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# Statement Printing & Mailing Instructions

For Statements Processed by Sage Direct

## INTRODUCTION

The purpose of this booklet is to outline the monthly procedure required for processing member statements through CU\*Answers' statement processor, Sage Direct.

Before the **10th** of each month, you will be required to update statement messages and issue mailing instructions. These instructions include how statements should be mailed and how inserts should be handled. This booklet explains how to complete this simple procedure.

## CONTENTS

<u>MONTHLY TASKS: STEP BY STEP</u> .....	2
<u>RELATED REFERENCE MATERIALS</u> .....	3
<u>STATEMENT MESSAGES/INSERTING MAINTENANCE</u> .....	5
STATEMENT MESSAGE MAINTENANCE	6
<u>STATEMENT INSERT/MAILING INSTRUCTIONS</u> .....	7

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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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# MONTHLY TASKS: STEP BY STEP

These steps should be completed no later than the 10th of each month. (This deadline is extended to the next business day if the 10th falls on a weekend or holiday.)

***IMPORTANT:** Processing delay fees will be applied to your invoice if this information is not updated by the deadline. Please refer to the separate “Requirements for Member Statement Inserts” flyer for more details about how to avoid processing delay fees.*

1. Use **Tool #914 Update Statement Messages/Insert Instruc.**
2. From the first screen (see Page 5), choose the appropriate statement format, either monthly or quarterly. The quarterly format will only be used at the end of each calendar quarter (March, June, September and December). Use Enter to proceed.
3. On the second screen (see Page 6), update the message to be printed on the statements. You may configure a general message which will appear on all statements, plus a separate message for new memberships and closed memberships that will print instead of the general messages for those special situations.

***HINT:** Although you must complete the statement insert instructions no later than the 10th, you may adjust the statement messages on the second screen at any point until the statements are actually generated at month-end.*

4. On the third screen (see Page 7), indicate how statement inserts should be handled, and specify how completed statements should be mailed. Use Enter to complete the process.

## Pricing Note

CU\*BASE allows you to enter up to five total inserts per statement run. The first three inserts are at no extra cost. The fourth and fifth inserts are each charged a \$50.00 Extra Inserts Fee. (This does not apply to credit unions that use online credit cards, as inserts are already limited to 3 plus the payment return envelope.) Also remember that more inserts can mean higher postage rates for the *full* statement run for your credit union.

# RELATED REFERENCE MATERIALS

The following booklets that pertain to statement processing are available on our website ([http://www.cuanswers.com/client\\_reference.php](http://www.cuanswers.com/client_reference.php) under S):

- ◆ Requirements for Member Statement Inserts
- ◆ Statement Inserts Packaging & Labeling Instructions
- ◆ Selective Marketing via Printed Statements
- ◆ Statement Mail Groups: Archiving Statements Without Printing Them
- ◆ Statement Onsert Brochure (for information on statement onserts)
- ◆ Member Selected Statement Styles
- ◆ Periodic Mortgage Statements

## Market to Members with Onserts Directly on Their Statements

Sage Direct currently also supports both onserts and selective statement onserts. Statement onserts are graphical advertisements that are included directly on the statement itself. This option has obvious advantages since onserts printed directly on a statement costs less than printing a traditional insert and mailing it along with the statement.

You have the option of printing selective statement onserts on selected member's statements or a default onsert. (A default onsert is either printed on all statements or, if selective onserts are used, on the statements without the selective statement onsert). In both cases you will work directly with the Sage Direct Onsert Administration site for the administration of the graphic. You will not need to use CU\*BASE when using a default onsert on member's statements. If you are interested in placing a "selective" statement onsert on only some of your members' statements, then you will need to use CU\*BASE to create the database file and use Sage Direct's administrative site.

Use a statement onsert to advertise directly in your member's statement.

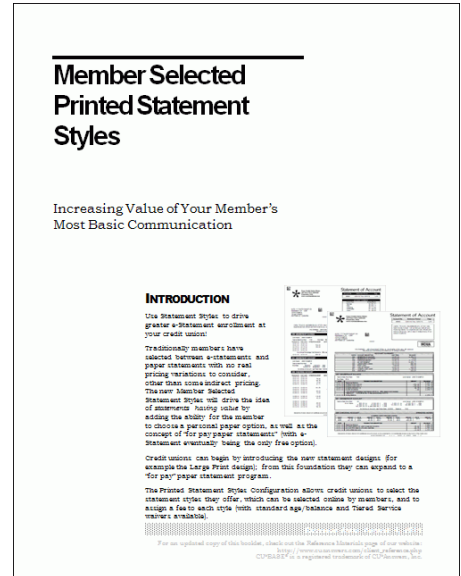
The screenshot shows a 'Statement of Account' from FOCUS Credit Union. It includes account details, a balance table, and a section for 'SHARE ACCOUNTS' and 'LOAN ACCOUNTS'. A prominent onsert advertisement is placed in the middle of the statement, featuring a photo of a woman and the text: 'Debit Card Changes Coming Soon! Do you know your options? For help deciding if Overdraft Privilege is right for you, please call, click or stop by your Credit Union today!'.

## Increase the Value of Your Members Most Basic Communication

Use Statement Styles to drive greater e-Statement enrollment at your credit union!

Traditionally members have selected between e-statements and paper statements with no real pricing variations to consider, other than some indirect pricing. The new Member Selected Statement Styles will drive the idea of *statements having value* by adding the ability for the member to choose a personal paper option, as well as the concept of “paper statements for a fee” (with e-Statement eventually maybe becoming the only free option).

Credit unions can begin by introducing the new statement designs (for example the Large Print design) and not charge for their regular statement. From this foundation they can expand to charge for all paper statements, driving members to the free e-Statement option.



**NOTE:** Only the standard statement style is available for mortgage loan statements.

# STATEMENT MESSAGES/INSERTING MAINTENANCE

Update Statement Messages/Insert Instruc (Tool #914), Screen 1

Statement Formats					
Fmt	Description	Fmt	Description	Fmt	Description
CM	Credit Card Monthly Statement				
MN	Monthly Statement				
QT	Quarterly Statement				

This first screen is used to select which statement format will be updated. The quarterly format (QT) is used only for statement mailings in March, June, September and December, and the monthly format (MN) is used for all other months.

*The Credit Card format (CM) is used only by credit unions that use CU\*BASE online credit card processing. Refer to the separate booklet, "Online Credit Cards: User Guide" for special instructions on setting up your monthly credit card statement.*

Enter the format for the statement to be maintained and use Enter to proceed to the second screen.

# STATEMENT MESSAGE MAINTENANCE

Screen 2

Session 0 CU\*BASE GOLD Edition - COMMUNITY SCHOOLS CREDIT UNION  
File Edit Tools Help

## Statement Message Maintenance - Format MN

**General**

Get a \$25 gas card instantly when you buy  
or refinance your auto, boat, RV or motorcycle  
at Community Schools Credit Union. Loans must  
include \$7500 in new money at the credit union.  
Stop into for more details!

**New Member**

Welcome to Credit Union!  
Contact us today to take advantage of our  
amazing loan and savings rates.  
Visit our website: www.cscul.org for more  
information!

**Closed Member**

We are sorry to lose you as a member. Please keep  
us in mind for any future financial needs!  
Check out www. .org for our latest updates.

To save and continue, press enter

Continue

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These messages will replace the General message for new or closed memberships.

This second screen is used to update the messages which will appear printed on member statements. This is a very valuable opportunity to communicate important information to your members, such as upcoming events, special offers, hours and locations updates, etc. For these messages to be most effective, we recommend they be updated for every statement mailing.

- **Important:** There is no spell check on this screen. Your member statements will print with exactly what you enter in this screen. The text entered on this screen is not verified at a later date, unless this verification is done by your team.

When done entering or updating the messages, use Enter to save the changes and proceed to the third screen.

### Field Descriptions

Field Name	Description
General	This message will appear on statements for all existing memberships, exactly as it appears on this screen.
New Member	This message will <u>replace</u> the general message on memberships that were opened during the current statement period.
Closed Member	This message will <u>replace</u> the general message on memberships that were closed during the current statement period.

# STATEMENT INSERT/MAILING INSTRUCTIONS

Screen 3

Updated by

For the period ending  [MMYY]

Total # of paper inserts

Description of Insert	Instructions for Late Arrival	Leftover Pieces	All or Selective	Selective Files	
				Count	Name
Paper Inserts					
1 COURTESY REPLY ENVELOPE		Hold at printer	Selective		STMT01
2 ZOOGLE INSERT	<input checked="" type="radio"/> Proceed <input type="radio"/> Wait	Return to CU	Selective	614	STMT02
3 \$\$SUPER \$SAVER INSERT	<input checked="" type="radio"/> Proceed <input type="radio"/> Wait	Return to CU	Selective	370	STMT03
4 NEXGEN MONEY CLUB INSERT	<input checked="" type="radio"/> Proceed <input type="radio"/> Wait	Return to CU	Selective	304	STMT04
5		N/A	N/A		STMT05
Selective Onsert					
6 SELECTIVE ONsert		N/A	Selective	614	STMT06

Primary destination of statements

Skip  Remember that artwork (including a default onsert, if any) must be specified and authorized via the third-party website.

Selective Insert Files

[Navigation icons]

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This final screen is used to specify how statement inserts should be handled, as well as to issue final instructions for the statement mailing. This screen is very important as it determines exactly how your statements will be handled.

**IMPORTANT:** There are strict guidelines as to how inserts must be printed and delivered to Sage Direct in order to work with automated processing equipment. Refer to the separate “Requirements for Member Statement Inserts” document for details.

Complete all fields (see the descriptions below) and use Enter to save changes and return to the first screen.

### Field Descriptions

Field Name	Description
Updated by	Enter your name or initials to indicate who made the changes on this screen. CU*Answers will use this field as a reference for any questions about your statements.
For the period ending	Enter the month and year for which these instructions apply, such as July 2006 for your July statements.
Total number of paper inserts	Enter the total number of extra items (page inserts only – not including onserts) which will be inserted into the envelope along with the statement. This number must match the number of descriptions entered into the <i>Description of Insert</i>

<i>Field Name</i>	<i>Description</i>
	field below. This number should <i>include the courtesy reply envelope</i> , if your credit union has online credit cards. (So even if you have only one insert, if you have online credit cards, this should be set to 2.)
Description of Insert	<p>For each insert, enter a brief description. The number of descriptions must match the number entered in the <i>Total number of inserts</i> field above.</p> <p>For example, if you are including a promotional piece for new car loans, enter “CAR LOAN PROMO” or something similar. If the inserts are printed on different colored paper, the color is helpful, too.</p> <p>NOTE: If <b>online credit card</b> statements are also generated for your credit union, insert #1 is automatically forced to be COURTESY REPLY ENVELOPE (for the payment return envelope). Also, the slot for Insert #5 will be blocked as this would produce too much weight and bulk in the statement mailing. Refer to the “Credit Cards: User Guide” booklet for more information.</p>
Instructions for Late Arrival	<p>This area allows you to indicate your preference for each insert with the selections of <i>Proceed</i> or <i>Wait</i>. If you choose <i>Wait</i> for any individual insert, your statements will not be processed until that insert arrives.</p> <p>IMPORTANT: If you choose <i>Proceed</i> and your inserts are late, <b>your statements will still be run after all other credit unions’ statements are processed.</b> <i>This is due to the automated processing programming that must be done in advance of the main print runs.</i></p> <ul style="list-style-type: none"> <li>NOTE: Because of the additional handling that is required at the last minute when inserts cannot be programmed into the automated handling system, your credit union WILL still be subject to the usual Late Insert Fee whenever your inserts do not arrive at Sage by the day before the last business day of the month.</li> </ul>
Leftover Pieces	<p>This field is used to indicate what you would like done with any leftover inserts.</p> <p><b>Discard</b> - Discard any extra copies (D)</p> <p><b>Return to CU</b> - Return all extra copies to your credit union (R)</p> <p><b>Hold at Printer</b> - Hold all extra copies at the printer to be used in a future statement mailing. (H)</p> <p>IMPORTANT: Use <i>Hold at Printer</i> <u>only</u> if prior arrangements have been made with the statement processor to warehouse these inserts.</p>
All or Selective	<p>Enter one of the following to indicate the type of insert:</p> <p><b>All</b> - This insert will be sent with every member statement.</p> <p><b>Selective</b> - This insert will be sent only to the members in the associated STMT0x file. <b>See the booklet, “Selective Inserts for Member Statements” for more information.</b></p>



<i>Field Name</i>	<i>Description</i>
SELECTIVE FILES Current Count	This column shows the current number of accounts found in the STMT0x file that is associated with each insert line. If an amount is shown here, you must also select <b>Selective</b> in the <i>All or Selective</i> column.
SELECTIVE FILES File Name	This column shows the selective insert database file name that is associated with each line, to help you verify that the correct database file has been created for selective inserts.
Selective Onsert Section	CU*BASE allows for the printing of selected statement onserts, graphical advertising directly in members' statements. For directions on how to use selective onsert section, refer to the "Selective Marketing via Printed Statements" booklet posted on the CU*BASE Reference Page under "S." (For selective statement onserts you will need to work directly with Sage Direct to use their onsert website for the administration of the onsert.)
Primary destination of statements	This field is used to indicate how the statements should be handled once they have been printed: <b>Pre-sort and mail</b> - The statement processor will proceed with pre-sorting and mailing all statements and inserts directly to your members. <b>CU*Answers will process per instructions</b> - Statements will be delivered to CU*Answers to be processed according to your original instructions. (Please contact CU*Answers if these instructions change.) <b>Fold only, return to CU</b> - Statements will be printed, folded and delivered to the credit union. <b>Fold, insert, seal, do not meter</b> - Statements will be printed, folded, inserted into the envelope along with all appropriate inserts, sealed, and returned to the credit union with no postage affixed. <b>Fold, insert, do not seal or meter</b> - Statements will be printed, folded, inserted into the envelope along with all appropriate inserts, and returned unsealed to the credit union with no postage affixed.

## Handling of Statement Onserts, Selective Statement Onserts, and Selective Statement Inserts

This screen is also used for insertion of selective statement inserts, which allows you to mail your insert to selected members. For example, you may want to target your members with a home equity loan. This screen allows you to manage a selective statement onsert (a graphical marketing message within the statement itself). For directions on how to use selective printed statement features, refer to the "Selective Marketing via Printed Statements" booklet posted on the CU\*BASE Reference Page under "S." (For selective statement onserts you will also need to work directly with Sage Direct to use their onsert website for the administration of the onsert.)

NOTE: You do not need to use CU\*BASE if you wish to use a **default** onsert (an onsert that will be printed on all statements, or on statements without a selective statement onsert if one is used). In this case you will only need to work directly with Sage Direct and its onsert administration site.