
Statement Mail Groups

Archiving Statements without Printing Them

INTRODUCTION

Statement Mail Groups are an easy way for you to flag member accounts so that monthly, quarterly, and credit card statements are archived as usual (for CU*SPY) but no printed copy is produced. They can also be used to print statements, but instead of mailing them, return the printed copies to the credit union for special handling.

Common reasons for using a Statement Mail Group:

- ◆ Board members and employees, where the credit union wants to avoid the mailing costs and deliver the statements personally.
- ◆ Members with charged-off loans, since by law statements cannot be sent to these members.
- ◆ Members marked with a “wrong address” (these are automatically funneled into group 7 when statements are produced).

Archiving statements without printing them avoids having to manually destroy stacks of printed statements, saving time, paper and printing costs.

A member account can be flagged with a Statement Mail Group on the normal membership information update screens, as well as through the Loan Write-Off Process screen, so that you can flag a member not to receive a printed statement at the point when a loan is being written off.

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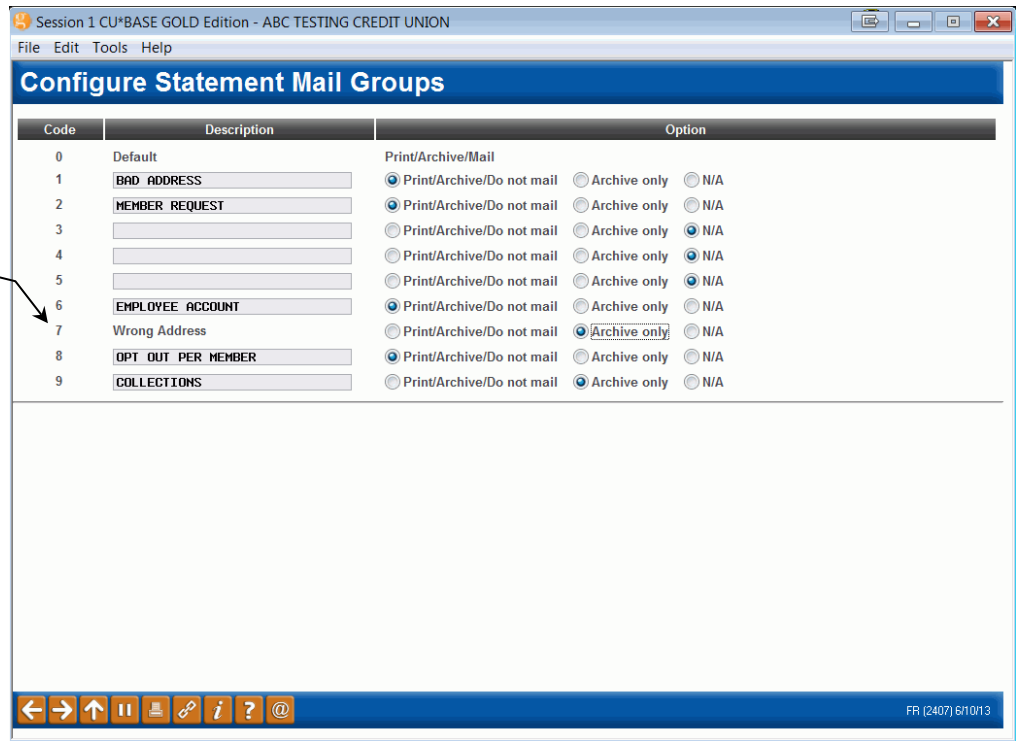
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http://www.cuanswers.com/client_reference.php
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CONFIGURING STATEMENT MAIL GROUP CODES

Configure Statement Mail Groups (Tool #275)



To save paper and keep from having to destroy unused statements, we highly recommend the Wrong Address code (7) be set to "Archive only." If the member calls for his statement, simply print it from CU*SPY, correct the address and remove the Wrong Address flag as usual. Next month's statements will print normally. **It is not possible to manually flag a member with code 7.**

This screen is used to define what should happen to member statements for members that have been flagged with a Statement Mail Group other than 0. Just like before, any memberships marked with group 0 (the default) will be printed, archived, and mailed as usual. You can configure as many of the codes as you need. Notice that the description for codes 0 and 7 cannot be changed. For code 7 (Wrong Address), you can, however, choose which print option you wish to use.

Remember that any members who are flagged as having a Wrong Address will automatically be funneled into group 7 when statements are printed, regardless of the setting of the Statement Mail Group code on the membership account.

There are two choices for each code you configure:

Print, archive, do not mail	This setting means the statement will be printed as usual, but will then be returned to the credit union for special handling, instead of being mailed out. This is helpful for your employee's own statements, or for credit unions that deliver statements via inter-company mail delivery systems.
Archive only	This setting means that statements will not be printed at all. However, a statement will still be archived so that it can be accessed via CU*SPY. This is recommended for the Wrong Address Code (7) as well as whichever code you designate for your charged-off members.

FLAGGING MEMBER ACCOUNTS

Member accounts can be flagged with a statement mail group code from several places in CU*BASE.

- For active memberships, use the Update Membership Information feature
- For closed memberships that should still receive one final statement, use the Update Closed Membership Information feature
- For members use the field when charging of an account of writing off a loan

Update Membership Information (Tool #15)

Session 1 CU*BASE GOLD Edition - ABC TESTING CREDIT UNION

File Edit Tools Help

Update Membership Individual

Name **MARY MEMBER** Account # [redacted]
Opened **Nov 23, 1982** SSN [redacted]
Branch # **01 ABC TESTING CU - MAIN OFFICE** Photo ID on file

Other Information

Reason code [lookup]
User defined fields [lookup] [lookup]
Statement group [lookup]
Account exec [lookup]
Employee type [lookup]
Employee #
Department/sponsor # [lookup]
Check hold status [lookup]
Certification of SSN [lookup]
Reference
Preferred contact method [lookup] **No Preference Selected**

Electronic deposit hold group [lookup]
Tran source ID
Due diligence monitoring level (0 - 9)
 Allow shared branch transactions
 Proxy ballots
 Dividend withholding
 Exclude from dormancy
 Force monthly statement (Reg E override)
 3rd-party opt out
 CU contact opt out
 Exempt from CTR

Mother's maiden name Code word Marital status


Email address [lookup]
 Email address is wrong

Overdraft Service for ATM & Everyday Debit Card Transactions

Opt in/out: IN = Member wants the CU to authorize & pay overdrafts on ATM & everyday debit card transactions
 QUT = Member does NOT want the CU to authorize & pay overdrafts on ATM & everyday debit card transactions
Member has not specified. Please select and save.

Skip Alternate Address Greeting Reg E Settings

FR (2431) 6/10/13

Use the *Statement group* field to enter one of your configured codes (1-9). Click the lookup button  to display a window showing a list of available codes. For normal handling (print, mail and archive), choose code 0 (zero).

CU*TIP: *It is not possible to flag a member account with Code 7 (wrong address). This code is used behind the scenes during statement processing to hold any statements where members are flagged with a wrong address. When the address is corrected and the checkmark removed from the current address is incorrect, the system will automatically print the next statement as usual.*

The next time statements are generated, any members who are flagged with a code other than 0 will not be mailed. Codes configured to print and archive will be returned to the credit union for special handling. Any with a code that has been configured to “archive only” will not receive a printed statement. However, statements will still be generated for access via CU*SPY.

If your credit union offers **e-statements**, any members that have enrolled to receive only electronic statements are already coded so that a printed statement is not produced. **You do NOT need to set this flag on the member record for your e-statement members.**

Consideration should be made when adding any statement mail code to an account that also receives e-Statements. If a member has been assigned a special Statement Mail Code other than zero (the default), that member will not receive an e-statement notification. The member will also not receive a fee or rebate for his or her participation in e-Statements.

Update Closed Membership Information (Tool #887)

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File Edit Tools Help

Closed Master File Maintenance

Account # Branch # SSM/TIN Name ID

Name MEMBER Designation Individual
Sex Female Male
Address Birth date [MMDDYYYY]
City/State MI Died [MMDDYYYY]
ZIP code
Phone

General

Date open [MMDDYY]
Reason code
Delinquency total #
Last transaction seq #
Old account
Certification flag Certified Missing No mailing sent Pending
Acct chk & hold status Reduce available balance by holds Waive all holds
Check return
Statement mail group
User-defined fields

Other ID
Code word
Department
Employee # Employee type
 Deny membership
Reason
Date [MMDDYYYY]

Certify address
 Foreign citizen
 Wrong address
 Foreign address
 Member subject to dividend withholding
 Provide member with proxy ballots

Skip
Alternate Address

FR (1775) 6/10/13

When closing a membership, the Statement Mail Group flag that was on the active member record is automatically carried over to the closed membership record. If you have recently closed a membership, and the member has not yet received his or her final statement, you may update the Statement Mail Group flag on the closed member record to control how that final statement will be handled.

Write Off / Charge Off Loans (Tool #1006)

Session 1 CU*BASE GOLD Edition - ABC TESTING CREDIT UNION

File Edit Tools Help

Loan Write-Off Process

Account **715 CRAIG R MEMBER** Approved by ID **01 LOAN REVIEW**
 Interviewer/processor ID **GN** Collector ID **Z2 REAL ESTATE COLLECTOR**

Loan Summary		Delinquency Information	
Disbursed amount	12,000.00	Days/months	/
Balance	11,768.13	Amount	0.00
Interest due	17.70	# of times	
Total owed credit union	11,785.83		

Loan Identification		Payment Information	
Category	CL END HOME EQU	Date opened	Apr 08, 2011
Type	REAL ESTATE	First pay date	Jun 01, 2011
Security	REAL ESTATE	Next pay date	Mar 01, 2013
		Maturity date	May 01, 2026
		Last payment date	Feb 06, 2013
		# of payments	180
		# of payments left	159
		Payment frequency	M
		Interest rate	5.500
		Payment amount	68.13

Written Off to Loan Category
 Category **99 WRITE OFF LOANS**


Contact Information
 Statement mail group (0 = print & mail, 1-9 = CU defined)
 3rd party marketing opt out CU contact opt out

i Where did the credit bureau codes go? Use CR to display a screen containing all credit bureau-related codes
 Use this to view/modify all credit bureau reporting flags on this account, including Report to Credit Bureau, Credit Bureau Comments, Status, and Consumer Information Indicator.

Skip
 CR

Navigation icons: back, forward, up, down, print, refresh, help, search, @

FR (1254) 6/10/13

Because a common reason for assigning a Statement Mail Group is to prevent statements from being mailed to charged-off members, you can update a member's Statement Mail Group code at the same time as you write off a member loan. Simply choose the code you have configured for charged-off memberships. Click the lookup button  to display a window showing a list of available codes.