



Balancing Made Easy

CU*BASE AND YOUR CREDIT UNION'S BACK OFFICE GUIDE

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Find this booklet online: open.cuanswers.com/cubase-reference

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This manual is designed to guide the accounting department through the procedures CU*Answers recommends for reconciling all CU*BASE daily processing and interfaces.

We have created a special financial statement to assist your daily balancing of CU*BASE processes and interfaces. This financial statement is called "Daily Balancing Financial" and can be run from **Tool #640 Print CU Financials**.

This financial should contain all general ledger accounts that should be verified daily. It can be modified to accommodate your specific needs.

Remember that this booklet is designed primarily to be a checklist of daily tasks, not an exhaustive description of how every screen, field, and feature works. This is so that it can continue to be a helpful tool for checking off your daily tasks, and for instructing new staff on the day-to-day work that needs to be done. Online help and other reference booklets are also available should you wish to explore a particular feature in more depth.

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Introduction

Getting Familiar with the Balancing Made Easy Booklet

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This financial should contain all general ledger accounts that should be verified daily. It can be modified to accommodate your specific needs.

Remember that this booklet is designed primarily to be a checklist of daily tasks, not an exhaustive description of how every screen, field, and feature works. This is so that it can continue to be a helpful tool for checking off your daily tasks, and for instructing new staff on the day-to-day work that needs to be done. Online help and other reference booklets are also available should you wish to explore a particular feature in more depth.

Contact Information

Xtend SRS Bookkeeping/Mortgage Servicing: 1-800-327-3478 x277

Client Services: 1-800-327-3478 x255

Glossary of Terms

Throughout this manual, when you see 'XX', insert your credit union's two-character ID.

S/D	Share Draft (Checking)
G/L or GL	General Ledger
OUTQ	Output Queue (location for reports waiting to print)
ACH	Automated Clearing House
J/E or JE	Journal Entry

Printing Reports (CU*SPY and on Demand)

To get your reports on a daily basis you can either use CU*SPY to view and print selected reports or run reports in CU*BASE on demand.

CU*SPY

CU*SPY powered by eDOC is a report storage system accessible to all credit union staff. Reports are typically stored within CU*SPY for 90 days. Older reports are stored on monthly CD or on your credit union's internal archiving system. CU*SPY can be used to view daily reports on your computer and allow the staff to decide which reports need to be printed for any given day.

Documentation (Online Help and Reference Materials)

CU*BASE Online Help

Occasionally in this document you will be referred to additional information in CU*BASE Online Help.

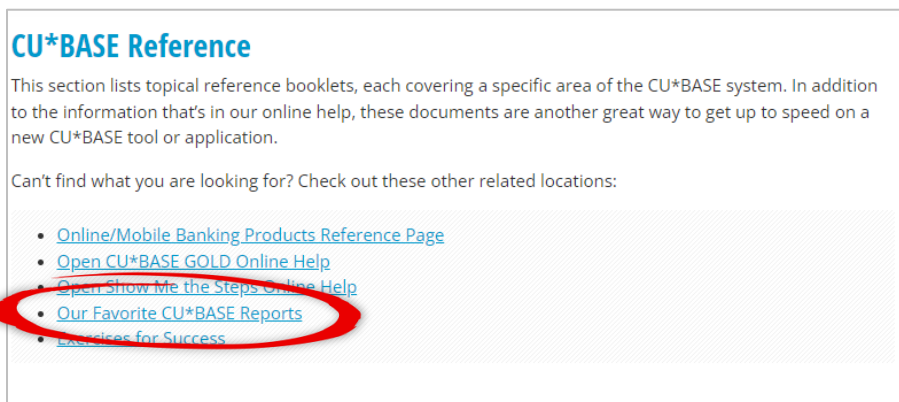
Click  (information button) in the bottom left corner of the CU*BASE screen to go directly to the help topic associated with that screen.

CU*SPY Daily Reports Booklet and Reference Page

For more information on printing reports, refer to the My Favorite Daily Reports booklet that covers Daily CU*SPY reports. The page where this is posted can be accessed from the top of the CU*BASE Reference page

<http://www.cuanswers.com/resources/doc/cubase-reference/>

*Top of CU*BASE Reference Page*



CU*BASE Reference

This section lists topical reference booklets, each covering a specific area of the CU*BASE system. In addition to the information that's in our online help, these documents are another great way to get up to speed on a new CU*BASE tool or application.

Can't find what you are looking for? Check out these other related locations:

- [Online/Mobile Banking Products Reference Page](#)
- [Open CU*BASE GOLD Online Help](#)
- [Open Show Me the Steps Online Help](#)
- [Our Favorite CU*BASE Reports](#)
- [Answers for Success](#)

Daily Balancing Procedures

Doing the Daily Work

Daily Balancing Checklist

On the following pages are a list of items the Accounting Department needs to verify daily. You may copy this page and beside each task write the name of the employee responsible for completing that task. Detailed instructions for each task are included. The list may not be all-inclusive of your daily balancing responsibilities. Completing these items will ensure you have done your due diligence in verifying that the CU*BASE GL Interface has processed properly.

Smart Operator

This tool, accessed via **Tool #822 Smart Operator: Daily Ops Log** can help your accounting staff monitor your daily vendor postings, such as drafts, ATM, ATM Positive Balance Files, and ACH.

- ▷ Were they posted and at what time?
- ▷ What was the dollar amount?

Reviewing this screen should be a part of your daily balancing procedures. You can also view it throughout the day to see if a vendor file has arrived and been posted yet. Additionally, this is an excellent verification tool for self-processors.

Smart Operator: Daily Ops Log (Tool #822)

Date	Start	Process	Debits	Credits	Comp
10/28/13	13:53:50	Loan Ins. Posting			YES
10/28/13	13:53:53	Loan Ins. Posting			YES
10/28/13	13:53:54	Loan Ins. Posting	2,832.87		YES
10/28/13	13:54:02	Loan Ins. Posting	38,980.43		YES
10/28/13	13:54:11	Loan Ins. Posting	153.38		YES
09/30/13	13:55:09	Debt Protection Post	1.08		YES
09/30/13	14:30:20	Loan Ins. Posting	.57		YES
07/29/13	15:37:29	Loan Ins. Posting			YES
07/24/13	10:01:08	Loan Ins. Posting			YES
07/16/13	15:39:20	Loan Ins. Posting			YES
07/09/13	10:43:16	ACH Returns Transmit	9,538.66	1,738.00	YES
06/05/13	15:07:12	ACH Returns Transmit			YES
06/04/13	12:38:19	ACH Returns Transmit			YES
06/03/13	09:57:17	ACH Returns Transmit	50.00		YES
06/03/13	10:05:14	ACH Returns Transmit			YES
05/31/13	08:19:28	Share Draft Posting	17,966.10	1.00	YES
05/31/13	11:08:18	Share Draft Posting	17,966.10	1.00	YES
05/31/13	11:18:25	ACH Receive	31.98		YES
05/31/13	11:18:27	ACH Posting	31.98		YES

List of Items to Verify Daily

Verify these items daily using the tools and reports provided below.

1. **Print Reports**
 - a. ACH Exceptions & PACHSU
 - b. Share Draft Exceptions
 - c. Bill Pay Exceptions
 - d. ATM/Debit/Credit Card
 - e. A2A Exceptions
2. **ACH Processing and Settlement**
 - a. Process ACH Exceptions
 - b. Post ACH Settlement>Returns J/E
 - c. Work PACHSU report
3. **Share Draft Processing and Settlement**
 - a. Process S/D Exceptions
 - b. Post S/D Settlement>Returns J/E
 - c. Reconcile Corporate Checks/Money Orders
4. **ATM/Debit/Credit Card Balancing and Settlement**
 - a. Process Exceptions (870-13, 870-16, 870-22)
 - b. Post Settlement Journal Entry
 - c. Reconcile balance in Settlement G/L account (s)
5. **Bill Pay Exceptions (IPay Only)**
 - a. Process Exceptions (870.20)
6. **Print Member Notices**
 - a. **Tool #653 Print Laser Member Notices**
7. **Print Auto/Mail Checks**
 - a. **Tool #632 Print Auto/Mail Checks** to print checks that were generated by the system over night or requested by a member via Audio/Online banking
8. **Verify Net Financials equals zero**
 - a. Summary of GL 100-00 to 999-99)
9. **Match Member Balances to G/L balances**
 - a. **Tool #877 Trial Balance GL Verification** or LGLACT1

(Continued on next page.)

10. **Match Vault Cash to G/L 739-00**
 - a. **Tool #937 Vault GL Verification**, then *Branch Cash (F9)*
 - b. Or PHTCL3
11. **Match Bank Deposit with Outside Checks**
 - a. Amount on PHTCL3 or outside check sweep on the report LGLTRE or you can do inquiry on GL# from **Tool #60 GL Journal History Inquiry**
12. **Review Suspense G/L 870-00–870-99 balances**
13. **Verify Vendor Posting totals in Smart Operator**
14. **Print ACH Returns** after 2:30 ET PM
 - a. **Tool #686 Print Submitted ACH Returns/NOCs**, then *Processed*)

(Synopsis of General Ledger Accounts and Resulting Balances on following page.)

Synopsis of General Ledger Suspense Accounts and Resulting Balances

Below is a listing of all suspense accounts used during CU*BASE processing interfaces and the balance you should see in the account after daily balancing has been completed.

General Ledger Suspense Number	Balance
870.00 – Misc. Data Processing Suspense	Should always be zero (\$0)
870.01 – Teller Processing Suspense	Should always be zero (\$0)
870.02 – Share Drafts Suspense	Equals the LNDET Report or the TNDDT3 Report or the or amount displayed on Tool #205 Check Processing Daily Statistic , Exceptions in 1 st Pass
870.03 – Loan Dept. Processing Suspense	Should always be zero (\$0)
870.04 – Direct Posting Processing Suspense	Should always be zero (\$0)
870.05 – Payroll Processing Suspense	Should always be zero (\$0)
870.07 – Journal Transfer Processing Suspense	Should always be zero (\$0)
870.08 – Member Adjustment Suspense	Should always be zero (\$0)
870.09 – Inactive Account Proc Suspense	Should always be zero (\$0)
870.10 – Certificate Processing Suspense	Should always be zero (\$0)
870.11 – ACH Processing Suspense	Equals the LACHXC Report or the total of all NSF and un-posted items on the TACHD4 & PXACH reports
870.13 – ATM Processing Suspense	Should always be zero (\$0) Refer to LPANEX2
870.16 – Debit Card Processing Suspense	Should always be zero (\$0) Refer to LPANEX2
870.20 – Bill Payment (PAYVERIS/IPAY)	Look for exceptions on the TEPST2 or TIPAY2 report
870.22 – Credit Card Suspense	Should always be zero (\$0) Refer to LPANEX2
870.45 – Share Draft Returns	Equals total of current day S/D returns
870.96 – Audio/Home Banking Suspense	Should always be zero (\$0) Review PSITRANS2 Stand in Processing Exception report if there's a balance in this account. It can be found in CU*SPY in the Member Services category.
870.97 – Automatic Certificate Proc Suspense	Should always be zero (\$0)
870.98 – Automatic Transfer Proc Suspense	Should always be zero (\$0)
870.99 – Automatic System Proc Suspense	Should always be zero (\$0)

NOTE: Member checks need to be printed every day from **Tool #632 Print Auto/Mail Checks**. These checks can flow through 870.07, 870.96, 870.97, or 870.98. As such, these GLs may hold a balance equal to the pending checks. Use **Tool #631 Print Auto/Mail Check Audit List** to see if any checks are waiting to be printed.

What to Do When the Change Fund (Cash) Is Out of Balance

Use **Tool #937 Vault GL Verification**, then *Branch Cash* (F9) or **PHTCL3** to verify that the branch cash for the teller/vault system is in balance to G/L# 739-00. If you use **Tool #937 Vault GL Verification** to view cash, then you can use *Offages* (F15) to display all the offages for a date range. This can help you pinpoint very quickly the day you went out of balance.

For example, on Monday you see that you're off, but it could be from Friday or Saturday. Simply use *Offages* (F15) to see if the difference starts on Friday or starts on Saturday.

Tips to Find Offages in the Change Fund

GL Journal History Inquiry

(Tool #60) (Display 739-00 history)

Look for the day in question and the branch that is out of balance. Look for entries posted by credit union employees (JE ID other than TR). Sometimes an odd description might stand out as well. Was a journal entry or member account adjustment posted to this account in error? Make sure the balance in 739-00 for the day before is still in balance to your reports from yesterday which would indicate if someone back dated a journal entry to put this account out of balance.

Research the TR Journal Entry

(Tool #761) (Display 739-00 history)

A description of Teller Processing that may match the amount you are out of balance. When reviewing these, these tend to be delinquencies for written off members

Research TR Journal Entry (Tool #761)

Session 0 CU*BASE GOLD - ABC TEST CREDIT UNION
File Edit Tools Help

TR G/L Audit Inquiry Selection

J/E date: Jun 16, 2022 [MMDDYYYY]
Show: Entire TR from this date TR narrowed to specific records
G/L account: 739.00
Branch: 00
Sequence: 00000
Desc containing:
Debit/credit amt: 0.00
Source: GHIT Trans file Offset to: Member branch Offset to: Teller branch
Corp ID: 01

PHTCL7 - Teller Closing Error Report (located in CU*SPY under Teller reports) Verify that all records on this report have corresponding transaction reversals on the member's account.

PSBGHT – Shared Branching Daily G/L Summary Report (located in CU*SPY under General Ledger)

If you found a member account on the PHTCL7 account that is not your member, use this number to find it on the shared branch report. This may indicate that an entry needs to be made between 739-00 and the 999-xx G/L corresponding to the shared branch credit union.

LCKTB – Check Register created during EOD cycle (located in CU*SPY under General Ledger reports)

Update CU Check History

(Tool #889)

Look at the check register for the day change fund is out of balance. This report lists all checks/money orders issued for the day. If a check(s) totaling the out-of-balance amount is evident, verify that the member's account is correct. Sometimes, a teller will print a check, but never post it to the member's account. A member account adjustment would be required to correct this situation.

Update CU Check History (Tool #889)

Corp ID	Status	Check #	Date	Amount	Account #	Account Type	G/L Account	Payee	Bank ID
1	U		Mar 06, 2020	44,500.00	94050		901.00	CITY MORTGAGE CO	1
1	P	1810	Dec 11, 2002	41.09	1675		901.00		1
1	P	1814	Sep 24, 2003	25.00	554390		901.00		2

LTLAU2 – End of Day Teller Closing Transaction Audit Report (located in CU*SPY under Teller Daily Activity)

If a teller encountered an error during a transaction posting, the interface from the teller/vault system to the general ledger may not have completed correctly. This is called a "left to right" error. The report is sorted by teller number, then by type of transaction (deposits, withdrawals, miscellaneous receipts, etc.) At the end of each section are 2 totals, a left and a right total. Both should equal. If they do not, call Client Services for instructions to correct the error.

Tip: Use the search feature to try and find the "left to right" error quicker. Put "COUNT -" and search each debit and credit totals for each teller.

Totals on LTLAU2 Report

*****	Total amt for - VOUCHERS - DEPOSITS / PAYMENTS	COUNT -	15	12,491.38	12,491.38
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LHTAU2 – Head Teller Audit Summary Report

Check for the deletion of a teller drawer on this report.

Change Fund

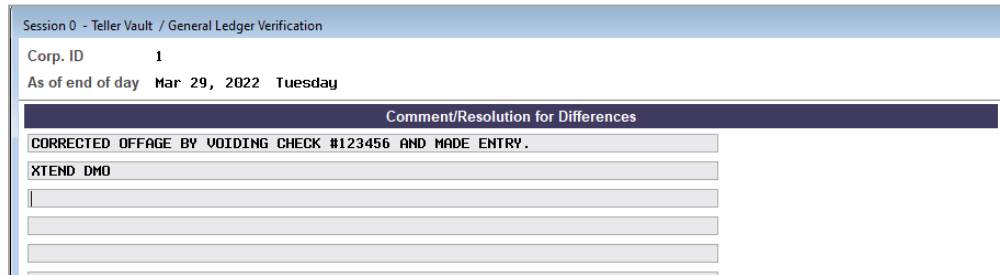
(Tool #937), then *Comments* (F20) Add Comments to explain offages

Recording Your Offage in the General Ledger

Once you have identified the items that caused the difference, remember to return to **Tool #887 Trial Balance GL Verification** and click *Comments* (F20), to add an explanation for the offages. Include your initials so other staff can readily identify who researched the items.

This is helpful since these offages are rare and you can use the **Display Offages (F15)** to view the past dates that have comments. Review these comments to help you locate your offages more quickly and to identify if additional training needs to be given to staff that cause these out of balance conditions.

Reviwing Comments of Offages



The screenshot displays a software window titled "Session 0 - Teller Vault / General Ledger Verification". It shows the following information:


- Corp. ID: 1
- As of end of day: Mar 29, 2022 Tuesday
- A table with the header "Comment/Resolution for Differences" containing the following entries:
 - CORRECTED OFFAGE BY VOIDING CHECK #123456 AND MADE ENTRY.
 - XTEND DMO
 - (Empty row)
 - (Empty row)
 - (Empty row)

Contact the CU*Answers support staff OR Xtend Bookkeeping Team for further help in locating your change fund offage. Refer to page 4 for contact information.

When the LGLACT1 (Member Trail Balance) Is Out Of Balance

Use **Tool #877 Trial Balance GL Verification** or the LGLACT1 report to verify that the share, certificate, and loan products as well as the accruals are in balance.


Quick Verify on the Trail Balance G? Verification (Tool #877)

Quick Verify	
Savings Balances	Loan Interest Due
 Savings Accrued Int/Div	Loan Balances

If you use **Tool #877 Trial Balance GL Verification** to verify that the member balances match the GL account balances, you can use the “Quick Verify” window in the upper right corner of the screen. When all 4 titles are Green then you are in balance and good to go. If one or more title is Red, then you will need to “Stop” and research the out of balance condition.

SPECIAL NOTE: The data for the LGLACT1 report and the screens in Tool #877 are created “as of today” so you would be looking for the offage in the work for yesterday. So, if today is Friday, you are looking for an offage for Thursday. If you are unsure when the offage started, then use “Display Offages” (F15) to display the dates with the offage(s). It's very important to have the correct business day so that you can locate the offage quickly.

Display Offages on the Quick Verify

As of beginning of day	Jan 01, 2022		[MMDDYYYY]	Saturday
<input checked="" type="checkbox"/>	Summary			
ALL ACCOUNTS ARE IN BALANCE				

Tips for Finding Offages in the Member Trial Balance

The following four pages include tips for finding offages in the Member Trial Balance. Following this section is an area for you to take notes.

GL Journal History Inquiry

(Tool #60) – Display history for G/L account with offage

- 1) Make sure the balance in this G/L account for the day before is still in balance to your reports from yesterday which would indicate if someone back dated a journal entry to put this account out of balance.
- 2) Look for the day in question and the branch that is out of balance.
 - a. You will need to “uncheck” the Summary box to view the location
- 3) Look for entries posted by credit union employees (JE ID other than TR).
- 4) Review history for odd description items.

5) Was a journal entry or member account adjustment posted to this account in error?

The comparison report will match the member accounts that have a balance, so if a branch no longer contains a member balance you may need to look at the G/L history for this member G/L account by branch.

There could be a balance in branch 05 but no longer a member account attached to branch 05. If the balance was not moved properly, this could cause a difference in **Tool #877 Trial Balance GL Verification**. In this rare case, simply post a journal entry between branch 01 and branch 05 for the same GL number to put the branches back in balance.

Audit CU File Maintenance (CUFMAINT)

(Tool #159)

You will use this option when either the share or certificate accrual amounts are out of balance. Maintenance can be performed on the accrued dividend amounts to fix the member accounts, but this action does not interface to the G/L accounts at end of day. To verify that someone did perform maintenance on an accrued dividend amount use either **Tool #159 Audit CU File Maintenance (CUFMAINT)** or the LELOG2 report that is in CU*Spy under the Member Service category. The field name to search for a share accrued dividend change is "DAYDIV" and the field name for certificates is "DIVACR". Once you find the accounts that were updated and review the data change from and to fields, you'll see that you need to make a journal entry between the accrual G/L and the dividend expense G/L for this product. Refer to your chart of accounts to find the correct expense G/L account.

Trial Balance GL Verification

(Tool #877), then *Comments* (F20) Add Comments to explain offages

Once you have identified the items that caused the difference, remember to return to **Tool #887 Trial Balance GL Verification** and click *Comments* (F20), to add an explanation for the offages. Include your initials so other staff can readily identify who researched the items.

This is helpful since these offages are rare and you can use the **Display Offages (F15)** to view the past dates that have comments. Review these comments to help you locate your offages more quickly and to identify if additional training needs to be given to staff that cause these out of balance conditions.

Contact the CU*Answers support staff or Xtend Bookkeeping Team for further help in locating your member trial balance offage. Refer to page 4 for contact information.

When the Net Financial is Out of Balance

Total debits and total credits posted whether automatically during End-of-Day processing or manually posted by CU staff, should always equal. If a journal entry posts that does not balance, this will be reflected by a dollar amount on your balance sheet. Though rare, proper steps must be taken to correct the issue.

Tips for Finding Offages in the Net Financial

Here are some tips for finding the offages:

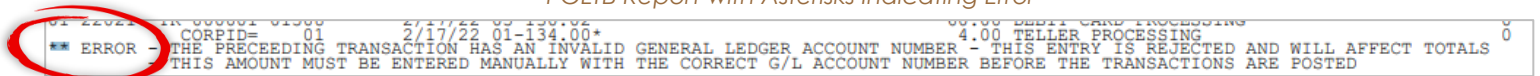
PGLADD – General Ledger Journal Entry Generation Summary

Review the TR summary report located in General Ledger section of CU*Spy to see if the automated journal entry batch, commonly referred to as the "TR", is out of balance. If this entry is out of balance, contact the Client Service Team.

PGLTB – General Ledger Daily Transaction Journal Proof

Review the daily journal proof report in CU*SPY to see if there are any transactions associated with GL numbers that are not located in the chart of accounts. These will be clearly identified by a message surrounded by "****" asterisks. For example, see the print screen below.

PGLTB Report with Asterisks Indicating Error



Print TR Analysis (J/Es for Mbr Trans)

(Tool #691)

Run this report for the day you are out of balance and change the Printer ID to your HOLDxx so that this large report will not print. Now view by pressing Escape, and then *Work with spool files* (1), select the "LAUDT1" report to display.

Use the "Find" field at the top left side of the screen to find the following items. You can continue to press F16 to move to the next item that matches this amount until you reach the end of the report.

- The amount you are off like 76.50 type as " 76.50" (use a space in front of the amount so that your search is more precise) and press *Find* (F16).
- The '+' for stand-in transactions for 360 Mortgages.

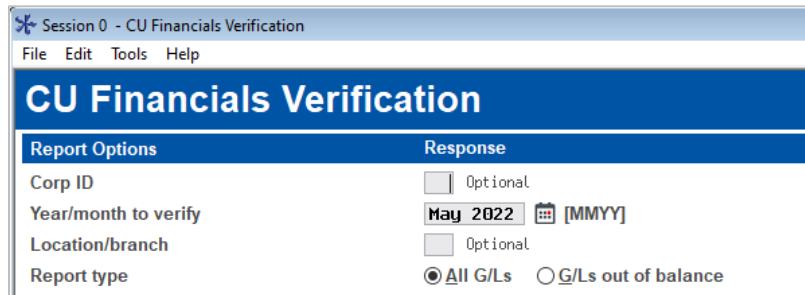
If you do not locate your amount, or the stand-in transactions then move to the next step. If you locate the amount but don't understand why this transaction created your difference, then contact the Client Service Team.

❑ CU Financials Verification Report

(Tool #325)

Run this report to see if there's an offage in the resulting balance for any of your G/L accounts. If, for example, you went out of balance in Dec 2021, then use the date '1221', Branch = 00 (for all branches), and use report type 2 to only print the GLs out of balance. If this report lists any out of balance GLs contact the CSR or SRS teams to resolve the issue.

CU Financials Verification Report (Tool #325)



The screenshot shows a window titled "Session 0 - CU Financials Verification" with a menu bar (File, Edit, Tools, Help). The main title is "CU Financials Verification". Below it is a table with two columns: "Report Options" and "Response".

Report Options	Response
Corp ID	<input type="checkbox"/> Optional
Year/month to verify	May 2022 [MMYY]
Location/branch	<input type="checkbox"/> Optional
Report type	<input checked="" type="radio"/> All G/Ls <input type="radio"/> G/Ls out of balance

Again, though rare, issues such as these can occur due to a system error message that has been cancelled through by a CU employee.

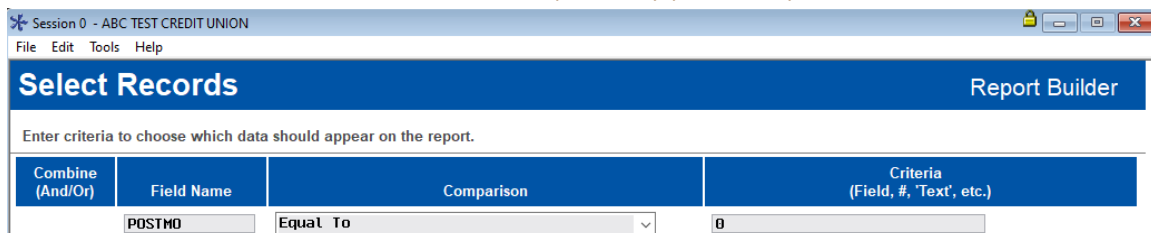
IMPORTANT NOTE: Remember to always contact Client Services if you receive a display program error message.

❑ GL Balance File (GLBALA)

(Tool #384)

Use this canned Query to see if there is a journal entry posted with no date. Simply enter POSTMO equal to 0 and enter. If a record is found, contact a member of the CSR or SRS team to resolve the issue.

GL Balance File (GLBALA) (Tool #384)



The screenshot shows a window titled "Session 0 - ABC TEST CREDIT UNION" with a menu bar (File, Edit, Tools, Help). The main title is "Select Records" and "Report Builder". Below the title is a text box: "Enter criteria to choose which data should appear on the report." Below this is a table with four columns: "Combine (And/Or)", "Field Name", "Comparison", and "Criteria (Field, #, 'Text', etc.)".

Combine (And/Or)	Field Name	Comparison	Criteria (Field, #, 'Text', etc.)
	POSTMO	Equal To	0

Print GL History (daily)

(Tool #649)

Run this option for the range of dates, or the date your net financial went out of balance. Keep in mind that you may be looking for an older date since staff can back date journal entries. Run this report to HOLDxx, instead of printing, so that you can view the information on the screen by pressing Escape and then *Work with Output Queues (2)*, select the HOLDxx, page down to the last report, and use Display (5).

Go to the bottom of the report to see if the total debits and credits are off. If it is out of balance, review the report to find any journal entries that are not in balance. These should then be unposted, corrected, and reposted to correct the net financial offage.

Additional Notes

ACH Activities

Working with ACH Transaction Files

CU*Answers receives ACH transmission files each business day from the Federal Reserve. Post-dated items are warehoused and posted to member accounts on the effective date. Credits with current day effective dates are posted each morning, debits for current day are posted in the evening before drafts and ATM transactions.

The FRB produces five sets of files each business day on weekdays, Monday through Friday, except for Federal Holidays. CU*Answers posts the files as follows:

- ▷ CU*Answers receives the first set of files overnight and posts them by 8:30 AM ET.
- ▷ CU*Answers receives the second set of files by noon and posts by 1:00 PM ET.
 - Same-day credits must be posted with this file.
- ▷ CU*Answers receives the third set of files by 4:00 PM ET and posts by 5:00 PM ET.
 - Same-day credits must be posted with this file.
- ▷ CU*Answers retrieves the fourth and fifth set of files at 5:30 PM ET and 10:00 PM ET and posts them prior to the close of business day, 10:30 PM ET.
- ▷ As this posting is a combined posting, two Receive reports and one Posting report are produced.

NOTE: Please remember that these posting times are approximate and may vary.

If you would like your ACH posting configuration reviewed, please contact the CSR and SRS teams.

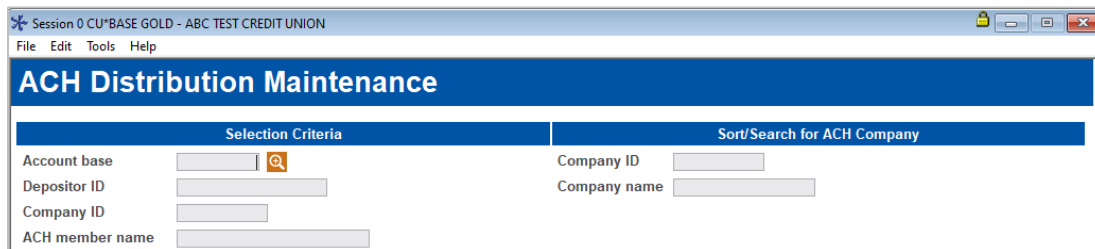
To ensure the interfaces posted correctly, there are tasks you will need to complete each morning. Extensive online help outlining process timing, reports, etc., is available.

PACHSU

Each day when we receive the ACH files an ACH Suspense File Exception Report, PACHSU, is generated. This report can also be printed, using **Tool #672 Print ACH Suspense File Report (PACHSU)**, which you may find easier to use because NSF items can be excluded. This report shows all items that are unable to post because the depositor ID does not match any of your members' account numbers.

All items with the message "Base Account Not Found" need to be corrected. Use **Tool #989 Work With ACH Members/Companies** to make your corrections.

Work With ACH Member/Companies (Tool #989)



Any items with the message "Invalid Distrb Account #" will need to be reviewed and corrected. These ACH exceptions pertain to any ACH Payroll/Deposit distributions that no longer have a valid account attached to the ACH record. These accounts are usually loan suffices that have been paid off and/or closed. Use **Tool #989 Work With ACH Members/Companies** to review the ACH record and delete the invalid Distribution account attached. Enter Depositor ID, select the desired ACH record, select Update, highlight the invalid account, then delete distribution. **Special note: Do not delete the company.**

*The first 30 days after your conversion to CU*BASE, we will not post the credits in the morning until you have had the opportunity to correct items on this report. Once all corrections have been made, call our Operations Department at extension 132 and let them know the ACH credits are ready to post.*

After posting, more reports will be ready for you to print in DAILYxx or you may leave them in DAILYxx and the reports will go through the normal OUTQ routing and go to CU*SPY.

The ACH exceptions can also be printed from **Tool #1875 Work ACH Exceptions** and **Tool #1876 Work ACH NSF>Returns**, and then *Print* (F14). The report is sorted by date and Tran Code. You may find this an easier way to work exceptions since you can look up all the accounts at once, determine any transfers to be made, determine which items should be posted back to the member, and mark the desired return code right on the report.

ACH Returns

Work ACH exceptions using **Tool #1875 Work ACH Exceptions** and **Tool #1876 Work ACH NSF/Returns**. These must be completed before 3:00 PM ET if CU*Answers processes your returns. There is no need to contact our Operations Department. OPS will automatically pull those returns that are ready.

☐ Work ACH Exceptions

(Tool #1875)

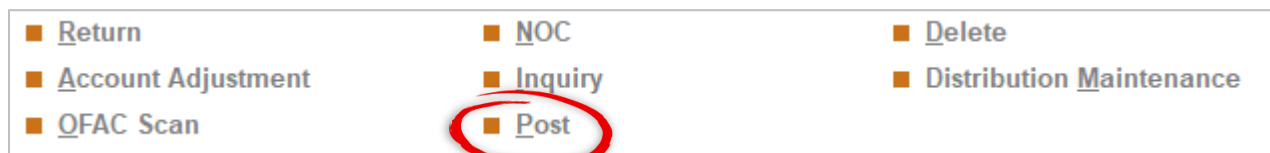
You will always work tool #1875 first. These ACH Exceptions will be your NON-NSF items. These would be items such as Closed, Invalid, Stop Pay and Frozen Accounts. Follow the credit union's policies and procedures on how to handle the exceptions.

☐ Work ACH NSF/Returns

(Tool #1876)

You will work Tool #1876 last. These ACH Exceptions will be your NSF items. You will want to process a repost over the exceptions. You can highlight all exceptions and click **Post**. Once selecting that option, you will have to POST through each exception for the system to try and post to the member's account.

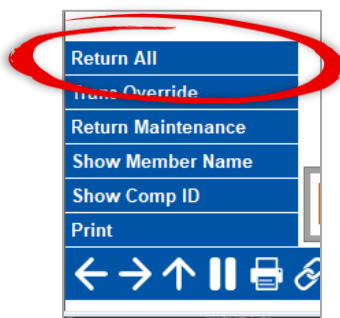
Work ACH NSF/Returns (Bottom of Listing)



☐ After the repost has been complete, you can then select the **Return All** button.

This will return only the NSF items. All IAT transactions that need the OFAC scan will remain on the screen. You will have to process an OFAC scan over those and return individually.

Work with ACH NSF/Returns (Button Listing)



☐ After both screens (1875 & 1876) are cleared and show no exceptions, you will run the following reports to balance back and make your appropriate entries.

☐ Print a List of Submitted Returns using **Tool #686 Print Submitted ACH Returns/NOCs**. Maintenance Date will be today's date, list only returns by clicking the Returns button.

- The amount for the daily journal entry for ACH returns is on the above report. Post the entry with today's date. If the returns are debits, then debit the correspondent GL and credit 870.11. If the returns are credits, debit 870.11 and credit the correspondent GL. Once this has been posted, 870.11 should reflect a zero balance except for any account adjustments posted today (or ACH items that were paid).
- After 3:00 PM, pull the List of Submitted Returns again and match totals to your first report. This will ensure that all returns were transmitted by CU*Answers to the FRB that day. The totals on this final report should match the totals on your Fed Advice fax/email or Settlement received on Corporate.
- Also print out a Member Account Adjustment report using **Tool #381 General Transaction Register** to verify what you posted today. The totals on this report will be used to reconcile returns. (See "Reconcile ACH Exception Items" on the next page). (See picture below.)

General Transaction Register (Tool #381)

Settlement

- The journal entry for the settlement should be posted daily. We recommend using the effective dates on the FRB Statement of Activity report or Settlement figures from your corporate statement. Post individual DR & CR totals to the correspondent account and offset the ACH settlement account. You can also use **Tool #111 ACH Fed Transmission Summary Inq (ACHSM)** to post the settlement items. (See below).

ACH Fed Transmission Summary Inq (ACHSM) (Tool #111)

22/03/24	22/03/23	9,544.04	11,535.48	1,991.44-
22/03/24	22/03/24	.00	2,746.16	2,746.16-
TOTAL		9,544.04	14,281.64	4,737.60-

- Once this entry is posted, a general ledger history on your ACH settlement account should now reflect a zero balance as of the prior business day. Or if your credit union is allowing Early ACH posting for member deposit, you will use **Tool #1925 ACH Deposits Posted Early (ACHDTL)** to verify and match the EOD.

Verify and Match EOD using ACH Deposits Posted Early (ACHDTL)

Select Records		Report Builder	
Enter criteria to choose which data should appear on the report.			
Combine (And/Or)	Field Name	Comparison	Criteria (Field, #, 'Text', etc.)
	ADEFFDTE	Not Equal To	adpstdte
AND	ADPSTDTE	Less Than or Equal To	'2022-03-29'
AND	ADEFFDTE	Greater Than	'2022-03-29'

ACH Suspense 870.11

Verify the balance in 870.11 by selecting the *Print* (F14) in **Tool #1875 Work ACH Exceptions** and **Tool #1876 Work ACH NSF/Returns** and match the previous day exception (debits and credits) total on this report to the balance in 870.11. This will ensure you have correctly posted journal entries and member account adjustments.

If there is a discrepancy, you can use the following research tools:

- ▷ Look at the PXACH report for unposted items. Use the Member Acct Adjustment Screen to post a correction to a member's account and offset the ACH suspense account, 870.11.
- ▷ NSF items will appear on the TACHD5 report. Use the Member Account Adjustment screen to post the item to the member's account. HOWEVER, if you need to return the item, originate the return item back to the FRB using **Tool #1876 Work ACH NSF/Returns**. Then create and post a journal entry to move the money between suspense account, 870.11 and the correspondent GL.
- ▷ Make sure the ACH Origination Returns and NOCs Report, PACHD2, are blank. This report will show any prior day returns rejected by the FRB. If there are any items on it, they will need to be either returned again or posted back to the member. You should see 'Dishonored' in the GL Description field.
- ▷ The ACH Processing Transaction Register – Errors report, TACHD4, will show any stop payments or transactions that tried to post to a closed account.

Reconciling ACH Exception Items

Once you have finished posting items and marking the remaining for return, all your activity can be reconciled to verify that you completed all your steps and posted accurately.

- ▷ The total of debits on the LACHXC, ACH Exceptions Listing minus the total of debits returned from **Tool #686 Print Submitted ACH Returns/NOCs** should equal the amount of account adjustments you processed to force pay items.
- ▷ The total of credits on the LACHXC, ACH Exceptions Listing minus the total of credits returned from **Tool #686 Print Submitted ACH Returns/NOCs** should equal the amount of account adjustments you processing to force pay items.
- ▷ Both of these calculations would net to zero if you posted everything correctly.

ACH STOP PAYMENTS

To place a stop payment on an ACH item, simply use **Tool #989 Work With ACH Members/Companies**. After the company and account number in question have been located, double click on the account number to access the ACH Distribution Maintenance screen. In the distribution code field enter '08'. This code will prevent the item from posting to the member. On the day, the item is scheduled to post, you will find it in the suspense account, 870.11, and on the Daily Exceptions screen, accessed via Tool **#1875 Work ACH Exceptions**.

The item will be displayed on the error report, TACHD4, as well. Once the stop pay is verified, return the item in the ACH exceptions screen.

Your credit union's internal policies as well as NACHA rules will dictate the expiration date of the stop payment. A list of ACH stop payments should be manually updated, as CU*BASE does not currently have an expiration date field available for ACH items.

ACH Pre-notes

Occasionally, a company will send through a zero-dollar-amount transaction to verify the account number and let the credit union know a valid ACH item will follow.

Pre-notes can be worked using the ACH Exception report, as explained above. They will be identified with Tran Code 23.

CU*BASE will also generate reports when pre-notes are received.

- ▷ PACXTB2 – Notifications of Death
- ▷ PACXTB3 – Pre-notes (zero-dollar transactions)

Share Draft Processing Activities

Working with Share Draft Returns and Exceptions

The share drafts for your credit union are processed through a third party. CU*Answers receives the draft file usually during the day Monday through Friday and posts the drafts to the members at approximately 7:00 PM EST.

Each morning there are steps to take to reconcile these draft files and work the exceptions.

Share Draft Returns

Working the share draft exceptions is only a three- or four-step process, depending on your share draft processor.

1. **Print S/D Exception Report**

Tool #440 List Check Exception/Return Detail prints a list of draft exceptions in order by the reason code. This matches the order of exceptions displayed in the Work S/D exceptions screen, accessed via **Tool #986 CHECKS 1: Work Member Exception File**.

2. **Work S/D Exceptions**

Tool #986 CHECKS 1: Work Member Exception File allows you to work the exceptions by correcting any invalid accounts, paying a draft for a member, or waiving any NSF fees as determined by your internal policies. See next page on how to handle corporate check/money order or NOI exceptions that show up here as code 35 Invalid.

3. **Repost S/D Exceptions**

After all ACH credits and night deposits have been processed, you now have the option to try to clear more drafts. **Tool #712 CHECKS 2: Re-Post Exceptions File Detail** allows you to re-post the exception file. The system will again look for available funds to pay those drafts. This step will generate reports TNDET2 and TNDET3.

⇒ Keep in mind that Steps 1 and 2 may be done multiple times.

4. **Post NSF Fees**

Now the fees need to be posted to member accounts. Taking **Tool #619 CHECKS 3: Post Check NSF Fees** accomplishes this task automatically as well as generating the notices. This step will generate reports LNDET, TNDEF1 and TNDEF2.

NOTE: You can only take this option one time!

5. **Confirm/Transmit Member Returns**

Use **Tool #279 CHECKS 4: Confirm/Transmit Mbr Returns** customized to your share draft processor's requirements. This option is only used for CU*Answers Item Processing Clients.

For credit unions using CU*Answers IP as their item processor **Tool #279 CHECKS 4: Confirm/Transmit Mbr Returns** must be done by the credit union **no later than 12:30 PM EST**. Report SNDT1XX is generated from this step. To confirm that Option 4 was done, look at **Tool #986 CHECKS 1: Work Member Exception File** again. The screen should be empty. There should be no member records listed here unless you have put a draft on hold.

6. **Draft Reports**

To keep your records in order, staple together all reports generated from the above steps, placing the SNDT1XX on the top. This report will have the total amount of returns that you will need to make your daily journal entry.

7. **G/L Journal Entry**

Create a journal entry effective dated for the date of the draft posting which is typically yesterday's business date using **Tool #61 Create/Post GL Journal Entries**. You will post the total S/D settlement amount by debiting the S/D clearing account and crediting the appropriate corporate account. You will post the draft return amount by crediting G/L #870.45 Items in Transit and debiting your corporate account. The balance in G/L 870.45 after this entry is posted should be equal to zero.

NOTE: Use a Journal Template to save time creating these posting entries. See online help for instructions on this feature

8. **Print Notices**

Once you have completed all the above steps, notices can be printed using **Tool #653 Print Laser Member Notices**. Using this to select all notices to print, which will include delinquency, certificate maturity, overdraft, NSF, and any loan rate/payment changes. Distribute according to your credit union's internal policies.

When a Draft Exception is a Corporate Check or Money Order

In the event a corporate draft or money order was encoded incorrectly, it may show up in your share draft exception file. Take the following steps:

1. **View Check Copy**

Obtain a copy of the check from your usual source, whether it is online imaging, CU*Check Viewer, or calling your share draft processor.

2. **Change Check Status**

Use **Tool #986 CHECKS 1: Work Member Exception File**. Change the status from an 'A' to a 'D' to delete this item.

3. **Update Check/Money Order Check Status**

Use **Tool #889 Update CU Check History**. Change the status to 'C' to clear this item and enter the trace number and reconcile date.

4. Create/post journal entry

Use **Tool #61 Create/Post GL Journal Entries** to create a journal entry effective dated for the date of the draft posting which is typically yesterday's business date. You will post the check amount by debiting the outstanding corporate draft/money order account and crediting G/L 870.02. For tracking purposes, enter the draft/money order number for example "Clear Ck#1234" or "Clear MO#56789".

Share Draft Settlement/Return Totals

To verify your settlement journal entry amount:

- ▷ Match the draft settlement total from the RNDT1XX report to your corporate history or FRB Acknowledgement.
- ▷ You can review settlement totals for drafts and corporate drafts using **Tool #205 Check Processing Daily Statistics**. Select the date to review and press Enter.

Check Processing Statistics (Tool #205)

	Total Amount	Fee Amount	# of Checks
Total checks in file	1,924,892.38	--	3,584
Total member checks received	1,586,359.12	--	3,461
Member checks posted	1,567,222.03	--	3,405
Member checks posted to negative balance	8,457.09	1,645.00	44
Exceptions in 1st pass	19,137.09	--	56
Re-posted	10,779.43	385.00	28
Force-posted to negative balance	0.00	--	0
Returned	7,926.37	805.00	25
Total Corp checks received	338,533.26	--	123
Corp checks posted	337,978.26	--	122
Corp check exceptions	555.00	--	1
ODP Transfers made 1st pass	164,013.32	0.00	144
From shares	159,378.35	--	115
From loans	4,634.97	--	29
ODP Transfers made re-post	0.00	0.00	0
From shares	0.00	--	0
From loans	0.00	--	0

- ▷ Move the total figure from the draft settlement account to your correspondent account by debiting the draft clearing account and crediting the correspondent account. Date the entry for the prior business day. The draft settlement account should now reflect a zero balance when viewed in the General Ledger History accessed via **Tool #60 GL Journal History Inquiry**.
- ▷ The total next to Exceptions in 1st Pass will also match the amount in 870.02.

(There is room for additional notes on the next page.)

Additional Notes

Corporate Draft/Money Order Reconciliation

Working with Corporate Drafts and Money Orders

Reconciliation

Each day run the outstanding check summary report from the Print CU Check Register option (**Tool #636 Print Check Disbursement Register**) to match the balance of the outstanding checks to the G/L account for Corporate Checks and Money Order.

NOTE: When running this report option, be sure to change the report type from Detail (D) to Summary (S). This will prevent you from printing a large report listing all outstanding corporate drafts and money orders.

- Using **Tool #636 Print Check Disbursement Register**, select the appropriate Bank ID. Usually, this will be C1 for corporate drafts and M1 for money orders. There is a look-up button to see the Bank IDs configured for your credit union. The 'through date' should be yesterday's date. (See Screen below for configuration of Check Register)

Print Check Disbursement Register (Tool #636)

Check Register Selection

Type: Detail Summary

Process date: Jun 2022 [MMYYYY]

Print remitter detail on report

Job queue

Copies: 1

Printer: P1

Selection Criteria				
Banks (Blank Defaults to All)	Check Statuses	Dated	From	To
<input type="checkbox"/>	<input type="checkbox"/> Cleared checks	From	Apr 01, 2022	[MMDDYYYY]
<input type="checkbox"/>	<input checked="" type="checkbox"/> Outstanding checks	To	May 21, 2022	[MMDDYYYY]
<input type="checkbox"/>	<input type="checkbox"/> Stop payment checks	Issued	From	[MMDDYYYY]
<input type="checkbox"/>	<input type="checkbox"/> Spoiled/ruined checks	To	[MMDDYYYY]	[MMDDYYYY]
<input type="checkbox"/>	<input type="checkbox"/> Voided checks	Cleared	From	[MMDDYYYY]
		To	[MMDDYYYY]	[MMDDYYYY]

Preparation Criteria				
Field	Sort Seq (1 - 7)	Print Sub-Total	Insert Page Break	Select Only If Equal To
Bank ID	1	<input type="checkbox"/>	<input type="checkbox"/>	
Check #				
G/L account		<input type="checkbox"/>	<input type="checkbox"/>	
Member account base		<input type="checkbox"/>	<input type="checkbox"/>	
Check date		<input type="checkbox"/>	<input type="checkbox"/>	
Employee ID		<input type="checkbox"/>	<input type="checkbox"/>	
Issuing branch		<input type="checkbox"/>	<input type="checkbox"/>	

Retrieve Settings

Save Settings

FR (5685) 6/17/22

The totals on the last page of these reports should match the corresponding GL account numbers.

- ▷ From CU*Spy, locate the PCKRXX – Check Reconciliation Report in the Third-Party Processing category. Most checks will find matches on the check register with the check number and amount, but in some cases, you may see errors. Refer to the messages below for instructions on correcting these errors.

<i>Error</i>	<i>Description</i>
"BANK ACCOUNT# IS INVALID"	Sometimes the MICR line is encoded incorrectly and does not match any Bank ID configurations. To correct this, mark the check(s) as cleared in the check register and post a journal entry debiting outstanding corporate drafts or outstanding money orders and crediting share draft settlement.
"CHECK # NOT FOUND"	Use your check viewing tool to display the check and find the correct check number. Use Tool #889 Update CU Check History to mark the check cleared.
"AMT DOES NOT = CHECK FILE"	<p>The amount encoded on the MICR line does not match the amount on the check register for this check number. Use your check viewing tool to display the check; if the check number does not match the one on the report look it up, verify that the amount matches, and mark the correct check number as cleared in Tool #889 Update CU Check History.</p> <p>If the check number is correct, but the amount encoded is incorrect, you can either:</p> <ol style="list-style-type: none"> 1. If the amount is under \$50, expense the amount by posting a journal entry between outstanding CK/MO and the share draft settlement GL. <p>If amount difference is greater than \$50, you can submit a request to your draft vendor for an adjustment. Since draft adjustments typically come into your corporate account as a separate item, post a journal entry between your outstanding CK/MO G/L and your corporate account.</p>
"STOP PAYMENT REQUESTED"	Add these checks to your member check returns by calling them in to your check vendor to return or adding to draft exceptions screen using Tool #986 CHECKS 1: Work Member Exception File . You will need to post a journal entry by crediting your corporate CK/MO G/L and debiting G/L 870.45.
"ALREADY RECONCILED"	The check status is already marked as 'C' for Cleared. Review this check on your check register to see when this check was marked cleared. Print a copy of this check for the current presentment date and the prior presentment date. If this check is a duplicate, then call this item into your draft vendor to request an adjustment and post a journal entry between your outstanding CK/MO G/L and your corporate account.

<i>Error</i>	<i>Description</i>
“VOID – NO REVERSAL”	The check status is marked ‘S’ for Spoil
“VOIDED – REVERSAL”	The check status is marked ‘V’ for Void
	In either case, you need to verify the check number and if it is correct, then look on the check register to see if there were 2 checks written for the same amount for the same person. Typically, the wrong check could be marked as ‘S’ or ‘V’. Change the status codes to be correct on both checks.

NOTE: When marking a check as ‘Cleared, also add the trace number and recon date.

Usually, if the outstanding check accounts are out of balance, it is due to a check or money order not being marked ‘Void’ the same day the transaction was reversed.

We recommend balancing your corporate drafts and money orders a minimum of once a week. Of course, you can balance more frequently if you wish.

ADDITIONAL NOTE: Use the maintenance report to review changes made to the status code of corporate checks/money orders. This can be helpful if someone changed a status and did not perform a corresponding G/L entry to complete the change. In CU*SPY the maintenance report is called LELOG and you would be looking for the field name “CHSTAT”. If you have access to **Tool #159 Audit CU File Maintenance (CUFMNT)**, you can view maintenance for the current month. Simply enter the “CHSTAT” in the Field box and press enter to sort these changes to the top of the screen. Press the toggle key to see the check number associated with this maintenance.

Corporate Check Processing

Checks are generated through various processes within CU*BASE. There are five different types of checks.

Additional Resources in CU*BASE Online Help

You can review Check Processing in CU*BASE Online help.

Refer to this topic: [Types of Checks Created by CU*BASE \(Including Void Procedures\)](#)

Direct link: <https://help.cubase.org/cubase/checktypes.htm>

Member Checks

Created through the teller processing screen or the loan disbursement screen.

Temporarily credit change fund, 739.00, and then 'Sweep' during End-of-Day processing by debiting change fund and crediting the outstanding corporate draft account.

These checks do not affect the general ledger until End-of-Day processing has been completed.

The G/L interface for these checks is part of the 'TR' entry and has the description 'C/U CHECKS'.

To void the check the same day it was written, mark the check as void in the check register, using **Tool #889 Update CU Check History** and reverse the member's transaction using **Tool #31 Reverse Tran/Adjust Drawer (Same Day)**.

To void the check other than same day, mark the check as void in the check register using **Tool #889 Update CU Check History** and reverse the transaction using **Tool #492 Member Account Adjustment (Full)**. The offset G/L number will be the outstanding corporate draft account.

If the member's transaction was reversed on the day the check was issued, but the check was not marked void, make a reversing sweep entry for the check amount crediting Change Fund, 739.00, and debiting the outstanding corporate draft account. Mark the check void in the check register.

Miscellaneous Expense Checks

These checks are created using **Tool #667 Print Miscellaneous Checks**.

The checks will create a debit to the expense account entered and a credit to the outstanding corporate draft account.

No entries are posted to the general ledger until End-of-Day processing has been completed.

The G/L interface for these checks is part of the 'TR' entries created during End-of-Day and will have a description of 'CU CK'. Each check is posted individually.

To void the check the same day it was written, mark the check as void in the check register using **Tool #889 Update CU Check History**.

To void the check other than same day, mark the check as void in the check register and make a reversing journal entry, crediting the expense account and debiting the outstanding corporate draft account.

Smart G/L Checks

These checks are created through the Accounts Payable system. These checks will post immediately to the general ledger and will have a J/E ID of 'CD'.

Each check can have up to 10 debits.

To void, use **Tool #324 CU Check/Bank Reconciliation** and select the appropriate Bank ID, select 'Void' for the Operation, enter the check number and amount, check the box to Generate Reversing A/P J/E. Hit Enter. The system has created a journal entry to be posted. The entry will have a J/E ID of 'CV'. Post the entry from **Tool #61 Create/Post GL Journal Entries**.

You may also use **Tool #889 Update CU Check History** to void the check and create and post the reversing journal entry in **Tool #61 Create/Post GL Journal Entries**.

Phone Operator Checks

These checks are created in Phone Operator (F2).

These checks post to the outstanding corporate draft GL during End-of-Day processing.

To void the check the day it was issued, mark the check void in the check register, **Tool #889 Update CU Check History** and reverse the member's transaction using **Tool #31 Reverse Tran/Adjust Drawer (Same Day)**.

To void the check other than same day, mark the check void in the check register, use **Tool #889 Update CU Check History** and reverse the transaction using **Tool #492 Member Account Adjustment (Full)**. The offset G/L will be the outstanding corporate draft account.

If the member's transaction was reversed on the day the check was issued, but the check was not marked void, mark the check void using **Tool #889 Update CU Check History**.

Auto Checks

These checks are generated during End-of-Day processing from audio response requests, home banking requests, certificate maturity and certificate dividend processing, IRA distributions and Club processing. A list of these checks can be obtained from **Tool #631 Print Auto/Mail Check Audit List**. This should be part of your daily task list.

Print the checks using **Tool #632 Print Auto/Mail Checks**.

The home banking checks sweep through 870.96, certificate checks sweep through 870.97, all other checks sweep through 870.07.

To void, after the checks have been printed, mark the check as void in the check register using **Tool #889 Update CU Check History**. Post a Member Account Adjustment using **Tool #31 Member Account Adjustment (Full)**, depositing the money into the member's account and offset G/L account will be the outstanding corporate draft account.

Reprint Checks

Use **Tool #760 Reprint Corporate Checks** when the check amount is correct but the 'Payable To' information is incorrect or if the check was damaged during printing. This option will mark the check as spoiled, 'S', in the check register and will automatically generate another check for the same amount using the new 'Payable To' information.

This option creates a new check in the register but does not produce another withdrawal from the member's account.

ATM/Debit Card Activities

Working with ATM and Debit Cards

Your ATM/Debit activity is processed by a third party. CU*BASE defines transactions as either PIN-based or signature-based. ATM transactions are usually PIN based; however, debit card transactions can be either.

Batch (Offline) Processing

If your credit union is utilizing batch processing, CU*Answers will receive and post a transaction file for you each day. Also, if requested, we will send a Positive Balance File (PBF) back to the vendor each day at the time designated by your credit union. Remember that you can use **Tool #822 Smart Operator: Daily Ops Log** to view the date and time these files were sent/received.

Maintenance

Card information can be added in CU*BASE for inquiry purposes. If we are sending a PBF to the vendor, this information is required. Through Phone Operator (F2) or Inquiry (F1), select *OTB/Cards* (F17). Enter the card number as it appears on the plastic. Choose the type, either ATM or Debit, then *Add/Update* (F1). Enter the appropriate service charge group. Cards will still be ordered and maintained through your processor's administration terminal or software.

Reports

Each day CU*Answers will generate transaction reports based on files received from your processor. There will be a TATMXX report for the ATM/Debit card posting detail and a separate report for the ATM/Debit card posting summary. There will also be a posting exception report if an exception exists otherwise this report will not be generated.

Balancing

Each day you should match the transaction posting report, RATMXX, to the vendor settlement report. Create and post a journal entry debiting the ATM settlement account, crediting the correspondent account dating the entry for the prior business day. After this entry has been posted, the ATM settlement account should reflect a zero balance for the prior business day.

Exceptions

Any exceptions (items that could not be posted to a member's account) will post to GL 870.13 for ATM and 870.16 for Debit transactions. These items should be posted to the member's account daily using Member Account Adjustment, offsetting either 870.13 or 870.16. Once all adjustments have been made, the accounts should reflect a zero balance for the prior business day. The accounts won't reflect a zero balance for the current day because member account adjustments do not interface with the general ledger until End-of-Day processing.

Online Processors

CU*Answers ATM/Debit Card Processing

Go to www.cuanswers.com to find supported vendors.

Maintenance

Account and card maintenance performed on CU*BASE is sent in the evening to the ATM/Debit card vendors, Monday through Saturday. The maintenance reports are called LADMXX1A and LADMXX1B. It is recommended that the maintenance on these reports be matched up with the vendor maintenance reports or use an online inquiry feature to ensure that these changes occurred. Report any discrepancies to the Client Service Team.

Reports

Transactions reports are generated Monday through Saturday; Sunday activity shows in with Monday. The LPANTX1 report is the detail transaction report and the LPANTX2 report is the summary report that prints totals by settlement date and process date. Typically, only the summary report is needed to reconcile the general ledger settlement account.

There are three exception reports which are as follows; the LPANEX1 is for denied transactions, the LPANEX2 is for posting errors, and the LPANEX3 is for transactions that were charged the ISA fee.

Recon

A reconciliation file is sent to CU*Answer from each vendor containing the transactions they authorized to post. This file is compared in two ways to the posted CU*BASE transactions. The PRCNXX1 report compares the vendor file as the primary file to the CU*BASE transactions and the PRCNXX2 report compares the CU*BASE transactions as the primary to the vendor file. This ensures all differences between the transactions are located and printed on these reports.

PRCNXX1 Error Report

This report compares what the Vendor says should settle/post to member compared to what CU*Answers posted. With that being said, the top line on PRCNXX1 is what should have posted to the member.

The bottom line on the PRCNXX1 report is what posted to the member.

For Example: Top line has \$5.00; bottom line has \$0.00. This means the \$5.00 settled on Vantiv but for some reason (duplicate trace, etc.) never posted on CU*Base to the member (bottom line \$0.00)

PRCNXX2 Error Report

This report compares what CU*Answers posted back to what the Vendor says should have settled. With that being said, the top line on the PRCNXX2 is what should have posted to the member.

The bottom line on the PRCNXX2 report is what posted to the member.

For Example: Top line has \$0.00; bottom line has \$5.00. The \$0.00 means that Vantiv did NOT settle for that transaction and should have not been posted. But the bottom line represents that the \$5.00 posted to the member's account.

The \$5.00 will need to be credited or debited to the member. This will be opposite of where the amount lies on the report.

- if the \$5.00 is on the bottom line UNDER the debit column you will give credit back to the member
- if the \$5.00 is on the top line UNDER the credit column you will debit the member.

Balancing

After the settlement totals are posted from the vendor reports to your general ledger, you will need to verify the resulting balance. This resulting balance is typically the holdover amount of the transactions that occur after your ATM/Debit card vendor ends their business day through midnight or the time CU*Answers runs the EOD processing for the day. Use the LPANTX2 report to locate the holdover amount for your general ledger by matching the business date you are balancing to the appropriate settlement date and process date. For example, if you are trying to reconcile the GL balance on 3/08/11, you need to find the total that matches to the process date of 3/08/11 but the settlement date is 3/09/11. If you are still out of balance, review the exceptions on the reconciliation reports PRCNXX1 and PRCNXX2.

In the back of this document, you will find an ATM/Debit card balancing form that can be used to enter the amounts from the CU*BASE reports and the vendor reports to help you reconcile the totals for a specific date.

Suspense

Transactions that can't be posted to a member's account will post as an exception to either GL 870-13 or 870-16. You can locate the detail for these exceptions on the LPANEX2 report labeled as "suspense". These items should be posted to the member's account daily using Member Account Adjustment, offsetting the appropriate suspense account.

Online Credit Card Processors

CU*Answers Credit Card Processing

Go to www.cuanswers.com to find supported vendors.

Maintenance

Account and card maintenance performed on CU*BASE is sent in the evening to the credit card vendors, Monday through Saturday. The maintenance reports are called PCTMXX2A and PCTMXX2B. It is recommended that the maintenance on these reports be matched up with the vendor maintenance reports or use an online inquiry feature to ensure that these changes occurred. Report any discrepancies to the Client Service Team.

Reports

Transactions reports are generated Monday through Saturday; Sunday activity shows in with Monday. The LPANTX1 report is the detail transaction report and the LPANTX3 report is the summary report that prints totals by settlement date and process date. Typically, only the summary report is needed to reconcile the general ledger settlement account.

There are three exception reports which are as follows; the LPANEX1 is for denied transactions, the LPANEX2 is for posting errors, and the LPANEX3 is for transactions that were charged the ISA fee.

Recon

A reconciliation file is sent to CU*Answer from each vendor containing the transactions they authorized to post. This file is compared in two ways to the posted CU*BASE transactions. The PRCNXX1 report compares the vendor file as the primary file to the CU*BASE transactions and the PRCNXX2 report compares the CU*BASE transactions as the primary to the vendor file. This ensures all differences between the transactions are located and printed on these reports.

Balancing

After the settlement totals are posted from the vendor reports to your general ledger 802-22, you will need to verify the resulting balance. The resulting balance is typically zero. There are no holdover amounts for credit cards which are unlike ATM/Debit cards. If the balance is not zero, then review the exceptions on the reconciliation reports PRCNXX1 and PRCNXX2.

Suspense

Transactions that can't be posted to a member's account will post as an exception to GL 870-22. You can locate the detail for these exceptions on the LPANEX2 report labeled as "suspense". These items should be posted to the member's account daily using Member Account Adjustment, offsetting 870-22. Refer to the online credit card documentation for the proper posting codes needed to complete the account adjustment screen.

(There is room for additional notes on the next page.)

Monthly Dividend/Interest Accrual Processing

Working with Dividends and Interest

Certificates

Each day CU*BASE accrues dividends based on the dividend rate on the member 's account. During our Beginning-of-Day processing, the system will automatically post the accrued dividends for you, debiting the expense GL and crediting the accrual GL as configured in **Tool #194 Certificate Products Configuration**. Generally, all share certificates will post to the same general ledger account number and all IRA certificates post to a general ledger number different from regular certificates.

To verify where the accruals are posting, print the Certificate Configuration Report from **Tool #635 Print CD Configuration Report**.

When the dividends are scheduled to pay, the member record is credited, and the accrual GL is debited.

Loans

Each day, CU*BASE accrues interest based on the interest rate on the member's account. During our Beginning-of-Day processing, the system will automatically post the accrued interest for you, debiting the accrual GL and crediting the income GL that has been assigned to that loan category. Each loan category is assigned a unique principle, income, and accrual general ledger number. The loan department manager at your credit union will be able to tell you what these general ledger numbers are. Loan Category configuration can also be printed from **Tool #655 Print Loan Category Configuration Rpt**.

Generally, when the member makes a payment, accrued interest is credited first with the remainder credited to principle. The payment matrix set up for each loan category will determine the order in which principle, interest, fines, and escrows are credited.

Shares

Simple Daily Calculation

If your credit union uses the simple daily interest calculation, CU*BASE has been configured to process dividend accruals daily. During our End-of-Day processing, the system will accrue dividends for the member based on the current dividend rate for that share product and the balance in the member's account. (To view the current dividend rates for all share products, you

can click on the Rate Inquiry icon or print the Share Configuration Report from **Tool #680 Print Share Dividend Appl Config Reports**.

Entries will be automatically posted with a debit to the expense GL and a credit to the accrual GL.

When dividends are scheduled to pay, the member's account is credited while the accrual GL is debited.

Average Daily Balance

If your credit union uses the average daily balance method of calculating dividends, there are no daily accrual entries since the average balance for the dividend period is unknown.

For all share products that pay dividends monthly, the system will automatically credit the member's account and debit the expense GL. No journal entry will be required to show your monthly dividend expense.

For share products that pay dividends quarterly, you will need to make a journal entry each of the first two months of the quarter.

- ▷ To get an estimate of dividends to be paid each month, use **Tool #343 Div/Int Base Rate Forecasting**. If you use split rates, **Tool #344 Div/Int Split Rate Forecasting** will assist you in calculating your dividends. We recommend you do this forecasting as close to the end of the month as possible.
- ▷ Once you have determined your estimated dividends, you will need to create and post a journal entry, debiting the expense GL and crediting the accrual GL for each share product. Date the journal entry for either the last day of the current month or the first day of the following month, depending on your posting schedule. (To determine the correct general ledger numbers, you may run the Share Configuration Report using **Tool #680 Print Share Dividend Appl Config Reports**.)
- ▷ During the third month of the quarter or at the time dividends post, reverse the journal entries posted during the first two months of the quarter. During our End-of-Day processing on the last day of the quarter, the system will post dividends for the three months, crediting the member, debiting the expense GLs for each of the share products. If your credit union pays dividends on the first of the period, the member accounts will be credited on the first of the period.

Additional Notes

End of Month Task Reminders

Reminders for End of Month

Procedures

Each month these steps need to be performed prior to the end of the month. You can sign up through client services to receive a handy monthly e-mail reminder to complete these steps. Simply visit our website at www.cuanswers.com and click the "Sign Up for Newsletters" link.

▷ **Share Dividend Rates**

Use **Tool #680 Print Share Dividend Appl Config Reports** to verify the rates. Use **Tool #506 Member Rate Maintenance** to schedule future rate changes. If you need to request a dividend rate regeneration/recalculation, contact the CSR department no later than 2 business days before the last day of the month.

▷ **Loan Variable Rates**

Use **Tool #660 Print Loan Variable Rate Config Report** to verify the rates. Use **Tool #935 Variable Rate Code Configuration** to schedule future rate changes.

▷ **Certificate Base/Variable Rates**

Use **Tool #635 Print CD Configuration Report** to verify the rates. Use **Tool #506 Member Rate Maintenance** or **Tool #935 Variable Rate Code Configuration** to schedule future rate changes.

▷ **Audio Response Rates**

Use **Tool #882 Update ARU Interest Rates** to update the share, loan and certificate rates in Audio response. This configuration is only needed if your CU has not signed up for text-to-speech IVR features.

▷ **Online Banking Rates**

Use **Tool #470 Loan Product Configuration** to update the loan rates displayed in online banking.

(There is room for additional notes on the next page.)

End of Month Activities

Procedures for End of Month

Procedures

Each month these activities need to be performed for End of Month. Keep in mind that CU*BASE allows you to effective date entries in the future for EOM postings as well as allow you to back date entries, if the month is not closed.

Special Note: You may run the accruals for your Investments and your Subsidiaries prior to the end of the month if no changes are expected because the process allows you to effective date the entries in the future for end of month date.

▷ Investments

Post the investment activity for the month (interest payments, accruals)

- Make sure your investment principal, accrual and interest income totals match between your sub ledger and your GL accounts using the totals on the investment trial balance report and your GL financial report.
- Reconcile your investment trial balance totals with your GL using Tool #408 Investment Trial Balance Report.
- Make any necessary adjustments using Tool #993 INV 1: Work With CU Investments
- Create/Post workfile using **Tool #316 INV 2: Create/Work Income Accr Work File**.
- Post journal entry using **Tool #61 Create/Post GL Journal Entries**.
- Reconcile your investment trial balance totals with your GL for your end of month verification using **Tool #408 Investment Trial Balance Report**.

▷ Subsidiaries

Post the Fixed Asset, Prepaid Expense, and Accrual Expense subsidiary activity for the month (accruals)

Make sure your subsidiary totals match between your sub ledger and your GL accounts using the totals on the subsidiary trial balance report and your GL financial report. Remember to use the sort of feature on the trial balance report to sort and break by GL number so that it's easy to match the totals.

- Reconcile your subsidiary trial balance totals with your GL using **Tool #687 Print Subsidiary Trial Balance Detail** prior to any adjustment and/or monthly subsidiary entries.
- Make any necessary adjustments using **Tool #1772 Work/View Subsidiaries**.
- Create/Post monthly entries using **Tool #305 Process Monthly Subsidiaries**.

- Post journal entries using **Tool #61 Create/Post GL Journal Entries**.
- Reconcile your subsidiary trial balance totals with your GL for your end of month verification using **Tool #687 Print Subsidiary Trial Balance Detail**.

▷ **90-Day Delinquent Loan Interest**

Post the 90 Day Delinquent loan interest amount using **Tool #179 Calc/Post Adjustment for Delq Loans**. Use this to calculate the delinquent amount(s) and create the journal entries to be posted for End of Month plus the reversing entry.

Enter your GL's here: Interest Income GL _____ Accrued GL _____

Please Note: GL 781.99 is a default that Xtend uses.

▷ **Shared Branching**

Run the Xtend Shared branching settlement report using **Tool #681 Print Shared Branch Settlement Report** as of the month end date to find the credit unions you need to pay. An automated ACH Settlement file will pull on the 2nd day of the month. This will take about 2-3 days to settle with each credit union where month is due or owed.

NOTE: Settlement information for each credit union can be found on the website **xtendcu.com** under the shared branching tab.

▷ **Participation Loans (Sold)**

Post the participation loan activity for the month (process payments, create settlement reports)

- Create/Review the workfile using **Tool #314 PL 5: Create/Post Part. Ln Pmt Work File**
- Make any necessary adjustments in the workfile
- Post workfile using **Tool #314 PL 5: Create/Post Part. Ln Pmt Work File**
- Post journal entries using **Tool #61 Create/Post GL Journal Entries**
- Reconcile your participation trial balance totals using **Tool #590 PLI Trial Balance** with your GL for your end of month verification.
- Send settlement report/payment to investors

▷ **Average Daily Dividends Paid Quarterly**

Post the estimated monthly dividend expense after using the dividend forecasting tools

- **Tool #343 Div/Int Base Rate Forecasting**. If you use split rates, **Tool #344 Div/Int Split Rate Forecasting**
- Print Share Dividend configuration using **Tool #680 Print Share Dividend Appl Config Reports**

▷ **Review All Asset and Liability Accounts**

Use the balance sheet financial #01 which contains the detail for each account on your chart of accounts to make sure all of your payable accounts go to zero.

▷ **Review All Income and Expense Accounts**

Use the income statement financial #02 which contains the detail for each account on your chart of accounts to compare the current account activity with prior month's activity using the financial statement column settings using **Tool #640 Print CU Financials**. A typical date/column setup would be as follows:

- Start Date = 05/22
- End Date = 05/22
 - 1st line = C – Current Period (prints May activity)
 - 2nd line = P – Previous Period (prints April activity)
 - 3th line = In the “Math” type 2-1 (prints the balance difference between the amounts in column 2 and column 1)

Review the Income Statement

Col	Type	- Or -	Begin [MMYY]	End [MMYY]	Year-End	%	Begin +/-	End +/-	Math +/-	% Value
1	Current		0000	0000	<input type="checkbox"/>	<input type="checkbox"/>				
2	Previous period		0000	0000	<input type="checkbox"/>	<input type="checkbox"/>				
3	N/A		0000	0000	<input type="checkbox"/>	<input type="checkbox"/>			2-1	

NOTE: Pay close attention to fee and dividend accounts especially after your conversion or after a new product has been started.

▷ **Member Account Balances & Accrual Amounts**

Reconcile the member accounts and accruals to the general ledger accounts using the screen display using **Tool #877 Trial Balance GL Verification** dated the 1st. The picture of the account balances on the 1st day of the new month will represent the balances as of End of Month. If you have branches, turn off the summary view and verify if you balance between the branches. If they are not in balance, make the appropriate journal entries to re-class the amounts between the branches.

▷ **Credit Union Cash**

Reconcile credit union cash to GL 739-00 using the screen display using **Tool #937 Vault GL Verification**, then *Branch Cash* (F9) dated the last day of the month. This screen compares the cash tracked by the teller system to the balance in GL 739-00 by branch.

▷ Charged Off Loan Activity

Run the general transactions register using **Tool #493 Member Account Adjustments Report** to find the member account activity for GL 719-00. Simply enter the following parameters to get a report for last month. This example is for April 2011.

- File Type = E (End of Month)
- File Date = April 2011
- G/L account # = 719.00

NOTE: This report will locate the transaction details posted to member accounts which are listed in the GL history. You may need to use detail from the GL history to locate activity that is not posted to the member accounts such as M/R miscellaneous receipt payments or manually posted journal entries.

▷ Financial Statements for the Board

Generate the summarized balance sheet and income statement using **Tool #640 Print CU Financials** for your board reports.

Remember to **unselect** these options to get the best results from these summarized reports:

- Print zero balances
- Print G/L account #

Remember to **select** this option:

- Print accounting format

▷ Close G/L Books

Once your financial statements are completed for the board, use **Tool #360 Run GL EOM/Upload to Analytics Booth** to close the month so that no more entries can be made for that month. The best time to run this option is first thing in the morning so that you don't get a system message from staff working in the general ledger screens.

- Corp ID = 01
- Click on "Reorganize G/L history file also"

▷ CU Budget

You can add your budget onto CU*BASE using **Tool #992 Work with CU Budget**. Simply enter the year in the "Working budget year" field and press enter to get to the next screen. You can either add a budget amount to each individual G/L number or you can use **Calculate Budget** (F14) to populate the budget based off amounts from prior months/years. Refer to the online help to assist you in entering your budget.

- Remember that amounts entered for income accounts need the minus sign to represent the balance as a credit amount
- Enter the annual amount in the "Totals" field and press F9 to divide/allocate the total into a monthly amount for each field Jan-Dec.
- Press the Save/Enter key twice to save your amounts

- After your budget amounts are entered on CU*BASE, you can use the column type codes in the print financial report (**Tool #640 Print CU Financials**) to print your budget amounts. Refer to online help for more information on how to add budget columns in your income statements.

SPECIAL NOTE: The G/L history will be kept for 24 months on the system; older months are purged off at the end of each month. Each month CU*Answers runs the G/L history report for the **previously closed period** for all G/L numbers and puts it on your Monthly CD Rom for archiving. For example, if the month of April just closed, the G/L history report will be run for March.

Generating Reports

Each month, CU*Answers will generate the following reports for you. These can be viewed in CU*SPY under the 'End of Month Processing' tab. They are also included on your CD-ROM. These reports are listed below. You may also run these reports on demand.

NOTE: Self-processing clients must generate their own End-of-Month Reports using the options and procedures listed below.

Generating Reports

Closed Accounts	LCLAC	Closed Account Report Tool #213
Closed Member List	LCLMB1	Closed Membership Report Tool #218
IRA Activity Report	LIRACT	IRA Contributions & Fair Market Value Tool #412
Loan Interest Analysis	LLNIA	Loan Interest Analysis Report Tool #466
Loan Purpose Analysis	LLNTP	Loan Purpose Code Analysis Report Tool #471
Loan Security Code Analysis	LLNSC	Loan Security Code Analysis Report Tool #474
Member Account Adjustments	LTRAN	Member Account Adjustments Report Tool #493
Monthly Collection Delinquency	LDQAN2	Loan Delinquency Analysis Report Tool #461
Monthly Delinquency Analysis Report	LDQAN3	Print Collection Delinquency Report Tool #637

New Account List	LNWAC	New Account Report Tool #548
New Member List	LNWMB	New Membership Report Tool #550
New/Refinanced Loan History	LNDB	New/Refinanced Loan History Report Tool #554
General Ledger Trial Balance (for prior month)	LGLETB	Print GL Trial Balance (monthly) Tool #650
Member Trial Balance – Detail	LMBRT	Mbr Trial Balance Listing - Select Info Tool #487
Delinquent Loan Interest	LMBRT	Selective Loan Information Report Tool #788

To print End-of-Month reports, here are the steps that should be followed. Throughout these instructions, XX refers to your 2-character credit union ID with CU*Answers.

Optional End of Month Reports You Can Run

Report Title	Generated Via
Analysis by Account	Mbr Trial Balance Summary by GL Account Tool #489
Audio/Online Banking Statistics	ARU/Online Banking Stats Dashboard Tool #141
Delinquent Loan Interest	Selective Loan Information Report Tool #788
Employee and/or Director Loans	Mbr Trial Balance Listing - Select Info Tool #487
Supervisory Override Report	Transaction Override Report Tool #868
CD Maturity Report	CD Maturity Analysis Report Tool #190
Fee Waiver Report	Fee Waiver Information Report Tool #371
Check Processing Statistics Report	Check Processing Statistics Report Tool #206
Loan to Share Trial Balance Review (ratios)	Learn-From-Peer: Loan Rate Analysis Tool #428

Call Report

Information for the 5300 NCUA Call Report

CU*BASE can provide most of the information you will need to complete your 5300 NCUA Call Report. Below is a list of reports that will help you gather the data you need for your Call Report. **Note:** Since the NCUA Call Report is subject to change each quarter, additional CU*BASE reports may be required. In addition, some reports may not be applicable for your credit union depending on how the Call Report data is organized in CU*BASE.

5300 Checklist of Reports

Refer to this help topic in CU*BASE Online Help for assistance with your 5300 Call Report.

[5300 Call Report Checklist for Reports](#)

Direct link: [https://help.cubase.org/cubase/5300 Call Report Checklist for Reports.htm](https://help.cubase.org/cubase/5300%20Call%20Report%20Checklist%20for%20Reports.htm)