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# Non-Member Teller Services

## Providing Check Cashing and Other Lobby Services to Non-Members

### INTRODUCTION

This booklet describes how to configure and use both the CU\*BASE Teller Processing system and the CU\*BASE Non-Member Database to perform services for individuals who are not members of the credit union.

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For an updated copy of this booklet, check out the Reference Materials page of our website:  
[http://www.cuanswers.com/client\\_reference.php](http://www.cuanswers.com/client_reference.php)  
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## OVERVIEW

The CU\*BASE Teller Processing system lets you serve financial service customers who are not members of the credit union, by allowing them to cash checks, get cash advances on a credit card, or even to purchase traveler's checks at the teller line. You can control who can receive these services and what they can do.

Activity is tracked using the same teller reports and other balancing routines you already use for members, so you make the most efficient use of the resources you already have.

### SERVICES YOU CAN OFFER...

The CU\*BASE Teller Processing system allows credit unions to perform basic teller transactions for non-members, including:

- Cashing checks
- Miscellaneous Receipts (purchasing traveler's checks, tickets, etc.)
- Miscellaneous Advances (credit card cash advances)
- Miscellaneous Receipts (cashing in- house checks) (Credit unions should evaluate the risk of offering these services)
- Creating a corporate check (Credit unions should evaluate the risk of offering these services)

All are optional, so you can activate any or all of them as you wish, depending on the services you wish to offer. For example, you may offer check-cashing services and credit card advances to non-members, but not allow non-members to purchase misc. receipts.

⇒ See Page 3 for more details.

### SPECIALIZED FEE STRUCTURE...

Check cashing fees for non-members are configured separately from the fees you charge to members. This allows you to set up a special fee structure for individuals who do not want to join the credit union but still wish to cash their weekly paychecks.

⇒ See Page 4 for more details.

### QUALIFYING NON-MEMBERS FOR SERVICE...

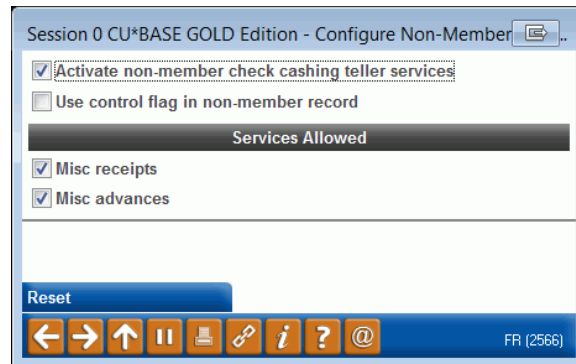
Non-members can be "qualified" or approved for teller services. A flag is available on the CU\*BASE non-member database record that must be checked in order for the non-member to be allowed to receive your configured services. For example, your credit union procedure may require that identity be confirmed and a credit check or other verification performed, or even that a document of some sort be signed by the non-member agreeing to pay all appropriate fees. Once this procedure is done, the non-member record can be flagged to allow teller services to be performed.

⇒ See Page 6 for more details.

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# CONFIGURING AND ACTIVATING NON-MEMBER SERVICES

## **Define Non-Member Teller Services (Tool #336)**



The primary teller non-member service is check cashing, so this must be activated in order to perform any non-member services. However, both Misc. Receipts and Misc. Advances are optional, so you could allow only check cashing services to your members, but nothing else, if you wish.

**CU\*TIP:** *If you charge a fee for misc. cash advances, such as Visa or MasterCard advances, the fee is charged using a Misc. Receipt. Therefore, you would need to activate both features.*

If the *Use control flag in non-member record* is checked, the system will require that the non-member record be flagged to allow teller services. See Page 6 for details on setting this flag.

# CONFIGURING CHECK CASHING FEES FOR NON-MEMBERS

## Cashed Check Fee Configuration (Tool #188)

The Non Member configurations are in this section of the screen.

This fee configuration contains a separate set of parameters specifically for non-member activity: the *Non-Member Cashed Checks* section controls fees for non-members who are allowed to cash checks at the teller line. Notice that no “free” items are allowed for non-members.

*Be sure that the “Activate Check Cashing Fees” box is checked in order to begin charging these fees.*


Like the fees for members, you can choose one of two methods to calculate the fee amount:

- ◆ **Flat Fee** - This option lets you specify a flat fee to be charged regardless of the amount of the checks being cashed.
- ◆ **Percentage of Checks Cashed** - With this option, the fee is calculated at the time of the transaction by adding the total amount of checks being cashed and multiplying by a percentage. Similar to the “quick cash” check-cashing centers which are becoming common in most cities, this method is particularly helpful in offsetting the specific costs associated with processing cashed checks.

This is an interactive fee, charged as a miscellaneous receipt through the teller auditing system (for both members and non-members). The system uses these fees when *Cash* (F5) is used in the Teller Funds In screen. These fees are charged immediately at the time of the transaction, reducing the amount of cash back, and the income is processed as a miscellaneous

receipt. (See Page 8 for more information about how non-member transactions are posted.)

The fee configuration allows you to decide what miscellaneous receipt G/L code will be used to post the fee income, and a separate code can be used for members and non-members, so that you can track this income separately.

*For field descriptions and other tips, please refer to  
CU\*BASE Online Help (Click  while working in these  
screens.)*

# MAINTAINING NON-MEMBER DATABASE RECORDS

## CREATING OR MODIFYING A NON-MEMBER RECORD

Non-member records are created to document many different relationships in CU\*BASE, including joint owners, IRA beneficiaries, or loan co-borrowers that are not currently credit union members. In addition, non-member records can be created manually, to enter a record of an individual for future use.

If non-member services are activated, tellers will be allowed to add non-member records to the database before proceeding to the Funds In screen.

## QUALIFYING NON-MEMBERS FOR SERVICE

The procedure your tellers and MSRs should follow when deciding whether or not a non-member should be allowed to request teller services will depend on your regulatory requirements and an assessment of the risk associated with cashing checks.

**Work With Non-Member Database (Tool #997) or during posting when the SSN is not in your non-member database**

Check this box for this member to qualify for Teller Services.

Session 0 CU\*BASE GOLD Edition - ABC TESTING CREDIT UNION

File Edit Tools Help

### Non-Member Information CHANGE

Name (FML)   Name ID  Corp ID  SSN

Birth date   Date of death

Allow teller transactions  Foreign citizen Gender  Female  Male

Deny membership

Current Address		Previous Address	
Address	<input type="text" value="100 EAST STREET"/>	Address	<input type="text"/>
City	<input type="text" value="ANYCITY"/> State <input type="text" value="MI"/> ZIP <input type="text" value="49999"/>	City	<input type="text"/> State <input type="text"/> ZIP <input type="text"/>
County	<input type="text"/>	Home phone	<input type="text"/>
Home phone	<input type="text" value="555"/> <input type="text" value="5555555"/>	Work phone	<input type="text"/>
Work phone	<input type="text"/> <input type="text"/> Ext <input type="text"/>	Cell phone	<input type="text"/>
Cell phone	<input type="text"/>	Moved	<input type="text" value="00000000"/> <input type="text" value="MMDDYYYY"/>
Moved	<input type="text" value="00000000"/> <input type="text" value="MMDDYYYY"/>	Own/rent	<input type="radio"/> Own <input type="radio"/> Rent
Own/rent	<input type="radio"/> Own <input type="radio"/> Rent	Landlord	<input type="text"/> Landlord phone <input type="text"/>
Landlord	<input type="text"/> Landlord phone <input type="text"/>	Landlord	<input type="text"/> Landlord phone <input type="text"/>
Foreign address	<input type="checkbox"/> Foreign address <input checked="" type="checkbox"/> Certify address		

Sort field  (User-defined) Letter code  Department/sponsor #

DBA name  Marital status  Married  Separated  Unmarried

License #/State   Photo ID on file

Delete Organization ID Check Verify Name Blocked Persons

FR (365) 7/19/13

*This screen will appear if you are assisting the non-member in Teller but the person's Social Security number is not in your non-member database.*

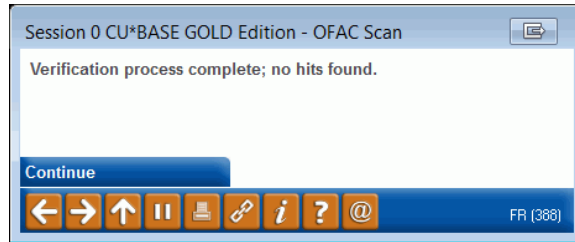
Regardless of the verifications you decide to perform, if they are required before allowing teller services, remember to activate the *Use control flag in*

*non-member record* box in the Non-Member Teller Service Configuration (see Page 3).

After the proper verifications have been performed, check the *Allow teller transactions* on the non-member information screen as shown previously.

(You must also check or uncheck the *Deny Membership* checkbox. Check the box to prevent a membership from being opened for this person. If this exact SSN is entered when opening a new membership, the system will display an error message and prevent a membership from being opened. Leave the box unchecked to allow a membership to be opened for this person.)

Once the information is entered an OFAC scan will be run on the non-member information.



If you are in processing this non-member through Teller, the Verify Non-Member screen will appear next (as shown on Page 10).

# POSTING NON-MEMBER TRANSACTIONS

## Teller Line Posting (Tool #1)

Press *Non-Member Svcs* (F14) to perform services for a non-member at the teller line. (Your *Employee ID* and *Password* must be entered first.)

Session 0 CU\*BASE GOLD Edition - BEDROCK COMMUNITY CREDIT UNION

File Edit Tools Help

### Teller Processing

Employee ID  Password

Credit union ID  BEDROCK COMMUNITY CREDIT UNION

Account #  Vault ID  01

Process code  Funds in/serving another owner Account type  000

Privacy controls are ON  
 Masking  Questions  
 This workstation is CU Staff

Search Criteria

Last name  First name  DBA name

SSN/TIN  4 digits Card #  Account

Employee #  Reference

*i* If using either the "Check" or "Money Order" process code, use the account type field to specify the account from which funds should be taken.

Comments	Device Config	Transaction Desc	Transfer	Non-Member Svcs	SB Network
Open Mbrship/Account	Close Accounts	Rate Inquiry	Drawer Control/Audit		

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TR (3248) 7/19/13

## Non-Member Teller - Screen 1

Session 0 CU\*BASE GOLD Edition - BEDROCK COMMUNITY CREDIT UNION

File Edit Tools Help

### Teller Processing

SSN/TIN  Vault ID  01

Process code  Funds in/serving primary member

Privacy controls are ON  
 Masking  Questions  
 This workstation is CU Staff

Search Criteria

Last name  First name  DBA name

Device Config	Transaction Desc	Member Services	SB Network		
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After clicking the Non-Member Services button, enter the non-member's Social Security or Tax ID number. (You may also enter a name in the Search fields to locate an existing record in your non-member database.)

- To cash a check or purchase a Misc. Receipt (if allowed), choose the *Funds In* process code and use Enter to proceed to the Funds In screen (shown on Page 9). If this field does not appear, simply use Enter to proceed automatically to Funds In.
- To post an advance against a credit card (if allowed), choose the *Misc. Advances* process code and use Enter to proceed to the Misc. Advances screen (shown on Page 11). This feature can also be used to cash an in-house check.

**Tips:**

- If there is no existing non-member record on file for this individual, the screen shown on Page 6 will automatically appear before proceeding. Follow your credit union's procedures for creating the database record and qualifying the non-member to receive teller services.
- If the SSN/TIN entered matches an existing member record, an error message will appear; use F14 again to return to the previous teller screen for working with members.
- If the *Allow Teller Transactions* checkbox on the non-member record is NOT checked, and your non-member teller services configuration requires this control (see Page 3), an error message will appear and the teller will not be allowed to perform transactions for this non-member.
- If a member wants to take a credit card advance and use the money to purchase travelers checks, tickets, or another misc. receipt item:
  1. Post the Misc. Advance as usual.
  2. Then take the cash and post a second transaction to purchase the Misc. Receipt (use the Funds In process code, then the M/R command key).
- If a member wants to cash a in-house check (and then receive a corporate check):
  1. Post the Miscellaneous Receipt as usual.
  2. Then use the corporate check feature to issue a check.

A CU must evaluate the relative risk of any non-member services and establish good internal procedures to mitigate any identified risk due to human error or fraudulent activity.

## NON-MEMBER TELLER VERIFY ID AND TELLER POSTING

If the *Funds In* process code is selected, the next screen is a slightly-modified version of the Member Verify ID screen. This screen allow you to verify the photo identification of the non-member, sell him or her other credit union products or services, or view secondary names associated with the account.

Session 0 CU\*BASE GOLD Edition - Verify Member

SSN/TIN \*\*\*-\*\*-6852      Non-Mbr    **TEST MCTEST**

Birthdate:  
Oct 10, 1980

SSN/TIN    123456852    Name ID    MC    Corp ID    01

**Details**

Address    123 TST  
            WYOMING, MI 49519

Home ph    555-555-5555

Email      No Email Address On File

**Cross Sales**  
**Online Banking**

Type	Comment	ID	Date
		000000	

**No ID on File**

Tracker Review

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TR (4475)

Press Enter to move to the Teller Posting Screen.

Session 0 CU\*BASE GOLD Edition - BEDROCK COMMUNITY CREDIT UNION

File Edit Tools Help

**Non-Member Account**

Cash                    0.00      Non-Mbr    **TEST MCTEST**

Outside checks      0.00      SSN/TIN    123456852

Inhouse checks     0.00      Outside checks    0.00

Total funds in      0.00

Suppress receipt  
 Suppress balances

Loan Payoff or Current Balance	Loan Payment or Net Available	Description	Account Type	Deposit Amount	IRA	Withdrawal Amount	IRA	Proc Code	JO
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Verify Member  
Post  
Misc Receipts  
In-House Checks  
Outside Checks

Total funds in	0.00	<b>Post</b>
Check cash fee	0.00	<b>Refresh Cash Back</b>
Transaction net total	0.00	<b>Deposit Calculator</b>
Cash back	0.00	

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This is just a slightly-modified version of the normal Teller Posting screen. Only those features that can be performed for non-members will appear, according to your configuration settings.

- **To cash a check:** To cash checks, use the **Outside checks** field or click the  buttons next to Outside checks or In-house checks.

*NOTE: Because there is no account against which to hold the funds, check holds cannot be placed for non-members.*

**Outside Checks:** Click the  button to move to the Outside Check screen. On this screen you can enter each check to itemize them separately.

**In-House Checks:** If any in-house checks (checks that are drawn on your own credit union against another member's account) are being cashed or deposited, click the  button to move to the In-house Checks screen. Here you can individually enter each check.

- **To purchase a miscellaneous receipt** (if allowed): Enter the check and/or cash amounts and use *Misc Receipts* (F8) to proceed to the Misc. Receipts screen (shown on Page 13) and post the transaction. **NOTE:** This can be used with the corporate check feature to cash an in-house check.

See Page 16 for more information about how these transactions are posted.

*If the fee is changed or cleared, a record will appear on the Fee Waiver Information report, which is available using **Tool #371 Fee Waiver Information Report.***

## NON-MEMBER MISCELLANEOUS ADVANCES

If the *Misc. Advances* process code was selected on the initial screen, the following screen will appear:

Amount	Code - OR - G/L #	Advance Description	G/L Description
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			

This is the same screen used to post Misc. Advances for members. Simply enter the amount, the appropriate configured Misc. Advance code and any desired descriptions. Use Enter to confirm, then *Post Advance* (F5) to complete the transaction.

**CU\*TIP:** Misc. Advance codes are configured using “**Misc Receipt/Advances Config**” (MNCNFC). For more information, refer to the separate booklet, “*Teller Miscellaneous Advances.*”

**If you wish to charge a fee** for this transaction, add the fee amount to the advance transaction. After the advance is posted, post a separate Misc. Receipt using the appropriate code for the fee. (For example, if the member wants a \$500 cash advance and you charge a \$2 fee for this service, post the Misc. Advance for \$502, and then post a Misc. Receipt for \$2.)

## NON-MEMBER MISCELLANEOUS RECEIPTS

If *Misc Receipts (F8)* is used on the Non-Member Funds In screen, the following screen will appear next to allow you to post the Misc. Receipt and any remaining cash back.

Session 0 CU\*BASE GOLD Edition - BEDROCK COMMUNITY CREDIT UNION

File Edit Tools Help

### Shared Branching

Miscellaneous Advances

Member 123456852 TEST MCTEST

Cash back 0.00

Amount	Code - OR - G/L #	Advance Description	G/L Description
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			
0.00			

Post Advance

Bal Fwd/New Member

Bal Fwd/This Member

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This screen works just the same as the screen used for members. Once all of the information is entered, use Enter to confirm then use *Post (F5)* to complete the transaction.

**If you want to issue a corporate check to the non-member for an in-house check that they cash**, fill out the amount of the check(s) to be issued, choose the Miscellaneous Receipt code configured for this purpose and type the G/L description. Press Enter to confirm. Then use *Post (F5)*. Then use the corporate check screen to issue the check. See Page 15.

- A CU must evaluate the relative risk of any non-member services and establish good internal procedures to mitigate any identified risk due to human error or fraudulent activity.

## NON-MEMBER TRANSACTION RECEIPTS

Receipts will be printed the same way as for member transactions; however, only the non-member's name will appear on the receipt. There will be no account number, and to protect the non-member's privacy, the SSN/TIN will not be printed on the receipt.

Data that will appear on a non-member receipt:

CHECK IN			750.00
MISC FEES AND CHARGE			150.00
CASH BACK			600.00
9/15/03	01	16:12	89
FRED A. NONMEMBERSKI			CU-000/89

For research purposes, any receipt that does not show an account number indicates a non-member transaction.

## PRINT A CORPORATE CHECK FOR THE MEMBER

If you want to issue a corporate check to the non-member for an in-house check that they cash, fill out the amount of the check(s) to be issued, on the Miscellaneous Receipt screen (see Page 13). Choose the Miscellaneous code configured for this purpose and type the G/L description. Press Enter to confirm. Then use *Post* (F5).

- A CU must evaluate the relative risk of any non-member services and establish good internal procedures to mitigate any identified risk due to human error or fraudulent activity.

Then print the check using the Corporate Check screen (shown below).

### Print Miscellaneous Checks (Tool #667)

Session 0 CU\*BASE GOLD Edition - BEDROCK COMMUNITY CREDIT UNION

File Edit Tools Help

### Issue Accounting Checks

Bank code  BEDROCK COMM CU CORPORATE CK  
Check printer ID  TRAINING PRINTER

**Check Disbursements**

Branch #

Misc expense code  or G/L account #

Check amount

Pay to the order of

Remitter

Select the Expense Code used with the Miscellaneous Receipt and fill out the check amount and Pay To information and press enter (twice) to print the check.

# TRACKING NON-MEMBER TELLER ACTIVITY

Non-member teller transactions are posted the same as member transactions and will “sweep” to the G/L in the same way as member cashed checks, misc. receipts and misc. advances transactions are handled. These transactions will be included on all of the normal teller daily reports and will be balanced in the teller drawer along with member transactions.

## TELLER AUDIT KEY INQUIRY

### Teller Line Posting (Tool #1) > “Drawer Control/Audit (F24) > “Audit” (F3)

Session 0 CU\*BASE GOLD Edition - ABC TESTING CREDIT UNION

Teller ID 92 CU\*ANSWERS PROGRAMMI Processing date Today Prior Branch/vault # 01

Transaction amount from 0.00 To 0.00

Processing time from To

Audit key type ALL Account base

Receipt ID Delete flag Active Deleted Both

Teller ID	Time	Audit Key	Audit Key Type	MR/MA Description	Account #	Transaction Amount	Delete Flag
92	13:30:53	504	Misc Receipt	TEST	1	152.00	
92	16:33:39	619	Cash In		1	151.00	
92	16:33:43	624	Misc Receipt	TEST	1	151.00	
92	11:27:30	85C	Corp Checks		6 110	200.00	
92	14:25:50	134E	Escrow Transfer		1 790	175.75	
92	14:25:50	135E	Escrow Transfer		1 037	175.75	
92	10:56:26	159B	Cash Out		2	200.00	
92	12:45:50	217B	Outside Check		8	200.00	
92	12:45:50	218B	Cash Out		8	200.00	
92	12:46:40	2199	Cash In		8	150.00	
92	12:46:40	2202	Deposit/Payment		8 000	150.00	
92	12:58:43	2344	Misc Receipt	TEST	2	190.00	
92	11:05:34	2429	Cash In		999999999	200.00	
92	11:05:34	243B	Cash Out		999999999	200.00	

Print receipt Retrieve e-Receipt image

Show Alternate View Audit Key Report

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All teller transactions, whether for members or for non-members, will appear in the Teller Audit Key inquiry feature available through Teller Drawer Control. Notice that audit keys for non-member transactions show the non-member’s SSN/TIN in the *Account* column.

## ADJUSTING AUDIT KEYS FOR NON-MEMBER TRANSACTIONS

If adjustments are needed to a non-member audit key, you must use **Tool #120 Adjust Teller Drawer/Audit Keys** to delete the audit key. The Member Transaction Reversal feature does not apply to non-member transactions. Use the inquiry feature (above) to locate the audit key number to be used on the initial Teller Drawer Adjustments screen.