

Holds

Add

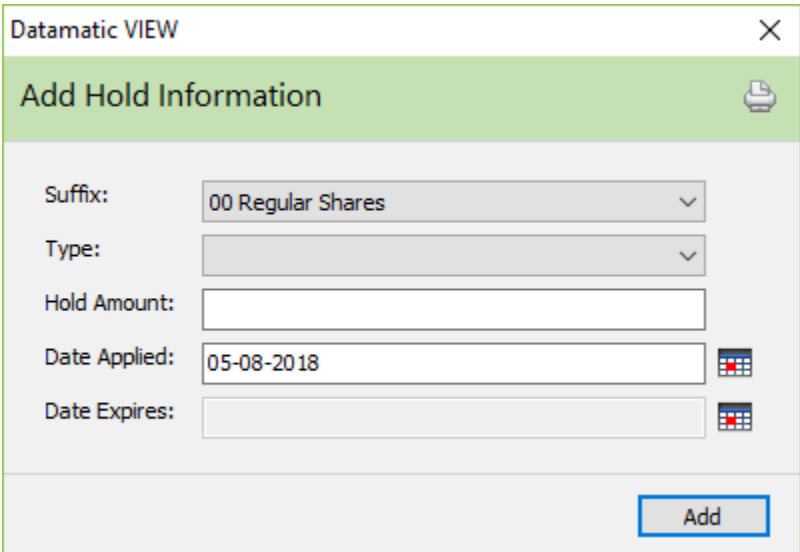
With the member displayed, select one of the following:

- Folders (below suffixes) > Add > Check Hold.
- Select the Holds folder > Add.

The Add Hold Information window is used to add a new check, ATM or debit card hold to any share suffix.

Check Holds are normally placed at the time of the transaction. However, if a Check Hold needs to be placed after the transaction is processed, this selection can be used for this purpose. (See the Add Transaction chapter in the Transaction Processing Manual for more information.)

The system displays.



Suffix: Select the suffix to which the hold will apply. The share suffixes for the member are displayed in the drop down list. Check, ATM and Debit Card holds are valid on any share suffix. This applies to both Reg CC and non-Reg CC check holds.

Type: Select the type of hold being added from the drop down list. The hold options setup by the credit union will be displayed in the drop down list. (See Hold Types in the System Settings manual for more information.)

Hold Amount: Enter the amount of the check hold being placed.

Date Applied: Today’s date is automatically entered into this field. The Date Applied can be edited after the check hold is added, if needed.

Date Expires: The system will calculate the Date Expires based on the Length chosen by the credit union for the hold type selected. The Date Expires is added when the Check Hold is added to the system. This represents the date that the funds are available to the member. Double click on the check hold to edit the Date Expires, if needed.

For Debit Card holds, a Date Expires date is required. A Debit Card hold might be used if there was a problem with a Debit Card hold and a hold needed to be added manually.

Select the Add button to add the hold to the system.

The Check and Debit Holds folder now displays on the Member Summary window. Changes can be made to holds on the system by selecting the specific hold. A box will display to enter the changes. (See Edit and Delete in this chapter for detailed information.)

Check, ATM and Debit Card Holds are defined by the credit union by selecting [[Main Ribbon > System Settings > Hold Types](#)].

Audit Hold Information

Make one of the following selections:

- [\[Main Ribbon or Member Ribbon > Inquiry > Audit > Check Hold.\]](#)
- Alt + I > Audit > Hold

The Audit - Hold Information option is used to display the hold maintenance done on a specific suffix.

Enter a valid account number and an ID (1-99) then press enter or click on Go. If the account number is not known, click on the magnifying glass to the right of the Account field to search for the account number.

The first hold entered on the system would be ID 1, the second hold entered would be ID 2, etc.

(ID 1 and 2 are displayed.) Click on the X to escape or press Esc.

Date	Time	Teller	Description	Old Value	New Value
05-08-2018	01:42 PM	Mary P. Teller (3)	New Hold: \$1,500.00		
05-08-2018	02:03 PM	Jon A. Employee (4)	Hold Amount	1,500.00	1,600.00







Date	Time	Teller	Description	Old Value	New Value
05-08-2018	02:06 PM	Jon A. Employee (4)	New Hold: \$2,000.00		




File maintenance history for holds is purged twice a year. After the file maintenance is purged from the system, the information will no longer be displayed on the audit inquiry windows. **Examples:** On 12-31-13, the hold file maintenance history before 7-1-13 is purged from the system. On 6-30-14, the hold file maintenance history before 1-1-14 is purged from the system.

Debit Card holds do not display in the Audit Hold Information window, since the holds are retained in the Check and Debit Holds window for 14 days after the hold is matched or released. Only audit information for check holds is displayed.

Display

From the Member Summary window, select Check and Debit Holds. This selection will only display, if Check, ATM and/or Debit Holds (signature based) have been entered for this member.

Check and Debit Holds					
↑ Up One Level + Add ✕ Remove					
DESCRIPTION	DATE PLACED	TYPE	AMOUNT	EXPIRATION	DESCRIPTION
 70 Draft Suffix	06-26-2018	Debit	\$49.06	06-28-2018	
 70 Draft Suffix	06-25-2018	Exception Items	\$1,000.00	07-04-2018	
 70 Draft Suffix	06-25-2018	Debit	\$67.12	06-27-2018	
 70 Draft Suffix	06-25-2018	Debit	\$55.23	06-27-2018	
 70 Draft Suffix	06-24-2018	Debit	\$34.75	06-26-2018	
 70 Draft Suffix	05-08-2018	Local (Reg CC)	\$400.00	05-10-2018	

Check and Debit Holds					
↑ Up One Level + Add ✕ Remove					
DESCRIPTION	DATE PLACED	TYPE	AMOUNT	EXPIRATION	DESCRIPTION
 70 Draft Suffix	06-25-2018	Non-Reg CC 7 day	\$850.00	07-04-2018	
 70 Draft Suffix	06-25-2018	Redeposit Items	\$1,000.00	06-29-2018	
 70 Draft Suffix	06-25-2018	Local Large (Reg CC - Large)	\$6,000.00	07-02-2018	

The Check and Debit Holds for this member are displayed. Check holds will not be removed from the system after the expiration date. The system will purge expired check holds automatically two months after the expiration date. An expired check hold is no longer active and will not cause funds to be held. It is available to be viewed by the staff until it is removed or purged. The suffix for expired holds will show in **red** the day after the hold is expired to differentiate past expired from active holds.

Debit Card holds (signature based) that are released based on matching one of the below methods **or** released after 2 business days (# of days can vary per vendor and credit union) and will remain on the system as Debit for expired holds or Debit Settled Hold for matched holds for 14 days after the expiration date. This will allow the staff to review the past holds, if needed. An expired or matched hold is no longer active and will not cause funds to be held.

The order that the system releases holds for Debit Card transactions is as follows:

1. Check for Matching Transactions ID's.
2. Check for Date and Exact Amount matches.
3. Check for Date + 1 and Exact Amount matches. (ie: Hold date 10th – Transaction Date 11th)
4. Check for Date and Variance (25%) matches.

The system will check hold 1 for a matching ID, then check hold 2 for a matching ID, etc. Next the system will check hold 1 for an exact amount match, then check hold 2 for an exact amount match, etc. Then the system will check hold 1 for Date + 1 and an exact amount match, then check hold 2 for Date + 1 and an exact amount match, etc. And lastly, the system will check for 25% variance matches for check hold 1 then check hold 2, etc. Exact amount matches are done before the 25% variance in the amount.

Debit Holds will also display the Merchant Name in the Description column for credit unions using the standard ISO online interface for Debit Card transactions. This will allow the staff to see the merchant involved for a transaction(s) when assisting a member. It will be necessary to scroll to the right in order to view the Description column.

This window can also be used to set up a new hold. Click on the Add button.

Check, ATM and Debit Card Holds are valid on any share suffix. This applies to both Reg CC and non-Reg CC check holds.

Edit and Delete

To make changes to a check hold, select the specific hold. The Edit Check Hold box is displayed.

To delete a Check or Debit Hold from an account, highlight the hold to be deleted and press the delete key. A confirmation box will be displayed. To proceed with deleting the hold, select yes. Otherwise, select no.

Edit Check Hold

The Date Expires field is the date that the funds are available to the member. In the example above, the funds are available to the member after End of Day processing on 07-03-2018.

Select Save, after making any needed changes.

File maintaining the Date Applied will affect the pre-release date of funds for certain holds (for Reg CC) but not the Date Expires date for the hold. The Date Expires field will need to be file maintained, if the Date Applied is changed.

Holds Reference

Hold Types – Refer to the System Settings Manual

Add Transaction – Refer to the Transaction Processing Manual