rate 0.0000000000000000

Variable Rate Information	General Rate Information
Variable rate code <input type="text" value=""/>	<input type="checkbox"/> Use grace period
	<input type="checkbox"/> Forgive finance charges for zero balance loans
	Transaction charges:
	% of transaction amount <input type="text" value="0.000"/>
	Minimum <input type="text" value="0.00"/>
	Maximum <input type="text" value="0.00"/> (Max 999.99 = no maximum)
	Transaction finance charge G/L account <input type="text" value=""/>
	Transaction description <input type="text" value=""/>

Skip
Update
Comments
Unlock

WU (1731) 11/02/16

Once you select update the promotion is ready. In the example above, all purchases between November 15 – December 11 will be assigned a 2.99% interest rate, to promote Opening Day. There is no need to add a rate expiration record, as the effective beginning and end dates are configured in one record.

RATE OVERRIDE

What are Rate Overrides?

Rate overrides is a CU*BASE feature that allows a member a special rate. An example of a rate override is when price matching a competitor for a period of time. The instructions below will guide you through entering a rate override for an existing member credit card loan.

How to Set Up a Rate Override

Setting up a rate override is done at the member level. To begin the promotion, access **Tool #12 Update/Order Online Credit Cards**.

1. Enter the base account number or the last 4 digits of the card number to access the member account, then select Enter. Once in the credit card maintenance screen, select the appropriate card, and the link for **Rate Maint.**

Update/Order Online Credit Cards (Tool #12)

[illegible]

[illegible]

- ## Credit Card Rate Detail Screen Maintenance

Session 2 CU*BASE GOLD Edition - TEST CREDIT UNION

File Edit Tools Help

Rate Maintenance

CHANGE

Account # [REDACTED]

Current loan category 16 VISA CLASSIC

Detail loan category 16 VISA CLASSIC

Charge type PU 999 Description purchases Master rate 18.000

Date range: From 0000000000 To Jul 24, 2013 Filter ☒ All ☐ Pending

S	R	ID	Effective Date	Old Rate	Old Rate Code	New Rate	New Rate Code	Card Detail	Comment
M			Mar 01, 2017	2.990		.000		16	END SPECIAL RATE
U	S			18.000		2.990		16	SPECIAL RATE

☐ Change
 ☐ Delete
 ☐ View
 ↑ ↓

Refresh

Add

Card Rate History

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- ## 12 Credit Card Promotions

Credit Card Rate Maintenance Reason Selection Screen

Session 2 CU*BASE GOLD Edition - Rate Maintenance

Account # [REDACTED] CHANGE

Current loan category

Detail loan category 16 VISA CLASSIC

Charge type PU 999 Description purchases

Date range: From Default To Jul 24, 2013

Current rate 2.990 Rate code Master 18.000

Change reason S Special Rate

New rate 02.990

Comment SPECIAL RATE

Effective date Nov 15, 2016 [MMDDYYYY] 11/15/2016

Refresh

Skip

Navigation icons: back, forward, up, down, print, link, info, help, search

(1727)

4. Enter the new rate, and in the comment field, the description assigned to the promotion. Enter the effective date that the new rate will be available to the member. Using the spyglass, select 'S' Special Rate, or 'C' Customer Match, depending on your internal preference. Use Enter to update the screen.

Session 0 CU*BASE GOLD Edition - Confirm Update

Update immediately?

New rate will be 1.990

Confirm

Skip

Navigation icons: back, forward, up, down, print, link, info, help, search

(1723)

5. As most rate override changes are effective immediately, the confirmation screen above alerts you that the rate will take effect immediately upon confirmation.

After confirming the message, CU*BASE returns to the rate maintenance screen, where you can see the rate is now adjusted. Use the instructions above to continue to add rate promotions for any buckets needed.

Override Rate Expiration

If the rate should expire, which typically override rates do after a certain period, then you will need to add one more record for the expiration.

1. While at the rate maintenance screen for the charge type, you will again select to add a new record.

Credit Card Rate Maintenance Purchase Bucket Detail Screen

Session 2 CUPBASE GOLD Edition - TEST CREDIT UNION

File Edit Tools Help

Rate Maintenance CHANGE

Account # _____

Current loan category **16** **VISA CLASSIC**

Detail loan category **16** **VISA CLASSIC**

Charge type **PU** **999** Description **purchases**

Date range: From **0000000000** To **JUL 24, 2013**

Master rate **18.000**

Filter ☒ All ☐ Pending

S	R	ID	Effective Date	Old Rate	Old Rate Code	New Rate	New Rate Code	Card Detail	Comment
M			Mar 01, 2017	2.990		.000		16 END SPECIAL RATE	
U	S			2.990		2.990		16 SPECIAL RATE	
S				18.000		2.990		16 SPECIAL RATE	

☐ Change
 ☐ Delete
 ☐ View
 ↑ ↓

Refresh

Add

Card Rate History

← → ↶ ⏸ 📄 🔗 i ? @

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2. On the next screen, use the spyglass to select 'M' Master Rate or 'R' Resume Rate to end the promotion and return the member to their previous rate. These two options will look at your interest rate on the bucket when changing the rate back at the expiration timeframe.

Credit Card Rate Maintenance Reason Selection Screen

Session 2 CU*BASE GOLD Edition - Reason Selection

Code	Short Description	Description	Refresh
C	Valued	Valued Customer	
M	Master	Refresh Master Rate	Y
P	Penalty	Penalty Rate	
R	Resume	Resume Current Rate	Y
S	Special	Special Rate	

Select

Navigation icons: Back, Forward, Up, Down, Print, Link, Info, Help, Search

(3032)

3. Leave the interest rate at 0% (so it will return to the the interest rate on the charge type) and enter your effective date.

Please note that is a member should have the rate until the end of the month, set your expiration date for the 1st of the month.

Credit Card Rate Maintenance Screen

Session 2 CU*BASE GOLD Edition - Rate Maintenance

Account # [CHANGE](#)

Current loan category

Detail loan category 16 VISA CLASSIC

Charge type PU 999 Description purchases

Date range: From Default To Jul 24, 2013

Current rate 2.990 Rate code Master 18.000

Change reason M Refresh Master Rate

New rate 00.000

Comment END SPECIAL RATE

Effective date Mar 01, 2017 [MMDDYYYY] 03/01/2017

[Refresh](#)

[Skip](#)

[←](#) [→](#) [↑](#) [||](#) [⏏](#) [i](#) [?](#) [@](#) (1727)

4. Use Enter to return to the rate maintenance screen and update the rate expiration.

EXAMPLE RATE PROMOTIONS

Balance Transfer Promotion

How to Market: Run a Balance Transfer promotion during the month of February to encourage members to consolidate credit cards/loans they may have taken to cover Christmas expenses.

How to Create: Create this promotion using the Rate Override process on Page 11.

Memorial Day Special

How to Market: Offer a promotion on the Purchase bucket for the weekend as a kick off to summer fun.

How to Create: Create this promotion using the Loan Category Promotion process on Page 8.

July 4th Special

How to Market: Celebrate Independence Day with lower rates on Purchase charge types.

How to Create: Create this promotion using the Loan Category Promotion process on Page 8.

Back to School Special

How to Market: Offer a Purchase promotion for the month of August to help with back to school costs, such as clothes, school supplies etc.

How to Create: Create this promotion using the Loan Category Promotion process on Page 8.

Christmas Special/Holiday Special

How to Market: Run a Purchase promotion for the month of December to help with Christmas or other holiday expenses.

How to Create: Create this promotion using the Loan Category Promotion process on Page 8.

New Member Introductory Rate

How to Market: Offer a lower interest rate for the first 12 months on a member's new credit card.

How to Create: Create this promotion using the Introductory Rate process on Page 3.

CASH BACK REWARDS



A good rewards program can help your credit union enhance your plastic offerings, encourage members to apply for a credit card loan, and offer promotions with varied reward percentages.

Using **Tool #1550 Credit Card Cash Back Program**

Config, your credit union can develop a program that reviews members' credit card purchases each month (those purchase transactions with Origin Code 22: Credit Card Processing) and following the parameters you configure, reward members with a percentage cash back, posted as a credit on their credit card loan, or as a reward to a checking or savings account. Configurations allow for a percentage paid out, a maximum and minimum earnings for payout, as well as delinquency restrictions. Once the program is configured, attach the code to the loan category, then enroll the member. Each month at EOM, rewards are calculated and paid according to the configured payout frequency (quarterly, annually, or monthly). The program will track the member's earnings, and allow for adjustments on the statement balance.

A good rewards/rebate program can help your credit union enhance your plastic offerings to encourage members to apply for a credit card loan (because who doesn't like rewards?), and offer promotions with varied reward percentages.

Configuration and enrollment is entirely in your hands and explained below, however, SettleMINT EFT is happy to provide credit card cash back assistance! Visit the CU*Answers Store for more information:
<https://store.cuanswers.com/product/credit-card-cash-back/>

CONFIGURING A PROGRAM

To begin configuring a cash back program, access **Tool #1550 Credit Card Cash Back Program Config**. A view only option of this tool is available via **Tool #1555 View Credit Card Cash Back Program**.

Credit Card Cash Back Program Config (Tool #1550)

[illegible]

From this screen, you can select to *View*, *Edit*, *Delete*, or *Suspend/Reactivate* a currently configured program. To begin a new program, select *Add Program* (*F6*) to move to the next screen. If you wish to copy an existing program, highlight it and select to *Copy*, then update the information to match the new program requirements.

Suspended Programs

Programs that have been suspended will appear with a yellow highlight. Suspending a program disallows the program code from being assigned to a loan category or member account but does not stop the program from generating rewards for attached members.

Configure Credit Card Cash Back Program (Add/Edit Screen)

Session 0 CU*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

Configure Credit Card Cash Back Program UPDATE

Credit card cash back program code **A1** Status **ACTIVE**

Program description **1% Cash Back**

Cash back rate per eligible transaction **1.00** % ☐ Auto-enroll new accounts upon loan creation

Payout Information

Primary transaction description **1% Card Reward**

Short description for secondary trans description with YTD and lifetime points **Card reward**

Maximum payout cash back amount **99,999.99**

Minimum payout cash back amount **0.00**

Expense G/L account **870.00**

Forfeit reward for the entire payout period if delinquent over **090** days at the time of the payout

Payout frequency ☐ Monthly ☐ Quarterly ☒ Annual If annually, month for payout **06** (1-12)

Payout method ☒ Acct adj/credit to principal ☐ As a regular loan payment

☒ Allow optional payout to a member-selected savings or checking account

Default for new enrollments ☐ Pay to the loan ☒ Pay to base share account (000)

Last maintained **May 20, 2021** by **[REDACTED]**

Note: Only purchase transactions from origin code 22: Credit Card Processing are eligible for cash back rebate.

Navigation icons: < > ↑ ↓ ⏏ ⌂ ⓘ ? @

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Complete the fields as listed below, and use *Enter* to return to the previous screen.

Field Descriptions

Field Name	Description
Credit card cash back program code and Status	The 2-digit alphanumeric code assigned to the rewards program. This code is what attaches the program to the loan category. The status field shows either Active or Suspended. Suspended programs are also highlighted in yellow on the main screen.
Program description	Enter the description of the program.
Cash back rate per eligible transaction	Enter the cash back rate assigned to the program. This rate applies to each transaction. <i>Example: A 1% configured rate would earn a member \$1 on a \$100 applicable purchase, and for a total of \$1000 in monthly purchases, the member would earn a \$10 reward at the end of the month.</i>
Primary transaction description	Enter the primary transaction description that will appear on the member statement, such as CASH BACK REWARD, or GOLD MEMBER REWARD PROGRAM. This is the transaction description attached to the reward transaction.
Short description for secondary trans description with YTD and lifetime points	Enter the secondary transaction description that shows on the member statement as a sub-heading leading the YTD and LTD reward dollars. Examples include REWARDS EARNED, or TOTAL REWARDS.
Maximum payout cash back amount	Enter the maximum payout allowed per monthly calculation. If a member earns more than the maximum configured payout amount, the member will be rewarded this maximum.

<i>Field Name</i>	<i>Description</i>
Minimum payout cash back amount	<p>Enter the minimum payout allowed per monthly calculation.</p> <p>Members must have made at least \$.01 in purchases to qualify for any reward. If a member has earned less than the amount configured in this field based on percentage and they have at least \$.01 in purchases, they will receive the minimum amount listed in this field.</p> <p>Leaving this field at \$0 will set no minimum and members will earn whatever their calculated percentage is.</p>
Expense G/L account	Enter the associated expense G/L account.
Forfeit if delinquent over xxx days	Enter a number of days the credit card loan can be delinquent before forfeiting the reward dollars.
Payout frequency	<p>All three options are still calculated as of the last day of the month during statement processing; the only difference is which month(s) will see a payout actually posted.</p> <p>Annually – To allow for a once-per-year payout, based on the month (01-12) specified</p> <p>Monthly – To allow for once monthly payout, at end of month.</p> <p>Quarterly – To allow for a one-per-quarter payout (March, June, September, and December)</p> <p>Note that it is possible to change an existing program to another payout frequency. As the amounts are still calculated each month, and the system keeps track of what has been paid and not yet paid, that information is retained until the new payout date (if going to a longer frequency, like monthly to quarterly) or will pay everything that has accumulated so far at the next payout (if moving to a shorter frequency, like annual to monthly).</p>
Payout method	<p>Acct adj/credit to principal – This option posts credit against the purchase bucket via an account adjustment.</p> <p>As a regular loan payment – This option follows the configured rules for posting an ordinary payment on the credit card loan</p>
Allow optional payout to member selected savings or checking account	Select to pay to the loan as a default for new enrollments, or selecting to pay to an account (selecting this option opens an account selection option when configuring the account in Tool #20 Update Account Information).

After you've configured the program, you can now attach the program to the desired Loan Category Definition. To do so, use **Tool #458 Loan Category Configuration**, and enter through to the Credit Card Cycle Control screen. There, select the spyglass to lookup the configured codes and select the appropriate code.

Loan Category Definition

Select the spyglass to look up the available and active codes that have been configured.

Session 0 CU*BASE GOLD Edition - ABC CREDIT UNION


File Edit Tools Help

Loan Category Definition

Category code 67 SIMPLY PLATINUM RB 620+/P2%

Credit Card Cycle Control

Approximate monthly billing day 31 ☐ Scorecard

Cash back program code **A1**  GOLD MEMBER CASH BACK REWARD

☐ Billing date must fall on a previous business day

Billing days 28

Last statement date Dec 31, 2018 Last statement payment due date Jan 28, 2019

Next statement date Jan 31, 2019 Next statement payment due date Feb 28, 2019

Daily Rate

of decimal places 06 ☒ Round decimal places

Payment Calculation

Transaction charges apply to ☐ All activity ☒ Switched activity

☒ Round new payment up to whole dollar amount

New payment based on Percent

Percent method:

Pay 2.000 % of the balance

Minimum payment 25.00

Skip

End Update

Format CC #

Unlock Date Fields

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MEMBER ENROLLMENT

To begin using your cash back program with members, you must enroll the credit card account. To enroll an individual member, use **Tool #20 Update Account Information**.

Update Account Information (Tool 20)


Simply select to enroll the member in cash back rewards by checking this box in the account information update. As each loan category is configured with one rewards program, CU*BASE will automatically assign the correct program code to the member.

Session 0 CU*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

Account Information Update

Open Credit

Loan category 67 

Last maintenance date Feb 25, 2021

Current balance 354.57

Secured balance 0.00

Credit Reporting Information


G/L account 702.68

Purpose code 36

Security code 40

☒ Allow teller disbursement

☐ Member loan payment protection

ECOA **1** 

Date opened May 04, 2016 [MMDDYYYY]

1st payment Jun 28, 2016 [MMDDYYYY]

Day of next payment 28

Next payment Feb 28, 2021 [MMDDYYYY]

Interest date May 04, 2016 [MMDDYYYY]

Amort/maturity Feb 24, 2021 [MMDDYYYY]

Review date May 31, 2019 [MMDDYYYY]

Scheduled payment 25.00

Disbursement limit 500.00

Last disbursed bal 479.57

Partial payment 0.00

Check digit 5

Loan type ☐ Close ☒ Open

Payment frequency M

Process type U

Interest rate 0.000

Interest payment code P

Interest calc code 5

Variable interest 000

Next interest calc 0016 [MMYY]

Delinq control 1 pmt/period

of times delinq 000

Delinq fine 7

of extensions 000

Delinq fine YTD amount 0.00

Delinq fine amount 0.00

YTD interest paid 0.00

Payments skipped this year 00

Payments skipped life of loan 00

DTI at loan creation 0.0

LTV at loan creation 0.0

Insurance exp 00000000 [MMDDYYYY]


Original term 000 Remaining term 000

Original amount 0.00

Rebate amount 0.00

☒ Enroll in cash back rewards

Pay rewards to ☐ This loan ☒ Savings/checking

Choose account 

☐ Freeze placed by delinquency monitoring

1st date of delq 00000000 [MMDDYYYY]

☐ No delinquency notices printed Write-off ID 0

Freeze 0 = All activity allowed

Statement indicator 0 ☐ Passbook process ID

Imaging Solutions

Scan e-Document

View e-Document

Lease/Bal/ResVal Loan Coverages Skip-A-Pay History Account Flag Maint Charge Type Maint Credit Report Info

Rate Maintenance Change Loan Category CC Rewards Maint Custom Fields

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Need to enroll many members at once?

Contact the SettleMINT EFT team for more details at settleminteft@cuanswers.com or by visiting the store at store.cuanswers.com/product/credit-card-cash-back/.

To unenroll a member, access this tool and deselect the enrollment option.

Notes About Member Enrollment/Unenrollment

- Enrollment into a cash back program is instantaneous; rewards will begin accruing on the member's next transaction.
- When a member is unenrolled from the program, or the credit card is closed, reward amounts are not retained in the CRDRHST table.
- If members are enrolled in a program, you cannot remove it from the loan category until all members are unenrolled

HOW REWARDS ARE PAID

Using the cash back rate configured, CU*BASE calculates rewards based on each transaction. When calculating the reward, CU*BASE reviews purchases as well as return debits to the loan account, and awards the points based on the purchases minus those debits.

If a return is made in the following month's cycle, it subtracts from the reward earned and may appear as a negative amount in the *Cash Back Earned* column on the **Cash Back Transaction Register**. Negative amounts will display in the *Carried From Prior Month* column until satisfied.

On the last day of the month, two reports are generated, seen below, **Cash Back Transaction Register (PCRDPRNTR)** and **Cash Back Transaction Errors (PCRDPRNTE)**, available in CU*Spy.

Sample Report (Cash Back Transaction Register)

5/31/21	3:06:55			ABC CREDIT UNION		PCRDPRNTR		PAGE	1
RUN ON	6/01/21			CASH BACK TRANSACTION REGISTER FOR 05/2021				USER	OPERATOR
				05/01/2021 TO 05/31/2021					
ACCOUNT #	PAID TO	LOAN CATEGORY	CASH BACK EARNED	CARRIED FROM PRIOR MONTH	CASH BACK PAID	CASH BACK FORFEITED	YTD CASH BACK	LIFETIME CASH BACK	COMMENT
60	260	260	18	.90	.00	.00	2.27	16.68	
149	260	260	18	8.07	.00	.65	15.65	42.50	DLQ days - 3
192	260	260	18	2.60	.00	.00	4.30	13.27	
207	260	260	18	.00	.00	.00	.00	.75	
230	260	260	18	2.86	.00	.00	5.98	436.80	
300	260	260	18	2.50	.00	.00	2.50	22.19	
315	260	260	18	4.10	.00	.48	4.48	5.26	DLQ days - 3

Rewards will appear on the member's credit card statement as a transaction, labeled with the configured short transaction description.

ADJUSTING REWARDS

If a situation arises in which a member's reward balance must be adjusted, it is possible to adjust the year-to-date and lifetime reward dollars that display on the member's statement (and secondary transaction description). Members see these descriptions when viewing transaction history in online/mobile banking or on statements.

To adjust a member's actual account balance after rewards have been paid, an account adjustment must be performed separately to account for the actual debit/credit of reward dollars.

To adjust the YTD and LTD values for statements, first, access **Tool #20 Update Account Information** and select the *CC Rewards Maint* button at the bottom of the screen.

Account Information Update (Credit Card Loan)

Session 0 CU*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

Account Information Update Open Credit

Account # ALICE A MEMBER Loan category **91** Last maintenance date **Oct 22, 2019**

Current balance **150.00**

Secured balance **0.00**

Credit Reporting Information

G/L account **705.10** Check digit **4** DTI at loan creation **0.0**

Purpose code **35** Loan type ☐ Close ☒ Open LTV at loan creation **0.0**

Security code **40** Payment frequency **M**

☒ Allow teller disbursement Process type **U**

☐ Member loan payment protection Interest rate **0.000**

ECOA **3** Interest payment code **P**

Date opened **Sep 01, 1985** [MMDDYYYY] Interest calc code **5**

1st payment **Oct 01, 1985** [MMDDYYYY] Variable interest **000**

Day of next payment **28** Next interest calc **0006** [MMYY]

Next payment **Jul 28, 2019** [MMDDYYYY] Delinq control **1 pmt/period**

Interest date **Jun 23, 2006** [MMDDYYYY] # of times delinq **000**

Amort/maturity **Dec 31, 2030** [MMDDYYYY] Delinq fine **?**

Review date **Apr 30, 2018** [MMDDYYYY] # of extensions **000**

Scheduled payment **0.00** Delinq fine YTD amount **0.00**

Disbursement limit **3,500.00** Delinq fine amount **0.00**

Last disbursed bal **150.00** YTD interest paid **0.76**

Partial payment **0.00** Payments skipped this year **00**

Payments skipped life of loan **00**

Insurance exp **00000000** [MMDDYYYY] Original term **000** Remaining term **000**

Original amount **0.00**

Rebate amount **0.00**

☒ Enroll in cash back rewards

☐ Freeze placed by delinquency monitoring

1st date of delq **00000000** [MMDDYYYY]

☐ No delinquency notices printed Write-off ID **0**

Freeze **0 = All activity allowed**

Statement indicator **0** ☐ Passbook process ID

Imaging Solutions Scan e-Document View e-Document

Lease/Ball/ResVal	Loan Coverages	Skip A-Pay History	Account Flag Maint	Charge Type Maint	Credit Report Info
Rate Maintenance	Change Loan Category	CC Rewards Maint	Custom Fields		

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On this screen, complete the adjustment as needed.

Card Reward Maintenance (within Tool #20 Update Account Information)

Session 0 CU*BASE GOLD - ABC CREDIT UNION

File Edit Tools Help

Card Rewards Maintenance

Account # 866 ALICE

Current loan category 67 SIMPLY PLATINUM

Cash back program code A1 GOLD MEMBER CASH BACK REWARD

Cash back rate 1.00%

	Year-To-Date	Adjusted YTD	Life-To-Date	Adjusted LTD
Reward Earned	0.00	0.00	0.00	0.00
Reward Forfeited	0.00	0.00	0.00	0.00
Reward Paid	0.00	0.00	0.00	0.00

Adjustments to YTD and LTD Totals

Reward shown as paid to member should be by

☐ Record as additional reward earned
☐ Record previously forfeited reward as paid

i After adjusting the member's account balance as needed, use this screen to adjust the YTD and LTD totals that will appear in the secondary transaction description when future reward transactions are posted. Members see these descriptions when viewing transaction history in online/mobile banking or on statements.

Update

Skip

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(6826) 4/10/19

Field Descriptions

Field Name	Description
Account #	The member's account number and account type.
Current Loan Category	This field displays the member's loan category for reference.
Cash back program code	The cash back program code assigned to the member's account, configured in Tool #1550 Credit Card Cash Back Reward Program Config .
Cash back rate	The rate at which a member earns cash back on their purchases.
Reward Earned	This column shows the rewards that were earned by the member for YTD and LTD.
Reward Forfeited	<p>This column will show any forfeited rewards for the member.</p> <p>Reasons that a member may have a forfeited return can include a member who was delinquent based on their program configuration at the time of reward posting (these transactions post as a zero dollar transaction to the member on their statement, and will show here as forfeited), or a member that has been manually adjusted to forfeit a reward.</p>
Reward Paid	<p>This column shows reward earned less the reward forfeited for a total amount paid to the member.</p> <p>If a member has earned over the maximum configured payout amount, the reward earned column will reflect the full total, whereas the reward paid column will reflect the maximum payout amount that was actually paid to the member, though it does not show as a forfeited amount.</p>

TIPS FOR ADJUSTING YTD AND LTD TOTALS

Enter the adjustment total and select an option from the following (don't forget to select to Update (F5) after you've made the adjustment!):

Reward shown as paid to member should be Increased/Decreased by \$xx.xx

If a member has earned a reward that was not paid to them and you want to increase the total YTD/LTD on the statement

Increase reward shown as paid to member

Record as additional reward earned: Selecting this option adds to the Reward Earned and Reward Paid buckets.

Record previously forfeited reward as paid: Selecting this option decreases the balance of the Reward Forfeited bucket and increases the Reward Paid bucket. (Note: negative totals are not allowed)

If a member was paid or had earned a reward that was removed from them and you want to decrease the total of the YTD/LTD on the statement

Decrease reward shown as paid to member

Reduce rewards previously earned: Selecting this option decreases the balance of the Reward Earned and Reward Paid buckets.

Record amount and forfeited reward: Selecting this option decreases the Reward Earned and increases the Reward Forfeited buckets.