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# Statement Processing & Verification Tasks

For CU\*BASE Data Centers  
*and Self-Processing  
Credit Union Partners*

## INTRODUCTION

This booklet was designed as a Partner Guide to assist Client Service Representatives at cuasterisk.com data centers in understanding the steps of monthly member statement processing from an internal perspective. Although the instructions are directed specifically at employees of a data center serving multiple credit union clients, the tasks and responsibilities are useful for our self-processing credit union partners as well.



*The majority of the instructions in booklet assume a statement print vendor of **Sage Direct**, as Sage prints statements for the majority of CU\*Answers online clients. However there are other print vendors used by many credit unions, such as **Bridgestone**, and in most cases the instructions, at least from the data center's perspective, will be the same unless otherwise noted.*

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For an updated copy of this booklet, check out the Reference Materials page of our website:  
<https://www.cuanswers.com/resources/doc/cubase-reference/>  
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# LEARNING ABOUT STATEMENT PROCESSING

## HAVE YOU REVIEWED THESE DOCUMENTS?

Following is a list of reference materials related to statement processing, primarily as it pertains to the credit union's responsibilities and the options available for delivering statements to their members. These are all available on [www.cuanswers.com](http://www.cuanswers.com) > I am a Client > Docs & Information > CU\*BASE Reference (under "S" for Statements):

<i>Name of booklet...</i>	<i>What you'll learn...</i>
<input type="checkbox"/> Member Selected Printed Statement Styles	<i>How a credit union can choose a different default look &amp; feel for statements, or let members pick their favorite style (for a fee, even!).</i>
<input type="checkbox"/> Mortgage Statements	<i>Provides information on periodic mortgage statements required for qualifying credit unions per Regulation Z.</i>
<input type="checkbox"/> Selective Marketing Through Printed Statements	<i>Easy targeted marketing for inserts or onserts.</i>
<input type="checkbox"/> Statement Insert Packaging & Labeling Instructions	<i>Credit unions can avoid fees by sending this one directly to their chosen print vendor.</i>
<input type="checkbox"/> Statement Insert Requirements	<i>Learn about processing-delay fees...and how to avoid them when it comes to printed marketing inserts.</i>
<input type="checkbox"/> Statement Mail Groups	<i>Learn how to flag members so their statements aren't printed or receive other special handling.</i>
<input type="checkbox"/> Statement Onserts	<i>Marketing messages right on the printed statement, not thrown in the trash with the envelope!</i>
<input type="checkbox"/> Statement Printing & Mailing Instructions	<i>Step-by-step instructions and deadlines for what the credit union staff needs to do every month.</i>

For our self-processing credit union partners, there are also instructions about generating and verifying statements included in the following guide, available via the link in the green box at the top of that same Reference Materials page:

## TERMS YOU SHOULD UNDERSTAND

<i>Used in this booklet...</i>	<i>Definition...</i>
Statement Coordinator	<p>For a <b>data center</b> (CU*Answers, CU*NorthWest, CU*South), this is a member of the Client Services team assigned the responsibility of coordinating all statement-related tasks for the month, specifically those that involve the clients. (See Page 6 for a list of responsibilities.) The Coordinator also acts as the primary liaison between the credit union, the data center, and the print vendor.</p> <p>For a <b>self-processing credit union</b>, this is the person assigned responsibility of coordinating statement-related tasks each month, often working as a liaison between marketing and operations teams to ensure all tasks are communicated and completed.</p>
Statement Verification Team	<p>For a <b>data center</b> (CU*Answers, CU*NorthWest, CU*South), this team is responsible for verifying the data in the statement files that Operations produces every month. (See also Page 7.) The team consists of Client Service Representatives, Account Executives in-training, Account Executives and the Manager of the Client Service Team.</p> <p>On any given month there may be anywhere from 3 to 6 individuals on the team, according to the number of changes to the statement processing program, the number of individual credit union configuration changes, and whether it is a Monthly statement run or a Quarterly statement run.</p> <p>The CU*Answers, the team performs verification tasks during the morning of the 1<sup>st</sup> of each month, beginning at 6:30 a.m. ET.</p> <p>For a <b>self-processing credit union</b>, this team consists of one or two individuals responsible for verifying the credit union's own statement files before transmitting them to a print vendor for processing.</p>
Processing-Delay Fee	<p>Fees intended to reinforce standards guidelines and procedures, to ensure the prompt and efficient processing of statements for all credit union members. By following the guidelines and adhering to stated deadlines, credit unions can avoid ever being charged any of these fees.</p> <p><i>See the separate "Statement Insert Requirements" booklet.</i></p>
Control Report	<p>A report produced from data entered by the credit union into the CU*BASE Statement Instructions</p>

database. This report is used by the Statement Verification Team and the print vendor (such as Sage Direct) to determine which inserts will be included in statement envelopes and how processing should be handled for a credit union. Failure to update these instructions every month by the stated deadline will result in processing-delay fees being charged to the credit union.

*See Pages 17 and 20 for more details.*

Statement Run

A term used for the way statements are grouped into batches for faster and more efficient processing. Factors such as whether the CU has credit card statements will determine the run into which a CU is placed.

*See Page 11 for a list of statement runs.*

Hold Status

A credit union will be placed on the statement “hold list” whenever there is any question or problem with inserts or instructions (waiting for inserts, control report delays, etc.). CUs on a hold status will not be printed until all other statement runs are complete and questions have been resolved.

*See Page 11 for more details.*

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# WHO'S RESPONSIBLE FOR WHAT?

As explained in detail throughout this booklet, successful processing of member statements every month requires the combined efforts of a number of different teams.

## Responsibilities of the Credit Union

- Enter handling instructions for marketing inserts via CU\*BASE, no later than the 10<sup>th</sup> of the month (*if the 10<sup>th</sup> falls on a non-business day, the deadline is extended to the next business day*)
- Instruct third-party marketing print vendors on the standards and requirements for statement inserts such as newsletters and marketing pieces, including required delivery deadlines

**IMPORTANT: Failure to adhere to deadlines and other guidelines for marketing inserts may result in monetary penalties and/or a delay in delivery of statements to members.**

## Responsibilities of the Data Center Statement Coordinator

Tasks performed by the Statement Coordinator for *online clients only* (Self Processors should have their own statement coordinator function to handle these tasks):

- Prepare and complete the monthly worksheets (see Page 24) used by the Verification Team and for billing purposes
- Monitor statement instructions entered by CUs and ensure that reminders and follow-up communications are done by appropriate Client Services team members to meet all deadlines and requirements
- Handle coordination and required configuration changes for special audited statement runs
- Coordinate any credit union logo changes with the print vendor
- Coordinate any credit union requests to change the “back page” disclosures on credit card statements
- Act as primary liaison between credit unions and print vendors

## Responsibilities of the Data Center Operations Team

- Generate statement files every month
- Once given the go-ahead from the Verification Team, transmit data securely and accurately to the appropriate print vendor
- Securely transmit archival/e-statement files to be stored in the credit union's chosen vault (such as CU\*Spy or an in-house eDOC server)

## **Responsibilities of the Data Center Statement Verification Team**

- Review statements after they are generated on the 1<sup>st</sup> to ensure they were processed properly

Statements are not released by Ops to the print vendor until the Verification Team gives the go-ahead. See Page 33 for details about verifications performed.

# TIMELINE OVERVIEW AND TASK CHECKLIST

The data center's Statement Coordinator and the Client Services Team is responsible for tasks related to statements for all their online clients. Self-processing credit union clients are responsible for working directly with Sage Direct or their chosen print vendor and although they may have similar deadlines, the CSR team is not responsible for monitoring statement tasks for those credit unions.

Day of the Month	Task	See Page
3 <sup>rd</sup>	<input type="checkbox"/> For online clients who have subscribed for the reminder program, an email is sent around the 3 <sup>rd</sup> of each month to remind them of the deadline for updating statement insert instructions.	12
	<input type="checkbox"/> For any credit unions where a special Audit run was done for the previous month's statements, the Statement Coordinator must return the configuration settings back to what they were.	38
10 <sup>th</sup>	<input type="checkbox"/> CU*Answers online clients must complete the screens in CU*BASE that detail what inserts will be inserted into their monthly or quarterly statements. Final instructions must be entered into CU*BASE by the 10 <sup>th</sup> of each month.	14
	If the 10 <sup>th</sup> falls on a weekend or holiday, this deadline will be extended to the next business day. If the instructions and the materials actually delivered do not match up, or if changes are made after the 10 <sup>th</sup> , or if inserts are late arriving, processing-delay fees will apply.	
11 <sup>th</sup>	<input type="checkbox"/> The morning after the 10 <sup>th</sup> (or the next business day, depending on when the 10 <sup>th</sup> falls), Client Services generates printed Control Reports for all online clients, verifying to see which CUs missed the deadline.	17 & 20
	<input type="checkbox"/> Control Reports are also reviewed for the presence of STMTxx files, if using selective inserts/onserts.	28
These files may be refreshed by the CU again later in the month, and will be verified again during the last week of the month, but need to be present now because they appear on the Control Report.		
Between 11 <sup>th</sup> & 15 <sup>th</sup>	<input type="checkbox"/> Clients that have not performed the update are contacted, with AnswerBook items generated to track the follow-up.	20
15 <sup>th</sup>	<input type="checkbox"/> Run the Control Reports one more time, and review the date range for those not updated and pull them out of the reports.	17
	<input type="checkbox"/> Prepare the paper document package for Sage Direct and leave it at the front desk. Email Sage Direct to pick up the Control Reports, noting in the email which credit unions they will not be getting.	

Day of the Month	Task	See Page
	<input type="checkbox"/> Continue to contact credit unions that have not responded and are out of compliance.	
<b>16<sup>th</sup></b>	<input type="checkbox"/> Sage wants the Control Reports in their hands on this day.	
<b>Between 16<sup>th</sup> &amp; day before last business day</b>	<input type="checkbox"/> Sage matches the information listed on the Controls Reports to the inserts they receive in their warehouse. When the reports match the boxes of inserts they have, they place the credit union into the appropriate statement run.	11
	<input type="checkbox"/> When the report does not match the inserts on the premises, Sage Direct communicates these exceptions to the Statement Coordinator, who follows up with the CU. Depending on timing, the credit union's statements may be moved out of the normal statement run to the Hold group.	22
<b>Last week of the month</b>	<input type="checkbox"/> As updates are made by late credit unions, print and fax a new Control Report for that CU over to Sage Direct.	22
	<input type="checkbox"/> Sage and the Statement Coordinator will continue to handle Q&As, up to and even after the printing process begins.	
	<input type="checkbox"/> The Statement Coordinator prepares all of the worksheets for the coming month-end by copying and refreshing the prior month's documents.	24
	<input type="checkbox"/> The Statement Coordinator performs a final review of the STMTxx selective database files for inserts/onserts.	28
<b>Last 2 business days of the month</b>	<input type="checkbox"/> Statement Coordinator will gather the list of CUs where configuration changes were made during the month.	26
	<input type="checkbox"/> If it is December, the Statement Coordinator should run one last check to ensure all "Members with activity" and "Substitute 1099-INT" flags have been configured properly	40
<b>Day before the last business day</b>	<input type="checkbox"/> Statement inserts must arrive at Sage no later than <i>the day before</i> the last business day of the month. <div style="border-left: 1px solid black; border-right: 1px solid black; padding: 5px; margin-left: 20px;"> Business days are Monday through Friday, not including holidays. If month-end falls on a Saturday or Sunday, all inserts must be at Sage by 5:00 p.m. ET on Thursday. Special timing may apply for November and December. Refer to the Year-End Processing Guide that CUs will receive each fall. </div>	
<b>1<sup>st</sup></b>	<input type="checkbox"/> During nightly processing, statements are generated by the Operations team.  <input type="checkbox"/> Starting at 6:30 a.m. ET, credit card and regular member statements are verified by the Statement Verification Team. Includes page & member counts as well as statement data and formats.	30 & 33

Day of the Month	Task	See Page
	<input type="checkbox"/> Once the Statement Verification Team signs off on each run, files are transmitted securely by Ops to Sage Direct and other statement print vendors.	
<b>First Few Days in Next Month</b>	<input type="checkbox"/> As each run is completed, Sage will email a list of credit unions that are dropped at the post office for mailing.  <input type="checkbox"/> After completing the statement runs, Sage will send a list of credit unions that were placed on a hold status due to problems with inserts, control report discrepancies, etc. This list will be used in the billing process for charging the applicable processing-delay fees.	
	<input type="checkbox"/> The Statement Processing Fees worksheet must be completed and verified by the Statement Coordinator, for use by Accounting to bill our clients. Since billing is always one month in arrears, the Statement Coordinator uses notes that were previously compiled on various worksheets during that month's statement preparation and verification activities.	44
	<div style="border-left: 1px solid black; padding-left: 10px;">           The completed worksheet must be returned to Accounting before the 10<sup>th</sup> of the month.         </div>	

# UNDERSTANDING THE STATEMENT RUNS

In order to process the volume of statements each month, especially for Sage Direct which currently handles the lion's share of CU\*Answers online clients, credit unions are grouped each month into one of several statement *runs*. The run into which a CU falls is determined primarily by print vendor (Sage, Bridgestone, or other) as well as whether or not the CU has online credit cards in their loan portfolio.

The list of credit unions in each run is maintained as **Stmt Run Spreadsheet.xls** (see Page 24) in the monthly statement processing folder.

<b>Sage 1</b>	First group of Sage clients with online credit cards	<i>Only about 25 CUs are on this list, so that they can quickly be verified and the batch transmitted to Sage so they can begin printing as early in the day as possible.</i>
<b>Sage 2</b>	All remaining Sage clients with online credit cards	<i>Online credit cards have specific regulatory deadlines for mailing, so CUs who have these accounts are processed earlier to ensure they drop in the mail on time.</i>
<b>Sage 3</b>	All remaining Sage clients with regular statements only (no online credit cards)	<i>CUs are moved from here to the Sage 2 run when they implement online credit cards, as part of the CC conversion process.</i>
<b>Sage 4</b>	CUs that completed a conversion or merger within the statement period	<i>Allows for a more detailed review of statement configuration changes and member data based on the conversion project.</i>
<b>Sage 5</b>	Sage clients on the HOLD list	<i>Waiting for inserts, control sheet delays, etc.</i>
<b>Bridge 1</b>	All Bridgestone clients	<i>Currently only one client, but expected to grow.</i>
<b>Bridge 2</b>	Bridgestone clients on the HOLD list	<i>Waiting for inserts, control sheet delays, etc.</i>
<b>Third-Party</b>	All statements processed by a print vendor other than Sage or Bridgestone	

# THE MONTHLY REMINDER NEWSLETTERS PROGRAM

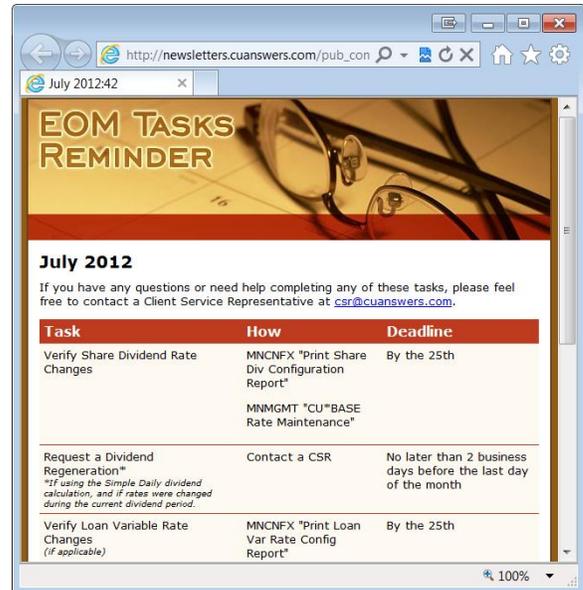
Credit unions can elect to participate in our optional monthly tasks reminders, which are newsletters sent via Constant Contact to enrolled email addresses. There are currently two newsletters, and CUs can sign up for either one or both to receive monthly reminders about deadlines and tips for completing monthly tasks.

**Clients must sign up to receive both newsletters:**

<http://www.cuanswers.com/newsletters.php>

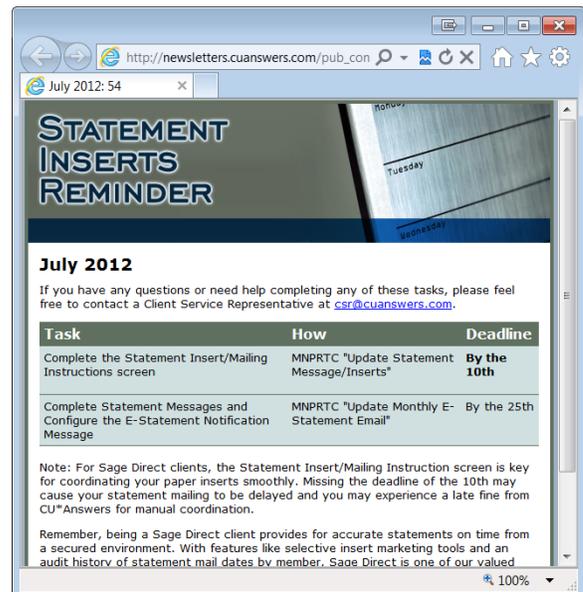
## EOM Tasks Newsletter

Includes reminders about things like monitoring rate changes and other activities that affect member statement data at the end of the month.



## Statement Inserts Reminder

Contains tips on completing the statement insert instructions and e-statement notification messages.



Both are optional so that credit unions who already understand their monthly responsibilities and do not need the reminder can opt out of they wish (by simply not subscribing to the newsletter). All credit unions are still

required to meet all deadlines and will be subject to processing-delay fees, regardless of whether they receive the reminder or not.

The Client Service and Education team is currently responsible for the email reminder.

## **FOR NEW CU\*BASE CLIENTS**

For the first three months after a new credit union client converts to the CU\*BASE system, CU\*Answers will waive all processing-delay fees. This is intended give new credit unions some time to get used to the new procedures and work out the task assignments among their staff.

Following that 3-month period, new clients will be obligated to follow the same procedures and deadlines as everyone else to avoid delays or being charged any processing-delay fees (outlined in the “Statement Insert Requirements” booklet listed above).

It is recommended that new clients sign up to receive for both of the monthly reminders.

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# PRINTING AND REVIEWING STATEMENT CONTROL REPORTS

## CU\*BASE STATEMENT INSTRUCTIONS SCREENS

*The following is a summary of key points from the [Statement Printing & Mailing Instructions](#) booklet, available online from our Reference Materials page. Refer to that booklet for the latest screenshots and most up-to-date instructions.*

As already stated, credit unions have until the end of the day on the 10<sup>th</sup> to update the configuration that explains what marketing inserts they want to include in that month's statements. If the 10<sup>th</sup> falls on a weekend or holiday, the update to the insert screen is due by the end of the next *business* day. *Example: If 10<sup>th</sup> falls on a Saturday, due date is Monday by EOD.*

The updates are performed using **Update Statement Message/Inserts** on the Member Communication (MNPRTC) menu. The updates we are concerned about will be on the third screen called the Statement Insert/Mailing Instructions screen.

*Note: Updates to the Statement Messages (marketing messages from the CU which will print on the top right hand corner of regular member statements) are found on the second screen of this configuration. Although we recommend CUs update these at the same time as the insert instructions, final updates to those messages can be done any time as long as they are completed before the last business day of the month.*

The following screens summarize the process the credit union will use to update the configuration on CU\*BASE.

### Member Communication (MNPRTC) Menu

### “Update Statement Message/Inserts” on the Member Communication (MNPRTC) menu” Page 1

Statement Formats		
Fmt	Description	Select
CH	Credit Card Monthly Statement	Select
MN	Monthly Statement	Select
QT	Quarterly Statement	Select

## “Update Statement Message/Inserts” on the Member Communication (MNPRTC) menu” Page 1

These messages are due by the last business day of the month.

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

File Edit Tools Help

### Statement Message Maintenance - Format MN

**General**

Over 1,000 of your fellow ABC members are enjoying peace of mind and saving money because they took a few minutes to talk to licensed agent, Annie Employee, from ABC Insurance. Visit Annie at our main branch office.

**New Member**

Welcome! We are very glad that you have chosen to be a member of Frankenmuth Credit Union. If you have any questions about any products, please don't hesitate to contact us. We strive to improve your financial life any way we can.

**Closed Member**

We are sorry to see you have closed your account with us. We are aware that sometimes situations make it impossible for members to keep their accounts with us open. We hope if there is ever anything else we can do, you will contact us.

Continue

To save and continue, press enter

FR (2796) 3/31/14

Below is the screen in CU\*BASE from which the Control Report information is pulled:

## “Update Statement Message/Inserts” on the Member Communication (MNPRTC) menu” Page 1

Make sure that the “period ending” has the current month and year.

Sage will match the inserts that they receive to this section on the Statement Control Report.

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

File Edit Tools Help

### Statement Insert/Mailing Instructions - Format MN

Updated by [R]

For the period ending **May 2013** [MMYY]

Total # of paper inserts 4

Description of Insert	Leftover Pieces	All or Selective	Selective Files	
			Count	Name
Paper Inserts				
1 COURTESY REPLY ENVELOPE	Hold at printer	Selective		STMT01
2 ZODGLE INSERT -	Return to CU	Selective	614	STMT02
3 SUPER SAVERS INSERT -	Return to CU	Selective	370	STMT03
4 NEXTGEN MONEY CLUB INSERT	Return to CU	Selective	304	STMT04
5	N/A	N/A		STMT05
Selective Onsert				
6 SELECTIVE ONSSERT	N/A	Selective	614	STMT06

Primary destination of statements **Pre-sort and mail**

Skip

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

Selective Insert Files

(2796) 6/10/13

You will look here for the Selective Statement query counts.

## PRINTING THE REPORTS

The Client Service Team has the responsibility of verifying that the client has updated the configuration screens. Hard copies of the Control Reports for all online clients are printed by the Statement Verification Team on the morning after the 10<sup>th</sup> deadline (so the morning of the 11<sup>th</sup> usually).

1. Print the Statement Control Reports for all credit unions by signing on to CU\*BASE and going into a single CU library (such as Western Districts CU, #010).
2. Enter Speed sequence OPER > #6 Statement Processing > #7 Print Statement Control Report.
3. Select the correct statement period by choosing one of the formats listed. The most common formats are MN for Monthly Statements and QT for Quarterly Statements.

*NOTE: Some credit unions may have other formats in this configuration, and those Control Reports will need to be printed separately. One example is a semi-annual statement period. See Page 19.*

4. This will generate reports for all CUs with that format ID and place them in that credit union's daily output queue (DAILYWN).
5. Move this report to the CSR or ADMIN printer. **The spooled file is not on a SAVE status and will print and be deleted from the output queue unless you change the report.**
6. Once the report is printed, make a photocopy of the reports so you can work with the originals after they are sent to Sage.

The following three screens represent the path to print the Statement Control Reports:

## OPER #1

Session 0 CU\*BASE GOLD - - 09:38:34  
File Edit Tools Help

**Operations** MNOP01 Search

**Operations Menu**

- 1 Back Office Products : Rec/Post
- 2 Daily Processing
- 3 Monthly Processing
- 4 Annual/Tax Processing
- 5 File Maintenance/Purge Proc
- 6 **Statement Processing**
- 7 On-Demand Processing
- 8 CPI / Misc Insurance Processing

**Special Processing**

- 10 Credit Union Configurations 1
- 11 CU\*BASE Conversion Tools

**Special iSeries Options**

- 16 iSeries System Tools #1
- 17 iSeries System Tools #2
- 18 Defense MD Tools

**Workstation Functions**

- 26 Change Employee ID Password
- 27 Change User Name/Login Password
- 28 Activate Auto Security
- 29 Deactivate Auto Security

Menu option  Shortcut

Inquiry Go to CU\*BASE  
Phone Operator Operations Home  
Custom Menu Signoff

CU\*BASE operator edition

FR (5766) 9/26/16

## OPER #1 >#6

Session 0 CU\*BASE GOLD - - 09:39:21  
File Edit Tools Help

**Statement Processing** MNOP07 Search

**Statement Processing**

- 1 Create Statement Work Files
- 2 Create Statements for Archive
- 3 Print Statement Audit Report
- 4 **Print Statement Control Report**
- 5 Load Statement Audit File
- 6 Clear Statement Outq's
- 7 Delete Statement Files
- 8 Send eStmt Email Notifications
- 9 Post Stmt & eStmt Fees/Rebates

**Credit Card Statements**

- 16 Create CC Statement Work Files
- 17 Create CC Statements for Archive
- 18 Delete CC Statement Files

**Mortgage Statements**

- 21 Create Mortgage Statements
- 22 Print/Audit Mortgage Stmts Only
- 23 Delete Mortgage Statement Files

**Operations Menu**

- 28 Operations Main Menu
- 29 Monthly Processing

Menu option  Shortcut

Inquiry Go to CU\*BASE  
Phone Operator Operations Home  
Custom Menu Signoff

CU\*BASE operator edition

FR (5766) 9/26/16

**OPER #1 > #6 > #7**

Choose either MN for Monthly or QT for Quarterly (see previous pages for more information).

**PRINTING THE REPORTS WITH OTHER STATEMENT FORMATS**

There are some clients that have a different statement format, or a print vendor other than Sage or Bridgestone. You will need to pull their reports separately. Refer to the **Stmnt Run Spreadsheet.xls** worksheet (see Page 24) for the most current list of CU names.

**SAMPLE CONTROL REPORT**

The reports will be in CU# order, with each credit union on its own page.

```

11/16/12          CU: 0030          ATL FEDERAL CREDIT UNION          LSTCTL1          PAGE          3
10:12.51          CU*NETWORK, INC STATEMENT CONTROL REPORT

STATEMENT GROUP.: MN Monthly Statement          UPDATED BY: DL          FOR THE STMT PERIOD: 10/12          11/06/12

CREDIT UNION NAME: ATL FEDERAL CREDIT UNION          PHONE NUMBER: (616) 257-4285
AND ADDRESS: 841 36TH STREET SW
              WYOMING, MI 49509-3543

***** STATEMENT MESSAGES *****
LINE 1: This Holiday season, Santa's not the only
LINE 2: one with a present for you: Unwrap a better
LINE 3: way to bank and bring home huge savings with
LINE 4: great loan rates. Call, Click, or stop by
LINE 5: your Credit Union to learn more!

***** INSERT INSTRUCTIONS *****
NUMBER OF INSERTS: 3          TYPE          COUNT          LEFTOVERS
-----
INSERT 1: COURTESY REPLY ENVELOPE          Selective          H (Hold at Printer)
INSERT 2: DEBIT CARD/KINDLE FIRE CONTEST          All Stmts          H (Hold at Printer)
INSERT 3: SHARED BRANCH BROCHURE          All Stmts          R (Return to Credit Union)
INSERT 4:
INSERT 5:
INSERT 6:          Selective

***** MAILING INSTRUCTIONS *****
PRIMARY DESTINATION OF STATEMENTS: P (Pre-sort and mail
    
```

```

11/16/12          CU: 0040          MICHIGAN COASTAL CREDIT UNION          LSTCTL1          PAGE          4
10:12.51          CU*NETWORK, INC STATEMENT CONTROL REPORT

STATEMENT GROUP.: MN Monthly Statements          UPDATED BY: KIM          FOR THE STMT PERIOD: 10/12          11/06/12

CREDIT UNION NAME: MICHIGAN COASTAL CREDIT UNION          PHONE NUMBER: (231) 777-3620
AND ADDRESS: 1086 CRESTON ST
MUSKEGON, MI 49442

***** STATEMENT MESSAGES *****
LINE 1: This Holiday season, Santa's not the only
LINE 2: one with a present for you: Unwrap a better
LINE 3: way to bank and bring home huge savings with
LINE 4: great loan rates. Call, Click, or stop by
LINE 5: your Credit Union to learn more!

***** INSERT INSTRUCTIONS *****
NUMBER OF INSERTS:          TYPE          COUNT          LEFTOVERS
-----          -----          -----          -----
INSERT 1:
INSERT 2:
INSERT 3:
INSERT 4:
INSERT 5:
INSERT 6:          Selective

***** MAILING INSTRUCTIONS *****
PRIMARY DESTINATION OF STATEMENTS: P (Pre-sort and mail)

```

## REVIEWING THE CONTROL REPORTS

The steps listed below should be completed by the Statement Coordinator or other member of the Statement Verification Team **by the 15<sup>th</sup> of the month** (if the 10<sup>th</sup> falls on a non-business day, this should be done by the 16<sup>th</sup>):

- Sort the reports by reviewing the *For the period ending* field. Pull out all the reports that do not have the correct Statement Period Ending date. This field is located in the upper right corner of the report. The format for this field is MM/YY and will appear as “Mar 2012” in CU\*BASE.
- If the report has not been updated, pull this report out for client contact. Instructions for these reports are detailed in the “If Control Reports Are Not Updated” section below.
- CU\*Answers has 5 business days after the 10th of the month to contact all clients that have not updated their Control Report.
- All Control Reports that have NOT been updated by this deadline should be held until the client can be contacted.
- On the 16th of the month, all updated Control Reports should be forwarded to Sage Direct. All updated Control Reports will need to be placed in an envelope and placed at the front desk. When the reports are ready, email Ann Marie Priddy (annmariepriddy@sagedirect.com) and let her know the report package is ready for pick-up. Sage Direct will send a delivery person to pick these up.

## IF CONTROL REPORTS ARE NOT UPDATED

The steps below should be followed when the Control Report shows that the client has not updated their screen in CU\*BASE.

- Log an AnswerBook incident for each credit union that has not updated its configuration.
- Send a request within the incident to the client, requesting that they update this information as soon as possible.

*Incident Question:*

EOM Nov 2012: Update the insert instructions screen "Update Statement Message/Inserts" on the Member Communication (MNPRTC) menu, under the 'MN' monthly format. The 'for the period ending' should be November 2012.

*Incident Answer:*

Jennifer,

Please update the insert instruction screen for the period ending November 2012, as soon as possible.

Nicole Hall  
CU\*Answers Client Services  
800-327-3478 354

- All clients that have not updated their control report by the 10<sup>th</sup> deadline will incur a charge. Update the **Control Report Deadline Missed Oct 2012.xls** worksheet (this is eventually used when completing the billing worksheet; see Page 44).

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# HANDLING INSERT Q&AS FROM PRINT VENDORS

Sage Direct will match the control reports to the physical inserts they have in their warehouse. When the report does not match the inserts on their premises, an email is sent to CU\*Answers with detailed questions. These emails are referred to as “Q&As,” and may continue up to and even after the statement printing process begins.

Although Bridgestone currently has does not have a high volume of clients, their clients will be handled in a similar manner.

**Q&As need a resolution as quickly as possible!**

Some common Q&A examples:

- The client altered their insert information after the control reports were sent to Sage Direct.
- An insert was received without an Insert Label and is not on the current month’s control report.
- An insert was received that is out of spec. Refer to the “Statement Insert Packaging & Labeling Instructions” document for strict guidelines for statement inserts. This document was created for our clients and should be forwarded to their insert print vendors.
- Inserts on hold from previous month and not included on control report for this month.

If inserts are not received by the deadline that credit union’s statements will automatically be moved into the hold group and processing-delay fees will apply. Because of the programming required to handle automated insert processing, inserts that are received on the last day of the month *cannot* be handled via the normal statement runs and will be run last as part of the hold group.

Use these procedures to handle Q&As received throughout the month from Sage:

- Log an AnswerBook incident for each credit union with a Q&A from Sage or other print vendor.
- Send a request within the incident to the client, requesting that they respond as soon as possible. Include whatever details you receive from Sage or other print vendor in the incident detail. It is imperative that contact be made right away and answers be communicated to Sage Direct right away.

*Incident Question:*

EOM Oct 2012 Q&A: #114 Delta County, Scorecard - A Million & More Sweepstakes INSERT NOT ON CONTROL SHEET
---

*Incident Answer:*

Jessica,

Sage Direct has the attached insert. Please answer the following questions below as soon as possible.

Insert this month? (yes or no)

If yes, return, destroy or hold leftovers? (for what month)

Is insert a selective or all statements?

(CSR Name, Title)  
CU\*Answers Client Services  
800-327-3478

- All questions must be answered according to the deadline stated in the “Statement Insert Requirements” booklet located on the Reference Materials page of our website. **Timing is critical with this part of the process!** The goal is to have statements in the hands of members ASAP.

*If still following up near the end of the month or when statement printing is already underway, calling the client is the best approach.*

***IMPORTANT:** If the Credit Union has any outstanding Q&As, processing of their statements **will be placed on hold** until the question is answered.*

- Complete the **Control Report Deadline Missed.xls** spreadsheet located in the Statement Processing folder for tracking purposes (will eventually be used to fill in the billing worksheet; see Page 44).

# GETTING READY FOR STATEMENT VERIFICATION DAY

This section outlines tasks that are completed during the month by the Statement Coordinator, in preparation for Statement Verification Day on the 1<sup>st</sup> of the coming month:

1. Prepare the monthly **worksheets**
2. Print **configuration maintenance** reports and verify
3. Fill in the **Stmt Summary.doc** report with configuration changes and other instructions for that month
4. Verify CU data files for **selective inserts**

## 1. PREPARE THE MONTHLY WORKSHEETS

These are used by the Verification Team on the 1<sup>st</sup>, as well as for billing purposes. Because some of them contain sensitive data, all worksheets must be stored in a private location, and should not be emailed to outside parties:

**X:\Client Services\Private\Statement Processing\STATEMENTS {CCYY}\{MONTH CCYY}**

(Where MONTH=the month name such as JULY, and CCYY equals the year such as 2012.)

Create copies of last month's worksheets, placing them in a new folder for the current month. **Remember to rename the files after copying!** (See tips for copying on the next page.)

<p><b>Stmt Run Spreadsheet {Month CCYY}.xls</b></p> <p>The Excel spreadsheet where credit unions are listed and grouped by statement run. Includes notes about selective inserts, Tiered Service scoring, credit card Scorecard Rewards, and other configuration settings that affects statement output.</p>	<p>The Excel spreadsheet where credit unions are listed and grouped by statement run. Includes notes about selective inserts, Tiered Service scoring, credit card Scorecard Rewards, and other configuration settings that affects statement output.</p>
<p><b>Stmt Summary {Month CCYY}.doc</b></p> <p>The Word document where notes about configuration changes, audit runs, conversions/mergers, and software changes are maintained for use by the Verification Team.</p> <p>This document includes notes for the current (coming) month as well as all summary notes from the previous month verified, to provide a</p>	<p>The Word document where notes about configuration changes, audit runs, conversions/mergers, and software changes are maintained for use by the Verification Team.</p> <p>This document includes notes for the current (coming) month as well as all summary notes from the previous month verified, to provide a</p>



6. Change the month name or number to the new month (leave the rest of the file name as is so they are consistent from month to month)
7. After all documents have been renamed, open each document and clear out the information from the previous month

*Remember that the **Stmt Summary.doc** document should contain the current and one prior month. So if you are setting up the worksheets for June, the summary will contain notes from May plus room for June's information.*

## 2. PRINT AND REVIEW CONFIGURATION MAINTENANCE REPORTS

Part of the Statement Coordinator's responsibility is making and verifying all configuration changes made on credit union files related to statements. This includes routine changes where the CU wants to activate a new feature or make a change to change what is printed or who receives a statement, as well as special situations like an audited statement run (see Page 38 for more details about these).

**All Client Service and Programming teams are instructed to route statement-related change requests from clients to the Statement Coordinator.**

Whenever configuration changes are needed, the Statement Coordinator will ensure they are completed prior to statement generation *and, if appropriate, changed back after statement processing is complete.*

Each month a Query report is run repetitively on all online CUs to look for changes to statement-related configurations that happened during the month, and details about the changes are logged for use by the Verification Team:

1. Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #19 Repetitive Run Option
2. Select report #035 Statement Maintenance Query

Option 035

033	VE2012 MBR Activity Flag	049	
034	Substitute 1099-INTs	050	Checkfree Billing queries
035	STATEMENT MAINT. QUERY	051	
036	Analysis of all stmt cnfg	052	
037		053	
038		054	
039		055	
040	CU*@HOME Contests	056	
041	Dividend Config Rpt	057	
042	GLBALA Search	058	
043		059	
044	Purge user OUTDs (14days)	060	List Date Opened 8-49
045	Out of Balance Report	061	
046		062	
047		063	
048		064	

Select  Select
↑ ↓

3. All online CUs will be listed, with selected CUs highlighted in blue:



4. To select a single CU not currently highlighted, hold CTRL and click on the CU name  
OR  
Click once on the first name in the column, then hold SHIFT and click on the last CU in that same column (*must repeat this on both sides and for each subsequent page of entries – doesn't work exactly like Windows Explorer!*)
5. When all online CUs have been selected, click *Run Credit Union* (F10)
6. This will process a 2 page report for each individual CU and place them in your spooled file list
7. Display your spooled files and use option 5=Display on just a few reports at a time and see if the report contains any statement configuration changes for that CU
8. For any CUs that have changes, print a hard copy of the report and put it in the statement folder for the current month  
  
*If changes are found that were done by another employee the Statement Coordinator should contact the employee that made the change and verify accuracy.*
9. Also make a note about the statement changes on BOTH the **Stmt Summary.doc** and **Stmt Verif Checklist.xls** documents.

### 3. CREATE THE STATEMENT SUMMARY

The **Stmt Summary.doc** is a Word document that is populated each month by the Statement Coordinator. It contains notes and reminders gathered throughout the month about things that might affect this month's statement run, plus comments from the prior month's verifications to assist the Team in their duties on the 1<sup>st</sup>. It also serves as a recap of things that occurred on Verification Day for historical reference.

Sections included on this report include:

- List of **Verification Team members**, assignments and scheduled work hours for the 1<sup>st</sup>, and contact numbers

- List of new client **conversions and mergers** that occurred during that month
- New CUs where **APYE data** was/will be cleared by a conversion programmer
- Online **credit card** conversions
- List of **configuration changes** (entered by the Statement Coordinator, see Page 26)
- Instructions about any special **audit** statement runs being handled that month
- **Tiered Services** configuration changes (displaying points and a message on statements)
- **Programming changes** implemented
- Copies of emails and miscellaneous notes related to statements
- Recap notes from the previous statement period (provides some history in case similar issues come up month after month)

#### 4. VERIFY CU DATA FILES FOR SELECTIVE STATEMENT INSERTS

Clients that have a selective insert query attached for the current statement period will need to be verified. Pull another copy of the Control Reports for internal reference only and place in your own OUTQ. Search the report and locate which credit unions have a selective insert listed and make note of the insert line #. On the **Stmt Run Spreadsheet.xls** worksheet, note the selective filename (STMTxx) listed for each client. (This will also be used later on for billing purposes.)

*All selective inserts must be listed first before listing inserts going to ALL members on the Control Report.*

*Online Credit Card Clients all have the Courtesy Reply Envelope listed as a selective insert, but this selective insert is not included in this verification process.*

The key to this verification is to ensure the selective insert listed on the Control Report matches the **STMT0x** file and it is located in their **FILExx** library. Also ensure only the account base field (ACCTBS) is listed in this file.

1. Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #22 Work With a File
2. Type **STMT0\*** (0=zero) in the file name field and **\*ALL** in the library field then press Enter
3. The file called **STMT0x** (where *x* = insert line number on the Control Report) should be located in the credit union's FILExx library

*NOTE: STMT01 through 05 represent selective statement inserts; STMT06 is used for statement inserts only.*

4. Display the file to ensure only the member's account base is listed; if not, contact the client and have them update and re-run their query

Refer to the “*Selective Marketing Through Printed Statements*” booklet on our *Reference Materials* page for more information on how to create a selective insert.

---

# VERIFYING PAGE COUNTS

The instructions below apply only to the CU\*Answers Statement Verification Team. Although similar, different procedures are followed by cuasterisk.com partners.

Self-processing clients do not use these procedures, but should be tracking each month's page and member counts in a worksheet and using it to determine if the counts look reasonable for the period (monthly versus quarterly).

**All Queries mentioned in this section are stored in the OPERATOR library (CU\*Answers only).**

## SAGE RUNS 1 & 2

### Confirm Credit Union List in Each Run

**Print Queries named STMFLATCC1, STMFLAT1, STMFLATCC2 & STMFLAT2 to printer.**

- Verify that all CUs listed on the **Stmt Run Spreadsheet.xls** worksheet are included on the Query report:
  1. Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #13 Work with OUTQs
  2. Input **STMTCCFQ** or **STMTFQ** and verify that all CU IDs are listed here and they are listed only once.

### Page Count Verification

**Print Queries STMFLCCTOT and STMFLMNTOT (STMFLQTTOT for quarterly statement run).**

- Verify that there are no significant changes in total accounts, total presort accounts, total non-presort accounts, total accts w/ e-stmts, and total transactions.
- Take into account the time of year, transaction volume, programming changes, e-statement promotions, configuration changes, and audits (for regular statements). If comparing quarter end to quarter end, remember that activity is typically higher from September through December. Also, all members will get a statement in December.
- If anything changes significantly go into those statements to figure out why and what / if anything needs to be done to correct.

## Print/Archive Verification

**On an individual basis, run Queries STMFL1000 (reg) and STMFL6100 (CC). Do this for 4-5 CUs per run. You will need to change the CU library ID for each CU.**

- Verify that Print / Email / Wrong Address Columns are reasonable. It helps to sort first by DESTN, then by PRINT, then by ESTMT.
  - a. If DESTN column has a W, there must be a mail code. Typically you will see PRINT and ESTMT both set to N, but not always. If not N, N verify the CU config via **Configure Statement Mail Groups** on the Member Communication (MNPRTC) menu.
  - b. If DESTN column has a P, either the PRINT or ESTMT column must have a Yes.

## Statement Insert Verification

**For Selective Inserts, go to F8=Toolbox > #7 Client Service Menu > #22 Work With a File. File = STMT0\* and Library = \*ALL**

- Verify that every CU with an insert on the monthly statement spreadsheet is listed here. Place a 5 in front of each file and press Enter to view.

*STMT01 through 05 represent selective statement inserts; STMT06 is used for statement onserts only. You will see a 6 in the Sel. Insert Column.*

- Make sure that ONLY account base is listed. Only verify items in FILEXX. Ignore QUERYXX.
- If any extra CUs are listed, check with the Statement Coordinator as to whether or not they should be here. If not, delete them using **Update Statement Message/Inserts** on the Member Communication (MNPRTC) menu.

**Run Queries STMTSELREG & STMTSELCC (stored in library OPERATOR) for each credit union that has a selective insert.**

- You do not have to print this query. You will need to change the CU library ID for each CU that has a SEL INS.
- Make sure that there are only Ys in the columns that have inserts listed on the spreadsheet. You can only have an insert type 6 on a regular statement and therefore should not see a 6 on any credit card statement (STMTSELCC is the query name).

## SAGE RUNS 3 & 4 & 5

Repeat all steps above (other than credit cards) for the remaining Sage runs:

**Print STMFLAT3, STMFLAT4, & STMFLAT5 to printer.**

**Print STMFLMNTOT (STMFLQTTOT for quarterly statement run).**

**On an individual basis, run Query STMFL1000. Do this for 4-5 CUs per run. You will need to change the CU library ID for each CU.**

## BRIDGESTONE

There is no flat file for Bridgestone. Run Query STMTxx for monthly counts.

## THIRD PARTY VERIFICATION

**Print STMTxx for each 3<sup>rd</sup> party CU.**

There is no flat file for 3<sup>rd</sup> party, but they do have an STMFL1000 & STMFL6100.

Verify:

- Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #13 Work with OUTQs
- Input **STMT\*** and library **\*ALL**. Then verify that all 3<sup>rd</sup> party CU IDs are listed here and they are listed only once. Note that credit card CUs will have 2 files – one for CCs and one for regular statements.
- Check their selective inserts if they have any.
- Run STMFL1000 (reg) and STMFL6100 (CC) for each.

## NOTES

- Semi-Annual Statements are stored in STMFLSATOT. This applies to Western #147 & Evergreen #520 every June & December Statement.

# VERIFYING STATEMENTS

## USING THE STATEMENT VERIFICATION CHECKLISTS

- Work with other team members to determine the credit unions that will be verified for the month. Verify a different credit union than the previous month unless configuration changes were made for each month on the same credit union.
- Retrieve the **Stmt Verif Checklist.xls** verification spreadsheet to fill out for each credit union being verified on each run.
  - See Page 24 for the file location and instructions on making a fresh copy of these for each new month.
  - This spreadsheet contains a separate tab for each statement run (see Page 11). Following is an example of one of them:

Run #1 CU:	Credit Card Verification															Footer has:	
	Coupon Header has:					Summary Section has:											
Credit Union Name and #: XXXXXXXXX	CU Name & Address	Due Date on stmt	Mbr Name & address	Stmnt msg (unless they have scorecard rewards)	Late fee < or = Min pymt	Min. Balance pymt/warning present	Limit-New Bal = Avail Credit	Acct Info matches coupon	Scorecards - Bag Bal = End Bal	Mthly Activity Present	Fin Chrgs	Total Fee 2012 Field	Total Interest 2012	Total Fees This Period	Are Buckets present?	Interest Rates	
555-816	y	y	y	y	25	y	\$ 9,251.77	y	y	y	0	0	0	0	y	8.99/1.99	
5555-831	y	y	y	y	109	y	\$19,110.45	y	0	y	HPr 30.99 CA 2.27 PU 0.14	0	98.24	0	y	3.75	
55555-816	y	y	y	y	144	y	\$ 2,311.51	y	176	y	CA 5.43 PU 49.96	0	165.14	0	y	9.9/8.99	
555555-801	y	y	y	y	40	y	\$ 348.70	y	8737	y	PUPr 16.28 PU Pr 0.24 PU 1.96	25	53.58	25	y	12.99/1.99	
5555555-816	y	y	Y	y	y	y	\$ 607.10	y	4044	y	CA 10.39 CF PU 51.17 PUPr 3.03 PUPr 0.09 PUR 0.05	0	191.43	0	y	9.99/8.99/1.99	

Refer to the Appendix on Page 46 for a list of the questions included on these checklists and tips on how to perform the specific verifications.

## ACCESS THE STATEMENT FILES

### Credit Card Statements

1. Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #13 Work with OUTQs
2. In the output queue field, type **STMTCCFQ\*** and press Enter
3. Enter option 5=Work with on the **STMTCCFQ** queue and press Enter
4. Depending on the credit union selected you will look at the last field called "Form Type." This contains the STMTxx where xx=the CU ID for the credit union being verified, as shown below:

User Data		Job Data					
Option	File	User	User Data	Status	Pages	Copies	Form Type
	\$CCSTMTARC	VANESSAF	LCCSTPRT	RDY	2487	1	STMTAX
	\$CCSTMTARC	VANESSAF	LCCSTPRT	RDY	2487	1	STMTAX
	\$CCSTMTARC	VANESSAF	LCCSTPRT	SAV	10	1	STMTPC

- Enter option 5=Display on the correct STMTxx form type and press enter to display the statement file.

*TIP: These are the archive files created by Ops from statement flat file data.*

## Regular Statements

- Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #13 Work with OUTQs
- In the output queue field, type **STMTFQ\*** and press Enter
- Enter option 5=Work with on the **STMTFQ** queue and press Enter

User Data		Job Data					
Option	File	User	User Data	Status	Pages	Copies	Form Type
	\$LSTPRE	VANESSAF	LSTPRF	HLD	17507	1	STMNPC
	\$LSTPRE	VANESSAF	LSTPRF	SAV	25890	1	STMNAX
	\$LSTPRE	VANESSAF	LSTPRF	HLD	2037	1	STMNDD
	\$LSTPRE	DEBBRAE	LSTPRF	HLD	4120	1	STQTAD

- Depending on the credit union selected you will look at the last field called “Form Type.” This contains the STMTxx where xx=the CU ID for the credit union being verified.
- Enter option 5=Display on the correct STMNxx (or STQTxx) form type and press enter to display the statement file.

## Tips for Viewing Statement Files

When viewing fields in your spool file, to position to a spot within the file you can use the “Control” field.

*If you want to move 1 line at a time, enter +1 into the Control field, then each time you press enter it will move only one line at a time. This allows for easy review of the statement one line at a time.*

*If you want to move a full page at a time, type Pxxx (where xxx=a page number you want to move to) and press Enter.*

*To go all the way to the bottom of the statements, type in a B and press enter (a T will take you back to the top).*

The “Find” field is for specific words or numbers you need to locate. Enter the text (it is case-sensitive), then use Shift+F4 to locate the next occurrence of that text in the statement file. Repeat to locate additional occurrences.

With CC statements, if there are 2 or more pages the header on the second page will show the CU name, Member Name, and XXXX-xxx (acct# and suffix). With regular statements, if multiple pages exist on the second page you’ll see the CU name, Acct#: XXXX-xxx (acct# and suffix), and Member Name.

## VERIFY CREDIT CARD STATEMENTS (SAGE 1 AND SAGE 2)

- The Verification Team will select 4-5 credit unions from each run to verify (these will then be divided up between the verification team members). If there is an online credit card client that has configuration changes then this CU will automatically be one that is verified.
- For each CU, select 5 credit card accounts to verify. Choose a majority of accounts with activity and a couple without activity. These same accounts will also be used for verifying the regular member statements as you will need to verify the loan account suffix that is attached to the credit card statement.
- Verify the number of suffixes per account and match this back to CU\*BASE. Make sure to use *Closed* (F13) if you are not able to tie out the number of suffixes that are currently open to what has printed on the member statement.
- Answer all of the questions on the **Stmt Verif Checklist.xls** worksheet. (See the Appendix for a list of the questions.)
- Take the new balance minus credit balance and that will equal the available balance. Check in CU\*BASE for the available balance to verify that this is accurate.

*TIP: Keep in mind that there may have been transactions for the next month already as we are verifying this on the 1<sup>st</sup> of the next month. You will need to subtract those transactions out to make sure it balances.*

- If you run across credit cards that are delinquent with a unusually large *Minimum payment* amount:
  - Go into CU\*BASE Inquiry > Account Inquiry for the CC loan account
  - Click the delinquency lookup button 
  - Click the History button and review the statement history for that billing date (remember that overline amounts may or may not be added to the minimum payment, depending on the CU's loan category configuration)
- If "Scorecard Rewards" is marked on the Verification spreadsheet, then this information must be displayed on the CC statement. This will show the points and rewards and possibly a short message.
- Make sure the balance is the same on both the CC statement and the regular statement for that same member.** The regular statement will show only the account balance for the credit card.

## VERIFY REGULAR STATEMENTS (SAGE 3)

- Choose 8 credit unions from the Sage Direct Run #3 (credit unions without online credit card statements).
- For each CU, select 5 accounts to verify that have some activity.

- Answer all of the questions on the verification checklist for regular statements (Run 3).

*TIP: Remember that members might not receive a statement every month, so if you are doing the February monthly run, a particular member's statement might actually start with January 1 if they didn't get a statement during January.*

- Verify MFOEL plan contracts** – Use the Find field to enter the verbiage “Open-End” to find an account that has the contract plan (assuming it is configured to print on member statements in OPER > 10 > 5). Below is an example:

```

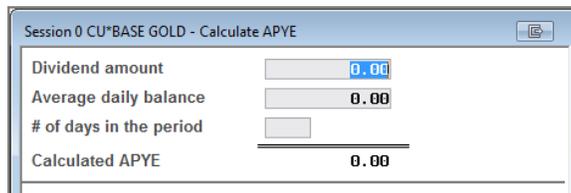
*****
Summary of Loans under Open-End Lending Plan# JOINT PLAN
For details about fees included in this summary, refer to the separate loan account transaction details.
Account          Fees this Period  Fees this Year  Interest this Period  Interest this Year
810 LINE OF CREDIT      .00             .00             .00                   .00
Plan Total           .00             .00             .00                   .00
*****

```

- Verify APYE** – This will need to be calculated where you see it on member statements. Verify the number of days is accurate on the statement. For example, if the month ends with 30 days the calculation should have 30 days in it. **Don't forget if it's a leap year to use 366 in the calculation, not 365.**

**Using the Toolbox Tool**

Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #21 APYE Calculator and enter the amounts as directed:



**Calculating APYE Manually**

You must use the Scientific Calculator to calculate this percentage because of the exponent (365 ÷ days in period).

$$APYE = 100 [(1 + (\text{dividends earned} \div \text{balance}))^{(365 \div \text{days in period})} - 1]$$

**Example:**

Calculate the APY earned for the statement period of 31 days for an account with an average daily balance of \$1436.61 and dividends earned during the period of \$3.36:

$APYE = 100 [(1 + 3.36/\$1436.61)^{365/31} - 1]\%$   
 APYE = 2.78875%  
 Rounded from 3<sup>rd</sup> position  
 APY Earned = 2.79%

## **VERIFY SAGE 4**

Verify all clients within this run. This run could include a newly converted client, merger, or any changes that would require the CU to be run alone for that month end.

## **VERIFY SAGE 5**

This run is the HOLD list for clients put on hold for problems with inserts, etc. Verify all clients within this run.

## **VERIFY BRIDGESTONE STATEMENTS**

Currently there is one client; this client will be verified each month. Follow procedures above for Regular Statements.

## **VERIFY THIRD PARTY STATEMENT RUN**

Verify 3 or 4 credit unions within the run. Verify at least 1 CC client and one regular statement-only client. Follow directions above for each statement verification.

## **ADDITIONAL NOTES**

Once finished with verification all information should be kept in a single folder and filed away for questions that may come up in the future. **This must be located in a secure location that is locked, due to the sensitive data that is on the spreadsheets.**

# HANDLING SPECIAL SITUATIONS

## MEMBER AUDIT VERIFICATION

On occasion a credit union will contact CU\*Answers with special instructions for a Member Audit Verification. (This is when members are asked to scrutinize statement details and contact the auditing firm directly if any errors or concerns.) These requests will be handled by the Statement Coordinator who will include special handling instructions on the **Stmt Summary.doc** report for the Statement Team:

### Audits

Credit Union Name & #	CONFIGURATION CHANGE	SPECIAL HANDLING	AUDIT ENV	ADDITIONAL STATEMENT CD
700-Country Heritage CU	NO	Please forward <u>nomails</u> to: Scarpone and Co. P.C. 23 N Second Street Niles, MI 49120	YES	YES
229-Building Trades FCU	NO	Please forward <u>nomails</u> to: Wipfli LLP 8665 Hudson Blvd N Suite	YES	YES

The fee is currently \$125.00 (*price is subject to change, so refer to the current Pricing Guides published on our website before quoting to client*).

### How should the return address be handled?

- If the credit union's auditor is planning to conduct a member account verification mailing for December statements, special audit envelopes must be ordered for use by Sage Direct. Normal #10 window envelopes will NOT work for member statements printed by Sage Direct. Special auditor envelopes must be made to Sage's specifications.
- Verify the Auditor's instruction to see if they are requesting to change the credit union's return address on statement envelopes. Contact the client and inform them that **CU\*Answers cannot change the CU's address on CU\*BASE** for a special statement run. (Remember, that address is also used by many other CU\*BASE features!) Refer to Sage Direct for printing special audit envelopes with the proper return address:
  - Contact Ann Marie Kossen-Priddy at Sage Direct (800-729-8310 or 616-940-8311) to order auditor envelopes.
  - We must also receive a letter signed by either your auditor or your credit union with exact information about any special handling that is expected from Sage or CU\*Answers, such as if you wish to use a special audit insert.
- If the client does not want the expense of audit envelopes, they do have options depending on how their auditor would like it handled. For example, they can display the auditor's address information on their statement message and/or have their auditor create an insert with that information.
- Remind clients that they may want to include a special message on the e-statement email as well.

## Is the CU\*BASE configuration set up properly?

Verify the credit union's statement configuration for the audit period (quarterly or monthly):

- In OPER > #5 Member Statement Config, select the correct statement period code and then choose the *Selection Criteria* option. If changes are needed, take a screen shot before making any changes.
- Usually an audit is performed for ALL Accounts regardless of activity. For a full audit this screen should not have any special option under the *Qualifying Members for Statements* header and under the *Include* header. Clear these fields. Take a screen shot after these changes have been made.
- IMPORTANT: Before the next statement period, remember to return the configuration settings back to what they were.** This is usually done around the 3<sup>rd</sup> of the following month.
- Verify Auditor's instructions for handling of the "no-mail" coded statements. If an auditor requests these statements to be returned to them, make note of this on the **Stmt Summary.doc** report.
- Queries are stored in the EMPCSR library and can be *copied* to any online credit union. Please remember to have them verified. Two queries need to be generated for Auditors and built into the QUERYxx library of the CU:
  - The first query should be named NOMAIL: This will pull in all members that are in a no-mail group **not** equal to 0. Then it will sort, break, and total by NO group. This report needs to be set up so the CU can run it on the last business day of the month for the auditors. The chosen records should be Wrong address flag equal to 1, and NOMAIL group not equal to 0, as shown below

Combine (And/Or)	Field Name	Comparison	Criteria (Field, Number, 'Text', etc.)
	NOMAIL	NE = Not Equal To	0
OR	WRADD	EQ = Equal To	1

- The second report is for auditors that are requesting a copy of all members enrolled in eStatements. The name of this query in the CU's query library should be named ESTATEMENT. This report should also be run on the last business day of the month. The file to use is PCMBRCFG, and the records chosen should be ESOPTION not equal to 0, as shown below:

Combine (And/Or)	Field Name	Comparison	Criteria (Field, Number, 'Text', etc.)
	ESOPTION	NE = Not Equal To	0

- The CU must decide if they would like to order an additional statement CD that will be shipped directly to the auditors. The charge is \$10.00 and needs to be updated on the **Stmt Summary.doc** report. You will need the physical location for the auditors to whom the CD-ROM should be shipped; it may be different from what the auditor supplied for the RETURN ADDRESS on audit envelopes.

- If the auditors would like a random sampling of members to whom the letter should be sent, use **Random Mbr Analysis/File Build** on the Marketing Functions (MNMTRKT) menu. This will allow you to create a database file and export it as instructed by the CU.

## STATEMENT LOGO CHANGES

Statement logo changes are handled by the Statement Coordinator. The client will need to email their new logo and then confirm if the “added” credit union address and phone numbers are to remain the same. For a statement logo, it usually consists of only the credit union name and then Sage Direct will add the address information next to the logo. The best placement for this information will be decided by Sage Direct. Once they have a proof, they will fax this over to the coordinator which will need to be faxed to the credit union for a signed approval. If any changes are made by the client, Sage Direct will correct and then ask for another signed approval. Once completed, Sage Direct will apply this new logo per the credit union’s effective date for regular member statements as well as the credit card statement, if applicable.

Sage Direct will also generate a PDF file for our CU\*Spy archival version. This logo will need to be sent to Network Services with the effective date. Please be sure to let them know if the client is online credit card client to ensure the logo is applied there as well.

Mark all credit union logo changes on the **Stmt Summary.doc** report (will be used to complete the Statement Processing Fees.xls spreadsheet for billing purposes).

## CHANGES TO CREDIT CARD “BACK PAGE” DISCLOSURES

If a CU would like to update any of the disclosure verbiage or address information on the back of their credit card statement, they must indicate in writing what should be updated and either fax or email the request to Client Services. Once changes are received, forward the email to Ann Marie Priddy at Sage Direct.

Sage Direct will then take the changes and input them into a .PDF format mockup of the back of the credit card statement and email it back to CU\*Answers requesting a signature for approval. Once an approval signature is received from the CU, forward it to Sage Direct and also send the .PDF format to Network Services to update the CU\*Spy server.

Please make sure to put in the effective date of the update that needs to take place on the credit card statements. The charge for this is \$250.00 to the client (*price is subject to change, so refer to the current Pricing Guides published on our website before quoting to client*). Sage Direct bills us \$125.00 as of 12/2010.

## END OF YEAR/SUBSTITUTE 1099-INT FORMS

Refer to the Year-End Processing Guide for further information and important points to remember for Substitute 1099-INT reporting. There are IRS requirements that the clients will need to follow which are included in that Guide.

Online clients must review their online tax configuration form (**Update Tax Form Handling Instructions**) on the Update Functions 1 (MNUPDT) menu) by the published deadline each fall to make sure that all of their processing options are correct and to make any updates to reflect changes in their tax and IRA handling. The dates available for configuration changes and confirmation are posted in the Year-End Processing Guide.

Assuming it is not their first end-of-year as a CU\*Answers online client, on this form they may indicate that they wish to use year-end statements as substitute 1099-INT forms.

The data from this form is reviewed by the Statement Verification Team. Based on the selection made by the client, this will ensure that the end-of-quarter statement format is configured to print the Sub 1099-INT information for their members.

**Ensure all members receive a YE statement:**

All statement configurations will need to be checked to ensure that all members receive a December statement. This can be done at any point during December but, given the critical nature of year-end statements, a last-minute verification should be done on the last day or two of the month to ensure statements are generated properly.

- Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #19 Repetitive Run Option
- Select report #033 YE2012 Mbr Activity Flag (or equivalent for the current year):

Option 033

033	YE2012 MBR Activity Flag	049	
034	Substitute 1099-INTs	050	Checkfree Billing queries
035	STATEMENT MAINT. QUERY	051	
036	Analysis of all stnt cnfg	052	
037		053	
038		054	
039		055	
040	CU*@HOME Contests	056	
041	Dividend Config Rpt	057	
042	GLBALA Search	058	
043		059	
044	Purge user OUTQs (14days)	060	List Date Opened 8-49
045	Out of Balance Report	061	
046		062	
047		063	
048		064	

● Select      ● Select      ↑ ↓

- In the past, CUs could check the *Members with activity only* flag if they wanted quarterly statements not to go to all members. However, per Jim Vilker/Audit Link, TIS regs now require all members receive a statement every quarter, so this should be unchecked for all CUs (this also applies with the *Accounts with activity only* flag, which should never be checked in any case)

**Verify the list of CUs getting substitute 1099-INTs:**

- Log in to CU\*BASE, use F8=Toolbox > choose #7 Client Service Menu > #19 Repetitive Run Option
- Select report #034 Substitute 1099-INTs:

Option 034

033	YE2012 MBR Activity Flag	049	
034	Substitute 1099-INTs	050	Checkfree Billing queries
035	STATEMENT MAINT. QUERY	051	
036	Analysis of all stmt cnfg	052	
037		053	
038		054	
039		055	
040	CU*HOME Contests	056	
041	Dividend Config Rpt	057	
042	GLBALA Search	058	
043		059	
044	Purge user OUTQs (14days)	060	List Date Opened 8-49
045	Out of Balance Report	061	
046		062	
047		063	
048		064	

● Select      ● Select      ↑ ↓

This will produce a list of CUs where the *Print substitute 1099-INT* flag is checked in their statement configuration (OPER > 10 > 5)

- This list should be checked against the tax forms instructions setting entered by the CU (**Update Tax Form Handling Instructions** on the Update Functions 1 (MNUPDT) menu)

*As of this publication, a separate repetitive Query is being created for file TAXFRMORD.*

- Also ensure that none of the clients that converted within this current year are on this list. If so, contact them directly. **Clients that converted to CU\*BASE within this current year cannot participate with substitute 1099-INT reporting.**

### If changes to either setting are necessary:

- OPER > #10 Credit Union Configuration > #5 Member Statement Config
- Select the Quarterly Statement format
- Check the “statement selection criteria” (for the *Members with activity only* flag) and/or the “statement reporting criteria” option (for the *Print substitute 1099-INT* flag) and use Enter to proceed to the appropriate screen to make the change – make sure to do before and after screen prints

*Remember that the tax forms instructions list is maintained by Operations, and may change even after the screens are “locked” from CU access. **Any discrepancies or adjustments to the substitute 1099-INT setting should be coordinated with the Operations team.***

## CLEARING THE APYE FOR CONVERTING CLIENTS

If a client converts in the middle of a quarter, because there will not be complete data to calculate the correct APYE, the APYE amounts must be cleared from the credit union’s files so that they do not appear on member statements. (Credit unions will receive a Conversion Bulletin and must sign to acknowledge that they understanding this will be happening.) This will generally be needed for each month following the credit union’s conversion, through the first quarterly run. Since all members receive a quarterly statement, the calculation will work properly from that point forward.

Each month the Statement Coordinator should send an email reminder to the Conversions Programming team leader about CUs where the APYE will

be cleared. The team leader will contact the appropriate conversion coordinators. Each coordinator will respond listing the clients that will need to have their APYE cleared and for what statement period. Conversion programmers and the Operations staff are responsible for clearing this file. Add this information to the **Stmt Summary.doc** and **Stmt Verif Checklist.xls** documents.

## **MEMBER REACH MESSAGES FOR CU\*OVERDRIVE / EINFO**

Below is a general overview from Xtend showing timing of statement/eStatement message maintenance and postings to online banking options that pertain to the Member Reach Service Program.

- Statement and eStatement messages in CU\*BASE will be updated once per month on the third business day only for those credit unions who have made the choice to opt in. We never update inserts screens with the exception of Farm Bureau. For those who did not indicate a preference we are treating them as an opt in. They have been notified of this procedure have been instructed to communicate preferences and question to Xtend.
- Text and Content for e-Info and OBC is due on the 10<sup>th</sup> of the month. We will accept information thru the 20<sup>th</sup> but do not publish this to the client
- E-Info and OBC content is updated either on the last business day of the month or the 1<sup>st</sup> depending on the day of the week. For instance:
  - Last business day of month is Sunday- We update Monday morning
  - Last business day of month is Monday – we update at the end of the day on Monday
- Participants of Xtend will be receiving 2 electronic communications per month reminding them of deadlines, maintenance dates etc. All inquiries can be passed to the team using [info@xtendcu.com](mailto:info@xtendcu.com) or the AnswerBook.

# COMPLETING THE BILLING SHEET

## THE MONTHLY PROCESS

For CU\*Answers, statement billing is always one full month in arrears. So during June, credit unions will be billed for April statement processing, including processing-delay fees from the Statement Coordinator as well as postage and processing costs from Sage Direct or other print vendor.

The Accounting Team receives worksheets from Sage Direct and has automated tools to pull those charges into a master worksheet with billing codes (file name is usually something like “StmtBilling Aug billed Sept.xls”). These are all routed to the Statement Coordinator, who scans them for any obvious problems.

To add the items that are not billed by Sage, the Statement Coordinator then completes the **Statement Processing Fees.xlsm** worksheet (the “billing sheet”) shown below:

CU*Answers						
Statement Processing - Special Charges and Fees						
Fees Assessed for the Statement Period Ending:						
Sep-12			\$ 50.00	\$ 100.00	\$ 50.00	\$ 50.00
			Insert Instruction Alteration	Insert Missed Deadline	Hold List Mailing Delay	Late Insert
			Code 0157	Code 0170	Code 0172	Code 0179
CUID	CU Name	ID				
11	Progressive Credit Union	0011			\$ 50.00	\$ 50.00
30	ATL Federal Credit Union	0030	\$ 50.00	\$ 100.00	\$ 50.00	
40	Michigan Coastal Credit Union	0040			\$ 50.00	
60	Kenowa Community FCU	0060				
90	Newaygo County Service Empl. CU	0090	\$ 50.00		\$ 50.00	
93	Unison Credit Union	0093				\$150.00

This completed worksheet is routed back to Accounting, who uses automated tools to incorporate these charges into the master billing worksheet, and this is routed back to the Statement Coordinator for one final check.

*All of this activity typically happens in the first week or so of the month. The completed worksheet must be returned to Accounting **before the 10<sup>th</sup> of the month** in order to be included in that month’s invoices to clients.*

## GATHERING BILLING DATA

To complete the billing sheet, the Statement Coordinator relies on the worksheets that were used during that month’s statement processing (see Page 24), especially the **Control Report Deadline Missed.xls** and **Stmt Summary.doc** reports that show CUs who should be charged processing-delay fees for that month, and the **Stmt Run Spreadsheet.xls** that shows things like selective inserts and other notes.

In addition, on the last business day of the month, Sage Direct will send two lists to the Statement Coordinator:

- **Inserts Not Rcvd {Month CCYY}.pdf** – A list of inserts on Control Reports but not received at the Sage warehouse by the deadline.
- **Holds {Month CCYY}.pdf** – Clients that are on a hold status and the reason why, such as:
  - Inserts weren't received by the delivery deadline
  - Control Report not updated and received by the 15<sup>th</sup> of the month, or altered after the cutoff date
  - Insert received was out of spec (per the "Statement Insert Packaging & Labeling Instructions" published on our website)
  - Unanswered insert questions

## SUMMARY OF ITEMS TO BE BILLED

Sage Direct and the CU\*Answers Accounting team will take care of coordinating all billing related to statement page counts and **postage charges**.

The Statement Coordinator is responsible for entering billing detail for all **processing-delay fees**, per the "Statement Inserts Requirements" document published on our website, including the following (*the number in parentheses is the billing code used by CU\*Answers Accounting*):

- Insert Alterations Fee (0157)
- Insert Information Missed Deadline (0170)  
*(This is the one related to failure to complete the Control Report instructions in CU\*BASE.)*
- Hold List/Mailing Delay Fee (0172)
- Late Insert Fee (0179)  
*(This is the one where Sage didn't receive the inserts in their warehouse in time.)*
- Selective statement inserts (0150)

In addition, the Statement Coordinator also verifies charges that are sent to us from Sage Direct:

- CU logo changes
- Audit runs
- Credit card "back page" changes
- Charges for onserts
- Fee for inserts out-of-spec inserts
- Fees for extra inserts

# APPENDIX A: VERIFICATION

## CHECKLIST QUESTIONS

Following is a list of the verification items included on the **Stmt Verif Checklist.xls**. This is included here for informational purposes only; always use the latest copies of the actual checklist worksheet for exact verification.

**Special Note for Self Processors:** *Your statement configuration and dividend posting frequency are key in verifying your statement run. In the statement configuration, the flag “Members with activity only” has the greatest impact on number of pages and/or member count. (Remember that TIS regulations now require every member receive a quarterly statement, regardless of activity.)*

*ANY changes in your statement configuration should be verified and also brought to the attention of your statement printing vendor.*

### Before Getting Started..

- It helps to have multiple CU\*BASE GOLD sessions running so that you can easily switch between member account inquiry and, for example, a configuration screen as needed to check live data against what appears on the statement.
- It is also helpful to review the credit union’s statement configuration before starting, to determine if certain features (such as joint owners and the MFOEL summary) have been activated to appear or not.

### CREDIT CARD STATEMENT VERIFICATIONS PERFORMED

<i>Checklist Item</i>	<i>Tips</i>
<b>Coupon Header has:</b>	
<input type="checkbox"/> Credit union name & address	<ul style="list-style-type: none"> <li>▪ The credit union name &amp; address should be accurate.</li> </ul>
<input type="checkbox"/> Due Date on statement	<ul style="list-style-type: none"> <li>▪ Statement date should equal the last day of the month.</li> <li>▪ Due date should be the 28th of the month (or whatever is configured in the loan category).</li> </ul>
<input type="checkbox"/> Member name & address	<ul style="list-style-type: none"> <li>▪ Member name and address should match what appears on that member’s regular statement, and should match what currently appears in CU*BASE.</li> </ul>
<b>Summary Section has:</b>	
<input type="checkbox"/> Statement marketing message (unless they have Scorecard Rewards)	<ul style="list-style-type: none"> <li>▪ There should be a statement message (assuming one was configured) unless the credit union uses Scorecard Rewards, in which case the scorecard data appears instead.</li> <li>▪ Read the message content and notify the CU</li> </ul>

	<p>as a courtesy if there is an obvious error they should fix for next time (we will NOT re-run statements for these errors, however).</p>
<input type="checkbox"/> Acct info matches coupon	<ul style="list-style-type: none"> <li>The member number, statement date, and payment information in the coupon/header section should match what shows in the “Account Information” box just below it.</li> </ul>
<input type="checkbox"/> Scorecards – Beginning balance = Ending balance	<ul style="list-style-type: none"> <li>Verify the math for the points shown in this area (appears where the statement message usually is but there isn’t room for both). Beginning balance minus points used plus points received should equal the ending balance.             <p>There is a “Scorecard Rewards” column on the <b>Stmt Run Spreadsheet.xls</b> that indicates whether the CU receives this data from their credit card vendor and has activated it to print on credit card statements.</p> </li> </ul>
<input type="checkbox"/> Late fee < or = Minimum payment	<ul style="list-style-type: none"> <li>Look in the right-hand area for the “Late Payment Warning” message – the late fee amount there should not be higher than the minimum payment due.</li> </ul>
<input type="checkbox"/> Minimum balance payment/warning present	<ul style="list-style-type: none"> <li>Look in the right-hand area for presence of the “Minimum Payment Warning” verbiage (don’t need to verify the actual figures) and a phone number for credit counseling services.</li> </ul>
<input type="checkbox"/> Credit Limit - New balance = Available credit	<ul style="list-style-type: none"> <li>The figures in the “Available Credit” box on the left side of the page should be calculated correctly (Credit Limit – New Balance = Avail Credit) and should match what is on the account in CU*BASE.             <p>NOTE: This section may not add correctly if there are secured funds or if a member made a payment after statements were generated, so investigate any anomalies to make sure there is a good explanation.</p> </li> </ul>
<input type="checkbox"/> Monthly activity present	<ul style="list-style-type: none"> <li>Posting month should match the statement month.</li> <li>A full month’s worth of activity should appear here, and should match what appears in CU*BASE.</li> </ul>
<input type="checkbox"/> Finance charges	<ul style="list-style-type: none"> <li>If the entire previous balance is not paid by the due date (such as the 28th), there should be a finance charge for “Purchases.” There will always be a “Cash Advance” Finance Charge for cash advance balances.</li> </ul>
<input type="checkbox"/> “Total Fee 2012” field	<ul style="list-style-type: none"> <li>The “Total Fees Charged in 20xx” line should appear at the bottom of the Transactions section even if the amount is \$0.00.</li> </ul>
<input type="checkbox"/> “Total Interest 2012”	<ul style="list-style-type: none"> <li>The “Total Interest Charged in 20xx” line should appear at the bottom of the Transactions section even if the amount is \$0.00.</li> </ul>

<input type="checkbox"/> "Total Fees This Period"	<ul style="list-style-type: none"> <li>▪ The "Total Fees For This Period" line will appear just to the right of the Total Fees/Interest Charged items but only if there is a fee amount charged to the member during this statement period.</li> <li>▪ If a fee appears just under "Fees and Charges" in the Transactions section, then this total should also appear.</li> </ul>
<b>Footer has:</b>	
<input type="checkbox"/> Are buckets present?	<ul style="list-style-type: none"> <li>▪ There should be at least one "Purchase" bucket. There will be many with a "Cash Advance" bucket and some may have a "Balance Transfer" bucket. There could be even more depending on the loan category configuration rate structure.</li> <li>▪ If you add up the amounts on the Total Finance Charge line shown in this bottom section, that same figure should also appear in the transactions section as well as in the Summary of Account section just below the statement message.</li> </ul>
<input type="checkbox"/> Interest rates	<ul style="list-style-type: none"> <li>▪ Rates should look reasonable.</li> </ul>

## REGULAR STATEMENT VERIFICATIONS PERFORMED

<i>Checklist Item</i>	<i>Tips</i>
<b>Statement Header includes:</b>	
<input type="checkbox"/> Credit union name & address	<ul style="list-style-type: none"> <li>▪ The credit union name and address should be accurate.</li> </ul>
<input type="checkbox"/> Statement message present	<ul style="list-style-type: none"> <li>▪ There should be a statement message (assuming one was configured).</li> <li>▪ Remember that if using substitute 1099-INTs on December statements, the IRS prohibits marketing messages of any kind in that area.</li> </ul>
<input type="checkbox"/> Statement date range accurate	<ul style="list-style-type: none"> <li>▪ Make sure the statement date range is accurate. Start date should always be one day after the last time that member got a statement, and the end date always is the "to" date on the statement range. The first date in the range should equal the 1st and the last date in the range should equal the last day in the calendar month. <ul style="list-style-type: none"> <li>Remember that members might not receive a statement every month, so if running February statements, a particular member's statement might actually start with January 1 if they didn't get a statement in January.</li> </ul> </li> <li>▪ For CUs that run a special semi-annual statement configuration, the March and September statement runs would have a monthly statement period and the June and December runs will have a six month semi-annual period instead of a quarterly three-</li> </ul>

	month period. (NOTE: Per Jim Vilker, semi-annual statements are longer allowed per TIS regulations.)
<input type="checkbox"/> Member name & address present	<ul style="list-style-type: none"> <li>Member name and address should match what appears on that member's credit card statement (if any), and should match what currently appears in CU*BASE.</li> </ul>
<b>Statement Body includes:</b>	
<input type="checkbox"/> Tiered Scoring points/message	<ul style="list-style-type: none"> <li>Tiered Scoring Messages should appear above the Summary section if the credit union is configured to include them. <ul style="list-style-type: none"> <li>There is a "Tier Scrng" column on the <b>Stmt Run Spreadsheet.xls</b> that indicates whether the CU has activated this to print on statements.</li> </ul> </li> </ul>
<input type="checkbox"/> Suffix summary present (# of suffixes)	<ul style="list-style-type: none"> <li>This should appear at the top of the statement just below the Tiered Scoring message, if any, and should match the # of accounts shown in CU*BASE. <ul style="list-style-type: none"> <li>Remember that this might not match if a member has paid off a loan/closed an account since the statement was generated.</li> </ul> </li> </ul>
<input type="checkbox"/> Individual suffixes all present	<ul style="list-style-type: none"> <li>If there are 7 suffixes in the summary section at the top, there should be a detail section for each of those same suffixes in the body of the statement.</li> </ul>
<input type="checkbox"/> Transaction data within date range	<ul style="list-style-type: none"> <li>Verify that transactions are present for the statement period. If a member's statement date is 10/01/20xx through 12/31/20xx, look for transactions in October, November and December. <ul style="list-style-type: none"> <li>Remember that members might not receive a statement every month, so if running February statements, a particular member's statement might actually start with January 1 if they didn't get a statement in January.</li> </ul> </li> </ul>
<input type="checkbox"/> ACH, debit, check #s, withdrawals, etc. present	<ul style="list-style-type: none"> <li>Check for the presence or absence of typical types of activity (ACH, debit card activity, checks clearing, withdrawals, deposits, etc.). Compare to CU*BASE if something looks wrong.</li> <li>For example, although an individual member might not happen to have any ACH items post during a particular month, there should be <i>some</i> ACH items somewhere; otherwise further investigation is needed.</li> </ul>
<input type="checkbox"/> Reg. DD fee summary box if applicable, for draft suffixes	<ul style="list-style-type: none"> <li>Should appear if configured to print by the CU. <ul style="list-style-type: none"> <li>There is a "Reg DD Disclosure" column on the <b>Stmt Run Spreadsheet.xls</b> that indicates whether the CU has activated the NSF Fee Summary to print on statements (can be for checking</li> </ul> </li> </ul>

	and/or savings).
<input type="checkbox"/> Joint owners present if applicable	<ul style="list-style-type: none"> <li>Names should appear in the account detail sections if configured to print by the CU.</li> </ul>
<input type="checkbox"/> If MFOEL credit union, is OE plan summary in statement?	<ul style="list-style-type: none"> <li>Should appear if configured to print by the CU. The plan # will also appear within the individual loan suffix detail, also.</li> </ul>
<input type="checkbox"/> Interest Paid & Fees Paid This Period & Fees Paid YTD listed on loans	<ul style="list-style-type: none"> <li>These are four totals that appear at the bottom of each loan account detail section, and should appear even if the amounts are 0.00.</li> <li>The Interest Paid This Period total will also appear at the bottom of the Interest column in the transaction detail for that loan.</li> </ul>
<input type="checkbox"/> Credit card suffix balance matches from credit card statement	<ul style="list-style-type: none"> <li>The credit card balance from the member's credit card statement should match the loan balance on the member's regular statement and what appears in CU*BASE.</li> </ul>
<input type="checkbox"/> APYE (check for odd # of days, verify calculation using the APYE calculator in the Toolbox)	<ul style="list-style-type: none"> <li>APYE disclosure statements appear after a dividend transaction is posted in the transaction detail.</li> <li>Verify the APYE text states an accurate number of days for the dividend period and the APYE amount is correct (see the calculation on Page 36).</li> <li>If possible, also look for an account opened during the statement period where the # of days is not the same as the full statement period (unfortunately this is not easy to search for but sometimes you'll see one while scanning other things).</li> </ul> <p>TIP: Remember that the <b>Stmt Run Spreadsheet.xls</b> does list the CU's dividend payment frequencies, since not all CUs pay dividends every month on every product.</p>

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# APPENDIX B: OPS STATEMENT PROCESSING FLOW

The Ops run sheets below apply only to the CU\*Answers data center. Although similar, different procedures are followed by cuasterisk.com partners. Self-processing clients do not use these procedures.

## EOM STATEMENT PROCESSING ORDER

### Sage 1 (First 25 Credit Card CUs for Sage – credit card statements)

- Create credit card statement work files – **S.\***
- Create credit card flat & archive files
  - Archive file - **\$CCSTMTARC**
  - Flat File – **STMFLCC**
- Verify Sage 1 credit card statement flat files by CU
  - **WRKF FILE(\*ALL/STMFLCC) FILEATR(PF)**
  - Verify STMFLCC files in FILEXXOPS for all Sage 1 clients
- Run Print Statement Audit Report option for credit card Sage 1 clients
- Run Capture Statement Creation Data option

### Sage 1 (First 25 Credit Card CUs for Sage – regular member statements)

- Create member statement work files – **S.\***
- Create member flat & archive files
  - Archive file - **\$LSTPRE**
  - Flat File – **STMFLAT01**
- Verify Sage 1 member statement flat files by CU
  - **WRKF FILE(\*all/STMFLAT01) FILEATR(PF)**
  - Verify STMFLAT01files in FILEXXOPS for all Sage 1 clients
- Run Print Statement Audit Report option for member Sage 1 clients
- Run Capture Statement Creation Data option
- **Run options to upload Sage 1 to ARCSage**
  - **Credit Card statement name: ARCSage/STMFLATCC1**
  - **Regular statement name: ARCSage/STMFLAT1**
- **Notify the statement verification team e-mail group when Sage 1 is present in ARCSage so they can begin verifications.**
  - **NOTE: Any clients with issues or recreates – include clear warning in e-mail that these clients must be reviewed closely.**

### Sage 2 (Remaining Credit Card CUs for Sage – credit card statements)

- Create credit card statement work files – **S.\***
- Create credit card flat & archive files
  - Archive file - **\$CCSTMTARC**
  - Flat File – **STMFLCC**
- Verify Sage 2credit card statement flat files by CU
  - **WRKF FILE(\*ALL/STMFLCC) FILEATR(PF)**
  - Verify STMFLCC files in FILEXXOPS for all Sage 2 clients

- Run Print Statement Audit Report option for credit card Sage 2 clients
- Run Capture Statement Creation Data option

### **Sage 2 (Remaining Credit Card CUs for Sage – regular member statements)**

- Create credit card member statement work files – **S.\***
- Create credit card member flat & archive files
  - Archive file - **\$LSTPRE**
  - Flat File – **STMFLAT01**
- Verify Sage 2 member statement flat files by CU
  - **WRKF FILE(\*all/STMFLAT01) FILEATR(PF)**
- Verify STMFLAT01 files in FILEXXOPS for all Sage 2 clients
- Run Print Statement Audit Report option for member Sage 2 clients
- Run Capture Statement Creation Data option
- **Run options to upload Sage 2 to ARCSage**
  - **Credit Card statement name: ARCSage/STMFLATCC2**
  - **Regular statement name: ARCSage/STMFLAT2**
- **Notify the statement verification team e-mail group when Sage 2 is present in ARCSage so they can begin verifications.**
- **NOTE: Any clients with issues or recreates – include clear warning in e-mail that these clients must be reviewed closely.**

### **Sage 3 (Sage clients with regular member statements only)**

- Create remaining member statement work files – **S.\***
- Create remaining member statement flat & archive files
  - Archive file - **\$LSTPRE**
  - Flat File – **STMFLAT01**
- Verify Sage 3 member statement flat files by CU
  - **WRKF FILE(\*all/STMFLAT01) FILEATR(PF)**
- Verify STMFLAT01 files in FILEXXOPS for all Sage 3 clients
- Run Print Statement Audit Report option for member Sage 3 clients
- Run Capture Statement Creation Data option
- **Run options to upload Sage 3 to ARCSage**
  - **Regular statement name: ARCSage/STMFLAT3**
- **Notify the statement verification team e-mail group when Sage 3 is present in ARCSage so they can begin verifications.**
- **NOTE: Any clients with issues or recreates – include clear warning in e-mail that these clients must be reviewed closely.**

### Sage 4 (Other statements CUs for Sage – credit card statements – any holds/conversion clients waiting sign off)

- Create credit card statement work files – **C.\***
- Create credit card flat & archive files
  - Archive file - **\$CCSTMTARC**
  - Flat File – **STMFLCC**
- Verify Sage 2credit card statement flat files by CU
  - **WRKF FILE(\*ALL/STMFLCC) FILEATR(PF)**
  - Verify STMFLCC files in FILEXXOPS for all Sage 4 clients
- Run Print Statement Audit Report option for credit card Sage 4 clients
- Run Capture Statement Creation Data option

### Sage 4 (Other statements CUs for Sage – regular member statements – any holds/conversion clients waiting sign off)

- Create credit card member statement work files – **S.\***
- Create credit card member flat & archive files
  - Archive file - **\$LSTPRE**
  - Flat File – **STMFLAT01**
- Verify Sage 4 member statement flat files by CU
  - **WRKF FILE(\*all/STMFLAT01) FILEATR(PF)**
- Verify STMFLAT01files in FILEXXOPS for all Sage 4 clients
- Run Print Statement Audit Report option for member Sage 4 clients
- Run Capture Statement Creation Data option
- **Run options to upload Sage 4 to ARCSage**
  - **Credit Card statement name: ARCSage/STMFLATCC4**
  - **Regular statement name: ARCSage/STMFLAT4**
- **Notify the statement verification team e-mail group when Sage 4 is present in ARCSage so they can begin verifications.**
- **NOTE: Any clients with issues or recreates – include clear warning in e-mail that these clients must be reviewed closely.**

### BRDG1 (Regular member statements only for Bridgestone)

- Create remaining member statement work files – **S.\***
- Create remaining member statement flat & archive files
  - Archive file - **\$LSTPRE**
  - Flat File – **STMFLAT01**
- Verify Sage 3 member statement flat files by CU
  - **WRKF FILE(\*all/STMFLAT01) FILEATR(PF)**
- Verify STMFLAT01files in FILEXXOPS for all BRIDGE 1 clients
- Run Print Statement Audit Report option for member BRIDGE 1 clients
- Run Capture Statement Creation Data option
- **Run options to upload BRIDGE 1 to ARCBRDG**
  - **Regular statement name: ARCBRDG/STMFLAT1**
- **Notify the statement verification team e-mail group when BRIDGE 1 is present in ARCSage so they can begin verifications.**
- **NOTE: Any clients with issues or recreates – include clear warning in e-mail that these clients must be reviewed closely.**

### 3<sup>rd</sup> PARTY Credit Card Statements

- Create credit card statement work files – **S.\***
- Create credit card statement print & archive files
  - Print file – **\$CCSTMTA**
  - Archive File - **\$CCSTMTARC**
- Verify all 3<sup>rd</sup> party credit card statement print files
  - **WRKF FILE(queryXX/STMTCCOQ)** for each file created
- Run Print Statement Audit Report option for credit card statements

### 3<sup>rd</sup> PARTY Regular Member Statements

- Create member statement work files
- Create member statement print & archive files
  - Print file – **\$LSTPRE**
  - Archive File - **\$LSTPRE**
- Verify all 3<sup>rd</sup> party member statement print files
  - **WRKF FILE(queryXX/STMTCCOQ)** for **each** file created
- Run Print Statement Audit Report option for member statements
- Run Capture Statement Creation Data option
- Notify the statement verification team when all 3<sup>rd</sup> party credit card and member statements have been created so they can begin verifications

#### Notes:

- The statement verification team will notify Ops via the Statement Verification Team e-mail group if any statements need to be recreated and if any of the runs need to be deleted and rebuilt in ARCSage.
- The statement verification team and Ops management will determine if the incorrect statement will be recreated and added back to the appropriate run 1, 2 or 3 or if it will be sent as part of a Sage 4.
- Sage 4 will be used for all conversion credit unions requiring sign off and for any statement recreations which cannot be sent as part of runs 1, 2 or 3.
- The statement verification team will notify Ops via the Statement Verification Team e-mail group when each run can be transmitted to Sage or to the appropriate 3<sup>rd</sup> party vendor
- Run sheets to be used with this document are located:
  - X:\Operations\Public\MasterReference\EOM Statements Master.xls
  - X:\Operations\Public\Runsheets\PRODUCTION Run Sheets\EOM PROCESSING Run Sheets.doc

## **CLIENTS WITH IN-HOUSE EDOC SERVERS**

Clients who have an in-house eDOC server will receive their statements via FTP transmission generated by CU\*Answers Operations once all statements have been created, verified, transmitted for printed version, download to the archive server and verified as present in the correct location for in-house upload. This process is run using ROBOT on the CU\*Answers POWER i.

These clients will receive an email from [operations@cuanswers.com](mailto:operations@cuanswers.com) once their file has been uploaded to their in-house server. The credit unions using their in-house for e-statements for their members will verify the file is present on their server and then send out the email notification to their members.

## **CLIENTS USING CU\*SPY POWERED BY EDOC**

CU\*Answers Operations will send out the e-alert to members for all online clients using CU\*Spy powered by eDOC for e-statements once the file has been uploaded to the CU\*Answers server.

The final process which CU\*Answers Operations performs is the posting of fees for all credit unions with members using e-statements for both CU\*Spy powered by eDOC clients as well as clients who have an in-house server.