



# Writing Team: Tricks of the Trade

## November Top Picks: CU\*BASE 16.10 Release

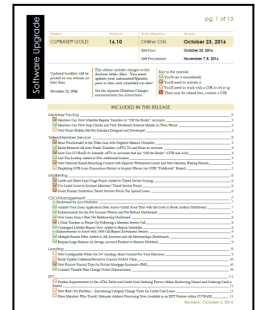
### Issue 60—Five Year Anniversary

Be sure to attend the upcoming Tricks of the Trade webinar on November 16 from 3:30-4:00 PM ET.

Watch for an invitation via email. Learn about documentation related to the CU\*BASE 16.10 release!

#### Pick #1: [Where can I find what is included in the CU\\*BASE 16.10 release?](#)

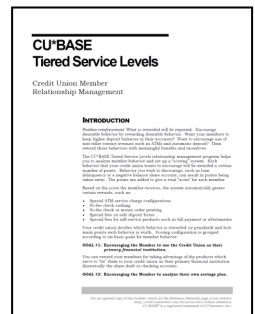
The best way to learn about the release is by reading the release summary. We try to make the Table of Contents headers easy to understand so you can see “at a glance” what is new. Find [CU\\*BASE 16.10 Release Summary](#) by entering “16.10 release summary” in the CU\*Answers website Google Search.



#### Pick #2: [How can I reward members for having a high credit score, using their debit or credit card, or having a mortgage at my credit union?](#)

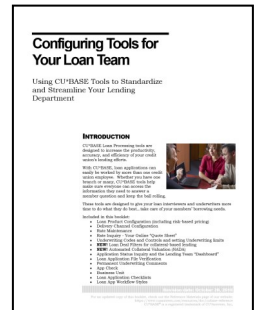
You now can give members Tiered Service points based on their credit score, debit and credit card use, and for having a special loan at your credit union. These new points have been added across all Tiered Services features including dashboards, predictive reports, and online banking,

Find the [Tiered Services Levels booklet](#) by entering “tiered services” in the CU\*Answers website Google Search.



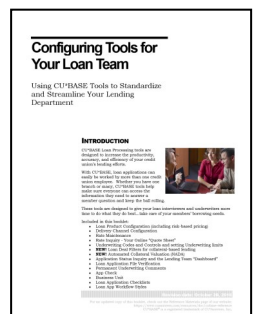
#### Pick #3: [I can automate the entry of a car's NADA value into a loan application? How?](#)

It is now very easy to update automobile collateral records with the appropriate NADA value. You can even select special features such as a moon roof or trim package prior to the update. Learn more the [Configuring Tools for Your Loan Team booklet](#) by entering “loan tools” in the CU\*Answers website Google search.



#### Pick #4: [How can I configure deal filters for collateral-based lending?](#)

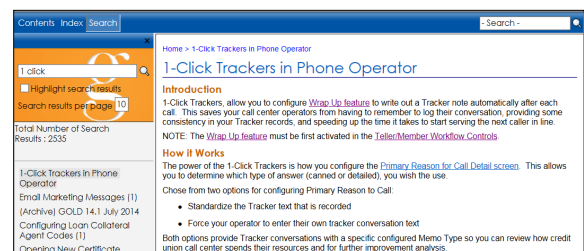
For many types of loans, an underwriting decision is dependent not only on an applicant's creditworthiness but also on the quality of the collateral. Now you can run an application through FREE deal filters and adjust the loan as needed. Learn more in the [Configuring Tools for Your Loan Team booklet](#) mentioned above.



#### Pick #5: [How can I track my call center activity better?](#)

With 1-Click Trackers, you can expand the Wrap Up code feature to write out a Tracker note automatically after each call center call. This saves your call center operators from having to remember to log their conversation, providing some consistency in your Tracker records, and speeding up the time it takes to start serving the next caller in line.

Learn more in the [1-Click Trackers in Phone Operator help topic](#).



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