

*This document is intended to help you prepare for the online portion of the UltraData Outstanding RFE Survey. Please review this and share among your colleagues for their feedback before entering the information in the surveys listed at the end of this document.*

# UltraData Outstanding RFE Survey

## Survey Number 1

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Survey Question #:	Product: Application Exchange	# of Cases:
<b>1</b>	Component: Ultra-Access	2

**Summary: We now allow members to change their phone, email and address information in Online Banking**

We now allow members to change their phone, email and address information in Online Banking but have found there is no place for them to change their cell phone number. How can we allow them to change their cell phone numbers? This impacts our new MFA vendor project. CU using VOIP phone system.

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Survey Question #:	Product: Business Lending	# of Cases:
<b>2</b>	Component: Invoicing	1

**Summary: RFE Request - Ability to Produce Invoices on Business Loans**

Our business department would like to be able to queue an invoice for members loan for payment monthly that would give the amount due and due date. Similar to a coupon, but in an invoice format.

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Survey Question #:	Product: OCS	# of Cases:
<b>3</b>	Component: Advanced Credit Card	2

**Summary: Support of Option 1 or Option 2 Maintenance File with Fidelity for credit card processing**

CU's are running the Crossroads version - looking for support of Opt 1 or Opt 2 Maint File. Do not want to migrate CUs from existing applications in place to other applications (CU337 to CU335). Want seamless transition. Goal is to send 2 phone numbers to Fidelity. Currently supported files (excluding crossroads) do not support multiple phone numbers. File in use today has 2 phone numbers but Crossroads is only able to send up the business phone number to Fidelity. Would like to send transmission direct to Fidelity, which requires support of a Fidelity format with 2 phone numbers.

# UltraData Outstanding RFE Survey

**Survey Number 1**

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Survey Question #:	Product: OCS	# of Cases:
<b>4</b>	Component: ATM/POS/Debit Processing	2

**Summary: Would like to have secondary cardholder information on track 2 to allow for card validation**

This is regarding our FDR Conversions for offline and online processing. We would like the ability to send the secondary card holders SSN and the primary card holders phone number to FDR. As it is now, after the cards are ordered and sent to FDR, the credit union then goes into the FDR software the next day to add the phone number and Secondary card holders SSN. Processor #14

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Survey Question #:	Product: OCS	# of Cases:
<b>5</b>	Component: Fees to branch accounting	1

**Summary: CU would like the OCS transaction fees to be used for branch accounting. They would like to post to the branch of the account**

CU would like the OCS transaction fees to be used for branch accounting. They would like to post to the branch of the account. Currently they post to the ATM branch and operator.

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Survey Question #:	Product: OCS	# of Cases:
<b>6</b>	Component: Online Debit	1

**Summary: Add any inquiries made to an account (via debit card/home banking) to statements and the account activity in home banking.**

Is there a way to get any inquiries made on an account (via debit card/home banking) to print in the members activity and on their statement? We have had a large debit card fraud scheme and this was suggested by authorities. This would hopefully allow the actual member to realize there is potential activity on their card, Homebanking that they have not done and prevent the actual transaction to take place.

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Survey Question #:	Product: OCS	# of Cases:
<b>7</b>	Component: Online Debit	1

**Summary: RFE-Card Orders for Non-Residents producing error message**

Card Orders for Non-Residents producing error message. Is there a way to order ATM/Debit cards for members that are listed as foreign meaning no social security number. We're running into some issues with our non resident members.

# UltraData Outstanding RFE Survey

**Survey Number 1**

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Survey  
Question #:  
**8**

Product: OCS  
Component: Online Debit-41-STAR

# of  
Cases:  
1

**Summary: Change EFT03 controls for Processor 41 STAR (EFT71\_12.1) to allow Host to STAR card status code mapping.**

Change EFT03 controls for Processor 41 STAR (EFT71\_12.1) to allow Host to STAR card status code mapping. The credit union would like to use the 41 Warm status for the Host Restricted status so that the card will not be captured if used. The file now sends a status of 39 Misuse for the host code Restricted and that code captures the card.

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Survey  
Question #:  
**9**

Product: Shared Branching  
Component: Acquier

# of  
Cases:  
1

**Summary: RFE We'd like to be able to print "Cashier's Check" on checks issued to guest members through shared branching**

We'd like to be able to print "Cashier's Check" on checks issued to guest members through shared branching. We're able to do this on the FSP Cash/Check Withdrawal tool for our own members, but not for guest members through shared branching.

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Survey  
Question #:  
**10**

Product: ORCC  
Component: Bill Payment ORCC

# of  
Cases:  
1

**Summary: RFE - Bill Payment History**

RFE to have bill payment history month by month instead of the full payment transaction history.

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Survey  
Question #:  
**11**

Product: PPAY  
Component: Charged off Loans

# of  
Cases:  
2

**Summary: PPAY qualifying member that shouldn't be because of charged off loan**

CU has one of their PPAY conditions 'Number of Current Delinquent days on All loans is Less then or Equal to Number of Days' 15. They have an account that has a chargeoff loan, its past due since 2006 and they are being qualified. This account has qualified since the beginning because its looking at active loans. CU would like to have a condition added "No charged off loans, No pre-charged off or No Discharged loans."

# UltraData Outstanding RFE Survey

**Survey Number 1**

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Survey Question #:	Product: PPAY	# of Cases:
<b>12</b>	Component: FSP-Front Office	1

**Summary: CU needs to be able to allow the member to opt-in separately for each account type including at the sub-account level.**

CU needs to be able to allow the member to opt-in separately for each account type including at the sub-account level. If a member has an S78 and an S78.1 - they can't opt-in for the S78 and opt-out on the S78.1

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Survey Question #:	Product: PPAY	# of Cases:
<b>13</b>	Component: Joint delinquent Loan	1

**Summary: RFE Privilege Pay Condition - Delinquent Days on All Loans**

We have privilege pay turned on and noticed the condition "Number of Current Delinquent Days on All Loans is Less Than or Equal to Number of Days" does not look at loans the member is joint on also. We want to block PPAY when the joint is delinquent on a loan also.

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Survey Question #:	Product: PPAY	# of Cases:
<b>14</b>	Component: On-us checks	2

**Summary: When a teller adds multiple on-us checks from the same share draft account that has privilege pay within the same transaction, the system only prompts to process an overdraft for the first check.**

CU is experiencing a problem with privilege pay fees. At the teller line, when a teller adds multiple on-us checks from the same share draft account that has privilege pay within the same transaction, the system only prompts to process an overdraft for the first check. Subsequent checks still use privilege pay to clear, but only one fee is charged. Our controls are set to charge a privilege pay fee for each item, so we feel a fee should be charged for each check. If the checks clear through share drafts, rather than over the counter, multiple fees are charged.

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Survey Question #:	Product: PPAY	# of Cases:
<b>15</b>	Component: Posting order	1

**Summary: RFE - Privilege Pay program ATM/POS/DEBIT transactions post first**

Request for Enhancement to the Privilege Pay program that ATM/POS/DEBIT transactions post first then the Privilege Pay fees. Currently the fees post first then the transactions.

# UltraData Outstanding RFE Survey

**Survey Number 1**

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Survey  
Question #:  
**16**

Product: PPAY  
Component: Privilege Pay

# of  
Cases:  
1

**Summary: RFE-Privilege Pay Controls**

We want to change the Max Negative Days on the Privilege Pay Institution Level controls. We noticed one note on the Ultradata Encyclopedia about applying the changes to member accounts. NOTE: Modifications to this control apply only to newly qualified Privilege Pay members - the changed control is not retroactive for existing Privilege Pay members who have the previous Max Negative Day setting. We want a process to update existing qualified members not just new PPAY members.

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Survey  
Question #:  
**17**

Product: PPAY  
Component: Report issue

# of  
Cases:  
1

**Summary: PPAY Qualification not showing members with Mail code 93 on Non-qualification report.**

Our Finance department is noticing certain accounts with code 93 not showing up on the ppayqual.nonqual report. They say code 93 triggers privilege pay to be denied. if the member is disqualified for having a non-allowed mail code and does not have a PPAY.CLIENT record, then no notification of the non-qualification is added to the report. The program just goes on to the next member.

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Survey  
Question #:  
**18**

Product: Ultra-Access Internet Banking  
Component: Business to Personal Account transfers

# of  
Cases:  
1

**Summary: UA Internet Banking- Disallow transfer from business account to personal account**

We are just starting to introduce business services and have run into a snag with Home Banking. We have been informed that regulations prevent a business entity other than a sole proprietor from transferring funds from the business account in to a personal account, or visa versa. In other words, if you were a principal of Ultradata who had accounts at Wells Fargo and you held your personal accounts there, you couldn't transfer funds on deposit in the corporate account in to your personal account or visa versa at a teller window, ATM or Home banking. It is common and prevalent for business owners to transfer funds within their business accounts. Problem: In home banking, we have the option turned on and have had for many years, allowing transfers from one member to another member. This feature is highly utilized by our membership. How do we turn this feature off for business accounts only so that we meet our obligations to disallow this practice? The only solution proposed through Support is to turn off allowing transfers on an S-type level. That would place us in a competitive disadvantage as businesses would be prevented from transferring within their member number. Also, since we are using S1 as the membership share account for both personal and business accounts (as suggested through Business Deposit training at Ultradata) turning the S1 off for transfers would be unacceptable to 38,000 non-business members.

# UltraData Outstanding RFE Survey

**Survey Number 1**

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Survey  
Question #:  
**19**

Product: Ultra-Access Internet Banking  
Component: New Account Disclosure

# of  
Cases:  
1

**Summary: Disclosure in the Open a new account pages in Ultra Access**

Disclosure in the Open a new account pages in Ultra Access I've been looking for a place to put an account disclosure in the Open a new account pages in Ultra Access - that would pop up before an account was opened (like a Certificate disclosure or a Savings disclosure) - is this available?

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Survey  
Question #:  
**20**

Product: Ultra-Access Internet Banking  
Component: Reg D transfers

# of  
Cases:  
1

**Summary: RFE to include a field indicating the remaining monthly transfers available from Saving to Checking based on Reg D counters in UltraAccess.**

RFE to include a field indicating the remaining monthly transfers available from Saving to Checking based on Reg D counters in UltraAccess. We would like UltraAccess to include a field indicating the remaining monthly transfers available from Saving to Checking based on Reg D counters.

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Survey  
Question #:  
**21**

Product: Ultra-Access Internet Banking  
Component: Scheduled Transfers

# of  
Cases:  
1

**Summary: RFE: Allow scheduled transfers \*from\* loans via Home Banking**

RFE to give Home Banking the capability to do scheduled transfers \*from\* loans. You can do a one-time transfer from a loan, you just can't setup a scheduled transfer.

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Survey  
Question #:  
**22**

Product: Ultra-Access Internet Banking  
Component: Ultra Access MFA

# of  
Cases:  
1

**Summary: Test account cannot enroll in Multi-Factor Authentication**

Test account cannot enroll in MFA. Account was used to demo/test MFA, and was "un-enrolled" from MFA to test the re-enrollment process again, but now fails. Checked in FSP to make sure account is "not enrolled", and reset online banking nothing has helped. Seems like even after "un-enrolling" the account from MFA the MFA data still remains in the database.

# UltraData Outstanding RFE Survey

**Survey Number 1**

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>23</b>	Component: ACCOUNT	1

**Summary: RFE-Program to update balance ranges in ACCOUNT**

Requesting a RFE for a program to be written to update the balances ranges in ACCOUNT records when the CU changes the ranges in their control headers, similar to GCS53LC. CU's run this to update late charge table numbers in TRAN, after the have changed them in controls. Balance range changes occur as or more frequently than late charge tables changes.

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>24</b>	Component: ACH Origination for Cavion created file	1

**Summary: Add support for Cavion-generated NACHA file to UD core's ACH origination.**

Cavion's A2A banking supports generation of a NACHA format file; a standard file format. UD Enterprise core also supports ACH origination. However, Cavion licensees must work thru a 3rd party if they don't have access to a Fedline terminal in order to export their ACH origination transaction data; the UD core has no way of taking care of this on Cavion's behalf in an integrated way. Would like to see one integrated-through-UltraData NACHA file support that knows how to take Cavion-originated data and "splice it into" the core's ACH origination process.

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>25</b>	Component: Aires reports	1

**Summary: RFE: Enhancements to reporting member addresses on AIRES Auditor Reports**

CU just had auditors and they used an Aires file to send out ransom membership sampling from. This brought three issues to their attention: 1.) Aires is only pulling in first line of address not second line. So if the address is John Smith , C/O Patty's house, 123 A Street, Detroit, MI 99999 it is leaving out the street address and only grabbing the name, the in care of line, the city, state and zip 2.) If there is a mailing address and a residential address the Aires is only pulling in first line of mailing address and 1st line of residential address and the city, state and zip of the mailing address. 3.) CU wants to know if there is a way for the mail code to be included on the Aires so it isnt pulling in known bad addresses.

# UltraData Outstanding RFE Survey

**Survey Number 1**

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Survey  
Question #:  
**26**

Product: UltraData Enterprise  
Component: BSA

# of  
Cases:  
2

**Summary: BSA Controls Tool sort the occupations alphabetically**

Is it possible to have the BSA Controls Tool sort the occupations alphabetically? Currently there are not many choices in the drop-down list, and when new ones are added, they just go to the bottom of the list. By adding more to the drop down, it could potentially make the list long and unorganized. I know that we have the option of free form typing in that field, but I'm sure there are other commonly used occupations that a credit union might want to use.

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Survey  
Question #:  
**27**

Product: UltraData Enterprise  
Component: Certificates

# of  
Cases:  
1

**Summary: Support Step Up Certificate Processing**

CU wants the ability for our system to automatically support rate increases (not decreases) for a pre-defined period on CDs. They also want notices generated under various conditions. At the mid-point of the term of the certificate, a letter is mailed to the member letting them know that they have 30 days to add-on to their certificate balance and that a potential rate increase will occur. The valid certificate terms (in months) = 24,36,48,60. The mid-point date = literally half the term, regardless of business days. The member has 30 days to add-on to the CD, at the end of 30 days, if the rate has increased, the member receives the higher rate. If the rate is lower, the member RETAINS the existing rate.

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Survey  
Question #:  
**28**

Product: UltraData Enterprise  
Component: Class

# of  
Cases:  
1

**Summary: unable to modify member's class in FSP if member went from class 0 to 3**

In the event that a class 0 member was declassified, and then came back to rejoin. If the member was reclassified from 0 to class 3 - Potential Member, whether it is intentional or accidental, there is no way in FSP to modify their class from that class 3. Because the member was a 0 initially, even though they were reclassified to class 3, they are not in the Potential Member Application Maintenance tool. Also because they are class 3, the Add/Modify/Delete Class buttons are grayed out in Member Details. So at this point there is no way in FSP to change their class from 3. Can change in CUOT but what about FSP?

# UltraData Outstanding RFE Survey

**Survey Number 1**

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Survey  
Question #:  
**29**

Product: UltraData Enterprise  
Component: CU414.1

# of  
Cases:  
1

**Summary: RFE - CU414.1 Can we have an option added to calculate delinquency as of the day it is run on and/or a specific date entered in that would be between, or including, the last FINISH date and the current date?**

RFE - CU414.1 Can we have an option added to calculate delinquency as of the day it is run on and/or a specific date entered in that would be between, or including, the last FINISH date and the current date? We want to know if Ultradata has a way to report delinquency as of the EOM date, or an emergency date, when we are closed that day(s); without running START/FINISH first. Can the delinquency reporting program have an option added to calculate delinquency as of the day it is run on and/or a specific date entered in that would be between, or including, the last FINISH date and the current date? Currently, as we understand it, the program seems to ONLY calculate as of the last FINISH date and cannot account for emergency events like hurricanes/tornados, etc nor can it account for holidays or weekends. If there was a 2-3 day emergency and we wanted to run the report, as of the current date, to accurately reflect who is delinquent since the event has passed, (regardless of if we ran START/FINISH during the past 2-3 days).

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Survey  
Question #:  
**30**

Product: UltraData Enterprise  
Component: CU505

# of  
Cases:  
2

**Summary: RFE-Enhance all posting transaction tools to not allow processing between FINISH start time and the actual run time of START**

RFE-Enhance all posting transaction tools to not allow processing between FINISH start time and the actual run time of START. CU had posted a transaction during Finish causing the CU505 to go out that evening.

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**End of Survey Number 1**

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# UltraData Outstanding RFE Survey

**Survey Number 2**

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>1</b>	Component: CU505	2

**Summary: CU505 is out of balance due to fees being posted after FINISH on the last business day of the month**

Processing Business Deposit fees. Because they want to include transactions done on the last business day of the month, We were given procedures for the credit union to use. The credit union runs Calculate User Defined Code Fees manually after FINISH on the last business day of the month. Then they post the fees using Maintain User Defined Code Fees tool. The problem is that when you POST fees after FINISH, the GL's have already updated for the day but the CU505 includes the fee amounts for the member accounts, so the CU505 is off. CU would like an RFE that the CU can run the business deposit fees at the end of the last business day after FINISH and update the gl's automatically like service fees and dividends.

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>2</b>	Component: CU527	1

**Summary: RFE: Request to sort and page break CU527 by branch**

CU wants to be able to sort CU527 by branch. It is a month-end report that includes new declassified and reclassified members. The report appears to be formatted in member number order. Since we ask each of our branch managers to review the accounts assigned to their office, it's a challenge for them to review the entire report to locate theirs.

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>3</b>	Component: CU598	1

**Summary: Add Program Run Tracking to CU598 Routines.**

Currently there is no Run Tracking for most of the purge programs in the CU598 PURGE SPECIAL FILES menu. CU is requesting that a standard Run Tracking routine be added to each of the subroutines in CU598 to track the date, start time, end time, operator and terminal#, parameters entered, and if possible the number of items purged for each of the purge routines currently in available, or that will be added in the future.

# UltraData Outstanding RFE Survey

**Survey Number 2**

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>4</b>	Component: CU98HOLD	1

**Summary: RFE for CU98HOLD -- would like to answer question 1 with a 0**

CU wants to be able to answer field 1 with a 0 in CU98HOLD. CU wants to use the ABA number control, but does NOT want to place new member holds. We don't want to automatically place holds for new members. We've tried typing a zero to question 1, but we get an error message. Automatically place holds on new members if opened within how many days. We tried typing spaces, but then the check holds were still automatically placed (so the value was not zero). How can we set this value to zero? If CU loads a single space to NIL it out, it treats the transaction as still having a hold.

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>5</b>	Component: Data Change Tracking	1

**Summary: RFE Periodic Payment**

CU would like to enhance Data Change Tracking to be able to enter the Authorization number of the Periodic Payment to be able to research the data easier.

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>6</b>	Component: Data Change Tracking	1

**Summary: RFE - Data Change Tracking when collection items are moved from one collector to another**

RFE - In the collections module if a collector moves an account from their queue to another queue or if the system reassigns this isn't currently being tracked. It would be nice if the module tracked it or at least if it was tracked in Data Change Tracking.

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>7</b>	Component: Data Change Tracking	1

**Summary: RFE-Enhance data change tracking for workflows to include additional information**

Requesting that DCT for workflows include more information. Currently, there is no before and after image for workflow changes. We have had several issues where CU's have changed their workflows with negative results.

# UltraData Outstanding RFE Survey

**Survey Number 2**

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Survey  
Question #:  
**8**

Product: UltraData Enterprise  
Component: FASB91

# of  
Cases:  
2

**Summary: RFE - FASB91 Amortization Detail Report - would like report to sub-total by L type**

FASB91 Amortization detail report automatically defaults the sorting and sub-totally by branch. The tool already has branch as one of the ways you can sort and total so I don't know why it was designed this way. We do not want to sub-total by branch - we want the report to sub-total by L type since that's how we track the amortization. We want to use the options that the tool already has built in to run the report and remove the automatic default order.

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Survey  
Question #:  
**9**

Product: UltraData Enterprise  
Component: Fees

# of  
Cases:  
2

**Summary: Balance Transfer fees**

In reviewing the encyclopedia and the various controls, it does not appear that there is system support for charging a balance transfer fee for balance transfer checks.

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Survey  
Question #:  
**10**

Product: UltraData Enterprise  
Component: Front Office Forms

# of  
Cases:  
2

**Summary: Associated Member table for BSA information**

Associated Member table for BSA information - With a past release, we received a data table in Front Office Forms called FOBSAMember that includes the new fields like Occupation, Source of Funds, etc. That said, to make these links truly useful for Front Office Forms, we would also need a table for the associated members using the A, B, C, D model of other data linking tables.

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Survey  
Question #:  
**11**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: RFE - Have the system automatically zero out the credit limit at the end of the draw period for non-billing loans**

RFE - Have the system automatically zero out the credit limit at the end of the draw period for non-billing loans. We have a Cash Reserve product with the header controls set as an open ended loan, line of credit, not a billing loan. We have run into issues where the balance of the loan is zero, the available is zero but the credit limit is still displayed. In the encyclopedia I found a field "Zero Out Credit Limit at End of Draw Period" however because we are not using the cash reserve product as a billing loan this field is not available.

# UltraData Outstanding RFE Survey

**Survey Number 2**

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Survey  
Question #:  
**12**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: RFE - Additional options in the Include column of Financial Profile**

In the financial profile liabilities section, we have a column marked "Include" where we can indicate debts as "yes, no or unverified". We would like for that field to include additional options, such as "paid off by this loan", "traded in", "duplicate". Currently we are having to write extensive notes in the comments box to explain why certain debts are marked "no" in the financial profile.

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Survey  
Question #:  
**13**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: RFE - Separate field for closing date and a separate field for funding date**

Currently in FSP, the closing date and the funding date are one and the same. This causes problems when approving HELOCs and when preparing home equity documents with the proper dates. We would like a separate field for closing date and a separate field for funding date. Currently we are having withhold final approval until after the rescission period has expired on HELOCs, which leaves the loan vulnerable to be edited while in rescission. We also have to physically go in and change dates in FSP when preparing certain loan documents, which makes the process of preparing home equity packages cumbersome and complicated.

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Survey  
Question #:  
**14**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: ALPS Forms**

I have been asked to put some Reg C details onto some FSP Forms. In my creation I have noticed that the County Code doesn't populate at all. I also need links to the number as well as the description for the Census Tract, MSA, State, and County information for Reg C.

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Survey  
Question #:  
**15**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: RFE - ability to fund to any GL with either number or short name**

We want the FSP Funding Details tool to allow our loan processors to enter the GL#'s or GL Short Name's that should be debited or credited for the Branch that initiated the loan in the Fund Distribution Details field. This would allow us to fund all loans from the main office and easily debit or credit the GL's of the branch that is responsible for referring the loan.

# UltraData Outstanding RFE Survey

**Survey Number 2**

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Survey  
Question #:  
**16**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: RFE - Change the formatting of the Display Loan/Share Charge off history tool**

RFE - Change the formatting of the Display Loan/Share Charge off history tool. It is separating the comments and conditions into separate boxes making it difficult to read.

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Survey  
Question #:  
**17**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: RFE - CU wants a override system for approving loans**

RFE - Is there a way to implement some sort of override (similar to supervisor overrides) so that the manager can override the system and allow the loan officer to approve the loan? Or, perhaps show the operator number of the overriding manager, then final approval by the processing loan officer? We are currently setting up metrics for our loan officers to set up loan standards and monitor loan counts and workflow, with productivity being one of them. Currently, when a loan is over someone's dollar limit to approve, a supervisor or manager has to approve the loan for them. This moves the loan to the approving manager's and makes it so it doesn't appear in the processing loan officer's totals.

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Survey  
Question #:  
**18**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: RFE - DMV tracking**

Cu called in stating that when doing an add-on to a loan in FSP the DMV tracking information isn't copying over to the add-on. CU wants the DMV tracking details for existing loan to copy and write to new loan application's in DMV tracking details. DMV tracking info not following account information when CU is doing add on to a loan.

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Survey  
Question #:  
**19**

Product: UltraData Enterprise  
Component: FSP-Back Office

# of  
Cases:  
1

**Summary: RFE-Add security question to ACH Edit/Post Tool to allow someone to post ACH when Error field is 'Yes'**

RFE-Add security question to ACH Edit/Post Tool to allow someone to post ACH when Error field is 'Yes'. To add a security question to the ACH Edit / Post tool, Yes or No, to allow someone to post ACH when the Error field is populated with a Yes. I'm not sure why the system would let you ever post a file with an error status.

# UltraData Outstanding RFE Survey

**Survey Number 2**

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Survey  
Question #:  
**20**

Product: UltraData Enterprise  
Component: FSP-Back Office

# of  
Cases:  
2

**Summary: RFE-Customer Requesting ACH Returns totals to be displayed in the ACH Outgoing Items Tool.**

The Credit Union does not have a report to monitor and determine if Notifications of Change (NOC) were sent within two banking days of the settlement. Add total fields to the ACH Outgoing Items tool. Since there are 2 categories of items with a monetary value in the outgoing file both subtotals and a grand total should be added.

---

Survey  
Question #:  
**21**

Product: UltraData Enterprise  
Component: FSP-ALPS

# of  
Cases:  
1

**Summary: RFE - Needs more than two items in DMV tracking detail tool**

RFE - Needs more than two items in DMV tracking detail tool. CUNA is wanting to know on loans that have multiple pieces of collateral, is if the information is being passed to CUNA in the CPI file. regarding multiple collateral. Both of these have multiple pieces of collateral. CU needs to be sure this is being passed through the CPI file. Needs to be able to load more than two item in DMV tracking detail tool to send multiple items in CPI file CPI CUNA insurance question

---

Survey  
Question #:  
**22**

Product: UltraData Enterprise  
Component: Letters/Mailers

# of  
Cases:  
1

**Summary: RFE: CU wants member mailings to print year as YYYY format instead of YY**

RFE: CU wants member mailings to print year as YYYY format instead of YY. We have some Term Share Certificate notices set up in CU81L, and in the Account Header controls for the I type, and in CU534. We've noticed that the calendar dates (e.g. Maturity Dates and other dates) printed on these notices use a 2 digit year, in this format "DD MMM YY".

# UltraData Outstanding RFE Survey

**Survey Number 2**

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Survey  
Question #:  
**23**

Product: UltraData Enterprise  
Component: FSP-Back Office

# of  
Cases:  
2

**Summary: RFE-NACHA rule change in effect 3/19/10 for ACH stop payments-CU wants # of times added.**

There is a NACHA rule change in effect 3/19/10 that allows members to stop payment on a series of debits from a particular merchant. This is a change from the current process where an ACH stop payment is valid only for the next scheduled debit. This is going to cause a labor-intensive process in our Network Services department as they will have to monitor these transactions and delete the stop payment after "x" number of payments have been returned. "A stop payment order will remain in effect until the earlier of (1) the withdrawal of the stop payment order by the Receiver, or (2) the return of the debit entry, or, where a stop payment order is applied to more than one debit entry under a specific authorization involving a specific Originator, the return of all such debit entries."

---

Survey  
Question #:  
**24**

Product: UltraData Enterprise  
Component: FSP-Back Office

# of  
Cases:  
1

**Summary: RFE - Batching ACH NSF letters**

RFE to Batch ACH letters. Currently, if a member writes 10 checks that result in being NSF in a single day, a notice will print to be mailed to that member. The notice will list all 10 checks (Drafts) that were returned as NSF. However, with ACH postings, if the ACH posts as NSF (Or fails to post, as the case may be), each NSF posting gets its own letter. We would like to have ACH NSF "Batch" and print on a single letter, as is done with share draft NSF's.

---

Survey  
Question #:  
**25**

Product: UltraData Enterprise  
Component: FSP-Collections

# of  
Cases:  
1

**Summary: RFE-Request to reorder the columns in Collectors Work List**

RFE-Request to reorder the columns in Collectors Work List. There is a request to reorder the columns but I think it might be more practical to see if the tool could be programmed to allow either the user or the Credit Union to select the order to better meet their needs.

# UltraData Outstanding RFE Survey

**Survey Number 2**

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Survey  
Question #:  
**26**

Product: UltraData Enterprise  
Component: FSP-Collections

# of  
Cases:  
1

**Summary: Tracking Promise to Pay on the Collector's Worklist**

Need to know if there is a field that tracks the Promise to Pay (PTP) loading officer. since we run CU414 option 1 nightly, delinquent members move from collection officer to another. I need to be able to track the delinquency officer who loaded the PTP so we can include that on the broken PTP report.

---

Survey  
Question #:  
**27**

Product: UltraData Enterprise  
Component: FSP-Collections

# of  
Cases:  
1

**Summary: Collections RFE**

RFEs for a couple of tools in FSP-Collections, not critical items but would be helpful in improving their operational efficiencies. In the Legal Information tool, they would like to see some options added to the Manner of Judgement field. Two items that they have mentioned are Replevn Action and Notice of Intent. In the Bankruptcy tool, they would like a field where they could input the Bankruptcy ID #, also known as Petition Number. They would also find benefit in having a dropdown menu for Attorney Name as there is for Trustee. This would save them from having to input the same attorney information in each and every time.

---

Survey  
Question #:  
**28**

Product: UltraData Enterprise  
Component: FSP-Collections

# of  
Cases:  
1

**Summary: Loan Maintenance tool security**

FSP Tool Security - Loan Maintenance. Security Question for COLLECTOR/Collections Officer "Can alter User Defined Codes" is set to YES but user cannot access. Fields are grayed out. The Loan Maintenance tool security question to change user defined is set to YES but Change Loan Details is set to NO. None of the fields are available to maintain. They want staff to have access to user defined codes but not other fields.

---

Survey  
Question #:  
**29**

Product: UltraData Enterprise  
Component: FSP-Collections

# of  
Cases:  
2

**Summary: RFE - repossession tool.**

We would like to be able to add other repossession status codes in the repossession tool.

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**End of Survey Number 2**

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# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>1</b>	Component: FSP-Front Office	1

**Summary: RFE - Request for Pop up for missing email address**

Is there any type of program that I can set up to alert me if an email address is missing on an account like a pop up. Perhaps when a member conducts a transaction at the teller line. Where the teller can either enter it, choose does not have one or chooses no to give it to us , etc.

---

Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>2</b>	Component: FSP-Front Office	1

**Summary: RFE: Account History under Member Contact Maintenance.**

In the FSP "Account History" tool in "Member Contact Maintenance" we would like the ability to sort the "Loaded By" column in Account History under Member Contact Maintenance.

---

Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>3</b>	Component: FSP-Front Office	1

**Summary: RFE to support 529 College Savings Plans**

We would like to have the ability to offer 529 College Savings Plans. CUNA has approved share insurance coverage of these plans.

---

Survey Question #:	Product: UltraData Enterprise	# of Cases:
<b>4</b>	Component: FSP-Front Office	1

**Summary: RFE for Member Lookup tool to be able to search by address**

RFE: Member Look Up Tool Add the ability to search for member by address -- this is not the same as the implemented RFE to display address. CU wants to be able to 'search by' an address.

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**5**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE member overview should have a "last paid date" field for loans**

We think the member overview should have a field for loans that shows the last paid date.

---

Survey  
Question #:  
**6**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: Change the default term for the reinvest term at maturity to be a control to allow for the same term as the previous certificate.**

Change the default term for the reinvest term at maturity to be a control to allow for the same term as the previous certificate.. CU is challenged with the default that comes up with the longest variable term and not the term the certificate has loaded. We would like an option to have the maturity instructions to default to the same term as the new certificate. There are many member service issues with staff not changing from the default, while staff can be trained since it is on a sub screen it is too easy to miss and the members are effected and embarassing to the CU.

---

Survey  
Question #:  
**7**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE: CU would like the ability to turn off the new member letter when they use the Member Account Transfer tool**

CU would like the ability to turn off the new member letter when they use the Member Account Transfer tool. Issue: When CU uses the Member Account Transfer tool, a new member letter (#1) gets created. The CU does not feel this letter should be created as they have transferred the member to a new number and the member has already been with the CU. They do not want this letter created when they use this tool.

---

Survey  
Question #:  
**8**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE-Toolbar Administration Audit Report**

RFE Request: Credit union would like to have all toolbar changes made show up on an audit report. They would like this monthly (if this could be an automatic report), but it could be in the form of a tool where they run it for a set timeframe. Examiners are asking for this type of report.

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**9**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
2

**Summary: Can FSP use LDAP for authentication?**

We have set up LDAP-UX Client Services on our HPUX box. I can successfully authenticate via SSH using a Windows Active Directory test account. I placed the same user in CU98FSP option 2. However, when I try to log in to FSP, I get the following error: "Invalid user name or password. Please try again." Can FSP use LDAP for authentication? LDAP-UX Client Services simplifies HP-UX system administration by consolidating account and configuration information into a central LDAP directory.

---

Survey  
Question #:  
**10**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
2

**Summary: RFE request for Cash Counting tool**

RFE request for Cash Counting tool - We would like to have a mutilated field in the Multiple Transactions tool, cash in, when denomination tracking is enabled. This would allow for coin that is put through a coin machine and deposited to the member's account then sold to the vault.

---

Survey  
Question #:  
**11**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE- CU would like the user name not to default when signing on to FSP**

RFE- CU would like the user name not to default when signing on to FSP - When someone else uses PC it locks previous user if they don't change the name. CU does not want previous user in fsp.ini. Want user to put in login and password.

---

Survey  
Question #:  
**12**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE-promo plans for Certificates**

We are using the Investment Promotional Plan Controls to setup a Promotional Investment Certificates. We thought by using this tool our Member Service Staff would not be able to adjust the interest rates on new certificates. Can these investment promotional plans be locked? We do not want the interest rates to be altered by member service staff. Can investment promotional plans be locked so that it can only be added on new certificates and not reinvested certificates or have an override to limit who can add a Promo Plan after the certificate is open.

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**13**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE-Doesn't want S1 accounts to open automatically when members without an S1 overpay their indirect loan via ACH**

RFE-Doesn't want S1 accounts to open automatically when members without an S1 overpay their indirect loan via ACH. CU has an issue with indirect auto loans when an overpayment (i.e. via ACH) is received for a pay off, the system automatically opens an S1 (not all their indirect loan 'members' have an S1, some just have the loan only).

---

Survey  
Question #:  
**14**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE - Requesting a Date stamp on the beneficiary addendum in Front Office forms**

RFE - Requesting a Date stamp on the beneficiary addendum in Front Office forms - Our examiners would like to see a date stamp on the beneficiary addendum provided in the Front Office forms. While I can add one on the addendum myself, it gets overwritten every time we do an upgrade...and often it gets forgotten until an internal audit notices it.

---

Survey  
Question #:  
**15**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: When using the member transfer tool would like a field or memo with the transferred/transaction fee number to be visible**

When using the member transfer tool would like a field or memo with the transferred/transaction fee number to be visible - For research purposes, it would be very helpful to have a field showing the member number and the new member number created by the member transfer tool. And vis-a-versa.

---

Survey  
Question #:  
**16**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: CU would like to track via Member Fraud Protection the alteration of the Member Password (Member Details) used to authorize over the counter transactions.**

CU would like to track via Member Fraud Protection the alteration of the Member Password (Member Details) used to authorize over the counter transactions.

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**17**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: Multiple Transactions are not showing the total for on-us checks (or Cash-In or Cash-Out).**

Multiple Transactions are not showing the total for on-us checks (or Cash-In or Cash-Out). The credit union would like the Multiple Transaction History to show totals like the Multiple Deposit Summary Listing does from 0\$46.

---

Survey  
Question #:  
**18**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE - Account Transfer tool to allow transfer between I types**

CU would like the ability for the Account Transfer Tool to allow transferring between I types in addition to the current ability to transfer between S types

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Survey  
Question #:  
**19**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE - Red Flag button in Member Details would like to have the system automatically remove the check so future mailers can be received.**

RFE - Red Flag button in Member Details would like to have the system automatically remove the check so future mailers can be received. - Member Details - Red Flags - Whenever we go into member details in FSP and turn off the option so that a mailer is not sent to the member, we always have to go back in and uncheck the option, so that they will receive future mailers on account changes.

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**20**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE: Process withdrawals from IRA accounts using Multiple Transaction or Process Transaction Tools**

When we process a cash withdrawal from an IRA Share account, we're prompted for Distribution code, etc. We'd like to be able to process a transfer within Multiple Transactions for an IRA Share account as well, but we receive an error message when we try. If a member wants to transfer funds from their IRA Share Account to their Checking Account, for example, we must perform a cash withdrawal from the IRA Share Account, then use Multiple Transactions for the deposit side. It would be nice if we could use Multiple Transactions for the entire transaction. We imagine this would require the Distribution Code box to pop up within Multiple Transactions.

---

Survey  
Question #:  
**21**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
2

**Summary: RFE pop up in the member fraud protection tool about a same day transaction.**

RFE pop up in the member fraud protection tool about a same day transaction. - A recent audit asked if we could have a pop up in the member fraud protection tool about a same day transaction.

---

Survey  
Question #:  
**22**

Product: UltraData Enterprise  
Component: FSP-Front Office

# of  
Cases:  
1

**Summary: RFE On the Member Fraud Report would like to know what type of credit card is ordered.**

We'd like to add something to the Member Fraud Report. Right now under the transactions section it says, "card ordered" when a new card is ordered. Can it be changed to say whether a debit or credit card has been ordered?

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**23**

Product: UltraData Enterprise  
Component: Letters

# of  
Cases:  
1

**Summary: RFE - On letters would like the ability to change the format of the date to a more user friendly format current 10 FEB 10 would like February 10, 2010**

RFE - On letters would like the ability to change the format of the date to a more user friendly format current 10 FEB 10 would like February 10, 2010. On system generated letters can the date format be changed? It currently prints as 10 FEB 10 would like to have options on how this prints

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Survey  
Question #:  
**24**

Product: UltraData Enterprise  
Component: OFAC

# of  
Cases:  
1

**Summary: Ability to perform individual search on member similar to OFAC**

Ability to perform individual search on member similar to OFAC - When will the individual search be available for FacMatch? We have a need to check individuals and are currently scanning "the list" at OFAC. This is cumbersome.

---

Survey  
Question #:  
**25**

Product: UltraData Enterprise  
Component: Overdraft transfer

# of  
Cases:  
1

**Summary: Overdraft transfer including overdraft fee which is waived in relationship pricing**

Overdraft transfer including overdraft fee which is waived in relationship pricing - CU has group PLAT loaded in Relationship Pricing. This group is set to waive the \$2.50 overdraft fee for both ACH and share drafts in CU98PGA. If a member has ACH or SD items coming in and an Overdraft transfer has to be done to cover the items, the overdraft transfer is adding in \$2.50 to the total needed to clear the items. The fee is not being assessed (which it should not), but that money is being transferred to cover the fee that is waived leaving \$2.50 as the balance. The overdraft transfer should only be transferring enough to cover the items since the fee is being waived.

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**26**

Product: UltraData Enterprise  
Component: Reg CC controls

# of  
Cases:  
1

**Summary: RFE - Change Reg CC controls to allow CU to take full advantage of Reg CC \$400 Rule**

CU wants to take full advantage of reg CC which says that on the day that funds are made available, the CU only has to make \$400 available for non-check writing purposes up until 5:00 p.m. After 5:00 pm, the member should then have full access to all the amount being releases that day for non-check writing propuses. So CU would like to limit the amount available for cash withdrawals from deposits of local and non-local checks to \$400 dollars on the day that holds are released up until 5pm. After 5pm, they would like the remainder of the holds to be released. This is allowed under Reg CC and is referred to as the \$400 rule.

---

Survey  
Question #:  
**27**

Product: UltraData Enterprise  
Component: Share draft account transfer

# of  
Cases:  
1

**Summary: RFE - CU needs to have a way to move one Draft Account Type to Another**

RFE - CU needs to have a way to move one Draft Account Type to Another - The Credit Union offers a variety of Share Draft Account types, members often choose to change account types in order to take advantage of new features of that account type. In order to minimize the impact on the member, the CU does not want to change the MICR number and wants the process to be less cumbersome then changing financial institutions. Currently in order to move from one Share Type to another, requires a 20 minute process, including the following: Disable Automated MICR generation, Open the New Account, add a filler MICR number (that later must be deleted), Remove the Existing MICR number from the Existing Draft account, add a Filler MICR number (that later should be deleted), Add the existing MICR number to the New Share Draft Account, Re-enable the Automated MICR number, Edit All open ATM and Debit Cards to link to the new Share Type, alter payrolls to link to the new Share Type, alter All ACH distribution to use the new Share Type, Transfer the money to the new Share Type, and close the existing Share type, remove the filler MICR number from the old and new Share Types.

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Survey  
Question #:  
**28**

Product: UltraData Enterprise  
Component: START

# of  
Cases:  
2

**Summary: RFE - CU requesting another option in START.PARAMS**

Our credit union would like to request another option in START.PARAMS to select Periodic Payments to process the business day before the weekend or holiday. Would just like a Question added to this program. Also, the CU's would like an option to have START.PARAMS have a question to set the Action Date forward.

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**29**

Product: UltraData Enterprise  
Component: START

# of  
Cases:  
2

**Summary: Need Additional START report - fees waived report**

Need Additional START report - fees waived report - The purpose of the report would be to track any fees waived by employees, for example account closing fee, statement printing fee, travelers cheque sales and money order sales fees. Currently we are monitoring the applicable gl accounts. Could be an additional START report or add to supervisory overridden report.

---

Survey  
Question #:  
**30**

Product: UltraData Enterprise  
Component: Statement fee

# of  
Cases:  
1

**Summary: Statement Fee processing fee - We would like to have a fee posted for each statement that is printed and the fee applied during statement processing**

Statement Fee processing fee - We would like to have a fee posted for each statement that is printed and the fee applied during statement processing - CU would like a per statement fee and to charge when the statement is printed. If you have a Regular Share account that statements quarterly but a statement is queued monthly due to an EFT type transaction, the fee is applicable. Also, they want to be able to set an order for accounts to get the fee with controls regarding posting regardless of account balance. The CU also needs a control to omit fee with relationship pricing and e-statement (likely mail code can still be used).

---

Survey  
Question #:  
**31**

Product: UltraData Enterprise  
Component: UltraData Core System

# of  
Cases:  
1

**Summary: RFE- Automatically place flags on member's loans if past due so many days to prevent credits on loans going through collection process**

RFE- Automatically place flags on member's loans if past due so many days to prevent credits on loans going through collection process - CU wants the ability to have the system automatically place a flag of no credits if a loan is past due 30 days. Our Collection department is interested in finding a way to automatically place flags on members and/or loans. They have been experiencing problems with transactions being completed on accounts that are past due and they do not have the time to go through and manually flag all past due accounts to avoid this.

# UltraData Outstanding RFE Survey

**Survey Number 3**

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Survey  
Question #:  
**32**

Product: UltraData Enterprise  
Component: ACH edit/post tool

# of  
Cases:  
2

**Summary: CU would like the name on file to appear on the F10 tab for all reject reasons.**

CU would like the name on file to appear on the F10 tab for all reject reasons. For the unable to locate items and items that are posted for the first time the ACH name on file appears in the DFI account column. CU would like this to appear all the time for all reject reasons.

---

Survey  
Question #:  
**33**

Product: Ultra-Voice  
Component: UA-UV Server

# of  
Cases:  
1

**Summary: Need assistance with altering VR Menus to 'not speak' sweep account types**

Need assistance with altering VR Menus to 'not speak' sweep account types - We have a sweeping account (S99) that's assigned to all our members that use Bill Pay. We don't display this account in online banking and want to not have it mentioned within Ultravoice too. When I got to the channel control for Ultra-voice it doesn't let me change it to no.

---

Survey  
Question #:  
**34**

Product: Ultra-Voice  
Component: UA-UV Server

# of  
Cases:  
2

**Summary: UA-Ultra-Voice**

When members are using option 9 in Ultra Voice to transfer to CU. The ultra voice is saying system error and then disconnecting. CU has checked Ultra voice and the CU's number is showing.

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**End of Survey Number 3**

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**Please remember to complete the surveys online using the following links by  
September 10, 2011**

**[http://www.surveymonkey.com/s/UD\\_Survey\\_1](http://www.surveymonkey.com/s/UD_Survey_1)  
[http://www.surveymonkey.com/s/UD\\_Survey\\_2](http://www.surveymonkey.com/s/UD_Survey_2)  
[http://www.surveymonkey.com/s/UD\\_Survey\\_3](http://www.surveymonkey.com/s/UD_Survey_3)**