



SettleMINT^{EFT}

Your Credit Union ATM, Debit, & Credit Conversion Guide

A step-by-step guide to your EFT implementation.



Introduction

Making the decision to implement a change in your EFT portfolios can be an exciting event for your credit union. Once you've conducted your preliminary evaluation and are ready to make this change, the SettleMINT EFT Conversion Team can make your transition smooth by using a process proven to meet clients' needs at every step along the way.

This guide will serve as your step-by-step manual in making a change to your EFT offerings, whether it be a change from batch to online processing or a change in vendors or product offerings.

This guide does not cover OTB (batch) startup processing. For more information regarding OTB (batch) startup or adding products to your existing OTB offering, please contact the SettleMINT EFT Team at settleminteft@cuanswers.com.



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The Conversion Process

Converting your EFT portfolio begins a **minimum of six months** before your conversion date and includes a series of important steps. It requires close interaction between your credit union, your EFT vendor(s), and CU*Answers. The SettleMINT EFT Team will help with this coordination to make this a smooth process.

There are three major phases of the conversion cycle: **Phase 1:** Preparation, **Phase 2:** Implementation, and **Phase 3:** Verification/Post-Conversion Follow-Up. The next section details the tasks involved in each phase.

Phase One Preparation

Selecting a vendor
Choosing an implementation Date
Defining The Project
Responsibilities
Client
SettleMINT EFT
EFT Vendors
Data Analysis

Phase Two Implementation

Education
Configuration Training
Conversion Day
Live Day

Phase Three Verification

Verification/Post-Conversion
Post-Conversion Follow-up



Definition: Conversion

Con-ver-sion, n.

The act of turning or changing from one state or condition to another, or the state of being changed.

Phase One: Preparation (180-60 Days Prior to Conversion)

Selecting A Vendor 180 days prior to conversion

When selecting a vendor, it's important to carefully consider your unique EFT needs related to the areas of fraud monitoring, charge-back disputes, and PIN management, among others. Most importantly, you'll need to consider how your EFT portfolio can best meet your members' needs. SettleMINT EFT can help with this decision.

BIN Ownership

If you currently use a shared BIN for your ATM/debit/credit portfolio you may need to purchase new BIN(s). You can contact your EFT vendor(s) to determine if this purchase will be required.

Choosing an Implementation Date

The date that is chosen for your ATM/debit/credit card EFT conversion is influenced by many factors. Contract expiration dates, existing and new vendor conversion calendars, the CU*Answers EFT conversion calendar, and block-out time windows are all considered. The SettleMINT EFT Team will work with you and the vendors to ensure all parties agree upon the implementation date. Typically the conversion takes **a minimum of six months** from start to finish so all tasks are understood, tested, and coordinated. This will ensure your members enjoy the EFT experience.

Typical EFT Conversion Timeline for Credit/Debit Cards

1 to 2 weeks (prior) Dual card maintenance is required

Conversion Day

- | | |
|------------------|--|
| 4am-9am | Bring transaction messaging online from stand-in processing. For credit cards, reallocate loan balances. |
| 9am-10am | Verify that transactions are being sent from vendor to CU*A |
| 10am-12pm | SettleMINT EFT Team will verify transaction detail to make sure authorizations are being placed and transactions are posting to member accounts. |
| 12pm-6pm | Credit union will be perform normal maintenance on cards (hot cards, add new cards, replace cards). Work on any post-conversion cleanup. |

Next Day: Settlement EFT Team will verify that the maintenance file was sent and received by the vendor. SettleMINT EFT Team will verify secured records are being held and released and transactions are posting.

Credit Cards

When converting your credit cards online with CU*Answers, the conversion will take place on a Friday with a Monday go-live date. This allows us to devote an entire weekend for file review, data verification, and balancing so that your credit union is ready to go on the first live day.

Defining the Project

Once the conversion date is selected and approved by all parties, the SettleMINT EFT Team will create the Special Project Authorization form, which describes the conversion request and any special needs required. This document must be reviewed and signed by the credit union to continue. SettleMINT EFT Team and the EFT vendor will review programming specifications, file layouts and certification requirements. A document outlining the conversion schedule and individual responsibilities will then be created and distributed to all parties involved.

Throughout the conversion, you will be kept informed of the status of each step to ensure a successful launch for both you and your members.

Responsibilities of Client, SettleMINT EFT, and EFT Vendors

Credit Union:

- Identify EFT contacts
- Contact current EFT vendors with request for conversion (CU*Answers will require a copy of this notice)
- Special Project Authorization sign off
- Attend scheduled conference calls
- Card records identified as "exceptions" will be reviewed and resolved – sign-off required
- Review any reports/files from CU*Answers/vendors – sign-off required
- Provide information for EFT product configuration – final review requires sign-off
- Attend scheduled training sessions
- Attend scheduled product configuration review sessions
- Be available on conversion day for questions, sign-off authorization, etc.

SettleMINT EFT Team:

- Attend scheduled conference calls
- Review cardholder database file from vendor
- Create exception reports based on cardholder database file
- Conduct testing/certification with vendor
- Provide a card renumbering file (if applicable)
- Build the database in CU*BASE
- Configure EFT products in CU*BASE
- Review configurations with credit union
- Conduct training sessions for credit union
- Bring the credit union live for real-time processing
- Monitor live-day transactions
- Verify recon processing and verification
- Review credit card statement process with credit union
- Follow up statement verification for credit cards

EFT Vendors:

- Schedule and attend scheduled conference calls
- Provide cardholder database test and live files to CU*Answers
- Create mass card reissue file (if applicable)
- Create cross-reference file for mass reissue of cards (if applicable)
- Schedule and perform certification testing
- Manage any stand-in times required (if applicable)
- Monitor live-day transactions
- Any work required on the vendor's database
- Training

Data Analysis 60-90 days prior to conversion

The SettleMINT EFT Team will review your CU*BASE ATM/Debit/Credit BIN configuration. The EFT Programming Team will use this copy for testing. We will review all configuration settings with you. The EFT Programming Team will receive a card database file to match against CU*BASE to ensure accuracy of member information (account numbers, names, addresses and card information). The process creates exception reports for your review. Your credit union will be responsible for resolving the "exception" reason. **This is an important step to ensure all active cardholders can use their cards with no delay after the conversion.**



Next, certification begins between EFT Programming and your EFT vendor. Online certification involves simulation of both PIN and signature-based transactions. Batch maintenance certification includes card orders, card statusing, PIN requests and member maintenance. It is important that all parties complete this certification to ensure that card and account maintenance is being sent based on how the credit union set up at the vendor

There may be additional certification based on the needs of your credit union or requests from your vendor or CU*Answers.

***Note: CU*Answers and EFT vendors make an effort to waive or reduce certification time, therefore reducing your cost.

Respect the process:

Review/update all ATM/debit card maintenance

Attend weekly conference call meetings

Attend training sessions

Phase Two: Preparation (60 Days Up to Conversion)

Education and Configuration Training

The SettleMINT EFT Team will coordinate both a management configuration review, and a training session geared specifically to your team. The first session will include a review of the ATM/debit/credit card vendor, card status, and BIN configuration to ensure settings are correct and give your credit union a chance to become familiar with this configuration.

The second session will show how to perform various ATM/Debit and Credit card tasks in CU*BASE, these include adding new cards, performing maintenance on existing cards, changing card status codes, and reviewing reports.

Additionally, your staff can elect to take any of the following CU*Answers University courses, which offer additional training on ATM/debit/credit card processing in CU*BASE:

- 12.00 Standard ATM/Debit Card Platform
- 12.01 Online Credit Cards: Loan Creation and Card Embossing
- 12.02 Online Credit Cards: Daily Maintenance/Reports
- 12.03 Online Credit Cards: On the Front Line

View our videos on OnDemand
ondemand.cuanswers.com



Stand-In

Prior to conversion weekend it may be necessary to put your credit union's cards into stand-in mode. This can be done on either your vendors side or the CU*Answers side and will be decided prior to conversion weekend. Your members transactions will be approved within an offline environment using limits that are provided by your credit union (either from a positive balance file or PIN/SIG limits).

Conversion Day (Credit Cards Only)

An entire day will be dedicated to the process, CU*Answers will receive the final data file from your vendor on that day. We will then bring the file into a test environment and start the conversion process. Once the file has been successfully uploaded, CU*Answers will balance amounts in the file back to reports provided by your credit union. Additionally, we will verify that account information in CU*BASE matches what was sent in the file. Once we have completed the balancing, we will begin data verification. We will provide reports to your credit union for verification, and we'll touch base with you periodically. We ask that for this conversion day, you have a few select staff members as a point of contact available to assist when needed. We will also require a written sign-off, after which we will move the data into production and notify all parties that the data conversion is completed.

Live Day (Yay - we made it!)

At this point, your members will begin to experience the benefits of your conversion! On your first day live, your vendor and CU*Answers will bring you out of the stand-in mode and into a live mode. The EFT Programming Team will monitor transactions closely to ensure they are transmitting correctly between your vendor and CU*Answers. Once we have verified that transactions are transmitting correctly, the SettleMINT EFT Team will perform a detailed verification to make sure authorizations are added as secured records, posted transactions post to member accounts correctly, fees post as necessary, and denied transactions are rejected for the correct reasons.



Phase Three: Verification/Follow-Up (Post Conversion)

Verification/Post Conversion

During the first week of your conversion the SettleMINT EFT Team will be performing multiple verifications. This includes card orders, card statusing, PIN requests, and member maintenance.

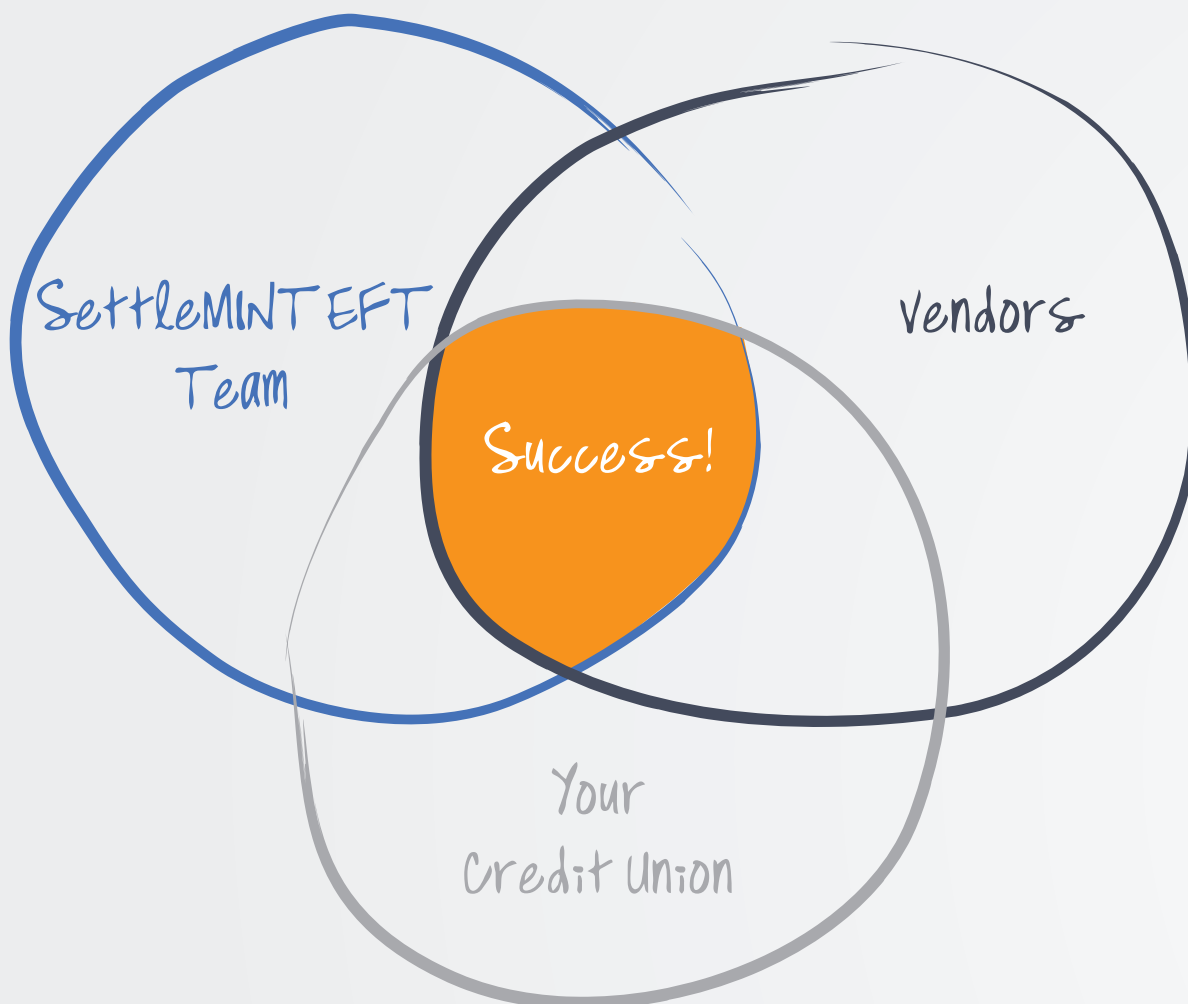
In addition, credit card statement verification will be performed on the first of the month following conversion. During statement verification, a random sample of statements will be selected and the Conversion Team, as well as one of your staff members, will verify that statement data matches the data in CU*BASE. We will provide estimated monthly income to review as well. Once your staff member has verified the data, a sign-off will be required to send your statements to your statement vendor.

Note:

If you wish, for the first two weeks or so after you go live the Xtend SRS Bookkeeping team will be assisting with your daily ATM/debit and/or credit card general ledger balancing, and will be a great resource to help your back office team make the transition to their new procedures.



Joint Effort



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While the SettleMINT EFT Team possesses a wealth of experience and skills in the area of conversions, success depends on a joint effort between your credit union, CU*Answers, and your vendor. So to guarantee a smooth experience, it's important that your credit union work together with the SettleMINT EFT Team to ensure important deadlines are met, perform manual data maintenance, data review, and attend additional training.

With teamwork and open communication between your credit union, CU*Answers, and your vendor, your conversion will be a success and your members will enjoy their EFT experience!



Who We Are

SettleMINT EFT is a part of the CU*Answers Management Services Department that focuses on electronic payment solutions. This includes card servicing, instant card issue (ICI) products, electronic bill pay, and integrations with Xtend or other national shared branching networks. We can help you leverage CU*BASE tools and network partnerships to increase member participation!

Discover more!

SettleMINT EFT

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