



# Writing Team: Tricks of the Trade

## May Top Picks: OpsEngine Documentation

Issue 54

Be sure to attend the upcoming Tricks of the Trade webinar on May 17 from 3:30-4:00 PM ET.

Watch for an invitation via email. Learn about the OpsEngine, two services it offers that you do not want to miss, and the Oper Edition Online Help!

### Pick #1: [What is the OpsEngine and what does it do?](#)

OpsEngine is the CU\*Answers brand for the composite of expert skills, cutting edge tools, and professional services provided by the production division of CU\*Answers. This division is not just for self processors but for all credit unions! Their Operators work 24 x 7 on a wide variety of service that are too long to write about here!

Learn more about the Ops Engine and its services on the [OpsEngine page](#), found in Services section of the CU\*Answers website. From here select "Leading Edge Products" to the right to learn more about two new services they offer that are highlighted in Pick 2 and Pick 3.

### Pick #2: [How can I have remote desktop capture deposits posted four times a day for my credit union?](#)

Do you have a remote desktop capture service for your members, but don't want to be constantly downloading the NACHA file and posting it to CU\*BASE? OpsEngine has a solution for you! Its RDC Posting service will routinely acquire the file four time a day for you and automate the process to post!

Learn more about this service in the [Announcing RDC Posting brochure](#) available on the [OpsEngine Leading Edge Products page](#).

### Pick #3: [What if I don't want to print and mail my notices?](#)

Have your employees focused on member-facing services, instead of folding notices to mail to members. Available for all vendors, the Enhanced Member Notice Printing service offered by OpsEngine will take care of all of this for you. The notices will have your credit union logo on top of the page so they will look nicer too! Elect to use this service for all notices or just certain ones.

Learn more about this service in the [Enhanced Member Notice Printing brochure](#) available on the [OpsEngine Leading Edge Products page](#).

### Pick #4: [How can I get a look at the new OPER Edition help?](#)

The new Oper Edition Online Help will officially be rolled out with the 16.05 release in May, but you can get a sneak peak right now. Just click on the link provided above. The help includes topics for over 100 CU\*BASE Operations and system configuration screens, but that figure will certainly grow in the future!

Once the 16.05 release is implemented, click on the ? button at the bottom of any CU\*BASE screen and select "Oper Online Help" to access this new help system.

### Pick #5: [How can I archive my data \(statement, reports, and receipts\)?](#)

Check out the CU\*Archive Services section of the [Special Interest Docs page](#) to learn more about the [CU\\*CD Data Archival Services](#) and the [CU\\*CD User Guide](#).

[Refer to the Tricks of the Trade Newsletter Series page](#) to review previous Tricks of the Trade newsletters!

