RDC Autopost Processing:
What You Need to Know to Get Started

What is RDC Autopost Processing, and why does it need to be a part of our RDC solution?

Remote Data Capture, or RDC, is one of the fastest growing services in the financial industry today. Chase Bank/Braun Research reported, in June 2015, that mobile phone app usage was up 33% while use of physical branch locations was down 30%. While RDC may not bring you new members, it is a 'sticky' service that helps you keep members—and consumers report that they will switch financial institutions for one that offers RDC services.

So what is RDC Autopost Processing? Currently, vendors often make your member's RDC transactions available in the form of a NACHA-format batch posting file, which is great! But then you need to retrieve the file, move it to the CU*BASE core processing system and post it using the Direct Mail Post utility. Since files can be retrieved as many as four times per day, as late as 11:00p.m. ET including weekends and Holidays, that could the service difficult for you to support.

That's where RDC Autopost Processing comes in. The CU*Answers Production Center operates 24/7, 365 days a year; and we will pick up your RDC posting file up to four times per day, seven days per week (including Holidays) and post your transactions via the Direct Mail Post facility—just like you would.

How do the transactions get to us?

This part of the process just handles the behind-the-scenes posting process, but in a nutshell, here's an example of how RDC might work end to end: your member uses a front-end application and takes a picture of the check they want to; deposit with your institution. They enter some additional information about the transaction that will help pass it through the system, and the image and data are passed to your RDC provider. Business rules are then run against the transaction and one of three things happen. 1) The transaction is accepted; 2) the transaction is rejected; 3) the transaction is held pending your review. If the transaction is accepted, it is processed and split into two pieces. One piece goes into a file (called an X9.37 file) that settles with your corporate bank. The other piece goes into a NACHA-formatted posting file to clear against your member's accounts. We pick the file up securely from your RDC vendor and post it, just as you would, using the Direct Mail Post facility.

When will you pick up our files?

CU*Answers picks up files four times per day. We request that files are made available at 8:00a.m. ET, 12:00p.m. ET, 4:00p.m. ET, and 11:00p.m. ET, and we retrieve the files 30 minutes after these file production points. You don't have to pick all four times, and if you don't, you can pick which times you would like us to puck up your files. Once you have selected file times that work for your RDC program, then let us know what days of the week you want us to pick up your files. We'll coordinate with you and your RDC provider to have files ready at those days and times.

What will we be charged by CU*Answers for RDC Autopost Processing?

As an online credit union, there will be two costs associated with RDC Autopost Processing. When we you get started, there will be a one-time setup fee of $500.00. After that, there will be a $3.00 per file pick-up processing fee that will be charged on a monthly basis: [($3.00/process * # of processes/day * # of days/week) * (52 weeks/12 months)]

What does that look like exactly? Here are a couple of examples.

1) Let's say you want to go with a 12:00p.m. and 11:00p.m. file, Monday through Friday.
   That would be $3.00 * 2 files a day * 5 days a week * 52 weeks a year/12 months in the year: $130.00 per month.

2) Now let's say you want every file you can get in — four times a day, 7 days a week. That's $3.00 * 4 files a day * 7 days a week * 52 weeks a year/12 months in the year: $364.00 per month (the most you would ever see).

When we start retrieving your files, you will be charged the $500.00 setup fee the next month along with a pro-rated amount for the period of the month we processed for you in the month you got started. After that, you will be billed the same amount every month unless you choose to change your processing schedule.

Are there any other costs?

Not from CU*Answers; but there may be fees from your mobile application provider and/or your RDC provider. Make sure you review your options with them carefully; let them know that CU*Answers is your core processing provider and that we will need to coordinate with them once you get started.

How do we get started?

Just complete the setup form (RDC_Setup.pdf, available from Client services, or request by e-mail to OperationJob-ChangeRequests@cuanswers.com or JMiller@CUAnswers.com). If you're not sure how to fill part of it out, don't worry – just get the basics down and we'll help you through the rest as your project moves forward. We'll coordinate with you and your RDC vendor to set up posting file retrieval, we'll test as needed, and set a start date with you.
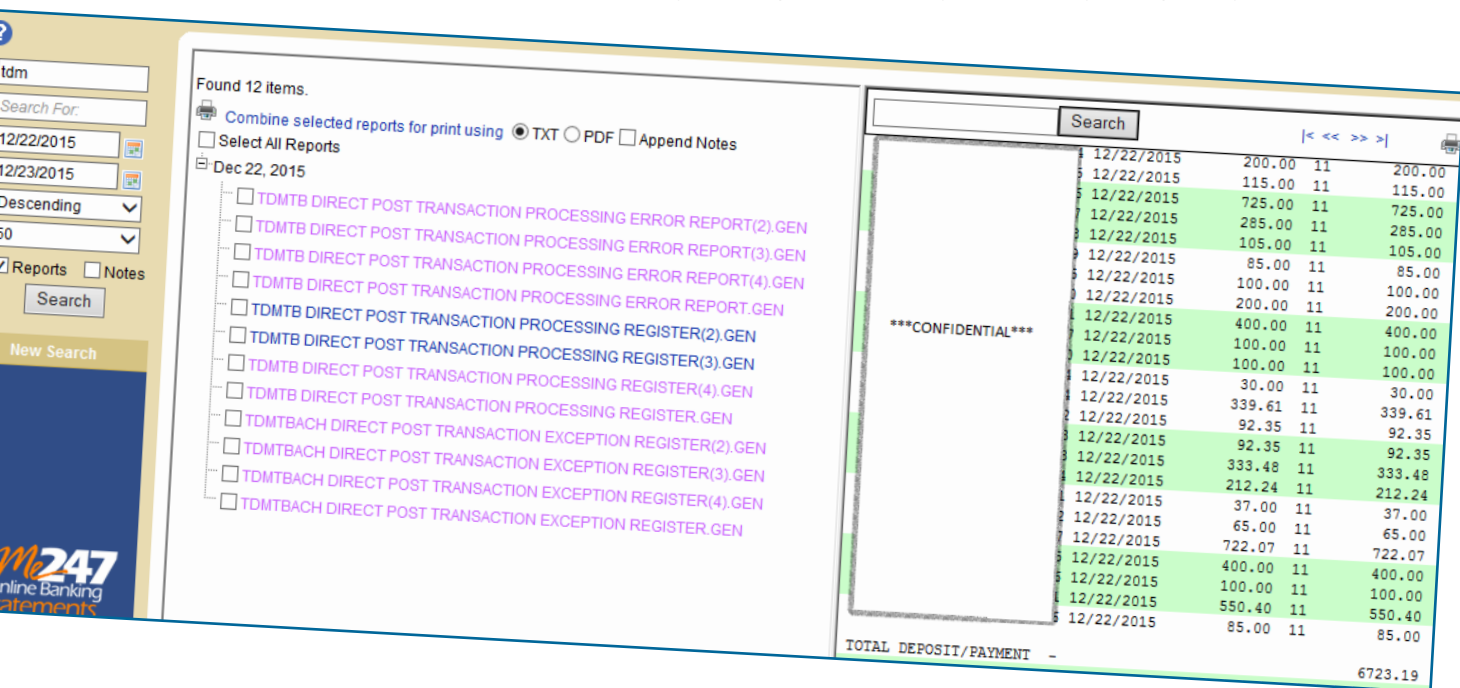
What will we see when CU*Answers Production Center starts RDC Autopost Processing?

Your credit union, CU*Answers, and your RDC vendor will work together to get you going. Once posting begins, a few things will happen.

1. Your RDC provider will place a NACHA-format posting file on their server based on the file schedule you chose.

2. If the RDC provider is able, they will provide you with an e-mail advising you of your posting file (whether you have one, or there is nothing to post).

3. OpsEngine, the CU*Answers Production Center, will securely retrieve your file from the RDC provider's server.

4. We'll post the transactions in your file using the same Direct Mail Post routine that you would use.

5. If we can't post a transaction (because, for example, the account number was incorrect), we will create an exception report and we will e-mail your RDC support staff to let them know there was a rejected item. They can then follow up with research, correct, and manually post the item. The issue can be corrected so it won't happen again (continuing our example, you would correct the account number so the correct account is associated in the future).

What will we see when CU*Answers Production Center starts RDC Autopost Processing? (continued...)

6. Your posting reports will appear in your DAILYxx outq. There will be three reports that appear each time we process for you:

- TDMTB Direct Post Transaction Processing Register—this shows all you postings.

- TDMTB Direct Post Transaction Processing Error Report—If there is a posting error, it will be reflected here.

- TDMTBACH Direct Post Transaction Exception Register– This report will list posting exceptions.

What branch and G/L do the transactions clear against?

You choose; these items appear in your Setup request and are configured into your processing.

How do we let you know we want to use the RDC Autopost Processing?

Just send the RDC_Request.pdf by e-mail to OperationJobChangeRequests@cuanswers.com or JMiller@CUAnswers.com. Your e-mail requesting setup is your indication that you want to add this service to processing. When you want to end the service, just let us know by e-mail, and we'll terminate processing on the date you request and pro-rate charges up through that date.

If I still have questions about how this works, who do I contact?

Jeff Miller, OpsEngine Business Manager oversees the RDC Autopost Service for the CU*Answers Production Center. Call Jeff at 1-800-327-3478 x148 or email questions to JMiller@CUAnswers.com.

Getting Started

Send requests to: **OperationJobChange@cuanswers.com**

CC: **JMiller@cuanswers.com**

OR

Call Jeff Miller at (800) 327-3478, x148