

## CU\*Answers Response to Our Ability to Perform Business in an Online World

Time Zone Processing, Processing 7 Days a Week, Enhancements to ACH Processes and Remote Deposit Capture in Near Real Time are all ways Ops Engine Teams are making your credit union accessible to members 24 hours a day. 7 Days a Week. So, what does all of this mean to you?

### Time Zone Processing – the 24 in 24/7

We are continuing to make major changes in our processing approach to help you keep up with the speed of business today. We are focused on making our processing environment work for you for as much of the day as we can. We call it Time Zone Processing, and it's designed so that no matter where you are, we're working on your schedule. No matter where you live, CU\*BASE will recognize your time zone allowing you to be accessible to your members in local time. Time zone processing requires no action on the part of our credit unions.

### Processing Seven Days a Week – the 7 in 24/7

Business and life do not stop on Sunday; neither should your credit union. While you may not open your doors on Sunday, we will continue to serve your members effectively, consistently, and securely no matter what day it is – so we're adding Sunday Processing.

Members perform transactions every day of the week, and at almost every hour of the day whether your doors are open or not. Sunday processing allow you to stay current with how your members do business, will allow you to collect data every day, and will allow transactions to occur exactly when your members expect them to do so. We're focused on your business 24/7, 365 days a year.

### Processing 7 days a week requires all credit unions to take-action.

In the spirit of our cooperative, CU\*Answers allows credit unions to make choices. The ability to process transactions 7 days a week is one of those decisions. Although 7-day processing is not scheduled to begin until February 2019, we are asking credit unions ready for the choice to act today. By doing this we will be able to provide the most relevant information to the appropriate groups.

## My Choice for 7 Day Processing Is:

\_\_\_\_\_ **Yes, Sign me up! My credit unions wants 7-day processing**



\_\_\_\_\_ No! I wish to opt out of 7-day processing

CREDIT UNION NAME: \_\_\_\_\_

NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

**Return this form to: [OperationJobChangeRequests@cuanswers.com](mailto:OperationJobChangeRequests@cuanswers.com)**

CU\*Answers needs to hear from all credit unions. If we do not hear from you, we will default to 7-day processing. *NOTES: Further action may be required for all credit unions. Please be sure to include all contact information.*

## Connect on The Web

There is so much going on at Op's Engine we have published a website dedicated to our major business approaches. Here you will find information relative to what is changing, how things are changing, when things are changing and what all of this means to you, our credit unions and your members. Stay tuned to this site for updates and web conference recordings all intended to assure you receive the most current information, when you need it.