

Offer Pre-Paid Debit Cards to Your Members

INTEGRATED WITH CU*BASE

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Find this booklet online: open.cuanswers.com/cubase-reference

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The LSC Prepaid API integration with CU*BASE allows credit unions enrolled in the LSC Prepaid program to purchase prepaid debit cards using funds in the members account. The seamless transaction posted via Teller and Phone Operator Miscellaneous receipts means that the employee does not have to also enter the transaction via the Prepaid Access website. Credit unions using this service must configure a special miscellaneous account code after activation.

Prior implementation is required. Refer to the CU*Answers store for more details.

<https://store.cuanswers.com/product/lsc-prepaid-debit-card/>

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Overview

How the Feature Works

Activation and Setup

After your credit union selects the LSC prepaid debit card feature in the CU*Answers store (shown on the previous page) and pays the implementation fee, the CU*Answers Cards & Payments team will activate the feature for you. This will include activation in the Master Parameters section of the Operations side of CU*BASE.

Set Up Miscellaneous Posting Code

Once it is activated, you will be able to configure a Miscellaneous Posting code (Receipt type) used for ordering the cards. You will check the appropriate box to set up the code to be used when ordering LSC prepaid debit card.

After this setup is completed, contact the Cards & Payments team so they can have additional programming completed to tie the code to the ordering interface.

Purchase Debit Card via Miscellaneous Receipts in Standard Teller or Phone Operator

Once that code is configured, a teller can use code in with Miscellaneous Receipts feature built in using standard teller (Tool #1) or Phone Operator using the standard method to post a Miscellaneous Receipt.

Website is Automatically Launched for Finalizing Order

When Post is clicked, a website will be launched with the member's information populated. All the teller or MSR needs to do is enter the card number and finalize the order. If additional cards need to be added, that can also be done on the webpage.

The members funds withdrawn from their account will be transferred to the G/L account associated with the Miscellaneous code.

Additional Notes

- ▷ A separate relationship with the LSC Prepaid program is required by your credit union.
- ▷ This feature only activates the purchase of LSC Prepaid debit cards in CU*BASE by an employee of your credit union on behalf of a member. There is no member-facing self-service component in online banking.
- ▷ This feature cannot be used with a member being serviced through Shared Branching.
- ▷ If the debit card is purchased by a joint owner, their name can be entered on the order screen. The Social Security Number (SSN) associated with the card will still be the member's.

Configure Miscellaneous Posting Code

Getting the Receipt Code Ready in CU*BASE

The Cards & Payments team will assist you with this step in the process.

Once the feature is activated by the Cards & Payments team, your credit union will be ready to configure the miscellaneous posting code that the Tellers and Member Service Representatives (MSRs) will use when purchasing the prepaid debit cards for members. You will use the receipt type code for this feature.

After the implementation an additional **Use for gift cards via teller misc. receipts interface** field will show on the Miscellaneous Posting Code Configuration detail screen (Tool #534) for the Receipts type code.

When this field is checked (as shown below), contact the Cards & Payments team, so they can add additional programming.

Tool #534 Misc. Posting Code Configuration, Type Receipts (Detail)

Session 0 - Miscellaneous Receipt Posting Code

Code: LSC UPDATE

G/L #: 1.00

Description: Pre-Paid Debit Card Purchase

Corporation: (00 defaults to member's corporation)

Credit entry location:

Also charge Misc. Fee Posting Codes

☐ Use for payments/deposits to OTB accounts

☒ Use for gift cards via teller misc. receipts interface

To charge this fee, link this code to a Misc. Receipt Posting code.

Suspend

FR (2490)

Then the code can be used to purchase debit cards on the Miscellaneous Receipts screen (in either Standard Teller or Phone Operator). The webpage will launch directly after using this code as shown in the remainder of the booklet.

Employee Purchase Prepaid Debit Cards

Using CU*BASE Teller and Phone Operator Misc. Receipts

Debit cards can be purchased by employees using Miscellaneous Receipts in either Standard Teller (Tool #1) or Phone Operator.

Miscellaneous Receipts via Main Teller Posting

To access the Miscellaneous Receipts screen in Standard Teller, the teller withdraws the funds on the Main Teller Posting screen (shown below) and clicks **Misc Receipts**.

Main Teller Posting Screen

Individual Account Comments on File

Cash: 0.00
Outside checks: 0.00
Inhouse checks: 0.00
Total funds in: 0.00

Name: JOHN G MEMBER
Account #: [blank]
Outside checks: 0.00 Hold days: 00 Type: [blank]

I'm a VIP-PLATINUM member! (click for more info)

Loan Payoff or Current Balance	Loan Payment or Net Available	Description	Acct Type	Deposit Amount	IRA HSA	Withdrawal Amount	IRA HSA	Proc Code	JO
5.00	20.00	REGULAR SAVINGS	000						
1,104.94	1,104.94	CHECKING	110	0.00		100.00			
0.00	170.25	SIGNATURE LOAN	646	0.00					
7,000.00	125.30	SIGNATURE LOAN	647	0.00					
51,874.63	364.52	MORTGAGE	705	0.00					
16,566.88	163.42	CL END HOME EQU	715	0.00					
74,082.68	468.82	FANNIE MORTGAGE	790	0.00					

☐ Suppress receipt ☐ Suppress balances

Verify Member Bal Forward/This Mbr Phone Operator
Trans Override Unlock # Items Show Nicknames
Post Sales Tools Show Card #
Misc Receipts Inhouse Checks Procedures
Bal Forward/New Mbr Outside Checks

Total funds in: 0.00
Check cash fee: 0.00
Transaction net total: 100.00
Cash back: 100.00

Post Refresh Cash Back Deposit Calculator

(3104) 1/06/23

On the Miscellaneous Receipts screen, the teller enters the amount of the debit card and uses the lookup under Code or G/L # to select the configured posting code.

Selecting the Miscellaneous Posting Code

The screenshot shows the 'Teller Processing' window for 'Miscellaneous Receipts'. The account is 'JOHN G MEMBER'. A table with columns 'Amount', 'Code or G/L #', 'Receipt Description', 'G/L Description', and 'OTB Account #' is visible. The first row has '100.00' in the Amount column. A red circle highlights the 'Code or G/L #' column. A lookup window titled 'Session 0 CU*BASE GOLD - Miscellaneous Receipt Codes' is open, showing a list of codes and descriptions. A red circle highlights the 'LSC Pre-Paid Debit Card Purch' entry. The bottom of the screen shows a 'Record Selections' button and a 'Post' button, both circled in red.

Amount	Code or G/L #	Receipt Description	G/L Description	OTB Account #
100.00				
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				

Session 0 CU*BASE GOLD - Miscellaneous Receipt Codes

Code	Description
LSC	Pre-Paid Debit Card Purch
HDI	MAIL DEPOSITS
NMF	NON-MEMBERSHIP PREMIUM
MCF	MEMBER COIN FEE
NMB	NON MEMBER SERVICES

Record Selections

Post

Total funds in 0.00

Other misc fees 0.00

Net cash trans 100.00

Cash back = 100.00

The fields are populated.

The screenshot shows the 'Teller Processing' window for 'Miscellaneous Receipts'. The account is 'JOHN G MEMBER'. The table now has '100.00' in the Amount column, 'LSC' in the Code or G/L # column, and 'Pre-Paid Debit Card' in the Receipt Description column. The bottom of the screen shows a 'Record Selections' button and a 'Post' button, both circled in red.

Amount	Code or G/L #	Receipt Description	G/L Description	OTB Account #
100.00	LSC	Pre-Paid Debit Card		
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				

Total funds in 0.00

Other misc fees 0.00

Net cash trans 0.00

Cash back = 0.00

Record Selections

Post

The teller clicks **Post** and the web interface shown on page 7 appears. The teller follows your credit union policies and procedures to place the order and provides the member with the plastic.

Miscellaneous Receipts via Phone Operator

To access the Miscellaneous Receipts screen via Phone Operator, the MSR accesses Phone Operator (shown below), selects the account from which the funds will be withdrawn, and selects **Misc. Rcpts.**

Phone Operator Screen

Individual Account

SSN/TIN: ****-**-****
Birthdate: Nov 27, 1932

Name: JOHN MEMBER
Account #: [blank] Name ID: ME Corp ID: 01

Address: 123 MAIN STREET
ANYCITY, MI 49546
Phone #1: 616- [blank] HOME

Opened: Dec 12, 1964

Buttons: My Other Accounts, Follow-Ups, Secondary Names, Cross Sales, Transaction Activity, Print Envelope, Online Banking, Household Stats

Type	Description	Loan Payoff/Current Balance	Loan Payment Net Available	Next Pmt/Last Trans/CD Maturity	IRA	P/R	ATM	AFT	FRZ	TRK	ACH	ODP	BOX	J/O
000	REGULAR SAVINGS	391.32	366.32	11/09/22	-	-	-	-	0	Y	P	-	-	-
110	CHECKING	0.00	0.00	0/00/00	-	-	-	-	0	Y	-	-	-	-
956	MC DIAMOND	1,535.39	25.00	2/28/23	-	-	-	-	0	-	-	-	-	-

Navigation Sidebar (Left): Verify My ID, Comments, New Account, Closed Accounts, Add Cmt/Message, Check Digit, Names/Addresses, Sales Tools, OTB/Cards, Tax File Inquiry, ARU/HB Transfers, Statements, Nicknames, Toggle Card #, Scan e-Document, View e-Document, Log!

Bottom Bar: Navigation icons, (393) 313/23

On the Miscellaneous Receipts screen, the MSR enters the amount of the debit card and uses the lookup under **Misc receipt posting code** to select the appropriate posting code. (Lookup not shown.) The fields will populate.

Filled in Miscellaneous Receipts Screen

Session 0 - Phone Operator - Miscellaneous Receipts

Account #: 000 JOHN MEMBER

Transaction amount: 50.00

Misc receipt posting code: CAS

Description: LSC GIFT CARD

Available balance: 2,037.96
Total misc receipts: 50.00
Other misc fees: 4.50
Ending balance: 1,983.46

☒ Print receipt

Post

Bottom Bar: Navigation icons, (1523)

The teller clicks **Post** and the web interface shown on page 7 appears. The MSR follows your credit union policies and procedures to place the order and provides the member with the plastic.

The Web Interface

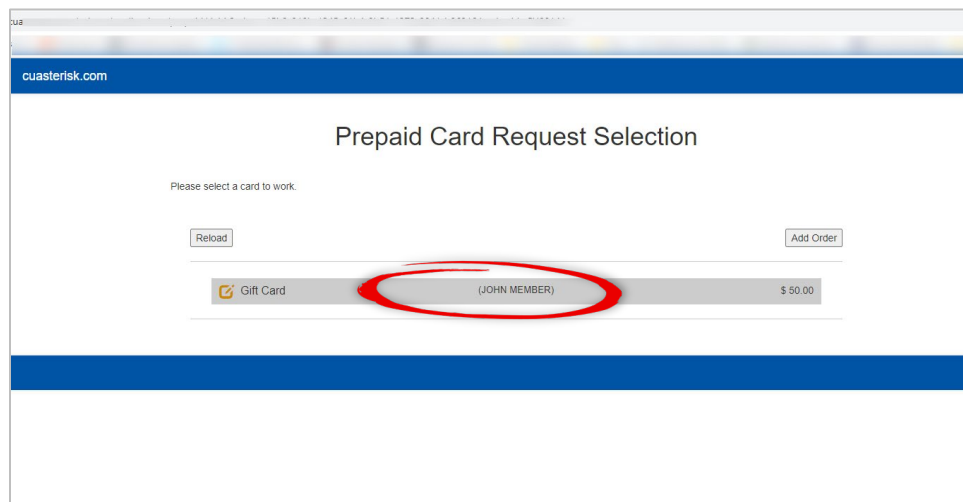
Finalizing the Order Online

Once **Post** is selected on either Miscellaneous Posting screen, the web interface will appear, allowing your teller or MSR to complete the order.

Placing the Debit Card Order

When the web interface opens, it will be pre-populated with the amount and the member's name.

Web Interface for Ordering Debit Card



To open the page to make the order, the teller or MSR clicks on the member's name.

A window appears with membership data from CU*BASE. The credit union employee enters the card number on the outside envelope of the card. (This is the ordering number.)

*Ordering Page with Populated Data from CU*BASE*

cuasterisk.com

Gift Card Request

Please provide the following information. Once the required information is provided, continue to confirm your entries.

* Required

Cancel Review

Card Number *

First Name *

JOHN

Middle Initial *

A

Last Name *

MEMBER

Street Address *

1

City *

State *

MI - Michigan

Zip Code *

495460000

Phone *

5555555555

Phone Type *

Home

Cancel Review

The teller or MSR clicks Review.

Reviewing the Order Online

cuasterisk.com

Gift Card Request

Please provide the following information. Once the required information is provided, continue to confirm your entries.

* Required

Cancel Review

Card Number *

0000000000491563851

First Name *

JOHN

A review screen appears.

Confirming the Order

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Gift Card Request

Please confirm the information below is correct before submitting. If any information is missing/incorrect you may edit this information by using the "Edit" button.

[Cancel](#) [Edit](#) [Submit](#)

Requested Card Value:	\$ 50.00
Card Number:	0000000000481563851
First Name:	JOHN
Middle Initial:	A
Last Name:	MEMBER
Street Address:	1234
City:	
State:	Michigan
Zip Code:	49546-0000
Phone:	(555)-555-5555
Phone Type:	Home
SSN:	***-**-3369

[Cancel](#) [Edit](#) [Submit](#)

Once the teller or MSR clicks Submit, the confirmation window appears, which indicates that the card order has been finalized.

Order Confirmation

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Prepaid Card Request Selection

Please select a card to work.

[Reload](#) [Add Order](#)

[Submit](#)

The Prepaid Debit Card Request has successfully been submitted.

<input checked="" type="checkbox"/> Gift Card	(JOHN MEMBER)	\$ 50.00
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Restocking Inventory of New Cards and Ordering First Card

These directions for ordering a card are used when your credit union has depleted your reserve of cards in your last order. The next time the credit union employee posts a miscellaneous receipt, instead of clicking the member name to order the card, they click **Add Order**.

Adding a New Block of Cards

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Prepaid Card Request Selection

Please select a card to work.

Gift Card	(JOHN MEMBER)	\$ 50.00
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From there the credit union employee enters the card order number in the space provided.

Entering the Order ID Number

cuasterisk.com

Update Prepaid Card Inventory

Submit Order ID to update inventory.

Card Type *

Order ID *

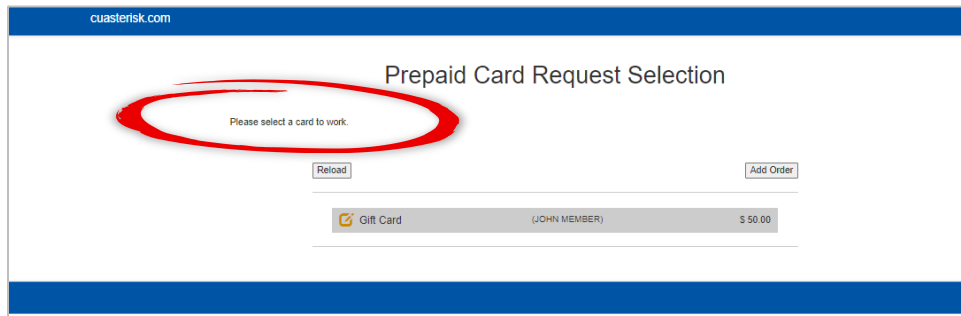
The teller or MSR then clicks **Add**.

Finalizing Adding the Order

Card Type *

Order ID *

The employee now sees the text, “Please select a card to work” and clicks the member name to make the card order.



Refer to page 7 for the complete steps for ordering a card online.