

Take a Look at the EFT Projects We've Implemented Recently!



Below is a list of major EFT-related projects that have been implemented since the 22.10 Release in fall of 2022. We're looking forward to delivering additional enhancements and features throughout the coming year and beyond!

For a full list of projects implemented with each CU*BASE Release, visit the Release Summaries page on the CU*Answers website to review CU*BASE Release Summaries, as well as the Owner's View Monthly Recap documents.

22.10 CU*BASE Release (October 2022)

New Tool for Batch Bill Pay and P2P Unenrollment Assists with Database Maintenance and Fraud Mitigation

Similar to the existing **Tool #365 eStatement Batch Unenrollment**, this set of tools allows the user to unenroll a batch of members from the credit union's configured bill pay and P2P programs. However, these new options work closer to that of a self-directed flood, in that the user provides the tool with the file of member accounts to unenroll from the product.

Tool #1116 Batch Unenroll Members from Bill Pay and **Tool #1117 Batch Unenroll Members from P2P** will prove valuable to help your credit union mitigate enrollment fraud experienced when bad actors gain access to multiple member accounts in order to initiate payments to false vendors. While this type of fraud is complex and fortunately rare, it does not stop it from happening in the financial landscape, and any tool to quickly shut down bill pay access from these bad actors can help.

In addition, generating a file of members who may be enrolled in a bill pay or P2P service but don't actively use the service, or never have, in order to remove them from the service can help maintain a cleaner database, and save on enrollment costs.

Credit Card Authorized User Added as Additional Signer Type

The 22.10 CU*BASE Release introduced a new option on credit card loan accounts to include an additional signer as an authorized user, and allows for the correct ECOA code (3) to report them accurately to the credit bureaus.

When adding an additional signer, "Authorized User" will now appear along with co-applicant, guarantor, and spouse. As the Metro II file was recently updated to include authorized user information, this update will simplify reporting of authorized users on these types of loans.

Authorized users have equal access to the loan funds but are not obligated to make payments. They are reported to the bureaus with the appropriate ECOA code, which must also include additional information about the signer, such as SSN and date of birth. This authorized user type is completely separate from the credit card "Authorized User List" (which to note, is rarely used anymore since we introduced unique card numbers per card holder for a single loan in the multiple PAN upgrades), and will not impact any emboss records for the credit card loan.

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January 2023

Adjust CC Statement Generation to Override Activity Requirement for Mbr Designations that use the Business Credit Card Summary Stmt Feature

Previously, if a CC loan suffix did not qualify for a statement (meaning no activity), a credit card statement would not be generated. This meant that, when a business CC summary statement was compiled, it would not include an suffixes for which a statement was not generated in the first place. This would then throw off the statistics on the final summary, since the statement program could only tally based on the statement it actually produced.

After this project was implemented, the statement generation now needs to look at a member's membership designation code and, if that code has been configured to produce business summary statements (MBRDESGS/MDBUSCCST=S), then a statement needs to be produced for all credit card loan suffixes under that membership, even if there has been no activity.

23.05 CU*BASE Release (May 2023)

Allow Credit Card Cash Back by MCC Group

This project provided an enhancement the Credit Card Cash Back Program Tool to allow credit unions to offer additional cash back amounts based on MCC Groups. MCC groups consist of Merchant Category Codes that the credit union has grouped together for analysis. For example, a group might be "Airlines" that contains American, United, Delta, Allegiant, Southwest, Frontier, etc. The credit union has the flexibility to configure MCC groups as desired.

Previously, credit unions had the option to offer cash back on credit cards by setting up a credit card cash back program and attaching the program code to the loan category definition.

Credit Card Cash Back Estimator

This project created a new tool that allowed credit unions to estimate payout amounts for their Credit Card Cash Back (CCCB) programs by loan category, without posting any actual rewards to member accounts. Similar to an "audit" run of a posting program, this assists credit unions in setting up their programs properly, helps them track projected expenses, and allows them to forecast what their program expenses might be when changing reward settings, by running new calculation options against a previous period. Instead of producing a report, this tool will display calculated results in a dashboard format for analysis.

Add Separate Card Order Address Change and Store with Card Order

This project added a new separate address for credit/debit card orders that gets captured and stored at the time of the card order. The address is pulled from either the MASTER or the ALTADD table depending on which address is in effect at the time of the card order. The address then gets displayed on the credit and debit card order screens but can be changed. This allows credit unions to send card orders to a different address than what is on file for the member. The card order address is only used during card activation and gets stored with the card order.

Any appropriate batch maintenance programs for credit/debit card ordering need to be updated to use the new card order address added per this project.

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New Bill Pay/P2P Vendor G/L Configuration

This project created a new general ledger configuration for bill pay/P2P vendors. This allows each vendor to have a unique settlement G/L account. Previously, only one bill pay settlement G/L could be configured via CU Master Parameters in OPER.

Temporary Increase Debit Card Limit

This project created a new feature that allows a credit union to temporarily raise a member's debit card daily limits. This might be because a member is planning on making a larger-than-normal purchase over the weekend and asks for a temporary increase of their PIN and/or SIG limits, or is going on vacation, or some other special need.

Previously, credit unions could raise the limit by manually adjusting the amount, but if they forgot to change it back, the member would keep that same limit going forward, which opened the door to more fraud. Now, they'll be able to enter an additional amount to be added to the regular limit, with an expiration date to specify when the old limit should be restored.

Understanding the Technique

Previously, there were 2 fields at the card level:

- Daily limit (the "normal" limit, unique for this card#)
- Amount remaining (how much more can I spend today?)

The second amount would increment down as purchases are made through the day, and that amount was reset before the first transaction of the day is authorized, so the member starts with a fresh limit for that day.

Since the member might have a different daily limit than the default for that BIN, we couldn't just override the daily limit itself and reset it back after a period of time to what's on the configuration. As such, we needed to add 2 more fields to the card level, accessed via **Tool #11 ATM/Debit Card Maintenance**:

- Add to daily limit \$xxxxx.xx
- Until mm/dd/ccyy

When we receive the very first transaction for the day, we reset the amount remaining limits on that card, then we use the reset limits to approve or deny the transaction we just received. We will therefore change how the amount remaining is calculated by always adding the Daily limit and the Add to amounts when figuring out what to put into the Amount remaining.

In addition, on the "until" date, that initial calculation would first need to clear both the Add to amount and Until date fields before doing that calculation, so the Amount remaining for that card would then be set at its normal daily limit, starting on that day and from that point on.

NOTE: We don't actually reset limits every day; we simply look at an incoming transaction to see if it's the first we've received for that day (whether that last transaction was yesterday or a few days ago) and that triggers the reset calculation to happen, before that transition is actually approved or denied.

For example, if you set an "until" date of November 16, then when the first transaction came in on or after November 16 the limit would be reset back to the normal limit and that transaction would be approved based on the lower, regular daily limit. So when choosing a date you would always need to put in the date you want the old limit to start again, or in other words the day AFTER the last day you want the member to be able to use that bigger limit.