

Member Information

Member Information displays information concerning the member.

OFAC Scan - Individual

This would be used for a non-member. Select [\[Main Ribbon > Tools > OFAC Scan \(Non-Member\)\]](#).

This allows the staff to do an OFAC Scan on a specific name or organization that is a non-member. The Add Member Wizard will do the OFAC Scan automatically when adding a new member. (See the Add Member Wizard in this chapter for more information.)

This scan uses the most recently imported OFAC list completed by the credit union. For Online credit unions, a new OFAC list is imported every Monday morning. In-House credit unions determine how often the OFAC list is updated on their system.

This individual OFAC scan job will not automatically update the Scan Date field on the Name Information window, since there is no connection between the scan name and a member number. The Scan Date field can be file maintained, if needed, on the Edit Name Information window for the member or secondary name.

See the OFAC Scrub Procedure chapter in the Operations manual for information on downloading, uploading and importing the OFAC list from the US Treasury.

Datamatic VIEW

NON-Member OFAC Scan

☒ **Individual**

First Name:

Last Name:

☐ **Organization**

Name:

Scan

For an Individual, enter the first and last name then select the Scan button. To scan an organization name, select Organization, enter the organization name then select the Scan button.

If a member is displayed before making the OFAC Scan selection, the box in the lower left corner of the window will not be checked automatically. This might be used for cases other than a new member such as for wire transfers, adding secondary names, etc. and is different from the OFAC Scan selection in the Reports window which scans the entire membership. Select [\[Member Ribbon > Tools > OFAC Scan\]](#).

Datamatic VIEW

OFAC Scan - ANNABELLE MEMBER (555555-2)

☒ Individual

First Name: ANNABELLE

Last Name: MEMBER

☐ Organization

Name:

☐ Not a member of the credit union

Scan

If the Individual or Organization is not a member of the credit union, check the box in the lower left corner of the window appropriately. The purpose of this box is to indicate whether or not the Individual or Organization is a member or not for the daily OFAC Scan Log report (CR020-16). The OFAC Scan Log report is generated with End of Day processing and shows the names that had an OFAC scan completed by the credit union on that day using either the Individual OFAC Scan or when adding a New Member. The names scanned with a full membership scan do not show on this report.

Example of the daily OFAC Scan Log:

Datamatic VIEW

OFAC Log (2 KB)

05/10/2018
Support Credit Union (1)

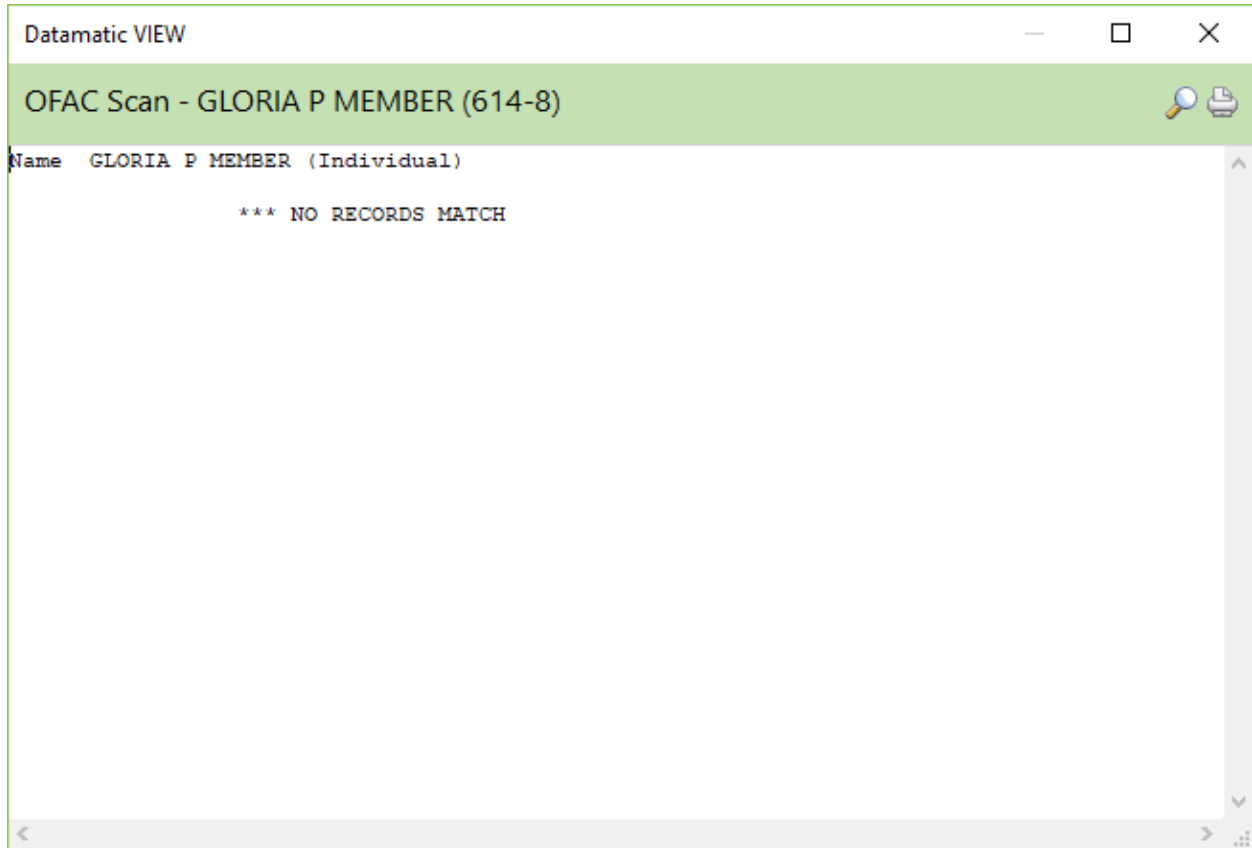
OFAC Scan Log

PAGE 1
REPORT NO. CR020-16

Tlr	Account	Name Scanned	Match
3	Non-Member	George T Stump	
3	Non-Member	Wendell Razor	
3	Non-Member	JUAN CHAVEZ	
3	Non-Member	MARIA GONZALEZ	***Hit
3	614-8-00	GLORIA P MEMBER	
3	999-3-00	Osama Bin Laden	***Hit
3	1002-5-00	MARIA E GONZALEZ	***Hit
3	12345-5-00	ANDREW P JOHNSON	
3	32786-6-00	ANDREW A MEMBER	
3	333345-7-00	PHYLLIS A ABBOTT	
3	333345-7-00	PHYLLIS A ABBOTT	
104	4658-1-00	AMY MICHELLE SMITH-APPLE	

If there is a match, *****Hit** will be displayed in the Match column.

If no records match the information entered (see Figure 1 or 2), the system displays.



If a matching record(s) is found on the OFAC list, the information will be displayed in the window. The credit union should follow the appropriate procedures when a match is found.

The results of the individual scan, if a match is found, is the same as the report generated when an OFAC Scan is done on the membership under [\[Main Ribbon > Reports\]](#) except for additional details on the member such as account number, address, social security number and date of birth.

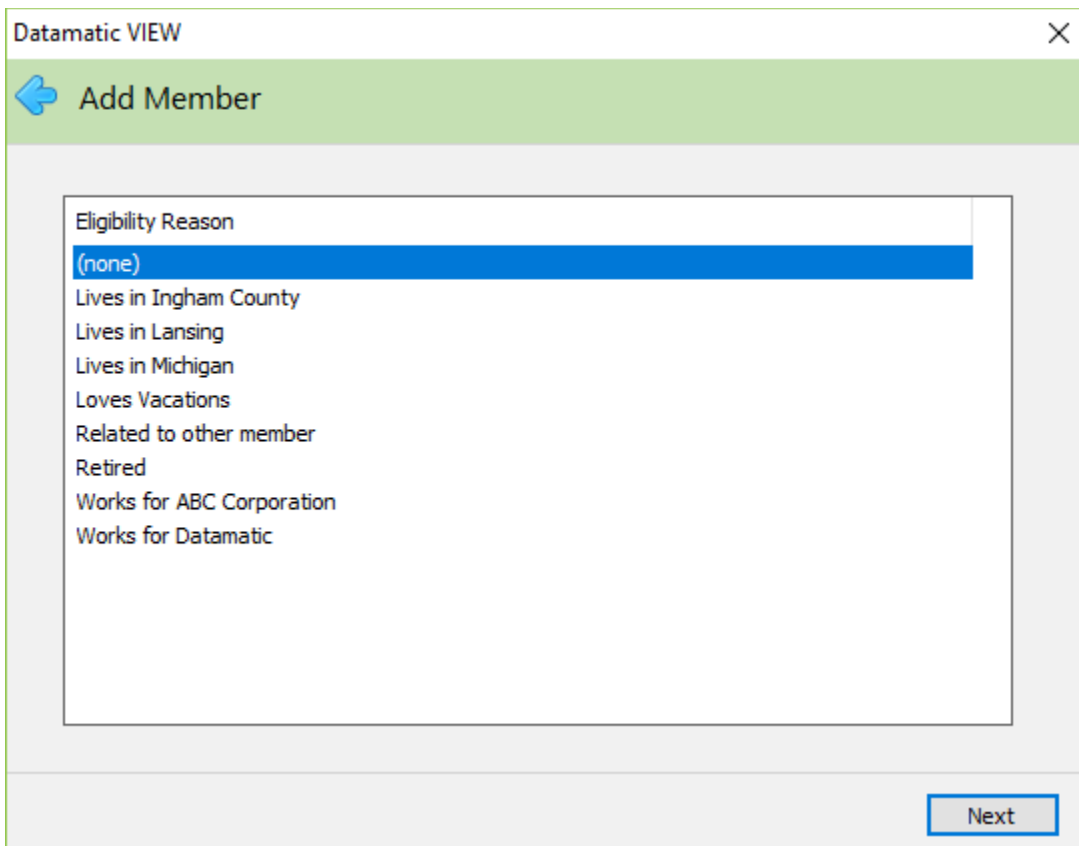
The date of the last OFAC Scan (either a full membership OFAC scan or a scan done using the Add Member Wizard) will be displayed on the Daily and Monthend - New Account Report (CR020-11) for 00 suffixes. This date is stored on the Edit Name Information window on the Other tab.

Add Member Wizard

To add a new member, select [\[Main Ribbon > Member > Add Member\]](#).

The system displays the Add Member Wizard window. The Add Member Wizard is used to add a new primary member at the credit union that was not on the system previously. In addition, the Add Member Wizard can be used for existing names with no account suffixes so that past members can re-establish their membership and use the same member number.

If the credit union is using the Datamatic OFAC Scan feature, the system will automatically scan the name of the new member being added. When the automatic OFAC scan is done for a new member within the Add Member Wizard, the Scan Date field on the Name Information window will be updated after the wizard is completed and the member will show on the OFAC Scan Log generated with End of Day processing. If the OFAC Scan under [\[Member Ribbon > Tools\]](#), the Scan Date field will need to be file maintained by the staff.



If the credit union has setup Eligibility Reasons in System Settings, select an Eligibility Reason from the items listed.

Continue to the next window.

The system displays.

Select the appropriate Type for the new member being added. When these Types are selected, the following occurs:

- ⇒ **Business/Organization** - Flags the Entity Authorization field under Member Information to No and the Ownership field on the Suffix Inquiry and Member Summary windows will display Organization.
- ⇒ **Business/Organization with Entity Authorization** - Flags the Entity Authorization field under Member Information to Yes and the Ownership field on the Suffix Inquiry and Member Summary windows will display Organization.

If a joint owner is added to a suffix with an Ownership Type of Individual, the system will change the Ownership Type to Joint Owner automatically.

First, the windows for an Individual/Joint, On Behalf Of and Trust will be covered. Then the windows for a Business and Business with Entity Authorization will be covered. (See pages 35 to 60.)



User Tip

Other ownership types of Joint Member, Escrow or Tenants in Common can be file maintained after opening the suffix from the Suffix Inquiry window, if needed. Double click on the Ownership Type field to display a window to select a new value from the drop down box. Select Save, when finished making a selection. The new Ownership Type will display on the Suffix Inquiry.

Types of: Individual/Joint, On Behalf Of and Trust

The system displays.

This window can be used to enter the member's information by one of the following methods:

- Manually enter new name information
- Import an existing name
- Import a name from an Approved Loan Application
- Import a name from a Pending Member

Enter the information for the new member, select the Import Name link, select the Import Approved Loan (application) link or select the Import Pending Member link. Continue to the next window.

For uniformity, the credit union may want to decide whether all upper case letters will be used by the staff or if both upper and lower case letters will be used. Some member searches may be case sensitive.

The First Name, Last Name, Social Security Number and Birth Date fields are required.

For the Social Security Number, enter 555445544 and press Tab. The system displays the number in the correct format of 555-44-5544. The Social Security Number can be entered with the dashes. The same concept is true for other fields such as phone number, date of birth, etc.

If **Import Name** link is selected, the system displays.

Datamatic VIEW

Import Name

Search for member

Go

Name	Name Type	Address
------	-----------	---------

OK

Enter the member number (account base and check digit) of the member to be imported then press enter or click on Go. If the member number is not known, enter the name to be imported to search for the member number then press OK. The system displays name records that match the search criteria. enter the name to be imported.

Examples: smith
 k smith
 kat smith
 katherine smith

Select the Search for Member criteria using the drop down arrow, if different than Search for Member, then enter the information to be searched.

Press enter when finished or click on Go.

The system displays name records that match the search criteria.

Datamatic VIEW

Import Name

Search for member

a member

Go

Name	Name Type	Address
MEMBER, AMY M (4556-7-80)	Beneficiary	1427 KINGDOM ROAD
MEMBER, AMY M (32786-6)	Primary	1427 KINGDOM ROAD
MEMBER, AMY M (61057-6-00)	Beneficiary	1427 KINGDOM ROAD
MEMBER, AMY M (61057-6)	OE Plan Benefic...	1427 KINGDOM ROAD
MEMBER, AMY M (555555-2-00)	Beneficiary	1427 KINGDOM ROAD
MEMBER, AMY M (555555-2-02)	Beneficiary	1427 KINGDOM ROAD
MEMBER, AMY M (555555-2-51)	Beneficiary	1427 KINGDOM ROAD
MEMBER, AMY M (708-8-00)	Joint	1427 KINGDOM ROAD
MEMBER, AMY M (820-1)	Officer	1427 KINGDOM ROAD
MEMBER, AMY M (555555-2-89)	Beneficiary	1427 KINGDOM ROAD
MEMBER, ANDREW A (32786-6-51)	Beneficiary	1427 KINGDOM ROAD
MEMBER, ANDREW A (32786-6-55)	Beneficiary	1427 KINGDOM ROAD
MEMBER, ANDREW A (32786-6-00)	Joint	1427 KINGDOM ROAD
MEMBER, ANDREW A (32786-6-52)	Beneficiary	1427 KINGDOM ROAD
MEMBER, ANDREW A (32786-6-78)	Joint	1427 KINGDOM ROAD

OK

Select the name record to be imported then select OK. The system fills in the information for the member selected.

Datamatic VIEW

×

← Add Member

First:

ANDREW A

Last:

MEMBER

Address 1:

1427 KINGDOM ROAD

Address 2:

City:

HOMER

State:

MI

Zip:

48311-6656

SSN:

275-64-6666

Type:

SSN

Birth Date:

10-04-1987

Home Phone:

517-444-8787

Work:

555-472-4444

License:

M-999-454-888-333

State:

MI

Next

If **Import Approved Loan** link is selected, the system displays.

Datamatic VIEW

Import Name

Name	Account	Date	Officer
Milken, Ronnie	377-45-4545	10-13-2016	021
Oakley, Annie	555-33-4444	02-08-2018	021

OK

The names of the approved loan applications are displayed for a selection to be made. Select the loan application to be imported by double clicking on the name or using the arrow keys to highlight the name and pressing enter or selecting OK.

The system fills in the information for the member selected.

Datamatic VIEW

⬅️ Add Member

First:

Ronnie

Last:

Milken

Address 1:

2425 Market Rd

Address 2:

City:

Alma

State:

MI

Zip:

47265-0000

SSN:

377-45-4545

Type:

SSN

Birth Date:

04-13-1973

Home Phone:

939-227-1410

Work:

517-444-6666

License:

M 344107222399

State:

MI

Next

If **Import Pending Member** link is selected, the system displays.

Datamatic VIEW

Import Pending Member

Member	Name	Memo	Da
796-3	KRAMER, TYLER L	New to area	05
851-6	Razor, Wendell	Out of State Member	02

<

>

OK

The names of the pending members are displayed for a selection to be made. Select the pending member to be imported by double clicking on the name or using the arrow keys to highlight the name and pressing enter or selecting OK.

The system fills in the information for the member name selected.

Datamatic VIEW

← Add Member

First:

TYLER L

Last:

KRAMER

Address 1:

Address 2:

City:

State:

Zip:

SSN:

Type:

SSN

Birth Date:

Home Phone:

Work:

License:

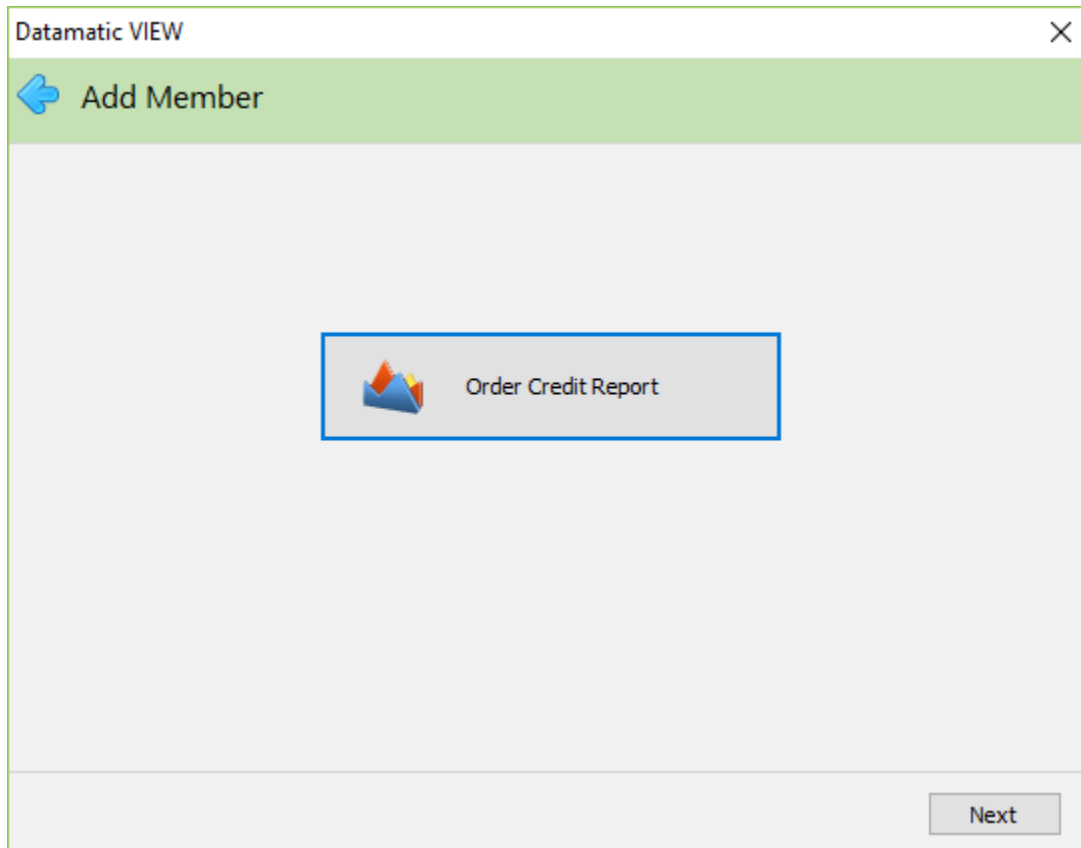
State:

Next

Enter the information for the new member. Continue to the next window.

The system displays.

For credit unions that use the Loan Application optional software and use the Credit Bureau Interface, a credit report may be ordered, if desired. (The employee's security must be set to permitted for Credit Bureau Retrieval in order to see this window and be able to order a credit report.) If a credit report needs to be ordered, click the button in the center of the window. Otherwise, select next to continue to the next window.



User Tip

If the employee does not have security to pull a credit report, this window will not be displayed in the Add Member Wizard.

The Order Credit Report window is displayed.

Datamatic VIEW

Order Credit Report

Bureau:
Equifax

PIN or Password:

First Name:
Wendell
Last Name:
Razor

Address:
100 W Main St

City:
Lansing
State:
mi
Zip Code:
48933-0000

SSN:
333-33-4455
Birth Date:
06-01-1990

Home Phone:
555-222-3344
Work Phone:

License:
R-343-666-777-888
State:
MI

Joint Credit Only

First Name:
Last Name:

SSN:

Birth Date:

Document

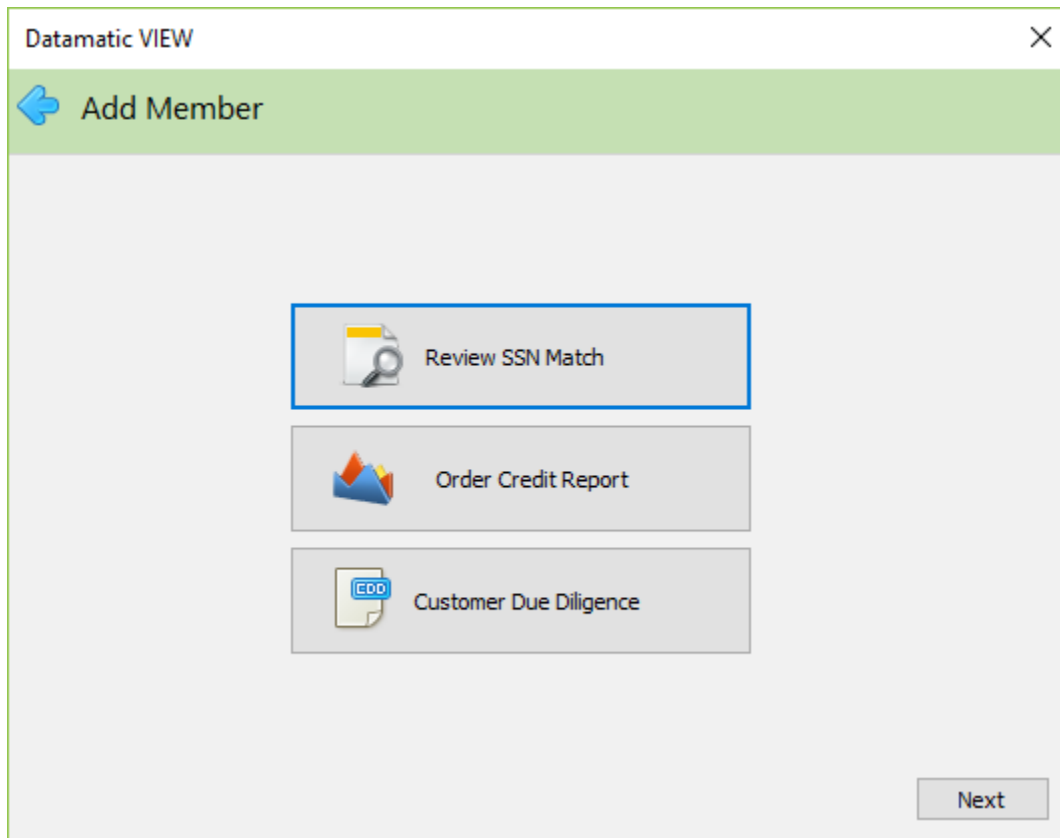
PDF:
(none)

Order

Select the Order button to order the credit report.

The system will do the OFAC Scan and check the SSN Match feature. The SSN match will find matching SSN's from any name and address record on the system - including closed and purged accounts. The global warning messages, member notes and member information will stay on the system to be displayed even though no 00/01 suffixes remain until the Member Name is purged. The system will display one or both of these buttons based on the type of match. If no match is found, this window will be skipped.

The system will automatically do the **OFAC Scan** and check the **SSN Match** feature. If a credit report is needed, an SSN Match is found, and if the Customer Due Diligence flag is turned on, the system displays.

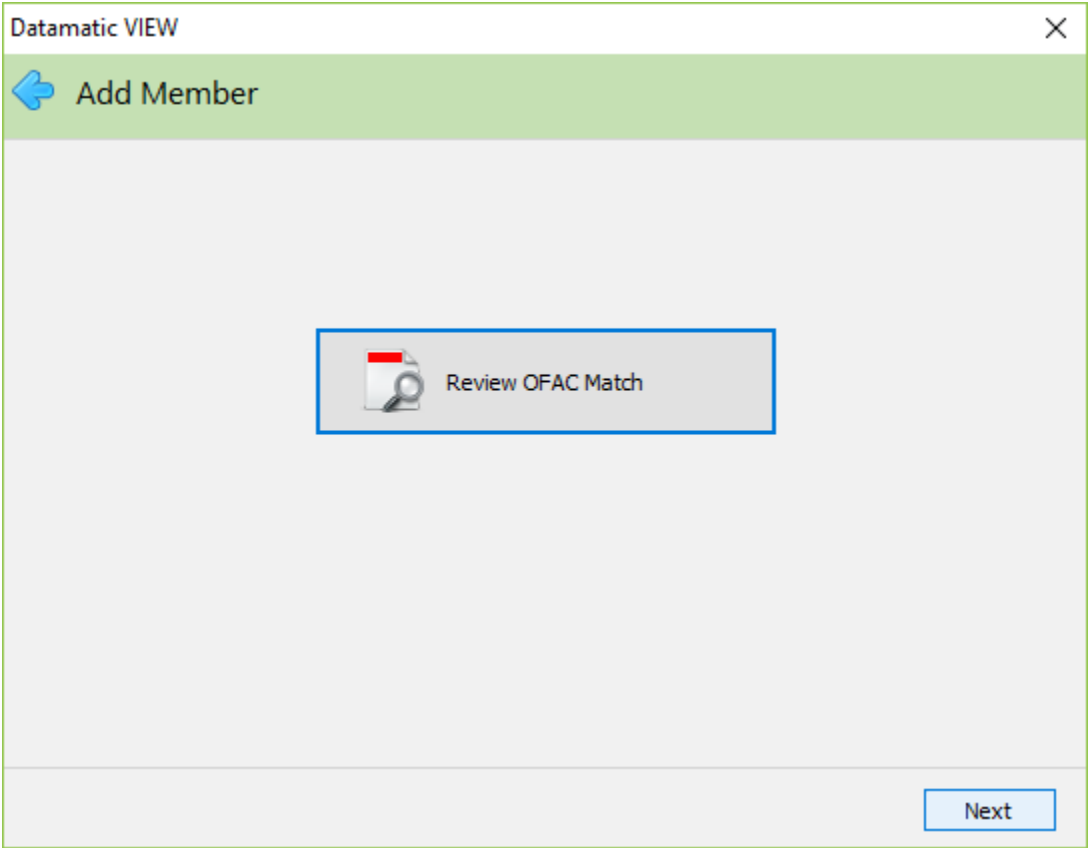


Click on each button separately one at a time to check the SSN matches, order credit report and fill in the Customer Due Diligence information.

**Note**

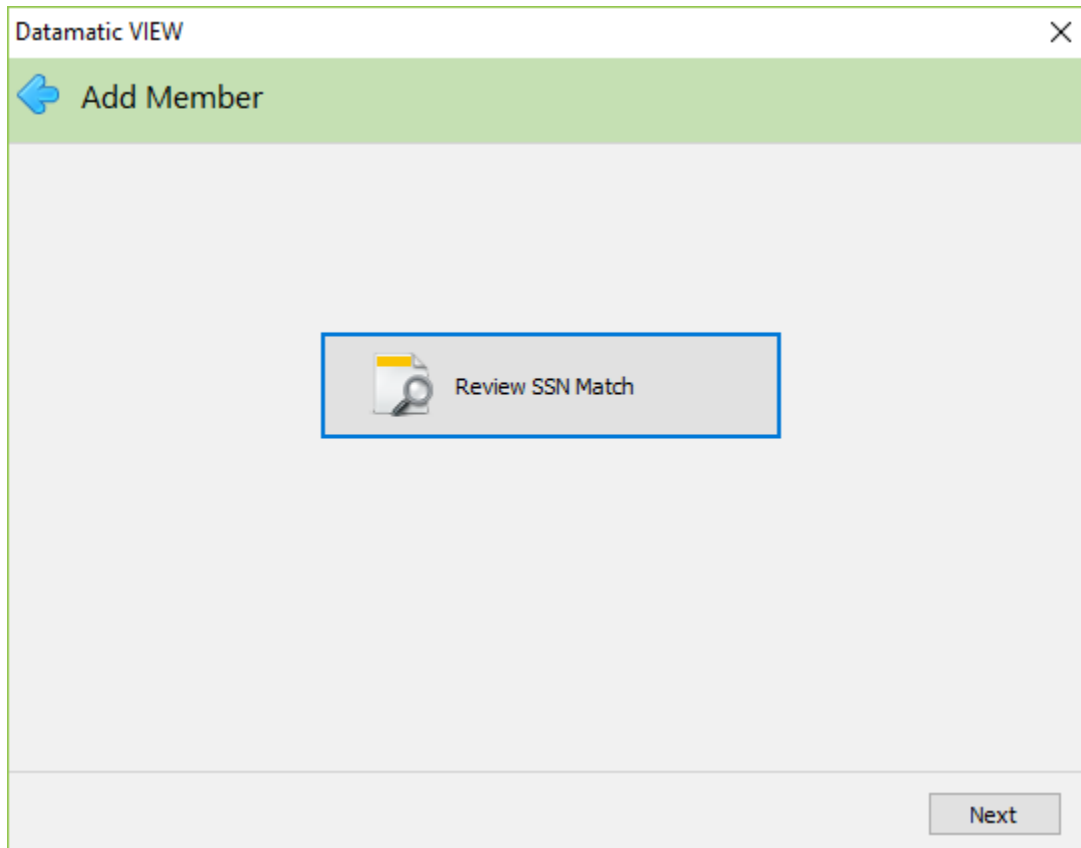
The buttons will only display, if there is a match found or if the Customer Due Diligence flag is turned on.

If only an OFAC Match is found, the system displays.



Click on the button, to display the information for the match.

If only a SSN Match is found, the system displays.



Click on the button, to display the information for the match.

Example of **OFAC Match** information.

Datamatic VIEW

OFAC Match Found

Name Osama Bin Laden (Individual)
Alt Name: BIN LADEN, Osama
Alt Type: aka
Alt ID : 4771
SDN Name: BIN LADIN, Usama bin Muhammad bin Awad
SDN ID : 6365
Type : individual
Program : SDT] [SDGT
Remarks : DOB 30 Jul 1957; alt. DOB 1958; POB Jeddah, Saudi Ara
Address : aka
BIN LADEN, Usama,
Address : aka
BIN LADEN, Osama,
Address : aka
BIN LADIN, Osama,
Address : aka
BIN LADIN, Osama bin Muhammad bin Awad,

☐ I have reviewed the OFAC results and this person should be marked exempt.

OK

Click on the check box, if the OFAC results have been reviewed and the person should be marked exempt. Otherwise, the Add Member Wizard will not go any further until this is done.

Example of **SSN Match** information.

Datamatic VIEW

SSN Match Found (275-64-6666)

Description	Value
Name:	ANDREW A MEMBER (32786-6-00) - Joint
Status:	Open
Date Opened:	06-01-2004
Balance:	\$3,567.08
Member Warning:	See Member Notes for important information on this member. Mary's member. Roth Conversion Suffix 51.
Notes:	A/K/A Amy Marie Johnson Marriage license on file. Member is diabetic. Contact Beth at 555-5555, if problems. Legal Papers on File Durable Power of Attorney papers on file naming Karen L. Smith POA for Amy.
Name:	ANDREW A MEMBER (32786-6-70) - Joint
Status:	Open

☐ I have reviewed the SSN matches

OK

To continue, the check box in the lower left corner must be checked. After checking the box, select OK.

If the box is not checked and OK is selected, this message will be displayed.

VIEW

You must review SSN Results.

OK

If membership to the credit union is going to be denied, click on the X (in the upper right corner). A window will display asking the question **Do you want to print an Adverse Action?** Select the appropriate yes or no response. Clicking on the X on any window after the Name window will display the prompt to print an Adverse Action.

Additional Information if match found

SSN Match Found (111-11-1111)
Monday, February 23, 2018 9:58AM

The system will display each matching name type separately. The SSN Match report displays two different headings depending on the name type of the matched record.

Primary Name Match:

- If open/close flag = Open
 - Name: Name (Account Base – Check Digit) - Primary
 - Status: Open - past due loan, in collections, charged off loan
 - Member Since: 12-25-2001
 - Total on Deposit: Displays total on deposit if greater than zero
 - Total Loans: Displays total loans if greater than zero
- If open/close flag = Closed or Purged (no suffixes)
 - Name: Name (Account Base – Check Digit) - Primary
 - Status: Closed – Closeout Reason, charged off loan

Secondary Name Match:

- If open/close flag = Open
 - Name: Name (Account Base – Check Digit – Suffix) – Name Type
 - Status: Open - past due loan, in collections, charged off loan
 - Date Opened: 12-25-2001
 - Balance: Displays suffix balance if greater than zero
- If open/close flag = Closed or Purged (no suffixes)
 - Name: Name (Account Base – Check Digit) – Name Type
 - Status: Closed – past due loan, in collections, charged off loan

Status will display the following after Open/Closed if the criteria below are met:

- Past Due Loan means any loan past due under the member number.
- In Collections means account is in collection.
- Charged off Loan means the charged off loan flag is set to yes in member information.

If applicable, the following information will display below each name type.

- ⇒ **Member Warning:** Displays member level warning.
- ⇒ **Suffix Warning:** Only displays the suffix level warning for that suffix.
- ⇒ **Notes:** Displays all notes under the member.

Notes added before June 30, 2014 will not show for purged accounts. This was the date of the last account purge and the system does not purge member notes until the member name is purged.

If continuing with the Add Member Wizard, the system displays.

Datamatic VIEW

← Add Member

Enter the full account number for the new member. The new account must be a Primary or Organizational share account.

New Account:

(Note: Enter the base number in above box and press CTRL + ENTER to generate check digit.)

Next

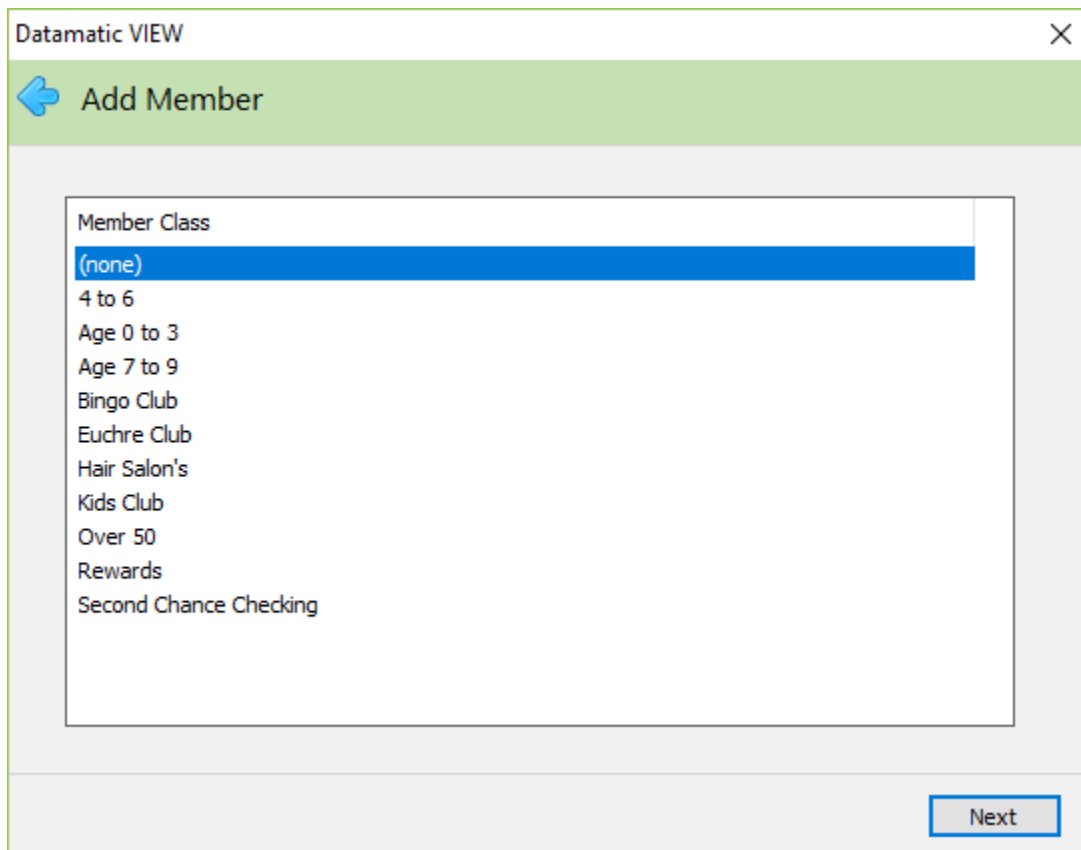
If the credit union is setup to automatically assign the next member number, the system will fill in the next member number. The check digit and suffix 00 will automatically be filled in, as well. If the credit union uses the 01 suffix for the primary share account, change the 00 to 01. Otherwise, if the credit union does not use the automatically assigned member number feature, enter the base account number, check digit and either the 00 or 01 suffix being assigned to the new member. Continue to the next window.

To reopen a member number where all suffixes including the 00 suffix have been purged, but the name and address information is still on the system, use the Add Member Wizard. Enter the old member number and 00 suffix for the new account on the window above.

See the **Branches** chapter in the System Settings manual for more information on setting up the system to automatically assign the next member number.

To have the system calculate the check digit, type in the base account then press the Ctrl key (and hold) then the enter key.

The system displays.



Datamatic VIEW

← Add Member

Member Class

- (none)
- 4 to 6
- Age 0 to 3
- Age 7 to 9
- Bingo Club
- Euchre Club
- Hair Salon's
- Kids Club
- Over 50
- Rewards
- Second Chance Checking

Next

If applicable, select the appropriate Member Class for the new member. For credit unions using the Relationship features on the system, the Member Class is the link to the appropriate Relationship window under [{Main Ribbon > System Settings > Relationships}](#).

Continue to the next window.

The system displays.

Datamatic VIEW

← Add Member

Service Charge

- ☐ Corporate
- ☐ Designated
- ☒ Dormancy
- ☒ Drafts
- ☒ EFT
- ☐ Mail Code
- ☒ Mailed Checks
- ☒ Minimum Balance
- ☒ Phone Transfers

Next

Change the information on this window, if applicable. Use the arrow keys to highlight the option and press the spacebar or click on the option to remove or add the checkmark. The default for the service charge options is set by the credit union under [\[Main Ribbon > System Settings > Add Member Default Setup\]](#).

Service Charge - Corporate: This flag determines if Corporate Service Charges will apply to this member. This would only apply to the credit unions that use the Corporate Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Designated: This flag determines if Designated Service Charges will apply to this member. This would only apply to the credit unions that use the Designated Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Dormancy: This flag determines if Dormancy Service Charges will apply to this member. This would only apply to the credit unions that use the Dormancy Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge Drafts: This flag determines if Draft Service Charges will apply to this account. This would only apply to the credit unions that use the Draft Service Charge Setup screen. The suffix that is coded for Draft Service Charges will be assessed the fee. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge EFT: This flag determines if EFT Service Charges will apply to this account. This would only apply to the credit unions that use the ATM Service Charge Setup screen or the On-line ATM/Point-of-Sale Service Charge Setup screen. This applies to share and share draft suffixes available on the ATM network. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Mail Code: This flag determines if Mail Code Service Charges will apply to this member. This would only apply to the credit unions that use the Mail Code Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Mailed Checks: This flag determines if Mailed Check Service Charges will apply to this member. This would only apply to the credit unions that use the Mailed Check Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Minimum Balance: This flag determines if Minimum Balance Service Charges will apply to this member. This would only apply to the credit unions that use the Minimum Balance Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Phone Transfers: This flag determines if Phone Transfer Service Charges will apply to this member. This would only apply to the credit unions that use the Phone Transfer Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Continue to the next window.

The system displays.

If applicable, enter the information in the fields above or make selections from the drop down boxes. Continue to the next window.

Contact Name: If desired, enter a contact name for the member. This might be used as a way to locate the member, if the member cannot be contacted for whatever reason.

Contact Phone: If a contact name is entered, enter the phone number for the contact person.

Courtesy Pay: This can be used by credit unions that offer courtesy pay to their members to indicate whether or not courtesy pay applies to this member. If a Member Class/Relationship applies to the member, the applicable Courtesy Pay Maximum amount will be filled in automatically. The options for this field are:

- ⇒ No
- ⇒ Not Allowed
- ⇒ Yes

Courtesy Pay Maximum: This can be used by credit unions that offer courtesy pay to their members. Enter the maximum dollar amount that the credit union will extend to the member as courtesy pay for non-sufficient items not covered by overdraft protection, if different than the default amount. The Share Draft Auto Return optional software program uses this amount to determine if draft or ACH items will be paid or returned. The default amount is for each draft and share suffix under the member.

A default Courtesy Pay Maximum amount for this field can be setup under [\[Main Ribbon > System Settings > Credit Union Setup > Overdrafts and Check Register tab\]](#).

For users of the Relationship feature on the system, if the Courtesy Pay Max field is being utilized, the credit union will most likely want the Courtesy Pay Max Default in Credit Union Setup to be set to blank. Otherwise, the default amount will need to be removed from the Courtesy Pay Maximum field in the Add Member Wizard.

E-mail: Enter the member's e-mail address, if applicable. If the E-Statements field (below) is set to yes, the E-mail address is required.

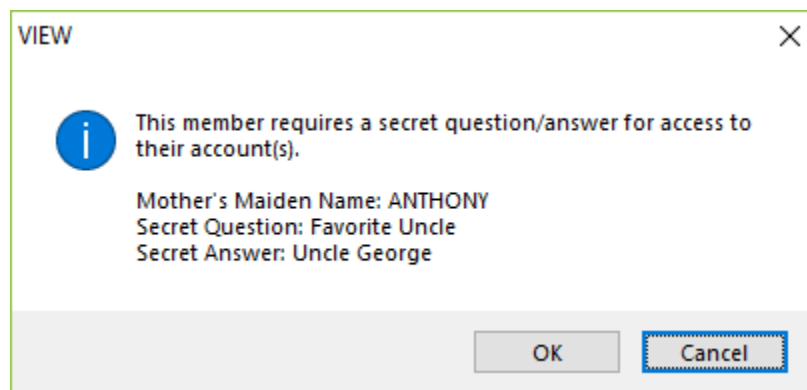
E-Statements: This can be used by credit unions that sign up members for e-statements at the same time as the membership documents are signed. By selecting yes, this turns off the paper statements being mailed to the member. (If changed to yes, the member will still go through the enrollment process in Internet Banking, if applicable.) The options for this field are:

- ⇒ No
- ⇒ Opt Out
- ⇒ Yes

Member Code: If applicable, enter the appropriate Member Code for the member. This is a credit union defined 3-digit alpha or numeric character field. This can be used to identify different groups of members as determined by the credit union.

Referred By: This can be used to enter the member number of a member that referred the individual or organization/business to the credit union, if applicable. If the member number is not entered here, this field can be file maintained later in the Member Information window.

Secret Question: Used if the member requests additional security for access to account information or to do transactions, etc. This must be used together with a Secret Answer. A maximum of 25 characters in length can be used. See below for a picture of the box displayed when a member is selected in the Member Search. The Mother's Maiden Name is displayed, as well, which will allow for more methods of identifying a member to be visible to the employee, especially when members have had their information stolen and want to do transactions by phone.



Secret Answer: Used if the member requests additional security for access to account information or to do transactions, etc. This can be used by itself or together with a Secret Question. A maximum of 25 characters in length can be used.

Telemarketing: If applicable, click on either box to indicate yes.

TPCA (Non-Credit Bureau) - Used to indicate the Credit Union has consent to contact the member (via mobile phone and using a direct dialer) for all services, including collections, except for credit bureau marketing.

Credit Bureau - Used to indicate the Credit Union has consent to market (via mobile phone and using a direct dialer) members using the credit bureau report.

Continue to the next window.

The system displays.

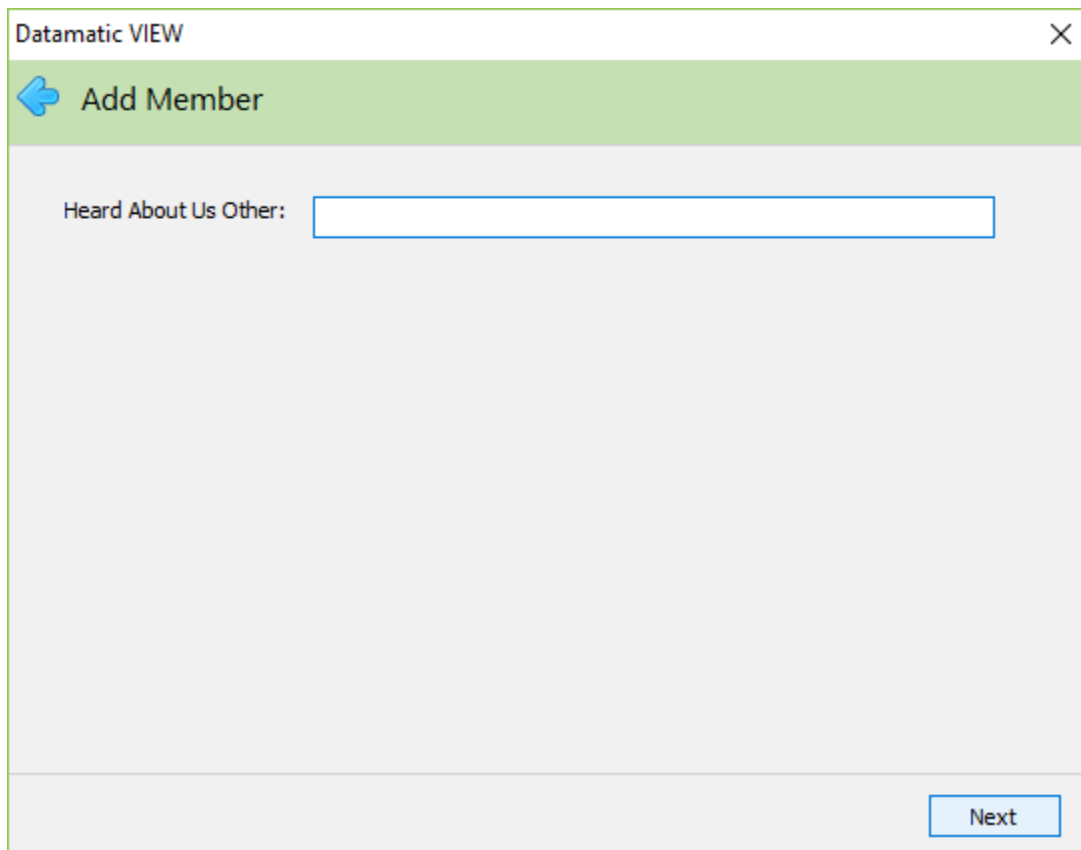
The screenshot shows a software window titled "Datamatic VIEW" with a close button (X) in the top right corner. Below the title bar is a green header area with a blue left-pointing arrow and the text "Add Member". The main area contains a list box with the following items: "Heard About Us", "Auto Dealer", "Billboard", "E-Mail", "Employee", "Facebook", "Know Member", "Mail", "Member", "Newspaper", "Other", "Radio", "Realtor", "Search Engine", and "Social Media". A vertical scrollbar is on the right side of the list box. At the bottom right of the window is a blue button labeled "Next".

Heard About Us: Select one of the options that best describes how the person/business/organization heard about and decided to join the credit union. **This is a required field.** This information will be printed on the daily and monthly New Account Report, as well as, be carried forward to the Heard About Us field on the Member Information window. See [\[Main Ribbon > System Settings > Heard About Us Setup\]](#) to add more selections or change defaults. The default options are:

Auto Dealer	Other (see Heard About Us Other on next page)
Billboard	Radio
E-mail	Realtor
Employee	Search Engine
Facebook	Social Media
Know Member	TV
Mail	Twitter
Member	Website
Newspaper	

Continue to the next window.

This window will only be displayed if **Other** is selected on the Heard About Us window.



Datamatic VIEW

← Add Member

Heard About Us Other:

Next

Heard About Us Other: This can be used to enter the reason that brought the new member to the credit union, if the reason is not displayed in the Heard About Us window. 25 positions are available for this field. In addition, this field is for report printing purposes only. It is not carried forward to the Member Information window. Other will show in the Heard About Us field.

Continue to the next window.

The system displays.

Datamatic VIEW

×

←

Add Member

Jumbo CD

Military

Public \$

MH Members

Discover C

Email Mrkt

Next

This window displays the Discretionary Data fields setup by the credit union in System Settings, if applicable. These are two character fields which can be numeric or alphabetical (upper and lower case). These fields can be used for purposes defined by the credit union.

Continue to the next window.

The system displays.

Datamatic VIEW [X]

← **Add Member**

Suffix Information (862-3-00)

Action Code: (none) ▾

Dividend Application: Apply to same suffix ▾

Dividend Type:

Nickname:

NSF Fee (ATM/Debit): Not Allowed ▾

Next

If applicable, enter the information in the fields above or make selections from the drop down boxes. These will carry forward and apply to the 00 suffix (or 01 suffix if entered for the New Account on a previous window).

Action Code: The Action Code (optional) is a credit union defined code that can be used to identify certain accounts. Select the Action Code description that applies to the account. The descriptions are displayed in the drop down box rather than the alpha or numeric character. This can be used to pull accounts for printing labels or in Query (optional software) for a report. The Action Codes used by the credit union can be defined under [\[Main Ribbon > System Settings > Action Codes\]](#).

Dividend Application: This would be used to indicate what suffix the dividends for this account are to be posted. If either the 00 suffix, 01 suffix or one of the draft suffix options are used, the dividends will not show on the suffix for which they were calculated but will show on the suffix to which they are posted. The options for this field are as follows:

- Apply to Same Suffix (default)
- Apply to 00 Suffix
- Apply to 01 Suffix
- Apply to 70 Suffix
- Apply to 71 Suffix
- Apply to 72 Suffix
- Apply to 73 Suffix
- Apply to 74 Suffix

Dividend Type: This would be used if the credit union had more than one dividend type setup for the same suffix on the Dividend Setup screen. This is a one-digit numeric field (0-9) and is credit union defined.

Nickname: This can be used if the member would like a special name for a specific suffix(es). The nickname will show on the member statements. For internet banking users, the nickname will show on the Summary and Details window.

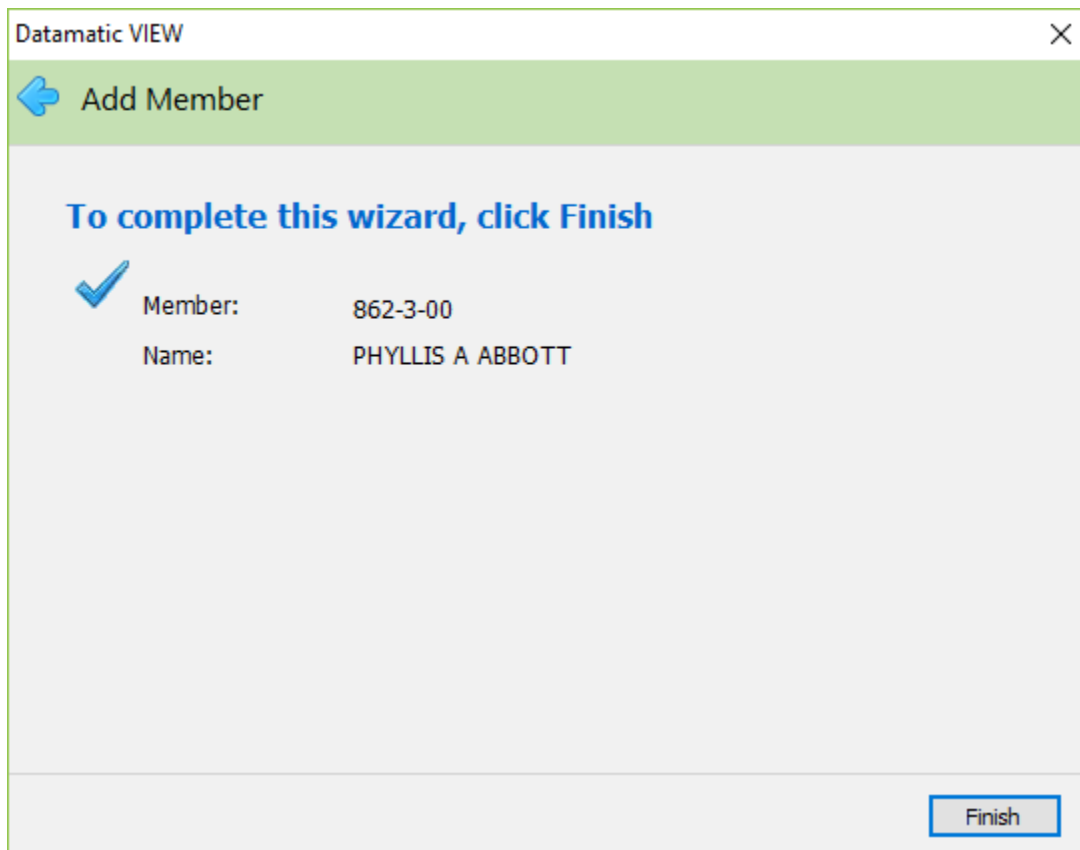
NSF Fee (ATM/Debit): This field can be used to indicate whether or not the member chooses to opt in or opt out of being charged a fee for an ATM/Debit Card transaction(s) that causes the account to go negative. For Positive File and Negative File ATM/Debit Card users (as opposed to users with an Online interface), the ATM NSF Report will display ***** NSF Fees not allowed** if an ATM/Debit Card transaction causes an account to go negative **and** the suffix is marked as not allowed **and** the Overdraft Setup screen has an NSF Charge filled in for ATM Transactions. For credit unions that manually charge a fee in this situation, it will be necessary to look at this field to determine if a fee can be charged or not. The options are:

- Allowed (Opt in)
- Declined ***
- Not Allowed (Opt out - default)

***The Declined option functionally works the same as Not Allowed. This allows the staff to code members that have declined opting in and do not want to be asked again.

Continue to the next window.

The system displays.



Select the Finish button to complete the wizard. If necessary, select the arrow at the top left corner of the window to return to any of the previous windows and make changes.

The system displays the Name Information window. Enter additional information for the member on the General, Other, Employer and Alternate Address tabs, if applicable. Select the appropriate Save/Save As selection, when finished. Staff that does not have security to do changes on the Name Information window will be able to enter/change information on the Name Information window that displays immediately after finishing the Add Member Wizard. If Save & New (blank), Save & New (primary address), Save As & New (blank) or Save As & New (primary address) are selected, the same thing applies as far as being able to enter/change information, until the Save or Save As selection is made. After that, the security for no changes will be enforced.

Secondary Names can be added under Name Information. See the Name Information chapter for more details.

Next, the deposit can be processed for the new account.

For credit unions that print a membership form, this is done by selecting [\[Member Ribbon > Membership\]](#).

Types of: Business and Business with Entity Authorization

After selecting [Main Ribbon > Member > Add Member], the Eligibility Reason then a Type of either Business/Organization or Business/Organization with Entity Authorization, the system displays:

The screenshot shows a software window titled "Datamatic VIEW" with a close button in the top right corner. Below the title bar is a green header area with a blue back arrow icon and the text "Add Member". The main content area contains a list box labeled "Entity Type". The list box has a scroll bar on the right. The first item in the list, "(none)", is highlighted in blue. Other items in the list include: Association, Benefit, Cooperative Association, Corporation, Estate, General, Government Entity, IOLTA, Limited Liability Company (LLC), Limited Liability Limited Partnership (LLLP), Limited Liability Partnership (LLP), Memorial, and Non Profit. At the bottom right of the window is a button labeled "Next".

Select the appropriate Entity Type from the list. Use the scroll bar on the right side of the window to display more Entity Types. The selection here will carry forward to the Entity Type field on the Member Information window.

Continue to the next window.

The system displays.

This window can be used to enter the member's information by one of the following methods:

- Manually enter new name information
- Import an existing name
- Import a name from an Approved Loan Application
- Import a name from a Pending Member

Enter the information for the new member, select the Import Name link, select the Import Approved Loan (application) link or select the Import Pending Member link. Continue to the next window.

For uniformity, the credit union may want to decide whether all upper case letters will be used by the staff or if both upper and lower case letters will be used. Some member searches may be case sensitive.

The Name field is required, as well as, the Social Security Number field. The Birth Date field is **not** required for business and organizations, etc.

For the Social Security Number, enter 555445544 and press Tab. The system displays the number in the correct format of 555-44-5544. The Social Security Number can be entered with the dashes. The same concept is true for other fields such as phone number, date of birth, etc.

If **Import Name** link is selected, the system displays.

Name	Name Type	Address
------	-----------	---------

Enter the member number (account base and check digit) of the member to be imported then press enter or click on Go. If the member number is not known, enter the name to be imported to search for the member number then press OK. The system displays name records that match the search criteria.

Examples: ci
 city of m
 city of maryville

Select the Search for Member criteria using the drop down arrow, if different than Search for Member, then enter the information to be searched.

Press enter when finished or click on Go.

The system displays name records that match the search criteria.



Datamatic VIEW

Import Name

Search for member

ci

Go

Name	Name Type	Address
 CITY OF MARYVILLE (587455-7)	Primary	C/O SUMMER BREEZE
 CITY TOWNHOUSE ASSOCIATION (773-2)	Primary	658 MAIN ST

OK

Select the name record to be imported then select OK. The system fills in the information for the member selected.

Datamatic VIEW

×

←

Add Member

Business:

CITY OF MARYVILLE

Address 1:

C/O SUMMER BREEZE

Address 2:

556 W MILLER ROAD

City:

MARYVILLE

State:

MI

Zip:

48991-5555

SSN:

548-77-8888

Type:

EIN

Birth Date:

Home Phone:

Work:

517-444-2323

License:

State:

MI

Next

Continue to the next window.

If **Import Approved Loan** link is selected, the system displays.

Datamatic VIEW

Import Name

Name	Account	Date	Officer
Milken, Ronnie	377-45-4545	10-13-2016	021
Oakley, Annie	555-33-4444	02-08-2018	021

OK

The names of the approved loan applications are displayed for a selection to be made. Select the loan application to be imported by double clicking on the name or using the arrow keys to highlight the name and pressing enter or selecting OK.

The system fills in the information for the member selected.

Datamatic VIEW

×

← Add Member

First:

Annie

Last:

Oakley

Address 1:

355 Chamber Ave

Address 2:

City:

Okemos

State:

MI

Zip:

48864-0000

SSN:

555-33-4444

Type:

SSN

Birth Date:

09-03-1955

Home Phone:

517-222-3434

Work:

517-333-3333

License:

O 3459983445009

State:

MI

Next

Continue to the next window.

If **Import Pending Member** link is selected, the system displays.

Datamatic VIEW

Import Pending Member

Member	Name	Memo	Da
796-3	KRAMER, TYLER L	New to area	05
851-6	Razor, Wendell	Out of State Member	02
863-1	MOORE RENTAL COMPANY	OPENING NEW OFFICE IN AREA	05

<

>

OK

The names of the pending members are displayed for a selection to be made. Select the pending member to be imported by double clicking on the name or using the arrow keys to highlight the name and pressing enter or selecting OK.

The system fills in the information for the member selected.

Datamatic VIEW

×

←

Add Member

Name:

MOORE RENTAL COMPANY

Address 1:

Address 2:

City:

State:

Zip:

SSN:

Type:

SSN

Birth Date:

Home Phone:

Work:

License:

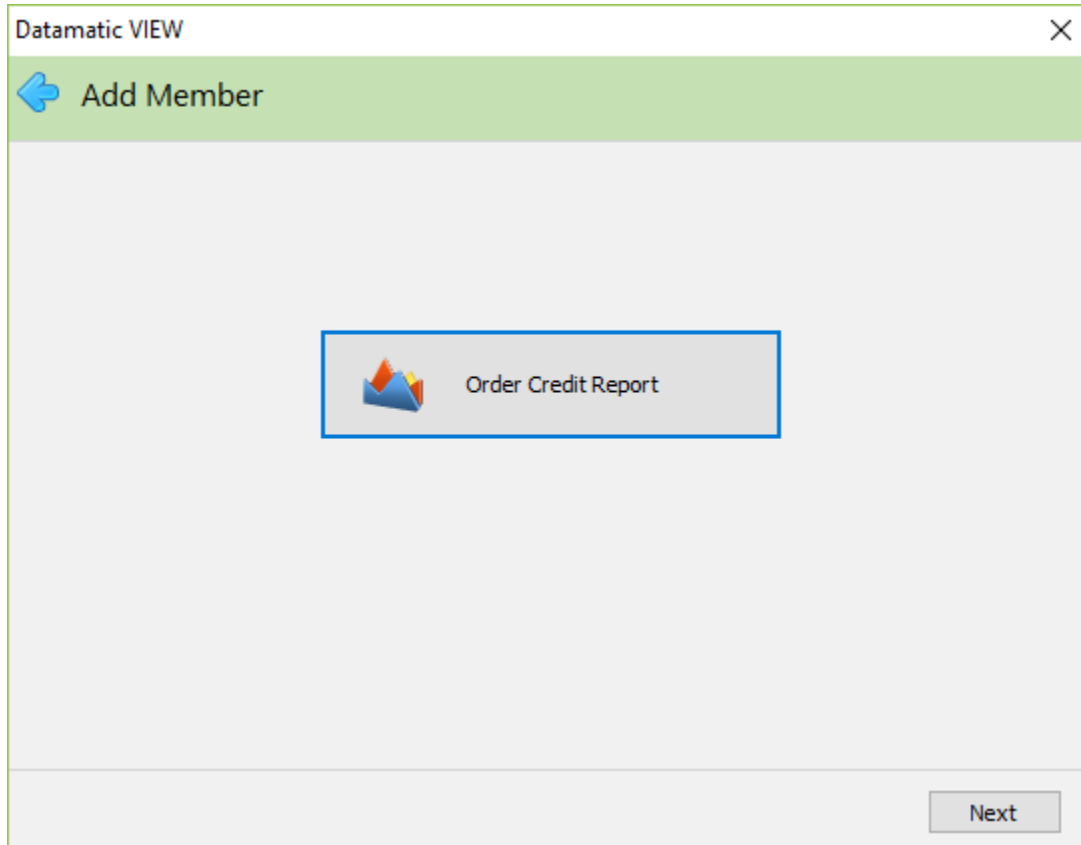
State:

Next

Enter the information for the new business member. Continue to the next window.

The system displays.

For credit unions that use the Loan Application optional software and use the Credit Bureau Interface, a credit report may be ordered, if desired. (The employee's security must be set to permitted for Credit Bureau Retrieval in order to see this window and be able to order a credit report.) If a credit report needs to be ordered, click the button in the center of the window. Otherwise, select next to continue.



If the employee does not have security to pull a credit report, this window will not be displayed in the Add Member Wizard.

The Order Credit Report window is displayed.

Datamatic VIEW
✕

Order Credit Report

Bureau:

Equifax

▼

PIN or Password:

First Name:

MOORE RENTAL CO

Last Name:

MPANY

Address:

3408 N WAVERLY

City:

LANSING

State:

MI

Zip Code:

48917-5482

SSN:

387-77-6743

Birth Date:

📅

Home Phone:

Work Phone:

517-323-6300

License:

State:

Joint Credit Only

First Name:

Last Name:

SSN:

Birth Date:

📅

Document

PDF:

(none)

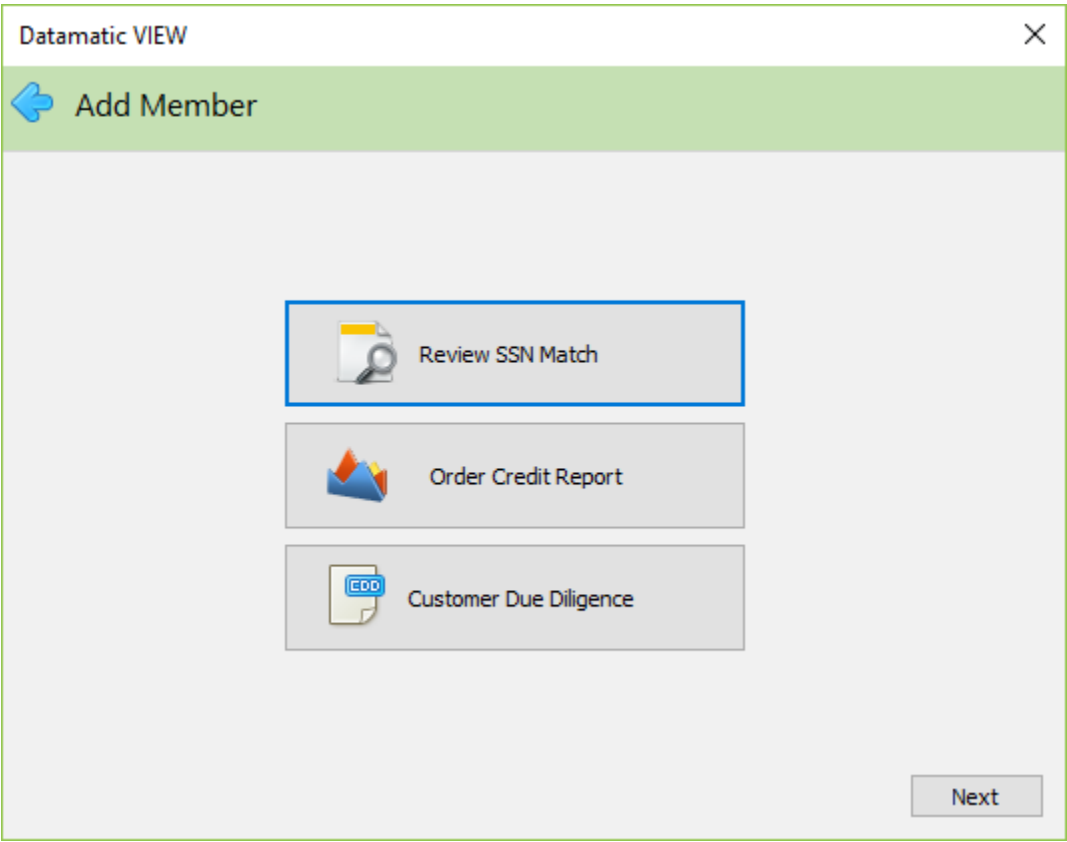
▼

Order

Select the Order button to order the credit report.

The system will do the OFAC Scan and check the SSN Match feature. The SSN match will find matching SSN's from any name and address record on the system - including closed and purged accounts. The global warning messages, member notes and member information will stay on the system to be displayed even though no 00/01 suffixes remain until the Member Name is purged. The system will display one or both of these buttons based on the type of match. If no match is found, this window will be skipped.

The system will automatically do the **OFAC Scan** and check the **SSN Match** feature. If a credit report is needed, an SSN Match is found, and if the Customer Due Diligence flag is turned on, the system displays.

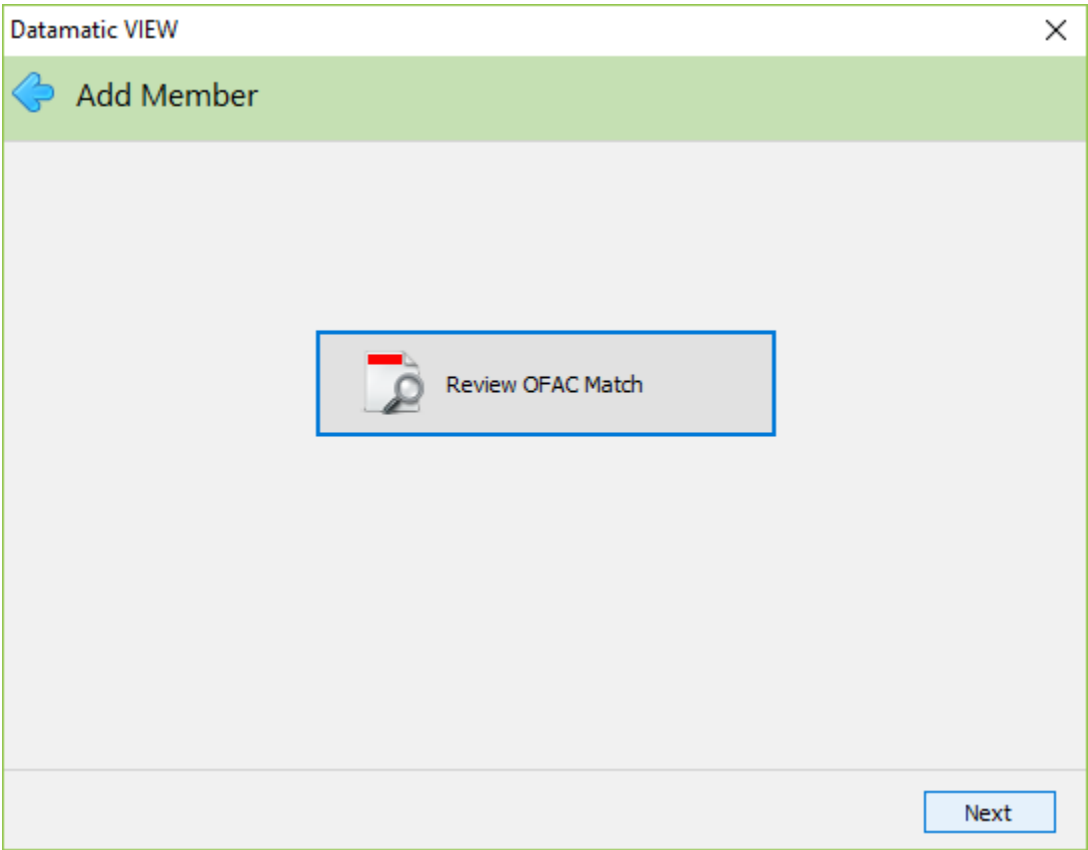


Click on each button separately one at a time to check the SSN matches, order credit report and fill in the Customer Due Diligence information.



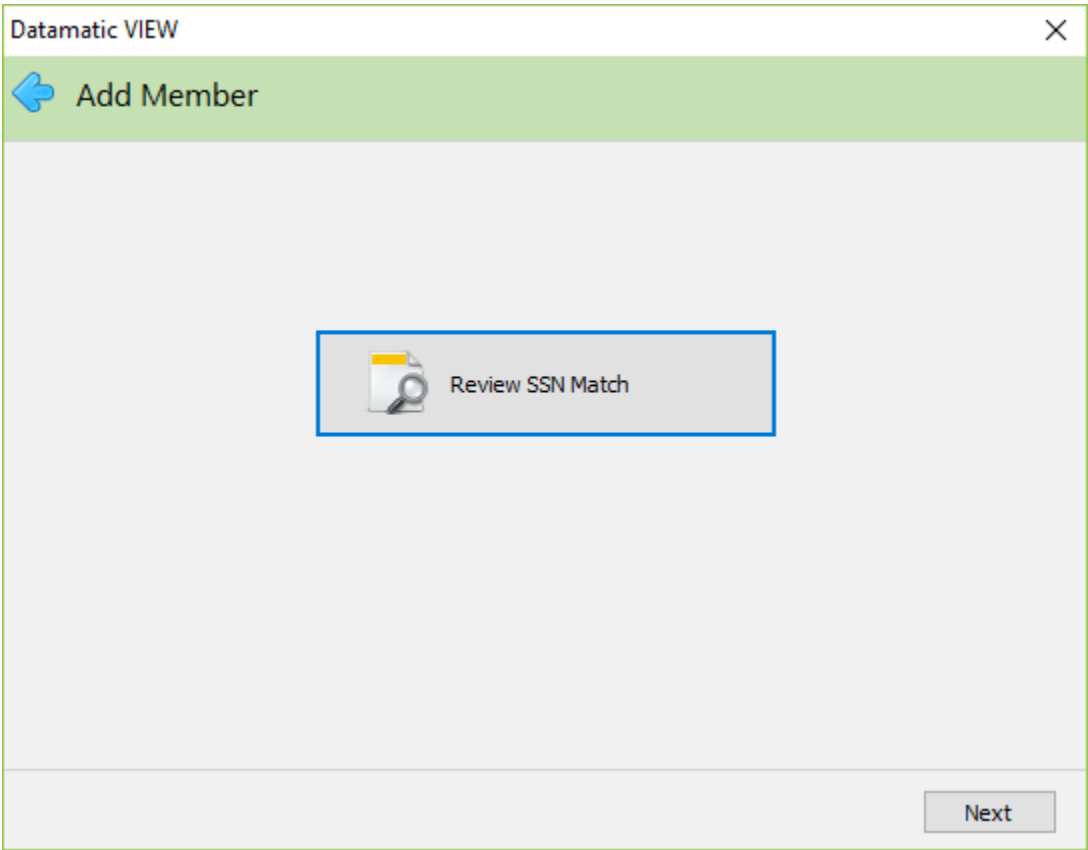
Note
The buttons will only display, if there is a match found or if the Customer Due Diligence flag is turned on.

If only an OFAC Match is found, the system displays.



Click on the button, to display the information for the match.

If only a SSN Match is found, the system displays.



Click on the button, to display the information for the match.

Example of **OFAC Match** information.

Datamatic VIEW

OFAC Match Found

Name Osama Bin Laden (Individual)
Alt Name: BIN LADEN, Osama
Alt Type: aka
Alt ID : 4771
SDN Name: BIN LADIN, Usama bin Muhammad bin Awad
SDN ID : 6365
Type : individual
Program : SDT] [SDGT
Remarks : DOB 30 Jul 1957; alt. DOB 1958; POB Jeddah, Saudi Ara
Address : aka
BIN LADEN, Usama,
Address : aka
BIN LADEN, Osama,
Address : aka
BIN LADIN, Osama,
Address : aka
BIN LADIN, Osama bin Muhammad bin Awad,

☐ I have reviewed the OFAC results and this person should be marked exempt.

OK

Click on the check box, if the OFAC results have been reviewed and the person should be marked exempt. Otherwise, the Add Member Wizard will not go any further until this is done.

Example of **SSN Match** information.

Datamatic VIEW

SSN Match Found (275-64-6666)

Description	Value
Name:	ANDREW A MEMBER (32786-6-00) - Joint
Status:	Open
Date Opened:	06-01-2004
Balance:	\$3,567.08
Member Warning:	See Member Notes for important information on this member. Mary's member. Roth Conversion Suffix 51.
Notes:	A/K/A Amy Marie Johnson Marriage license on file. Member is diabetic. Contact Beth at 555-5555, if problems. Legal Papers on File Durable Power of Attorney papers on file naming Karen L. Smith POA for Amy.
Name:	ANDREW A MEMBER (32786-6-70) - Joint
Status:	Open

☐ I have reviewed the SSN matches

OK

To continue, the check box in the lower left corner must be checked. After checking the box, select OK.

If the box is not checked and OK is selected, this message will be displayed.

VIEW

i

You must review SSN Results.

OK

If membership to the credit union is going to be denied, click on the X (in the upper right corner). A window will display asking the question **Do you want to print an Adverse Action?** Select the appropriate yes or no response. Clicking on the X on any window after the Name window will display the prompt to print an Adverse Action.

Additional Information if match found

SSN Match Found (111-11-1111)
Monday, February 23, 2015 9:58AM

The system will display each matching name type separately. The SSN Match report displays two different headings depending on the name type of the matched record.

Primary Name Match:

- If open/close flag = Open
 - Name: Name (Account Base – Check Digit) - Primary
 - Status: Open - past due loan, in collections, charged off loan
 - Member Since: 12-25-2001
 - Total on Deposit: Displays total on deposit if greater than zero
 - Total Loans: Displays total loans if greater than zero
- If open/close flag = Closed or Purged (no suffixes)
 - Name: Name (Account Base – Check Digit) - Primary
 - Status: Closed – Closeout Reason, charged off loan

Secondary Name Match:

- If open/close flag = Open
 - Name: Name (Account Base – Check Digit – Suffix) – Name Type
 - Status: Open - past due loan, in collections, charged off loan
 - Date Opened: 12-25-2001
 - Balance: Displays suffix balance if greater than zero
- If open/close flag = Closed or Purged (no suffixes)
 - Name: Name (Account Base – Check Digit) – Name Type
 - Status: Closed – past due loan, in collections, charged off loan

Status will display the following after Open/Closed if the criteria below are met:

- Past Due Loan means any loan past due under the member number.
- In Collections means account is in collection.
- Charged off Loan means the charged off loan flag is set to yes in member information.

If applicable, the following information will display below each name type.

- ⇒ **Member Warning:** Displays member level warning.
- ⇒ **Suffix Warning:** Only displays the suffix level warning for that suffix.
- ⇒ **Notes:** Displays all notes under the member.

Notes added before June 30, 2014 will not show for purged accounts. This was the date of the last account purge and the system does not purge member notes until the member name is purged.

If continuing with the Add Member Wizard, the system displays.

Datamatic VIEW

← Add Member

Enter the full account number for the new member. The new account must be a Primary or Organizational share account.

New Account:

(Note: Enter the base number in above box and press CTRL + ENTER to generate check digit.)

Next

If the credit union is setup to automatically assign the next member number, the system will fill in the next member number. The check digit and suffix 00 will automatically be filled in. If the credit union uses the 01 suffix for the primary share account, change the 00 to 01. Otherwise, if the credit union does not use the automatically assigned member number feature, enter the base account number, check digit and either the 00 or 01 suffix being assigned to the new member. Continue to the next window.

To reopen a member number where all suffixes including the 00 suffix have been purged, but the name and address information is still on the system, use the Add Member Wizard. Enter the old member number and 00 suffix for the new account on the window above.

See the Branches chapter in the System Settings manual for more information on setting up the system to automatically assign the next member number.

To have the system calculate the check digit, type in the base account then press the Ctrl key (and hold) then the enter key.

The system displays.

Datamatic VIEW

← Add Member

Member Class

- (none)
- 4 to 6
- Age 0 to 3
- Age 7 to 9
- Bingo Club
- Euchre Club
- Hair Salon's
- Kids Club
- Over 50
- Rewards
- Second Chance Checking

Next

If applicable, select the appropriate Member Class for the new member. For credit unions using the Relationship feature on the system, the Member Class is the link to the appropriate Relationship window under [{Main Ribbon > System Settings > Relationships}](#).

Continue to the next window.

The system displays.

Change the information on this window, if applicable. Use the arrow keys to highlight the option and press the spacebar or click on the option to remove or add the checkmark. The default for the service charge options is set by the credit union under [\[Main Ribbon > System Settings > Add Member Default Setup\]](#).

Service Charge - Corporate: This flag determines if Corporate Service Charges will apply to this member. This would only apply to the credit unions that use the Corporate Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Designated: This flag determines if Designated Service Charges will apply to this member. This would only apply to the credit unions that use the Designated Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Dormancy: This flag determines if Dormancy Service Charges will apply to this member. This would only apply to the credit unions that use the Dormancy Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge Drafts: This flag determines if Draft Service Charges will apply to this account. This would only apply to the credit unions that use the Draft Service Charge Setup screen. The suffix that is coded for Draft Service Charges will be assessed the fee. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge EFT: This flag determines if EFT Service Charges will apply to this account. This would only apply to the credit unions that use the ATM Service Charge Setup screen or the On-line ATM/Point-

of-Sale Service Charge Setup screen. This applies to share and share draft suffixes available on the ATM network. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Mail Code: This flag determines if Mail Code Service Charges will apply to this member. This would only apply to the credit unions that use the Mail Code Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Mailed Checks: This flag determines if Mailed Check Service Charges will apply to this member. This would only apply to the credit unions that use the Mailed Check Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Minimum Balance: This flag determines if Minimum Balance Service Charges will apply to this member. This would only apply to the credit unions that use the Minimum Balance Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Service Charge - Phone Transfers: This flag determines if Phone Transfer Service Charges will apply to this member. This would only apply to the credit unions that use the Phone Transfer Service Charge Setup screen. A checkmark indicates charge and no checkmark indicates exempt.

Continue to the next window.

The system displays.

Datamatic VIEW [X]

Add Member

Contact Name:

Contact Phone:

Couresty Pay: Maximum:

E-mail:

E-Statements:

Member Code: Referred By:

Secret Question:

Secret Answer:

Telemarketing: ☐ TPCA (Non-Credit Bureau) ☐ Credit Bureau

Next

If applicable, enter the information in the fields above or make selections from the drop down boxes. Continue to the next window.

Contact Name: If desired, enter a contact name for the member. This might be used as a way to locate the member, if the member cannot be contacted for whatever reason.

Contact Phone: If a contact name is entered, enter the phone number for the contact person.

Courtesy Pay: This can be used by credit unions that offer courtesy pay to their members to indicate whether or not courtesy pay applies to this member. If a Member Class/Relationship applies to the member, the applicable Courtesy Pay Maximum amount will be filled in automatically. The options for this field are:

- ⇒ No
- ⇒ Not Allowed
- ⇒ Yes

Courtesy Pay Maximum: This can be used by credit unions that offer courtesy pay to their members. Enter the maximum dollar amount that the credit union will extend to the member as courtesy pay for non-sufficient items not covered by overdraft protection, if different than the default amount. The Share Draft Auto Return optional software program uses this amount to determine if draft or ACH items will be paid or returned. The default amount is for each draft and share suffix under the member. A default Courtesy Pay Maximum amount for this field can be setup by under [\[Main Ribbon > System Settings > Credit Union Setup > Overdrafts and Check Register tab\]](#).

For users of the Relationship feature on the system, if the Courtesy Pay Max field is being utilized, the credit union will most likely want the Courtesy Pay Max Default in Credit Union Setup to be set to blank. Otherwise, the default amount will need to be removed from the Courtesy Pay Maximum field in the Add Member Wizard.

E-mail: Enter the member's e-mail address, if applicable. If the E-Statements field (below) is set to yes, the E-mail address is required.

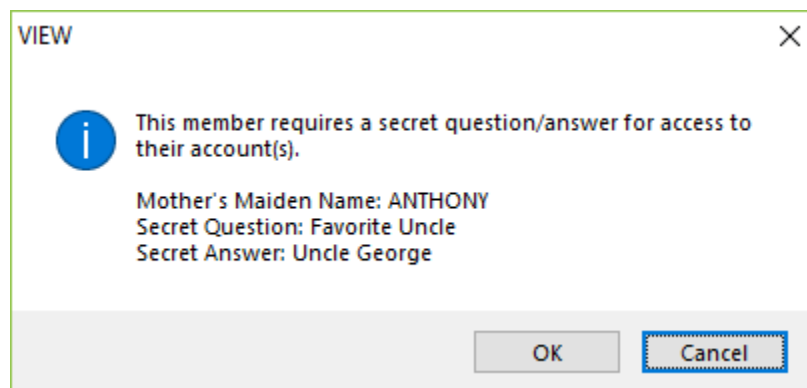
E-Statements: This can be used by credit unions that sign up members for e-statements at the same time as the membership documents are signed. By selecting yes, this turns off the paper statements being mailed to the member. (If changed to yes, the member will still go through the enrollment process in Internet Banking, if applicable.) The options for this field are:

- ⇒ No
- ⇒ Opt Out
- ⇒ Yes

Member Code: If applicable, enter the appropriate Member Code for the member. This is a credit union defined 3-digit alpha or numeric character field. This can be used to identify different groups of members as determined by the credit union.

Referred By: This can be used to enter the member number of a member that referred the individual or organization/business to the credit union, if applicable. If the member number is not entered here, this field can be file maintained later in the Member Information window.

Secret Question: Used if the member requests additional security for access to account information or to do transactions, etc. This must be used together with a Secret Answer. A maximum of 25 characters in length can be used. See below for a picture of the box displayed when a member is selected in the Member Search. The Mother's Maiden Name is displayed, as well, which will allow for more methods of identifying a member to be visible to the employee, especially when members have had their information stolen and want to do transactions by phone.



Secret Answer: Used if the member requests additional security for access to account information or to do transactions, etc. This can be used by itself or together with a Secret Question. A maximum of 25 characters in length can be used.

Telemarketing: If applicable, click on either box to indicate yes.

TPCA (Non-Credit Bureau) - Used to indicate the Credit Union has consent to contact the member (via mobile phone and using a direct dialer) for all services, including collections, except for credit bureau marketing.

Credit Bureau - Used to indicate the Credit Union has consent to market (via mobile phone and using a direct dialer) members using the credit bureau report.

Continue to the next window.

The system displays.

Datamatic VIEW

← Add Member

Heard About Us

Auto Dealer

Billboard

E-Mail

Employee

Facebook

Know Member

Mail

Member

Newspaper

Other

Radio

Realtor

Search Engine

Social Media

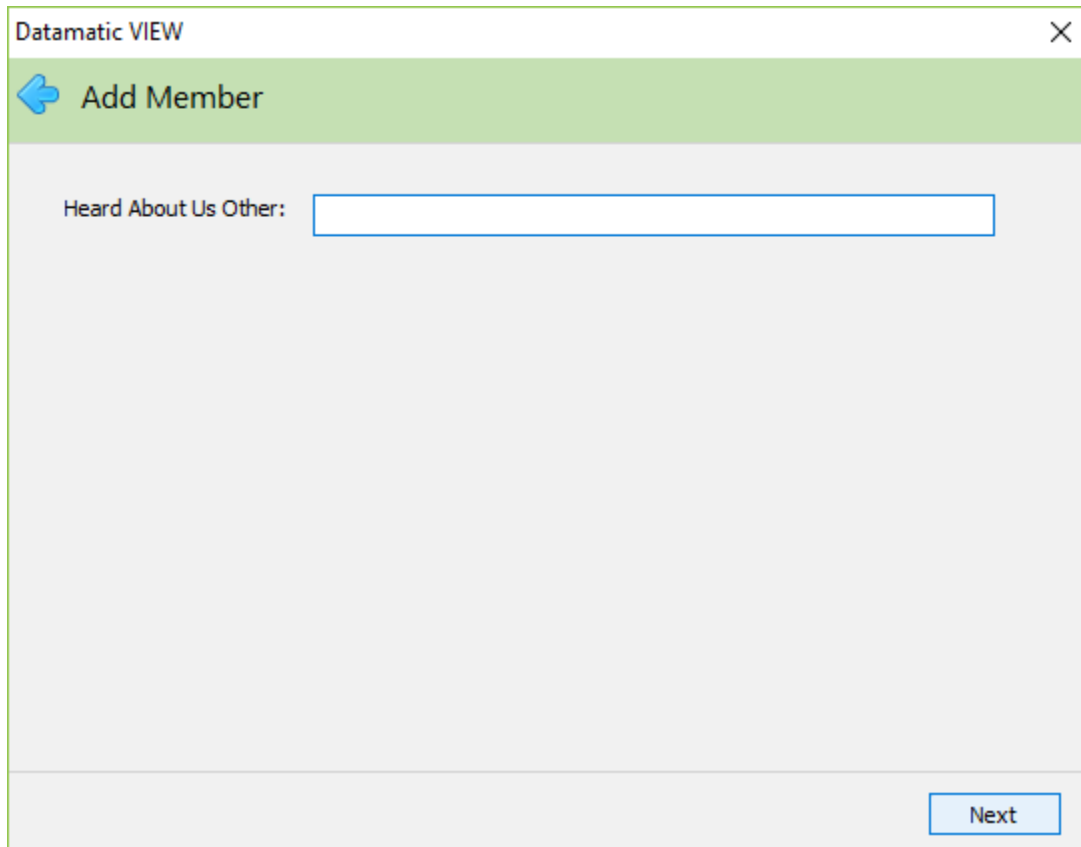
Next

Heard About Us: Select one of the options that best describes how the person/business/organization heard about and decided to join the credit union. **This is a required field.** This information will be printed on the daily and monthly New Account Report, as well as, be carried forward to the Heard About Us field on the Member Information window. See [\[Main Ribbon > System Settings > Heard About Us Setup\]](#) to add more selections or change defaults. The default options are:

Auto Dealer	Other (see Heard About Us Other on next page)
Billboard	Radio
E-mail	Realtor
Employee	Search Engine
Facebook	Social Media
Know Member	TV
Mail	Twitter
Member	Website
Newspaper	

Continue to the next window.

This window will only be displayed if **Other** is selected on the Heard About Us window.



Datamatic VIEW

← Add Member

Heard About Us Other:

Next

Heard About Us Other: This can be used to enter the reason that brought the new member to the credit union, if the reason is not displayed in the Heard About Us window. 25 positions are available for this field. This field is for report printing purposes only. It is not carried forward to the Member Information window. Other will show in the Heard About Us field.

Continue to the next window.

The system displays.

Datamatic VIEW

×

←

Add Member

Jumbo CD

Military

Public \$

MH Members

Discover C

Email Mrkt

Next

This window displays the Discretionary Data fields setup by the credit union in System Settings, if applicable. These are two character fields which can be numeric or alphabetical (upper and lower case). These fields can be used for purposes defined by the credit union.

Continue to the next window.

The system displays.

If applicable, enter the information in the fields above or make selections from the drop down boxes. These will carry forward and apply to the 00 suffix (or 01 suffix if entered for the New Account on a previous window).

Action Code: The Action Code (optional) is a credit union defined code that can be used to identify certain accounts. Select the Action Code description that applies to the account. The descriptions are displayed in the drop down box rather than the alpha or numeric character. This can be used to pull accounts for printing labels or in Query (optional software) for a report. The Action Codes used by the credit union can be defined under [\[Main Ribbon > System Settings > Action Codes\]](#).

Dividend Application: This would be used to indicate what suffix the dividends for this account are to be posted. If either the 00 suffix, 01 suffix or one of the draft suffix options are used, the dividends will not show on the suffix for which they were calculated but will show on the suffix to which they are posted. The options for this field are as follows:

- Apply to Same Suffix (default)
- Apply to 00 Suffix
- Apply to 01 Suffix
- Apply to 70 Suffix
- Apply to 71 Suffix
- Apply to 72 Suffix
- Apply to 73 Suffix
- Apply to 74 Suffix

Dividend Type: This would be used if the credit union had more than one dividend type setup for the same suffix on the Dividend Setup screen. This is a one-digit numeric field (0-9) and is credit union defined.

Nickname: This can be used if the member would like a special name for a specific suffix(es). The nickname will show on the member statements. For internet banking users, the nickname will show on the Summary and Details window.

NSF Fee (ATM/Debit): This field can be used to indicate whether or not the member chooses to opt in or opt out of being charged a fee for an ATM/Debit Card transaction(s) that causes the account to go negative. For Positive File and Negative File ATM/Debit Card users (as opposed to users with an Online interface), the ATM NSF Report will display *** **NSF Fees not allowed** if an ATM/Debit Card transaction causes an account to go negative **and** the suffix is marked as not allowed **and** the Overdraft Setup screen has an NSF Charge filled in for ATM Transactions. For credit unions that manually charge a fee in this situation, it will be necessary to look at this field to determine if a fee can be charged or not. The options are:

- Allowed (Opt in)
- Declined ***
- Not Allowed (Opt out - default)

***The Declined option functionally works the same as Not Allowed. This allows the staff to code members that have declined opting in and do not want to be asked again.

Continue to the next window.

The system displays.

Datamatic VIEW

← Add Member

To complete this wizard, click Finish

✓ Member: 863-1-00
Name: MOORE RENTAL COMPANY

Finish

Select the Finish button to complete the wizard. If necessary, select the arrow at the top left corner to return to any of the previous windows and make changes.

The system displays the Name Information window. Enter additional information for the member on the General, Other, Employer and Alternate Address tabs, if applicable. Select the appropriate Save/Save as selection, when finished. Staff that does not have security to do changes on the Name Information window will be able to enter/change information on the Name Information window that displays immediately after finishing the Add Member Wizard. If Save & New (blank), Save & New (primary address), Save As & New (blank) or Save As & New (primary address) are selected, the same thing applies as far as being able to enter/change information, until the Save or Save As selection is made. After that, the security for no changes will be enforced

Secondary Names can be added under Name Information. See the Name Information chapter for more details.

Next, the deposit can be processed for the new account.

For credit unions that print a membership form, this is done by selecting [\[Member Ribbon > Membership\]](#).

Pending Members

The Pending Members selection allows the authorized staff to reserve a member number, when needed. After adding the Pending Member, this will cause the Next Member field under [\[Main Ribbon > System Settings > Branches\]](#) to be incremented to the next number.

In order for the staff to have access to the Pending Members window, the New Member Setup security option on the Basic tab must be checked. Select [\[Main Ribbon > System Settings > Tellers\]](#).

Select [\[Main Ribbon > Member > Pending Member\]](#). The system displays.

Pending Members					
MEMBER	NAME	MEMO	DEALER	DATE	TELLER
851-6	Razor, Wendell	Out of State Member		02-09-2018	#021
864-9	DUNCAN, JONATHAN L	MOVING TO AREA		05-11-2018	#003
865-6	HERRERA, ANDREA M	RELOCATING		05-11-2018	#104

To add a new pending member, select Add. The system displays the Add Pending Member window.

Datamatic VIEW

Add Pending Member

Member: 864-9

Format: First & Last

Name:

Memo:

Dealer: (none)

Save

The next available member number is automatically filled in.

Format: Select the appropriate Format from the drop down arrow. The selections are:

First and Last

Name (for an Organization or Business)

Name: Enter the name of the pending member. If the format is First and Last, the first field is for the first name (and middle initial) and the second field is for the last name. Both fields have 15 spaces available. If the format is Name, there is one field with 30 spaces available.

Memo: Enter a memo, if desired. This is for informational purposes only and will display in the Pending Members area. The maximum is 30 spaces.

Dealer: Select a dealer, if applicable, from the drop down area. The names of the dealers that have been setup by the credit union under [\[Main Ribbon > System Settings > Indirect Dealers\]](#) will be displayed.

When finished, select Save.

To make a change to an existing pending member, double click on the pending member or use the arrow keys to highlight the pending member and press enter. The Edit Pending Member window is displayed to make changes. Select Save to save the changes.

Datamatic VIEW

✕

Edit Pending Member

Member: 864-9 🔍

Format: First & Last ▼

Name: JONATHON L DUNCAN

Memo: MOVING TO AREA

Dealer: (none) ▼

Save

After the Pending Member has been added, there is a selection in the Add Member Wizard to Import Pending Member. This is used to import the information for the Pending Member. When the Add Member Wizard is completed, the Pending Member is removed from the list.

Datamatic VIEW

← Add Member

First:

Last:

Address 1:

Address 2:

City:

State:

Zip:

SSN:

Type:

SSN

Birth Date:

Home Phone:

Work:

License:

State:

[Import Name](#)

[Import Approved Loan](#)























[Import Pending Member](#)

Next

See the Add Member section of this chapter for more information on adding a new member.

Display

From the Member Summary window, select Member Information. This selection will display for all members.

Member Information	
↑ Up One Level	
DESCRIPTION	VALUE
 Customer Due Diligence	
 ACH Last Posted	05-23-2018
 Address Last Changed	08-24-2016
 Alert ACH/Payroll Deposits	No
 Alert Daily Balance	Email
 Alert Debit Pre Authorizations	No
 Alert Electronic	No
 Alert Internet Banking Logins	No
 Alert Loan Payments	No
 Alert Loan Payments Days	0
 Alert Loan Rates	No
 Alert Low Balances	No
 Alert Low Balances Amount	-
 Alert News	No
 Alert Newsletters	No
 Alert Share Rates	No
 Alert Visa Payments	No
 ATM/Debit Last Posted	Never
 ATM Positive File	Exclude
 ATM Round Up	Yes + \$1
 ATM Savings Suffix	00 Regular Shares
 Branch	Branch 1

Customer Due Diligence: Opens up the Customer Due Diligence window and print the form, if needed. A PDF document must be loaded on the system to print the form.

ACH Last Posted: This is the last date (MMDDYYYY) that a batch ACH transaction posted for this member. This field cannot be file maintained.

Address Last Changed: This represents the date of the last address change to the primary name record. If the date is within 90 days of the current date, **Address Change on xx-xx-xxxx** will appear in the member Warning Message area below the member's name.

Alert ACH/Payroll Deposits - This determines how ACH/Payroll deposit alerts will be sent to the member. This alert is created and sent online in real time when ACH (188)/Payroll (105) deposits are posted to a 00, 01 or draft suffix (70-74). The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Daily Balance - This determines how Daily Balance alerts will be sent to the member. These alerts are created and sent online in real time during End of Day processing and will report non-zero balances on Draft accounts. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Debit Pre-Authorizations - This determines how Debit Pre-Authorization alerts will be sent to the member. These alerts are created and sent online in real time when a hold is placed. These alerts are available for online ATM Interfaces (does not include TYME/PULSE). The alert will include the amount and the first line of the merchant description if it is present in the pre-auth. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Disclosure Date: For credit unions that require the member to agree to a disclosure prior to signing up for an Alert(s) in Internet Banking or Mobile Banking **or** contacting the member using their cell phone. This date is filled in by the system when the member accepts the terms and conditions for receiving an Alert(s) or calls/texts on cell phone. (After the credit union creates the disclosure, this must be uploaded by Datamatic to the Internet Banking site, if applicable.)

If the credit union uses the Alert Disclosure, after the user accepts it in either Internet Banking or Mobile Banking, both the **Alert Disclosure Date** and **Mobile Consent Date** fields under Member Information will be filled in with the date.

Alert Electronic - This determines how Electronic alerts will be sent to the member. These alerts are created and sent online in real time whenever a transaction is posted on a 00, 01 or draft suffix (70-74) with the following transaction codes:

- 105** payroll deposit
- 145** remote capture deposit
- 187** EFT deposit
- 287** EFT withdrawal
- 188** ACH deposit
- 288** ACH withdrawal
- 233** withdrawal transfer (automatic)
- 281** debit purchase (batch)
- 282** debit purchase (pinned)
- 283** debit purchase (signature)
- 216** Overdraft Transfer
- 108** Interest Rebate
- 202/280** Checks
- 144** Mobile Deposit

The alert will include the amount and the first line of the transaction description. Withdrawals and Deposits at a teller window and drafts clearing are not included in this alert. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Internet Banking Logins - This determines how Internet Banking users, if requested, will receive notification each time a login to Internet Banking occurs. This requires special SMTP mail server settings by the credit union to utilize. *In addition, this requires a special setup by programming on the Internet Banking server to offer this capability to the members.* The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Loan Payments - This determines how loan payment alerts (and delinquent payment alerts, if applicable) will be sent to the member. End of Day processing will create and automatically send this alert, if anything other than “no” is entered in this field. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Loan Payments Days - This determines the number of days before a loan payment is due that the member would like to be notified. The system looks at the day portion only of the next payment due date not the actual next payment due date. If a loan is paid ahead, an alert will be sent each month, if a member is setup for loan payment alerts. The default is none.

Alert Loan Rates - This determines how loan rate change alerts will be sent to the member. The **Alerts - Create On-Demand** and **Alerts - Send On-Demand** jobs in the Operations window (Ctrl + O) must be used to create and send the alert to the members, after updating the loan rates on the credit union's web site. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Low Balances - This determines how low balance alerts will be sent to the member. These alerts are created and sent online in real time when the balance in any draft suffix goes below the amount in the **Alert Low Balances Amount** field. The alert is only sent once when the transaction occurs and not if the account remains below the Low Balance amount. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Low Balances Amount - This is the balance that the member would like to be sent an alert if any draft suffix goes below this amount. The default is none.

Alert News - This determines how news alerts will be sent to the member, if the credit union creates a news alert. The **Alerts - Create On-Demand** and **Alerts - Send On-Demand** jobs in the Operations window (Ctrl + O) must be used to create and send the alert to the members. In addition, the News Alert Message must be entered on the Alerts - Create On-Demand screen. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Newsletters - This determines how newsletter notifications will be sent to the member stating that the newsletter is now available on the web site. The **Alerts - Create On-Demand** and **Alerts - Send On-Demand** jobs in the Operations window (Ctrl + O) must be used to create and send the alert to the members. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Share Rates - This determines how share rate change alerts will be sent to the member. The **Alerts - Create On-Demand** and **Alerts - Send On-Demand** jobs in the Operations window (Ctrl + O) must be used to create and send the alert to the members, after updating the share rates on the credit union's web site. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

Alert Visa Payments - This determines how visa payments alerts will be sent to the member. The **Alerts - Create On-Demand** and **Alerts - Send On-Demand** jobs in the Operations window (Ctrl + O) must be used to create and send the alert to the members. The options are:

- Email
- Email and Text Message
- No (default)
- Text Message

ATM/Debit Last Posted: This is the last date (MMDDYYYY) that an ATM/Debit transaction posted for this member. For credit unions with online interfaces (Co-op, Efunds, Elan, STAR, Metavante, Fidelity (FIS), Fifth Third, Shazam, SCC Shared Branching/Service Center and CUSC Shared Branching/Service Center), this includes inquiries and debit/pos authorizations as well. This field cannot be file maintained.

Field	Comments		
ATM/Debit Delinquent Transactions Allowed	Selections		
	Yes	Allows ATM/Debit Card transactions when loan(s) are delinquent	
	No	Blocks ATM/Debit Card transactions when loan(s) are delinquent	

ATM Positive File: Used to indicate if a member's information will be included on positive file jobs. The options are:

- Exclude (default)
- Include

ATM Roundup: Used to indicate if a member wants to participate in the debit card purchase roundup program, if offered by the credit union. (This is for "online" ISO debit card interfaces only with Co-op, Efunds, Elan, STAR, Metavante, Fidelity (FIS), Fifth Third, Shazam, SCC Shared Branching/Service Center and CUSC Shared Branching/Service Center.) If this field is set to one of the yes options, the system will round up debit card purchases (signature and PIN based) according to the selection below and deduct that amount from the draft suffix. (Applies to debit card purchases for 70-74 and 00 suffixes only.) The round up amount will be withdrawn (287 W/D - EFT) from the draft suffix (or 00) and deposited (187 Deposit - EFT) to the "ATM Roundup Suffix". The options are:

- No (default)
- Yes (round to the next dollar)
- Yes + \$1 (round to next dollar + \$1)
- Yes + \$2 (round to next dollar + \$2)

ATM Roundup Suffix: Used to choose the share suffix to which the deposit will be made for the member for a Debit Card Purchase Round-Up program. (See the **ATM Roundup** field above.) Only applicable if the ATM Roundup field is set to one of the yes options. The default suffix is the 00.

Branch: The branch name identifying the branch at which the member joined the credit union. This field may be blank, if the credit union does not have branch offices. Some reports can be generated by branch, if different branch offices are setup in System Settings. The branch offices setup will display as a selection in this field. This option can be used by credit unions with or without the Optional Branch Accounting Software. Branch numbers greater than 25 will show as Branch 25 on reports.

Charged Off: This field can be file maintained to Yes for members that have a suffix(es) charged off by the credit union. After this field is file maintained to Yes, the wording *****Charged Off***** will show at the top of the Member Summary window.

Checks Ordered: Used to enter the date that checks were last ordered for the member.

Closeout Reason: When a closeout reason is selected in the Account Closeout Wizard, the reason selected will be displayed in this field. This field can be file maintained, if needed. The information in the Member Information folder is retained until the member name is purged by the credit union.

Contact Name: Used to enter a contact name for the member, if desired. This might be used as a person to contact, if the member cannot be located.

Contact Phone Number: Used to enter a phone number for the contact name, if applicable.

Courtesy Pay: Used to indicate if the member will be offered or has signed up for Courtesy Pay. This is for credit unions that offer Courtesy Pay to their members. The Courtesy Pay default is determined by an option on the Credit Union Setup selection called Courtesy Pay Default. The option can be found under System Settings. The options are:

Bankruptcy	Not allowed
Delinquent Loan	Opt Out
Fraud/Suspicious Activity	Overdrawn Too Long
Minor Account	Revoked
No	Yes

If file maintaining the Courtesy Pay field from Yes to No, the Courtesy Pay Maximum field would first need to be file maintained to blank. If the amount in this field is not removed prior to changing the Courtesy Pay field to No, and the Courtesy pay field is file maintained back to Yes, the amount that was previously in this field will be displayed again. If the maximum amount is removed, this field will be blank, if file maintained back to yes.

See example below of the Courtesy Pay and Courtesy Pay Maximum fields under Member Information when the Member belongs to a Member Class with a Relationship with a special Courtesy Pay Max.

Courtesy Pay	Yes
Courtesy Pay Maximum	\$400 (per Member Class)

Courtesy Pay Maximum: Used to enter the maximum dollar amount the member can be overdrawn and utilize Courtesy Pay to pay their overdrawn items. The default amount is per member. The Courtesy Pay Maximum default is determined under [\[Main Ribbon > System Settings > Credit Union Setup > Overdrafts and Check Register tab > Courtesy Pay Max Default\]](#).

If the Courtesy Pay Maximum field under Member Information is blank and the Courtesy Pay field is set to yes, the Courtesy Pay Maximum amount for the member would be unlimited.

Credit Bureau Reporting: Used to identify if the member's loan information will be included on the credit bureau reporting tape/file. If this field is set to exclude, no loans under the member will be included in the credit bureau reporting tape/file. If this field is set to include, the system checks each loan suffix to see if individual loans are to be included or excluded. The options are:

- Exclude
- Include (default for a new member)

Credit Grade: This indicates the credit grade for the member, if used by the credit union. The Credit Grade is based on the Credit Score field and the Credit Grade Setup window under System Settings. **(Only credit unions that are licensed for credit bureau retrieval will have the Credit Grade Setup selection.)** Each credit union will define the credit score ranges that apply to credit grades used by the credit union, if applicable. The system will automatically fill in the Credit Grade. If the Credit Score changes, the system will fill in the corresponding Credit Grade.

Credit Score: This indicates the credit score for the member. This credit score field was designed to be the credit score as of the last time a credit report was ordered for the member.

Credit Score (Bankruptcy): This indicates the bankruptcy credit score for the member. This credit score field was designed to be the bankruptcy credit score as of the last time a credit report was ordered for the member.

Credit Score (Joint): This indicates the credit score for the joint member, if applicable. This credit score field was designed to be the credit score as of the last time a credit report was ordered.

Credit Score Date: This indicates the date of the credit score. It was designed to be the date of the last time a credit report was ordered for the member.

Cross Account 1 through 10 (allow transfers to): Used to enter the member numbers to which the member can transfer to through Internet Banking, Mobile Banking and Voice Response. Enter the Account Base and Check Digit. **Note:** Fields 6-10 are for Internet and Mobile Banking only. The Cross Account 1 through 10 fields are under both the Member Information and Internet Banking folders. If one of these fields is file maintained it will be changed in both places.

Date Joined: The date that the member joined the credit union. The **New Member since xx-xx-xxxx** message will display on the top of the Member Summary for 180 days from this date.

Direct Deposit: Used to indicate if the member has a direct deposit(s) coming in to a suffix(es) at the credit union. The staff must file maintain this field accordingly. The options are:

- No (default for a new member)
- Yes

Eligibility: Used to indicate the eligibility reason selected, if applicable, at the time the member joined the credit union. The Eligibility Reason Setup window under System Settings is used to setup up to 12 eligibility reasons to be used when adding a new member. This field can be file maintained, if needed.

E-mail Address (Primary): This field will allow staff that do not have security for Name and Address maintenance to be able to change an e-mail address for Primary members. This field is under the Name Information window, as well. File maintaining either field will update it in the other place.

E-Statement: Used to indicate if the member will be included on the statement file sent to the e-statement vendor (electronic statement), if offered by the credit union. The Mail Statement field for the member must be set to yes for the member's statement information to be included on an e-statement tape or file. Depending on the e-statement vendor selection on the Internet Banking server, this field may determine if the E-Statement link is displayed on the Internet Banking window. When this field is file maintained to yes by the staff, if the e-mail address field = (none), the system will display the message **Missing e-mail address**. This is to remind the staff to fill in the member's e-mail address. When a 00 suffix is closed (either by transaction or file maintaining the status to closed), this option will automatically be changed to No. The options are:

- No (default for a new member)
- Opt Out ***
- Yes

*** This works together with the E-Statement's option under [\[Main Ribbon > System Settings > Credit Union Setup > Name and Address tab\]](#).

E-Statement Alerts are activated, if the member is flagged for e-statements. An e-mail can be sent (no text message option) telling the member that their e-statement is ready. The system checks for a statement in the previous month statement directory. The **Alerts - Create On-Demand** and **Alerts - Send On-Demand** jobs under [\[Main Ribbon > Operations\]](#) must be used to create and send the alert to the members. (See the Alerts chapter in the Member Services Manual for more information.)

E-Statement Disclosure Date: Used to identify that the member went through the Enrollment process for the Datamatic E-Statements. For credit unions that used the Datamatic E-Statements feature prior to the addition of the Enrollment process, this date may represent the release date that this option was added. This field can be file maintained, if necessary. Blanking out the date will change this field to **never** so the enrollment process for e-statements can be redone, if necessary.

E-Statement Email Last Changed: Displays the date that either the member changed their e-mail address using Internet Banking or the date that the credit union changed the member's e-mail address under Name Information. This is for E-Statement purposes to update the E-Statement vendor with any new e-mail addresses. This field cannot be file maintained.

Employee Account: Used to identify if the member is an employee of the credit union. If set to yes, displaying the Member Summary, as well as, any inquiries and transactions for the member will require a supervisor override. The options are:

- No (default for a new member)
- Yes

Entity Authorization: Used to identify businesses that have an Entity Authorization Agreement or Corporate Resolution on file. An Entity Authorization is an internal Credit Union document that defines which employees of a business/entity have access to the account, and the type of access they have. A Corporate Resolution is provided by the business/entity and shows who the Officers are and what authority they have as far as financial matters for the business/entity. The options are:

- No (default)
- Yes

Before an Officer Name(s) can be added, the Entity Authorization field must be set to yes.

In order to change the option for this from Yes to No, the Officer Names must first be removed under Name Information. If this is attempted with Officer Names still attached, a message of **Remove Officers before removing Entity Authorization** will display.

Entity Type: Used to indicate that the member is not a person and, if desired, what type of business/entity. See Entity Authorization field. The options are:

- | | |
|---|---|
| None (default) | Limited Liability Partnership (LLP) |
| Association | Memorial |
| Benefit | Non-Profit |
| Cooperative Association | Organization |
| Corporation | Partnership |
| Estate | Political Campaign |
| General | Professional Limited Liability Company (PLLC) |
| Government Entity | Real Estate Trust |
| IOLTA (Interest on Lawyers Trust Account) | Sole Proprietorship |

Limited Liability Company (LLC) Trust
 Limited Liability Limited Partnership (LLLP)

Head of Household: Used to identify the head of household for a family. The options are:

No
 Yes (default for a new member)

Heard About Us: Used to indicate what brought the person to the credit union. This is a required field. The selection must be made in the Add Member Wizard and can be file maintained if needed using this field after the member is established on the system. See **Heard About Us Setup** under System Settings to add more selections or change defaults. The default options in the drop down box are as follows:

None	Mail	Social Media
Auto Dealer	Member	TV
Billboard	Newspaper	Twitter
E-mail	Other	Website
Employee	Radio	
Facebook	Realtor	
Know Member	Search Engine	

Internet Banking: Used to control all users (including the member and secondary users) for access to Internet Banking and Mobile Banking, if applicable. When a 00 suffix is closed (either by transaction or file maintaining the status to closed), this option will automatically be changed to No. The options are:

No
 Yes
 Never (default for a new member)

If there is an issue when a member signs up for Internet Banking and the member is unable to login, the credit union can file maintain the Internet Banking option to Never. The member can then start the process over of signing up for Internet Banking. After file maintaining the Internet Banking option to Never, set a **Temporary Password** for the member to use the next time they login to Internet Banking. The member will use the Account Base and Check Digit for the User Name with the next login and will be prompted to change this, as well as, change the password and go through the security features.

Internet Banking Last Access (Bill Pay): This displays the last date that the member (or secondary user) accessed Bill Pay through Internet Banking. If neither the member/secondary user has ever accessed Bill Pay through Internet Banking, the word never will display in the field.

Internet Banking Last Access (Credit Card): This displays the last date that the member (or secondary user) accessed Credit Card Information through Internet Banking. If neither the member/secondary user has ever accessed Credit Card Information through Internet Banking, the word never will display in the field.

Internet Banking Last Access (Home): This displays the last date that the member (or secondary user) accessed Internet Banking. If neither the member/secondary user has ever used or signed up for Internet Banking, the word never will display in the field. Credit Unions that sign up a member by file

maintaining the Internet Banking field to yes will see this field display the date that the member signed up for Internet Banking. This is done so the system can check for inactivity (i.e. enabled but no login). The date in this field will change each time the member (or secondary user) logs into Internet Banking.

Internet Banking Last Access (Mobile): This displays the last date that the member (or secondary user) accessed Mobile Banking. If neither the member/secondary user has ever used Mobile Banking, the word never will display in the field.

Internet Banking Last Access (Mobile App): This displays the last date that the member (or secondary user) accessed Mobile Banking App (third party). If neither the member/secondary user has ever used Mobile Banking, the word never will display in the field.

IRS Address 1: Used to replace the address of the primary member for IRS reporting, if needed. This field is normally left blank, if the primary member's address should be sent to the IRS. The address entered here will be included on the Datamatic Form Printing Tape and printed on the tax forms. The maximum number of spaces allowed is 40. If left blank, the primary member's address will be used.

When file maintaining the **IRS fields** under Member Information, do not enter a 0 (zero) to remove the information from these fields. To remove the information, if necessary, use the spacebar to take out the words and/or numbers then select the Save button.

IRS Address 2: Used to replace the address of the primary member for IRS reporting, if needed. This field is normally left blank, if the primary member's address should be sent to the IRS. The address entered here will be included on the Datamatic Form Printing Tape and printed on the tax forms. The maximum number of spaces allowed is 40. If left blank, the primary member's address will be used.

IRS City: Used to replace the city of the primary member for IRS reporting, if needed. This field is normally left blank, if the primary member's city should be sent to the IRS. The city entered here will be included on the Datamatic Form Printing Tape and printed on the tax forms. The maximum number of spaces allowed is 20. If left blank, the primary member's city will be used.

IRS Name: Used to replace the name entered in the first and last name fields for IRS reporting, if needed. This field is normally left blank, if the first and last name fields (or organization name) are what should be sent to the IRS for reporting purposes. The name entered here will be included on the Datamatic Form Printing Tape and printed on the tax forms. The maximum spaces allowed is 40.

IRS Name 2: Used as a continuation of the IRS Name (or secondary name) for IRS reporting, if needed. This field is normally left blank, if the first and last name fields (or organization name) are what should be sent to the IRS for reporting purposes. The name entered here will be included on the Datamatic Form Printing Tape and printed on the tax forms. The maximum number of spaces allowed is 40.

IRS State: Used to replace the state of the primary member for IRS reporting, if needed. This field is normally left blank, if the primary member's state should be sent to the IRS. The state entered here will be included on the Datamatic Form Printing Tape and printed on the tax forms. The maximum number of spaces allowed is 2. If left blank, the primary member's state will be used.

IRS Zip Code: Used to replace the zip code of the primary member for IRS reporting, if needed. This field is normally left blank, if the primary member's zip code should be sent to the IRS. The zip code entered here will be included on the Datamatic Form Printing Tape and printed on the tax forms. If left blank, the primary member's zip code will be used.

Legal Alien: Used to identify if the member is a legal alien. The options are:

No (default for a new member)
Yes

Loan Limit: Used to enter the loan limit for a member, if applicable. The loan limit is enforced when issuing money on loan suffixes using Loan Disbursal, Cash Screen Issue or Back Office loan issues. An Override Required box will be displayed, if a loan issue will exceed the loan limit.

Mail Code: A credit union defined code used for sorting printed statements. (Six-digit numeric field.)

Mail Statement: Used to code a member to have a statement printed in the normal statement job. If this field is set to no, a separate statement run or statement printing tape/file is required. The options are:

No
Yes (default for a new member)

Member Class: Credit union defined 1 digit alpha or numeric character field. The Member Classes used by the credit union can be defined in System Settings with the Member Class Title Setup selection. If titles are setup by the credit union, the titles will display rather than the codes. The titles will display in alphabetical order. This can be used to identify different member classes as determined by the credit union. When a Member Class is assigned to a member, it will be displayed on the Member Summary window next to the member's name.

Member Code: Credit union defined 3-digit alpha or numeric character field. This can be used to identify different groups of members as determined by the credit union.

Mobile Consent Date: For credit unions that require the member to agree to a disclosure prior to signing up for an Alert(s) in Internet Banking or Mobile Banking **or** contacting the member using their cell phone. This date is filled in by the system when the member accepts the terms and conditions for receiving an Alert(s) or calls/texts on cell phone. (After the credit union creates the disclosure, this must be uploaded by Datamatic to the Internet Banking site, if applicable.)

If the credit union uses the Alert Disclosure, after the user accepts it in either Internet Banking or Mobile Banking, both the **Alert Disclosure Date** and **Mobile Consent Date** fields under Member Information will be filled in with the date.

This is for credit unions to enter the date that the member authorized the credit union to call the member on their mobile phone such as for a loan application, etc. After the staff file maintains the date in this field, and the instance described above, a **green** checkmark will display on the Name Information window next to the Mobile phone field. This applies to primary members only.

Money Services Business: Used to indicate if a business member is a money services business. This is to identify a business member for the Bank Secrecy Act. The options are:

No (default)

Yes

Monthly Statement: Used to identify if a member will receive a monthly statement or a different statement frequency defined by the credit union. For accounts that do not have a draft account and request to always receive a monthly statement, change this option to yes AND enter the date of the change (normally today's date) in the **Monthly Statement Date** field. The options are:

No (default for a new member)

Yes

Yes - Automatic *****see below for details

IMPORTANT: Input the date in the Monthly Statement Date field when a change was made to the Monthly Statement flag. This lets the system know to print the detail back to the last statement. If no date is entered, the system will only print a month worth of history.

Example: Last quarterly statement = 6-30. The Monthly Statement flag was changed to a monthly statement on 8-20. If 8-20-xx is entered as the start date, then the August statement will print history from 7-1 thru 8-31. If the date is not entered, then the August statement will print history from 8-1 thru 8-31.

The statement cycle is defined by the draft account. All members with a draft account will have statements printed monthly and will include all other shares and loans under the base number. Members not having a draft suffix (70-74) will be printed quarterly (or other frequency defined by the credit union).

When a draft suffix is opened, the system will not change the Monthly Statement flag to yes. However, a monthly statement will be generated. On the other hand, when a draft suffix is closed (and there are no other draft suffixes in an open status), the system will revert back to a non-monthly statement frequency, **if** the Monthly Statement flag is set to no.

The system can be setup so that whenever an ACH, ATM or Internet Banking transaction is posted to the member's account the Monthly Statement flag and the Monthly Statement Date field under Member Information will be automatically set to **Yes - Automatic** and the date entered. This will occur if the Monthly Statement option was set to no previously. See the [\[Main Ribbon > System Settings > Credit Union Setup > Other Options tab > Monthly Statement option\]](#) for more information.

***** If the Monthly Statement option on the Credit Union Setup window is set to Auto, as described in the above paragraph, the system will automatically change the member back to the non-monthly frequency, if there are no qualifying electronic transactions in the next non-monthly period. For members that are coded with a N (No), if an electronic transaction is posted to a non 70-74 suffix, the system will change the **Monthly Statement** field on the Member Information window to **Yes - Automatic**. Members that are coded with the **Yes - Automatic** selection will automatically be changed back to the non-monthly frequency (N), if no more electronic transaction activity is posted. **The change will happen on the last day of the first month of a quarter.** The system will look for qualifying electronic transaction activity and if none is found, will change the Monthly Statement field on the Member Information window to N.

****Note:** Existing members set to Yes for the Monthly Statement field on the Member Information window will continue to receive a monthly statement. These members, if any, will not be affected by the system automatically changing the Monthly Statement field to N.

****Note:** If the situation arises and the member needs to be changed back to a Quarterly (non-monthly) statement, file maintain the Monthly Statement field to No and remove the date, if any, in the Monthly Statement Date field. Regardless of when this is done, the statement information for a full quarter (or full semi-annual period) will be included on the next statement.

Monthly Statement Date: See Monthly Statement option above.

NSF Returned Fees: Used to indicate whether or not fees for NSF returned items apply to the member.

The options are: Charge
 Exempt

Open End Application Date: Used to indicate the date that the member applied for an Open End Plan with the credit union. The system will use this date to determine if additional Open End Plan disclosures are needed on the member's statements for installment loans. The system will automatically set this date the first time the Open End Plan Wizard is used and the Open End Plan type is set to No.

Open End Plan: Used to indicate if the member has an Open End Plan with the credit union. If the Open End Plan is cancelled by the credit union, this field will need to be file maintained to No, so the disclosures are correct on the member's statements. If the Open End Plan Cancel Date field is file maintained with a date, the system will automatically change this field to No. The options are:

Individual
Joint
No (default for a new member)

Open End Plan Cancel Date: If applicable, used to indicate the date that the open end plan was cancelled by the credit union. The system will use this date, the Open End Application Date and Open End Plan field to determine if additional Open End Plan disclosures are needed on the member's statements for installment loans. If the Open End Plan Cancel Date field is file maintained with a date, the system will automatically change the Open End Plan field to No.

Open End Plan Insurance: Used to indicate the type of insurance or debt protection (or none) selected by the member on the Open End Plan.

Open End Plan Insurance Election (Disability): This field is used to identify the insured person if Single Disability insurance is selected. This option only displays if an Insurance Type is selected in the Open End Plan Insurance field.

Open End Plan Insurance Election (SCL/Debt Protection): This field is used to identify the insured person if Single Credit Life insurance is selected **or** one of the single coverage options for debt protection. This option only displays if an Insurance Type is selected in the Open End Plan Insurance field.

Overdraft Coverage: Used to code the member for the type of overdraft coverage chosen. If the member chooses overdraft coverage other than Credit Union Predefined, this will override the Payment Method on the Overdraft Setup screen. The options are:

Credit Union Predefined (default)	Notice Only
Loan Only	Share Only
Loan then Share	Share then Loan

See the Overdraft Setup chapter in the System Settings manual for more information on overdraft coverage options.

Overdraft Coverage Account 1, 2, 3, 4 and 5: Enter the Account Base, Check Digit and Suffix in the order that the share suffixes would be accessed for overdraft protection, if requested by the member. ***The system allows a different member number (share suffixes only) to be used for coverage.*** The default Account Suffix for Account 1 is the 00 suffix of the member. ****Note:** If other suffixes are listed but not the 00 suffix, or if the 00 suffix is removed, the 00 suffix will not be used for overdraft coverage.

If all the Overdraft Coverage Account 1-5 fields are blank, the member will not have overdraft coverage from a share suffix. This is the same as an Overdraft Coverage selection of Notice Only, if the member does not have a loan suffix 75 to be used for overdraft coverage.

The system will not allow suffixes coded as an HSA to become overdrawn as a result of a draft, ACH or ATM/Debit card posting. Any NSF transactions will reject on the NSF report, therefore, are not subject to overdraft protection. These account types do not qualify for overdraft protection. If an HSA suffix is entered in one of the overdraft coverage account fields, a message of Invalid Account Suffix will be displayed.

Picture ID on File: Used to identify if the credit union has picture ID on file for the member. The options are: No
Yes

Picture ID on File (Secondary): Used to identify if the credit union has picture ID on file for the first secondary name. The options are: No
Yes

Referred By: Used to indicate the member number of a member that referred an individual or organization/business to the credit union, if applicable. In addition, this field is available in the Add Member Wizard or it can be file maintained here after the member has been established.

Regulation D: Used to exempt a member from Reg D, if desired. This field determines if Reg D transactions will be counted or not. If this field is set to Yes, and if the number of Reg D transactions is exceeded, the message of Exceeds Reg D will display which requires an override to proceed. If set to No, and if the number of Reg D transactions is exceeded, the message of Exceeds Reg D will not be displayed and no override is needed. See [\[Main Ribbon > System Settings > Relationships\]](#) for more information.

Reg D Transactions - All share suffixes excluding draft suffixes 70-74 and suffixes coded as a Health Savings Account (HSA).

By Batch:	ACH (288 tran code)
	Insurance (204, 224, 234, 244, 254, 263, 264 and 274 tran codes)
	Audio Response (284 tran code)
	Internet Banking (287 tran code)
	Drafts (202 tran code)
	Debit Card (Batch) Transactions (281 tran code)
By Tran Code:	Phone Transfers (206 tran code)
	Overdraft Transfer (216 tran code)
	Drafts on CU (280 tran code)
	Debit Card (PIN) Transactions (282 tran code)
	Debit Card (Signature) Transactions (283 tran code)

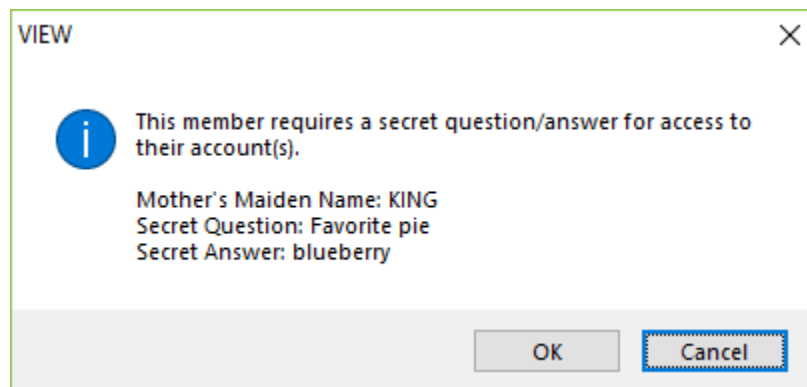
Internet Banking will look to this field to determine whether or not to show the Reg D selection under the Misc Column (this is the link to the Detail window, as well). The Details window in Internet Banking will show the Regulation D (Month to Date) field, if set to yes. If set to yes, any transfers completed through Internet Banking will increment the Regulation D Count - Month to Date field on the Transfer From suffix. If the member is set to no, neither the Reg D selection under the Misc Column will display nor will the Regulation D (Month to Date) field on the Details window in Internet Banking be displayed.

The options are: No (Reg D does not apply)
 Yes (default for a new member) (Reg D applies)

If this field is set to no for a member, the Regulation D Count - Month to Date field on the suffix inquiry will no longer be incremented for Reg D transactions.

Secret Answer: Used if the member requests additional security for access to account information or to do transactions, etc. This can be used by itself or together with a Secret Question. A maximum of 25 characters in length can be used.

Secret Question: Used if the member requests additional security for access to account information or to do transactions, etc. This must be used together with a Secret Answer. A maximum of 25 characters in length can be used. See below for a picture of the box displayed when a member is selected in the Member Search. The Mother's Maiden Name is displayed, as well, which will allow for more methods of identifying a member to be visible to the employee, especially when members have had their information stolen and want to do transactions by phone.



Select OK to continue to the Member Summary for the member selected.

Service Center: Used to control member access to Service Center, if applicable. When a 00 suffix is closed (either by transaction or file maintaining the status to closed), this option will not be automatically changed to No. The options are:

- No
- Yes (default for a new member)

Service Center Last Access: This is the last date (MMDDYYYY) the member accessed their account from Service Center (CUSV or Michigan). This field cannot be file maintained.

Service Charge - Corporate: Used to indicate if the member will be charged the Corporate service charge, if applicable. The options are:

- Charge
- Exempt

Service Charge - Designated: Used to indicate if the member will be charged the Designated service charge, if applicable. The options are:

- Charge
- Exempt

Service Charge - Dormancy: Used to indicate if the member will be charged the Dormancy service charge, if applicable. The options are:

- Charge
- Exempt

Service Charge - Mail Code: Used to indicate if the member will be charged the Mail Code service charge, if applicable. The options are:

- Charge
- Exempt

Service Charge - Mailed Checks: Used to indicate if the member will be charged the Mailed Checks service charge, if applicable. The options are:

- Charge
- Exempt

Service Charge - Minimum Balance: Used to indicate if the member will be charged the Minimum Balance service charge, if applicable. (The system first checks this field under Member Information, and if set to charge, the system then checks the Service Charge - Minimum Balance field on the suffix inquiry to see if the suffix is set to charge or exempt.) If set to exempt, the system does not check the Service Charge Setup screen for this service charge. The system only checks if this option is set to charge. The options are:

- Charge
- Exempt

Service Charge - Phone Transfers: Used to indicate if the member will be charged the Phone Transfer service charge, if applicable. The options are:

- Charge
- Exempt

Service Check: n/a

Service Check Date: n/a

Statement Type - This displays the Statement Type for the member. The business format will breakdown the draft suffix transactions by type (Deposits, Drafts, EFT Debits and Other withdrawals). There is a Balance Information and Summary section, as well. The options are:

- Business
- Standard

Suspicious Activity - This can be used to file maintain the level of suspicious activity for the member, if applicable. If the field is set to low, medium or high, a message of *****SAR Level (with the level to the right)***** will be displayed on the left side of the window. The staff will need to be instructed by management as to what procedures to follow when they see this message. The options are:

- High
- Low
- Medium
- None (default)

Taxes Required: Used to indicate if a copy of the member's tax return is required by the credit union. This is most likely to be used for a business/organization. The options are:

- No (default)
- Yes

Tax Year on File: Used to indicate the year of the most current tax return on file for the member, if applicable.

Telemarketing - TPCA Disclosure Date: Used to identify the date the Credit Union has consent to contact the member (via mobile phone and using a direct dialer) for all services, including collections, except for credit bureau marketing.

Telemarketing - TPCA (Non-Credit Bureau): This is used to indicate the Credit Union has consent to contact the member (via mobile phone and using a direct dialer) for all services, including collections, except for credit bureau marketing. The options are:

- No
- Yes

Telemarketing - Credit Bureau: This is used to indicate the Credit Union has consent to market (via mobile phone and using a direct dialer) members using the credit bureau report. The options are:

- No
- Yes

Teller Last Access: This is the last date (MMDDYYYY) the member's account was accessed in VIEW or Enterprise. This does not mean that the member was present. Displaying the member will update this date. This field cannot be file maintained.

Visa Annual Fee: Used to indicate if the member will be charged an annual fee, if applicable. This is for credit unions that use the Optional Visa Software Package. The options are: Charge
Exempt

Visa Last Posted: This is the last date (MMDDYYYY) that a batch Visa Purchase/Advance was posted for the member. These would be purchases and cash advances from outside the credit union. This is for credit unions using the Visa Optional Software package. This field cannot be file maintained.

Voice Response: Used to control member access to Voice Response, if applicable. When a 00 suffix is closed (either by transaction or file maintaining the status to closed), this option will automatically be changed to No. The options are:

No (default for a new member)
Yes

Voice Response Last Access: This is the last date (MMDDYYYY) that the member accessed their account from Audio Response. This field cannot be file maintained.

Voice Response PIN: Used to enter a Voice Response PIN for the member. Displays **** regardless if PIN entered or not. (The PIN must be four (4) digits long and should not start with a zero (0) for the first digit.)

Each of these fields can be file maintained (except Credit Grade**, Internet Banking Last Access (Bill Pay), Internet Banking Last Access (Credit Card), Internet Banking Last Access (Home), Internet Banking Last Access (Mobile), E-Statement E-mail Last Changed, ACH Last Posted, ATM/Debit Last Posted, Service Center Last Access, Teller Last Access, Visa Last Posted and Voice Last Access by either using the arrow keys to highlight the option and pressing enter or double clicking on the option. A box will display to enter the new information. Select Save to save the changes.

The system will automatically update the Credit Score field on the Member Information inquiry each time a credit report is ordered for the member. In other words, the Credit Score and Credit Grade displayed here represent the score and grade as of the last time a credit report was ordered for the member.

The Credit Score and Credit Grade on the Loan Suffix Inquiry represent the score and grade at the time that specific loan was approved and setup on the system. These can be file maintained on the Loan Suffix for credit unions that do not use the Loan Application (which includes Credit Bureau Retrieval) optional software package.

Discretionary Data Fields:

The Discretionary Data fields that the credit union has set up on the system with a title are displayed at the bottom of the window with any information filled in for any of these fields for this member. The titles are setup using the Discretionary Data Title Setup selection under System Settings. To make

changes to the Discretionary Data fields (under Member Information) either use the arrow keys to highlight the field and press enter or double click on the field. Enter the New Value then select Save.

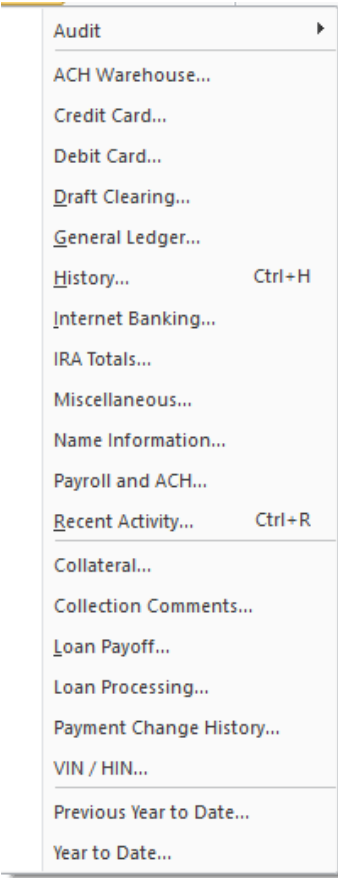
These ten credit union defined fields (two digits/characters in length) can be used for multiple purposes in identifying certain members. Alpha or numeric characters can be used in these fields. These fields are accessible through Query (optional software) and the Member Labels job.

Other Inquiries

Make one of the following selections:

- Main Ribbon > Inquiry
- Member Ribbon > Inquiry
- Alt + I

The system displays.

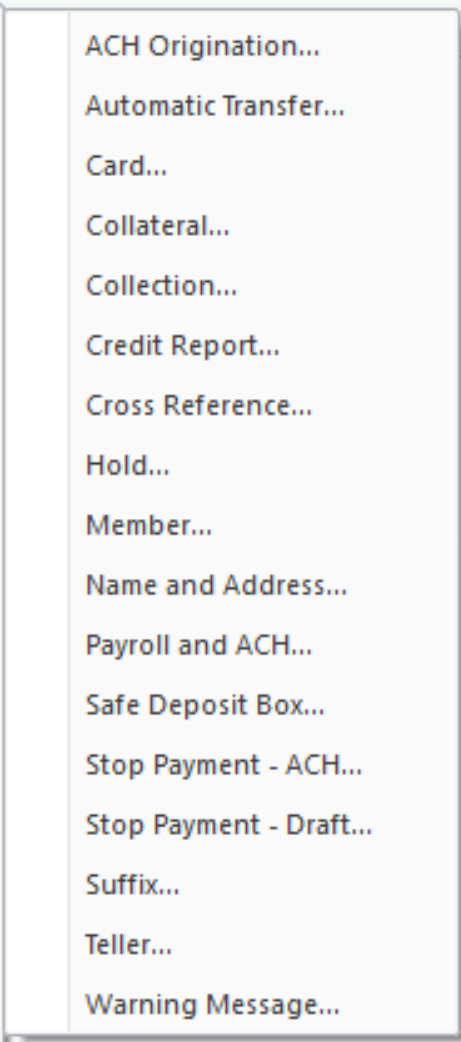


When a member is displayed, press the beginning letter of an option and the system will go to the first option that starts with that letter. Press a second time and the system will go to the second option that starts with that letter, etc.

The same is true for this window. Press the beginning letter of an option and the system will go to the first option that starts with that letter. Press a second time and the system will go to the second option that starts with that letter, etc.

Audit Folder

Select [\[Main Ribbon or Member Ribbon > Inquiry > Audit\]](#).



The selections that are not described in this manual or in other VIEW manuals are described in this chapter. **Examples:** The audits for Collateral Information, Collection Information and Credit Report are in the Lending Manual. The stop payment audits are in the Stop Payments chapter in this manual.

The purging of file maintenance is done with year end processing. 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, file maintenance history before 1-1-13, which includes audit information, was purged from the system. On 12-31-12, file maintenance history before 1-1-12 was purged from the system.

Member Information (Audit Member)

Select [\[Main Ribbon or Member Ribbon > Inquiry > Audit > Member\]](#). The Member Information (Audit Member) option is used to view the file maintenance done on the member fields on the Member Information window. File maintenance done for any of the fields in the Internet Banking folder (under the member) will show in this audit.

Enter a member number (account base and check digit) then press enter or click on Go. If the member number is not known, click on the magnifying glass to the right of the Account field to search for the member number.

The system displays.

Datamatic VIEW						
Audit Member (61057-6)						
Date	Time	Teller	Description	Old Value	New Value	Reason
01-30-2017	03:53 PM	Mary P. Teller (3)	HB Status	Disabled	Allowed	
01-30-2017	03:54 PM	Home Banking	Alert Disclosure Date	00-00-0000	01-30-2017	
03-14-2017	12:07 PM	Mary P. Teller (3)	Telemarketing TPCA	No	Yes	
07-28-2017	07:01 PM	End of Day	Home Banking Access	Allowed	Disabled	
08-04-2017	11:21 AM	Mary P. Teller (3)	HB Status	Disabled	Allowed	
08-04-2017	11:25 AM	Home Banking	HB Status	Allowed	Disabled	
08-08-2017	10:07 AM	Mary P. Teller (3)	HB Status	Disabled	Allowed	
08-08-2017	10:11 AM	Home Banking	Home Banking Access	Yes	No	
08-08-2017	04:19 PM	Mary P. Teller (3)	Home Banking Access	No	Never	
08-08-2017	04:20 PM	Mary P. Teller (3)	Home Banking Access	Never	Yes	
08-09-2017	09:13 AM	Mary P. Teller (3)	Head of Household	Yes	No	
08-09-2017	09:51 AM	Mary P. Teller (3)	Home Banking Access	Yes	Never	
08-09-2017	09:53 AM	Mary P. Teller (3)	Home Banking Access	Never	Yes	
08-09-2017	09:53 AM	Mary P. Teller (3)	Home Banking Password	(hidden)	(hidden)	
08-09-2017	09:55 AM	Home Banking	Home Banking 2-Factor	Single Factor	2 Factor	
08-09-2017	10:02 AM	Home Banking	Challenge PIN E-mail Address		mheist@datamatic.net	
08-09-2017	10:02 AM	Home Banking	Home Banking Password	(hidden)	(hidden)	
08-14-2017	01:56 PM	Mary P. Teller (3)	Home Banking Quick Switch 1	0-0	32786-6	
02-12-2018	07:02 PM	End of Day	Home Banking Access	Allowed	Disabled	
05-09-2018	10:22 AM	Mary P. Teller (3)	New HB User(Margaret)			
05-09-2018	10:25 AM	Home Banking	Home Banking 2-Factor	Single Factor	2 Factor	
05-09-2018	10:26 AM	Home Banking	Challenge PIN E-mail Address		mheist@datamatic.net	
05-09-2018	10:26 AM	Home Banking	Home Banking Password	(hidden)	(hidden)	

The Date, Time and Teller name and number (signed on at the work station when the file maintenance was done) are displayed, as well as, the Description of the field that was changed. Notice the Old Value and the New Value to see what was changed.

Suffix Information (Audit Suffix Inquiry)

Select [Main Ribbon or Member Ribbon > Inquiry > Audit > Suffix]. The Suffix Information (Audit Suffix Inquiry) option is used to view the file maintenance activity for a specific suffix.

Enter a valid account number 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 system displays.

Datamatic VIEW						
Audit Suffix (32786-6-00)						
Date	Time	Teller	Description	Old Value	New Value	Reason
05-09-2017	03:37 PM	Mary P. Teller (3)	Year-to-Date Savings Bond Int	0.00	71.46	
08-25-2017	09:51 AM	Mary P. Teller (3)	Year-to-Date Savings Bond Int	71.46	96.23	
05-14-2018	01:57 PM	Mary P. Teller (3)	ATM Service Charge Flag	Exempt	Charge	Correction
05-14-2018	01:57 PM	Mary P. Teller (3)	Year-to-Date Savings Bond Int	0.00	48.53	

The top of the window displays the Account Base, Check Digit and Suffix of the account being audited.

The file maintenance history for the member’s suffix that is highlighted will be displayed. The window shows the Old Value before the file maintenance was completed and the New Value after the file maintenance was completed. The window shows the date, time and teller that completed the file maintenance, as well as, a description of the field maintained.


Right clicking on a specific suffix or a Suffix Inquiry and selecting Audit Inquiry is another method of viewing file maintenance history.

Teller Information (Audit Teller)

Select [\[Main Ribbon > Inquiry > Audit > Teller\]](#). This option is used to view the changes done on the security fields for a specific employee under Tellers under System Settings.

Enter a teller number then press enter or click on Go. If the teller number is not known, click on the magnifying glass to the right of the Teller field to search for the teller number.

The system displays.

Datamatic VIEW					
Audit Teller (104)					
Teller: <input type="text" value="104"/>					<input type="button" value="Go"/>
Date	Time	Teller	Description	Old Value	New Value
03-15-2017	08:13 AM	Mary P. Teller (3)	Maximum Loan Issue	0.00	15,000.00
03-15-2017	08:13 AM	Mary P. Teller (3)	Teller Max Checks Issued	0.00	15,000.00
07-27-2017	03:21 PM	Mary P. Teller (3)	Automatically Close Member	No	Yes
09-15-2017	03:36 PM	Linda Ball (200)	Restricted Members	Allowed	Supervisor
03-28-2018	04:25 PM	Mary P. Teller (3)	Restricted Ledger Accounts	All Accounts	Selected Accounts
03-28-2018	04:25 PM	Mary P. Teller (3)	Restricted Ledger Account 1	0	701000
03-28-2018	04:25 PM	Mary P. Teller (3)	Restricted Ledger Account 2	0	841600
03-28-2018	04:25 PM	Mary P. Teller (3)	Restricted Ledger Account 3	0	841700

The Date, Time and Teller name and number (signed on at the work station when the file maintenance was done) are displayed, as well as, the Description of the field that was changed. Notice the Old Value and the New Value to see what was changed.

Additional information:

When changing a security option(s), the system will check the software licenses used by the credit union. If a security option(s) is set to permitted, but the credit union is not licensed for that software, the security option will be changed to a value of denied by the system. This will occur the next time a security change is made for the employee.

Example: Employee set to permitted for Mortgage Processing.

The credit union is not licensed for the Mortgage Processing optional software.

The next time a security option is changed for this employee, the system will check the licenses for the credit union. The Mortgage Processing security option will be changed to denied since the credit union is not licensed for this software. This change will be displayed on the Audit Teller window.

Inquiries

History Inquiry

Select [\[Main Ribbon or Member Ribbon > Inquiry > History or Ctrl H\]](#). The History Inquiry option is used to view the activity on and after a specific date for a specific suffix.

A specific start and end date may be entered to display history for a specific date or date range, if desired. This can be especially useful when desiring to print only specific information on a history inquiry and not the entire history inquiry.

The default Start and End dates are for the current quarter. The dates can be changed, if necessary, to view the history for a different date or period of time.

Enter a valid account number and a different start date, if different than the current quarter. Enter a different end date or remove the end date (optional), if only one date of history or if a different date range is needed. The date entered represents how far back for the system to check the history.

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.

Select a Filter option, if desired. The filter allows the user to narrow down the history information when searching for a specific item(s). The filter selections are as follows:

- none
- ACH Only
- ATM/EFT Only
- Deposits Only
- Drafts Only
- Issues Only
- Payments Only
- Payroll Only
- Remote Capture
- Withdrawals


Next press enter or click on Go.


The second or third description line for a transaction, if applicable, will not follow the transaction when using the Filter option. To return back to the original sort of the first window, change the Filter option to none and select Go.


The system displays.


Datamatic VIEW


History (619-7-00)

Account: 519-7-00  Go

Start: 04-01-2018 

End: 05-14-2018 

Filter: (none) 

Date	Time	Effective	Transaction	Amount	Balance	Draft #	Teller	Screen	Branch
04-02-2018	07:01 PM		Withdrawal-Transfer	\$30.00	\$1,577.11			0	
04-05-2018	07:01 PM		Withdrawal-Transfer	\$881.76	\$695.35			0	
 04-09-2018	09:51 AM		Deposit-Interoffice From: 70 DRAFT SUFFIX	\$1,475.00	\$2,170.35		3	3	
04-10-2018	07:01 PM		Deposit-Payroll Mikes' Lawn Service Payroll	\$614.56	\$2,784.91			0	
04-16-2018	07:01 PM		Withdrawal-Transfer	\$451.05	\$2,333.86			0	
04-30-2018	07:01 PM		Withdrawal-Draft Serv Chg Draft Service Charge	\$1.50	\$2,332.36			0	
05-02-2018	07:01 PM		Withdrawal-Transfer	\$30.00	\$2,302.36			0	
05-04-2018	07:01 PM	05-05-2018	Withdrawal-Transfer	\$881.76	\$1,420.60			0	
05-11-2018	10:48 AM		Deposit-Payroll Mikes' Lawn Service Payroll	\$614.56	\$2,035.16			0	

The size of the window will determine if all of the columns of information will fit on the window. In the example above, all of the column fits on the window. Use the scroll bar at the bottom of the window, if necessary to view the columns not displayed.

Rather than using the scroll bar, a quick way to view the information on the right side of the window is to press the **End** key (next to the Delete key). First, tab to or click in the information area of the window. Use the **Home** key to view the information on the left side of the window.

Click on the printer icon in the upper right corner of the window to print the history, if needed. Due to the number of columns, and the amount of information in the columns, all of the information in the inquiry might not be printed on one page. If the history inquiry is printed, the information most relevant to a member has been placed from left to right so that the most important information will be printed. The description size and dollar amounts affect how much information can be printed on the page.

There is a **limit of 999 transactions** that can be printed on a single history inquiry. It may be necessary to break up the date range into smaller periods to print the history for suffixes with a large amount of transactions.

The history information can be sorted differently by clicking on any of the column headers such as Date, Time, Transaction, Amount, etc. This will sort the information from lowest to highest. Click on the column header a second time to sort from highest to lowest. The description line (second line of the transaction, if applicable) will not move with the line with the transaction code.

After closing the window, the window will return to the default sort option of sort by date from lowest to highest.

For In-House credit unions, the **Reorganize Statement History** purge can be done as determined by the credit union. The Reorganize Statement History purge is done at the Main Console under Special Operations then Reorganize Statement History. See the Operations (Console Only) manual for more information. Contact Customer Support at 1.800.825.3854 with any questions.

For Online credit unions, a Reorganize Statement History purge is done annually in April.

2012 - Remove up to 2010

2013 - Remove up to 2011

2014 - Remove up to 2012

Previous Year to Date Inquiry

Select [\[Main Ribbon or Member Ribbon > Inquiry > Previous Year to Date Inquiry\]](#). The Previous Year to Date Inquiry option is used to display year to date information for a specific member for the previous year.

Enter a member number (account base and check digit) then press enter or click on Go. If the member number is not known, click on the magnifying glass to the right of the Member field to search for the member number.

The system displays.

Datamatic VIEW			
Previous Year to Date (32786-6)			
Suffix Description	Balance	Dividend	Interest
00 Regular Shares	\$3,477.08	\$63.31	-
02 Christmas Club	\$735.00	\$6.28	-
04 Vacation Club	\$985.00	\$7.75	-
06 Install/Rev 6.50%	-	-	\$0.77
07 Install/Rev 4.90%	\$11,821.13	-	\$520.90
51 IRA	\$13,987.98	\$228.90	-
52 IRA	\$5,098.19	\$74.83	-
55 CD-IRA 3.75% (24 Months)	\$9,494.44	\$344.75	-
68 Heloc 8.55%	\$3,796.42	-	\$425.05
70 Draft Suffix	\$2,687.71	\$509.08	-
81 CD 2.55% (15 Months)	\$5,544.18	\$157.75	-
98 HSA Share	\$2,838.63	\$41.65	-
Dividends (taxable)	\$744.17		
Dividends (non-taxable)	\$690.13		
Interest (non-mortgage)	\$521.67		
Mortgage Interest	\$425.05		
Penalty	-		
Savings Bond Interest	\$96.23		

The Year to Date Dividend and Interest Amounts are displayed for the Previous Year.

Recent Activity

Select [\[Main Ribbon or Member Ribbon > Inquiry > Recent Activity Inquiry or Ctrl + R\]](#). The Recent Activity inquiry option is used to display the recent activity on a specific suffix. This would be useful to print when the member requests a printout of the most recent transactions that have occurred on a specific suffix.

Enter an account number 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 system displays.

Datamatic VIEW									
Recent Activity (29622-8-66)									
Account: 29622-8-66								Go	
Date	Time	Effective	Transaction	Amount	Principal	Interest	Late Fee	Balance	Draft
05-01-2018	07:01 PM		Issue-Insurance	\$7.25				\$7,637.39	
			Life Coverage						
04-20-2018	07:01 PM		Payment-Transfer	\$344.22	\$320.92	\$23.30		\$7,630.14	
04-10-2018	03:29 PM		Issue-Check	\$4,750.00				\$7,951.06	807
04-01-2018	07:02 PM		Issue-Insurance	\$3.04				\$3,201.06	
			Life Coverage						
03-20-2018	07:01 PM		Payment-Transfer	\$344.22	\$328.54	\$15.68		\$3,198.02	
03-01-2018	07:01 PM		Issue-Insurance	\$3.35				\$3,526.56	
			Life Coverage						
02-20-2018	07:01 PM		Payment-Transfer	\$344.22	\$325.28	\$18.94		\$3,523.21	
02-01-2018	07:01 PM		Issue-Insurance	\$3.65				\$3,848.49	
			Life Coverage						
01-19-2018	07:01 PM	01-20-2018	Payment-Transfer	\$344.22	\$323.71	\$20.51		\$3,844.84	
01-01-2018	07:01 PM		Issue-Insurance	\$3.96				\$4,168.55	
			Life Coverage						

Description of Recent Activity: Generally, the last 40 transactions will display in the Recent Activity selection.

Exceptions: Transactions earlier than a year ago will not be displayed. (If only 10 transactions in the past year then only 10 will be displayed in the Recent Activity window.)

Description lines for a transaction, count as a transaction for Recent Activity purposes.

The recent activity is displayed for the account entered. Use the scroll bar on the bottom of the window to view the information not displayed.

To view the Trace Number, Branch, Batch and Tran Code for a transaction, use the History Inquiry rather than Recent Activity.

Year to Date Inquiry

Select [\[Main Ribbon or Member Ribbon > Inquiry > Year to Date Inquiry\]](#). The Year to Date Inquiry option is used to display year to date information for a specific member.

Enter a member number (account base and check digit) then press enter or click on Go. If the member number is not known, click on the magnifying glass to the right of the Member field to search for the member number.

The system displays.

Datamatic VIEW					
Year to Date (29622-8)					
Suffix Description	Balance	Dividend	Insurance	Interest	Points
00 Regular Shares	\$4,320.57	\$13.51	-	-	-
04 Vacation Club	\$1,000.00	-	-	-	-
50 Escrow Suffix	\$694.67	\$0.68	-	-	-
51 IRA	\$12,289.31	\$67.59	-	-	-
55 CD-IRA 2.95% (12 Months)	\$9,383.72	\$67.80	-	-	-
61 Real Estate 5.45%	\$178,601.18	-	\$670.00	\$2,605.86	\$1,500.00
66 Heloc 5.80%	\$7,637.39	-	-	\$78.43	-
70 Draft Suffix	\$1,963.51	\$4.12	-	-	-
75 Overdraft Protection 7.00%	\$164.28	-	-	\$6.83	-
Dividends (taxable)	\$18.31				
Dividends (non-taxable)	\$135.39				
Interest (non-mortgage)	\$6.83				
Mortgage Insurance	\$670.00				
Mortgage Interest	\$2,684.29				
Mortgage Points	\$1,500.00				
Penalty	-				
Savings Bond Interest	-				

The Year to Date Dividend, Mortgage Insurance, Interest and Mortgage Points Amounts are displayed for the Current Year.

Membership Agreement

Select [\[Member Ribbon > Membership\]](#). The Membership Agreement window is used to print a membership agreement form for a member. This could be used in place of a signature card.

Prior to printing a membership agreement document, the membership agreement PDF must be imported into VIEW and the tags mapped. (See PDF's in the System Settings Manual.)

The system displays.

Datamatic VIEW

Membership Agreement

Names	Description
<input type="checkbox"/> FRANK T APPLE	OE Plan Joint
<input type="checkbox"/> SHELBY A APPLE	OE Plan Beneficiary
<input type="checkbox"/> FRANK T APPLE	Joint on the 00
<input type="checkbox"/> FRANK T APPLE	Joint on the 02
<input type="checkbox"/> FRANK T APPLE	Joint on the 04
<input type="checkbox"/> FRANK T APPLE	Joint on the 07
<input type="checkbox"/> FRANK T APPLE	Joint on the 08
<input type="checkbox"/> FRANK T APPLE	Joint on the 66
<input type="checkbox"/> FRANK T APPLE	Joint on the 69
<input type="checkbox"/> FRANK T APPLE	Joint on the 70
<input type="checkbox"/> THOMAS R SMITH	Power of Attorney on the 70

Next

Select the secondary name(s) to be printed on the Membership Agreement. A maximum of six may be selected.

Continue to the next window.

The system displays.

Datamatic VIEW

Membership Agreement

Beneficiary Names	Description
<input checked="" type="checkbox"/> MITCHELL P SMITH-APPLE	Beneficiary on the 03
<input type="checkbox"/> MITCHELL P SMITH-APPLE	Beneficiary on the 51
<input type="checkbox"/> MITCHELL P SMITH-APPLE	Beneficiary on the 59

Next

If any Beneficiaries are setup under the member number, this window will be displayed for a selection to be made, if applicable. A maximum of four beneficiaries may be selected. (Optional)

Continue to the next window.

The system displays.

Datamatic VIEW

Membership Agreement

Select Suffix

☐ 00 Regular Shares (\$2,283.48)

☐ 02 Christmas Club (\$700.00)

☐ 03 Traditional IRA (\$8,901.38)

☐ 04 Vacation Club (\$825.00)

☐ 07 Install/Rev 6.00% (\$132.95)

☐ 08 Install/Rev 4.95% (\$271.36)

☐ 25 Install/Rev 4.50% (\$147.53)

☐ 51 IRA (\$14,619.68)

☐ 59 CD-IRA 4.80% (60 Months)

☐ 66 Heloc 7.00% (\$296.31)

☐ 69 Heloc 5.60% (\$417.48)

☐ 70 Draft Suffix (\$1,641.76)

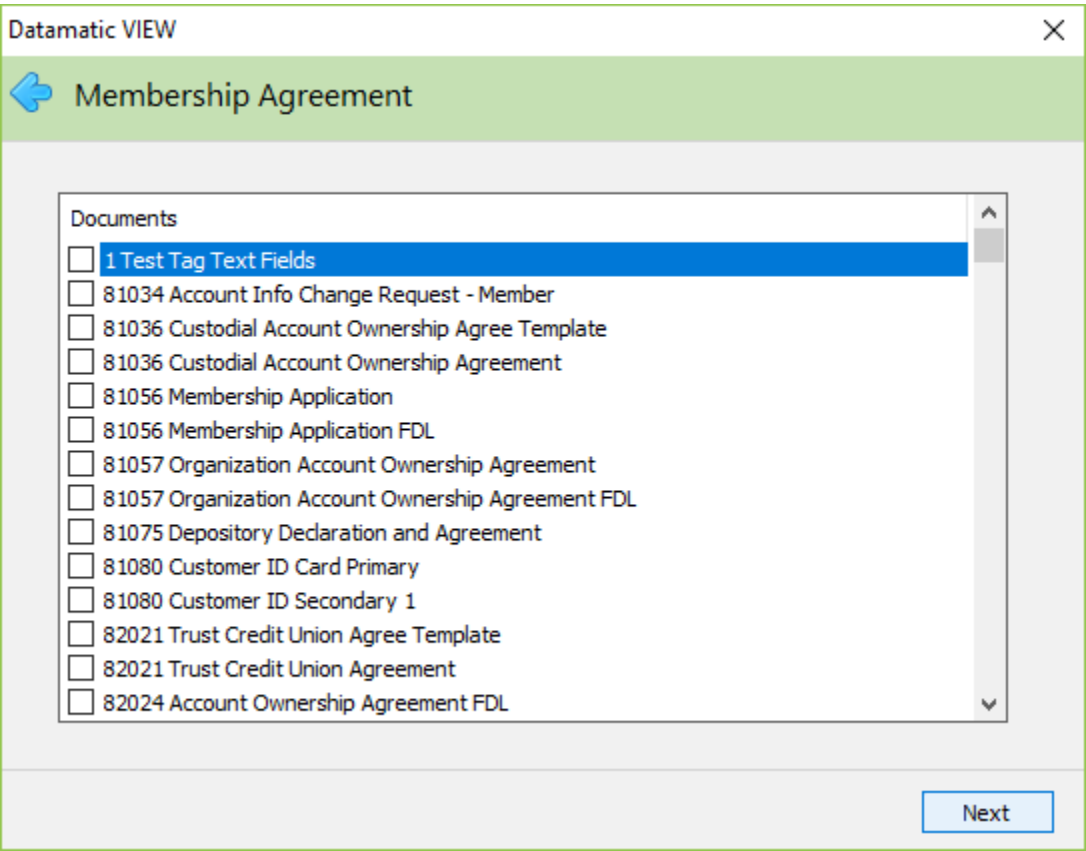
☐ 80 CD 4.65% (60 Months)

Next

The suffixes under the member number are displayed. Select up to six suffixes to be printed on the agreement. Only one suffix is required.

Continue to the next window.

The system displays.



Select the document to be printed.

Continue to the next window.

The next window to display will have the Finish button. After selecting Finish, the fillable PDF is displayed.

Datamatic VIEW

Membership Agreement

To complete this wizard, click Finish

Names

Primary:

AMY MICHELLE SMITH-APPLE

Names:

FRANK T APPLE - OE Plan Joint

SHELBY A APPLE - OE Plan Beneficiary

FRANK T APPLE - Joint

Beneficiaries:

MITCHELL P SMITH-APPLE

MITCHELL P SMITH-APPLE

MITCHELL P SMITH-APPLE

Finish

The secondary names (six maximum) selected earlier in the wizard will display here.

Search for Member

There are several different filters that can be used to search for a member. Select [\[Main Ribbon > Search\]](#) to pull up the Member Search.

Datamatic VIEW

Action: Home, Print, Email, Up One Level, Add, Delete

Membership: Search, Inquiry, Lending, Member

Back Office: Accounting, Operations, System Settings, Teller Tasks

Search

FIND WHO:

LOOK IN: Member

Results

Recent

- 12369-5 Focal Point Photography
- 12564-1 Grimes, Rick
- 12623-5 Driver, Amy



User Tip

Find Who Search Options:

- Member Number
- SSN (full or last 4)
- Last Name (full or partial)
- Last Name, First name (full or partial names)
- Business Name (full or partial)
- Primary E-mail
- Phone (Home/Business/Cell)
- Card (ATM/Debit/Credit)

Field	Comment
Look In	Filter Selections
	Member (default – Open only) – Open and Close accounts display when full SSN is entered
	Member (include closed)
	Limit to Primary
	Limit to Joint Name
	Limit to Comaker Name
	Limit to Alternate Lookup

**Note**











Several results may appear when using a numeric value in the Search. For example, searching for 1230 will display member number 123-0 and any social security that ends with 1230.




**Important**

The following search indexes are built during End of Day. These criteria can NOT be searched for on the first day the account was open, or the first day the field was changed through maintenance.

- E-mail address
- Phone Numbers (Home, Business, Other or Cell)
- Text Address
- Last 4 of SSN

Results from a Last Name Search

Results (10 matches found)							
NAME	STATUS	NAME TYPE	ADDRESS	CITY STATE ZIP	SSN	HOME PHONE	BIRTHDATE
 Driver, Amy (12547-6-00)	Dormant	Joint on Connor Sample	120 North State Avenue	Lansing, MI 48911-1234	*****6612	207-555-8888	01-01-1995
 Driver, Amy (12359-6)	Dormant	Primary	4th Cubs Street	Boston, MA 02104-0000	*****7777	617-444-7070	01-01-1960
 Driver, Amy (12577-3)	Dormant	Primary - Cooperative Association	120 North State Avenue	Lansing, MI 48911-1234	*****6612	207-555-8888	01-01-1995
 Driver, Amy (12578-1)	Dormant	Primary	120 North State Avenue	Lansing, MI 48911-1234	*****6612	207-555-8888	01-01-1995
 Driver, Amy (12568-2)		Primary	123 Main St	Atlanta, GA 54678-0000	*****8080	517-335-7777	01-01-1980
 Driver, Amy (12623-5)		Primary	120 North Avenue	Lansing, MI 48911-1234	*****6612	207-555-8888	01-01-1992
 Driver, Anne (50123-9)	Dormant	Primary - Corporation	123 North Street	Lansing, MI 48823-0000	*****3123	517-888-4444	01-01-1999
 Driver, David (12623-5-05)		Joint on Amy Driver	5545 Enterprise Drive	Lansing, MI 48911-0000	*****6666	517-444-9999	01-01-1995
 Driver, David (12623-5-07)		Comaker on Amy Driver	5545 Enterprise Dr	Lansing, MI 48911-2345	*****2222	517-444-9999	01-01-1995
 Driver, David (12623-5-00)		Joint on Amy Driver	5545 Enterprise Dr	Lansing, MI 48911-2345	*****2222	517-444-9999	01-01-1995

Column	Comment
Name	Name
Status	Status Values
	Closed
	Dormant
	Purged
Name Type	Name Type Description with the Primary Name
Address	
City State Zip	
SSN	Obfuscated Social Security Number
Home Phone	
Birth Date	
	Primary Member
	Secondary Name
	Beneficiary Name

If the credit union has names on the system with a blank space in the last name, here are some examples for completing a name search.

RICHARD VANDYKE	Enter: VANDYKE R	or	R VANDYKE
Lena Van Horn	Enter: Van Horn,L	or	L Van Horn
SALLY MC CANE	Enter: MC CANE,S	or	S MC CANE

By entering a comma between the last name and first name or initial, this tells the system where the break is between the first and last name. Otherwise, the system interprets the space as the break between the last name and first name.

The system displays.

791-4 RANDLE L DUNCAN II

Member

Print

Email

Action

Adverse Action

Certificate

Documents

Inquiry

Lending

Other

Add Share

Calculators

Tools

Check Issue

Money Order

Transfer

Picture ID

Serving

RANDLE L DUNCAN II

Mandatory

Verify Member #. Do not confuse with Randle L. Duncan I (father)
Mary's member.

Snapshot

791-4 RANDLE L DUNCAN II

DESCRIPTION	BALANCE	AVAILABLE	DELINQ...	LINE OF CR...	LIMIT	OWNERS	LAST ACTI...	PAYMENT	CLUB TYPE
00 Regular Shares	\$4,391.50	\$4,376.50	-	-	-	Joint Owner	05-04-2018	-	Share
03 Traditional IRA	\$21,446.84	\$21,446.84	-	-	-	Individual	04-26-2018	-	IRA
05 Install/Rev 3.95%	\$4,573.84	-	\$0.00	-	-	Joint Owner	05-04-2018	\$339.68	-
06 Install/Rev 4.05%	\$0.00	-	\$0.00	-	-	Guarantor	07-07-2017	\$173.32	-
07 Install/Rev 5.20%	\$11,020.24	-	\$0.00	-	-	Individual	04-17-2018	\$225.65	-
55 CD-IRA 3.80% (60 Months)	\$0.00	\$0.00	-	-	-	Individual	-	-	Roth CD-
56 CD-IRA 2.15% (18 Months)	\$38,703.46	\$38,703.46	-	-	-	Individual	-	-	CD-IRA
81 CD 1.80% (15 Months)	\$3,058.92	\$3,058.92	-	-	-	Individual	-	-	CD
82 CD 1.75% (9 Months)	\$6,026.47	\$6,026.47	-	-	-	Individual	-	-	CD

Cash

Funds + Add

Post

Cash Received \$0.00

Check Received (0) \$0.00

Total Received \$0.00

Cash Requested \$0.00

Cash to Member: \$0.00

Support Credit Union

Mary P. Teller #003

Post Date: Tuesday, May 15, 2018

This is the Member Summary window. The fields that display on this window will vary according to the options chosen by the user. Only the suffixes and titles will display, if no other fields are chosen.

To choose the fields that will display on the Member Summary, select [\[Main Ribbon > Tools > Customize Member Summary\]](#).

Example of a completed search by Account Base and Check Digit.

Search

FIND WHO:

LOOK IN:

Member

Recent

791-4 DUNCAN II, RANDLE L

1005-8 DILLAN, BRENDEN L

795-3 DUNCAN, RONALD

Results (12 matches found)

NAME	NAME TYPE	ADDRESS	CITY STATE ZIP	SSN	HOME PHONE	BIRTHDATE
MEMBER, JOSHUA L (612-2)	Primary	7415 N KINGS DRIVE	CLEVELAND, OH 42427-4138	*****3233	555-222-1882	07-11-1941
MEMBER, CAROLYN R (612-2-00)	Joint	1742 LAKESIDE DRIVE	CLEVELAND, OH 48871-4242	*****7777	555-222-1881	12-08-1951
MEMBER, CINDY LOU (612-2-50)	Joint	3434 WESTERN BLVD	CLINTON, OH 48777-2277	*****9999	555-222-4444	01-27-1950
MEMBER, CINDY LOU (612-2-56)	Beneficiary	3434 WESTERN BLVD	CLINTON, OH 58777-2277	*****9999	555-222-4444	01-27-1950
MEMBER, CINDY LOU (612-2-57)	Beneficiary	3434 WESTERN BLVD	CLINTON, OH 58777-2277	*****9999	555-222-4444	01-27-1950
MEMBER, CINDY LOU (612-2-61)	Joint	3434 WESTERN BLVD	CLINTON, OH 58777-2277	*****9999	555-222-4444	01-27-1950
MEMBER, CINDY LOU (612-2-68)	Joint	3434 WESTERN BLVD	CLINTON, OH 58777-2277	*****9999	555-222-4444	01-27-1950
MEMBER, ANNABELLE (612-2-70)	Power of Attor	6565 NORTH ST	ANYTOWN, MI 49999-2233	*****6666	555-222-1212	05-15-1954
MEMBER, CAROLYN R (612-2-71)	Joint	1742 LAKESIDE DRIVE	CLEVELAND, OH 48871-4242	*****7777	555-222-1881	12-08-1951
BROWN, BUDDY (612-2-80)	Beneficiary	6541 LINCOLN ST	ANYTOWN, MI 48999-0000	*****6666		01-21-1990
BROWN, LUCY M (612-2-80)	Beneficiary	6541 LINCOLN ST	ANYTOWN, MI 48999-0000	*****2222		05-20-1992
MEMBER, CAROLYN R (612-2-88)	Joint	1742 LAKESIDE DRIVE	CLEVELAND, OH 48871-4242	*****7777	555-222-1881	12-08-1951

The name of the primary member is displayed, as well as, the names of secondary name(s) and the suffix with which they are associated.

Last 10 Member Searches

The system will remember the last 10 account numbers searched for. These display on the left side of the Search window under the title Recent. The Account Base, Check Digit and name display as a hyperlink for quick access to a recently served member. Closing out of VIEW will reset the names and account numbers in this area to blank.

Search for Member (include Closed)

If a member is closed, with either all suffixes having a status of closed or all the suffixes are purged from the system, use this option to search for the member by either the Account Base and Check Digit (if known) or by name, if needed.

Search FIND WHO: <input type="text" value="34-9"/> LOOK IN: Member (included closed) ▼ <input type="button" value="Search"/>	Results (2 matches found) <table border="1"> <thead> <tr> <th>NAME</th> <th>NAME TYPE</th> <th>ADDRESS</th> <th>CITY STATE ZIP</th> <th>SSN</th> <th>HOME PHONE</th> <th>BIRTHDATE</th> </tr> </thead> <tbody> <tr> <td>JONES, BENJAMIN J (34-9) - ***Deceased***</td> <td>Primary</td> <td>2103 MANGO DRIVE</td> <td>HOLT, MI 48842-2345</td> <td>*****3333</td> <td>556-222-3322</td> <td>02-13-1946</td> </tr> <tr> <td>JONES, BETTY LOU (34-9-00)</td> <td>Joint</td> <td>2103 MANGO DRIVE</td> <td>HOLT, MI 48842-2345</td> <td>*****8945</td> <td>556-222-3322</td> <td>03-25-1965</td> </tr> </tbody> </table>	NAME	NAME TYPE	ADDRESS	CITY STATE ZIP	SSN	HOME PHONE	BIRTHDATE	JONES, BENJAMIN J (34-9) - ***Deceased***	Primary	2103 MANGO DRIVE	HOLT, MI 48842-2345	*****3333	556-222-3322	02-13-1946	JONES, BETTY LOU (34-9-00)	Joint	2103 MANGO DRIVE	HOLT, MI 48842-2345	*****8945	556-222-3322	03-25-1965
NAME	NAME TYPE	ADDRESS	CITY STATE ZIP	SSN	HOME PHONE	BIRTHDATE																
JONES, BENJAMIN J (34-9) - ***Deceased***	Primary	2103 MANGO DRIVE	HOLT, MI 48842-2345	*****3333	556-222-3322	02-13-1946																
JONES, BETTY LOU (34-9-00)	Joint	2103 MANGO DRIVE	HOLT, MI 48842-2345	*****8945	556-222-3322	03-25-1965																

Select the member and if all suffixes are closed but not purged, the system displays.

Informational Snapshot No Open Suffixes Branch 1 Over 50 Alert - Daily Balance ATM Round Up Courtesy Pay Credit Card	Charged off 3-26-18 2154-3-05 2154-3 Sandra M Jones <table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>BALANCE</th> <th>AVAILABLE</th> <th>DELINQ...</th> <th>LINE OF CR...</th> <th>LIMIT</th> <th>OWNERS</th> <th>LAST ACTI...</th> <th>PAYMENT</th> </tr> </thead> <tbody> <tr> <td>00 Regular Shares</td> <td>\$0.00</td> <td>-\$15.00</td> <td>-</td> <td>-</td> <td>-</td> <td>Joint Owner</td> <td>03-26-2018</td> <td>-</td> </tr> <tr> <td>05 Install/Rev 5.10%</td> <td>\$0.00</td> <td>-</td> <td>\$0.00</td> <td>Closed</td> <td>-</td> <td>Individual</td> <td>03-26-2018</td> <td>\$285.07</td> </tr> <tr> <td>70 Draft Suffix</td> <td>\$0.00</td> <td>\$0.00</td> <td>-</td> <td>-</td> <td>-</td> <td>Joint Owner</td> <td>11-28-2017</td> <td>-</td> </tr> <tr> <td>98 HSA Share</td> <td>\$0.00</td> <td>\$0.00</td> <td>-</td> <td>-</td> <td>-</td> <td>Individual</td> <td>03-26-2018</td> <td>-</td> </tr> </tbody> </table>	DESCRIPTION	BALANCE	AVAILABLE	DELINQ...	LINE OF CR...	LIMIT	OWNERS	LAST ACTI...	PAYMENT	00 Regular Shares	\$0.00	-\$15.00	-	-	-	Joint Owner	03-26-2018	-	05 Install/Rev 5.10%	\$0.00	-	\$0.00	Closed	-	Individual	03-26-2018	\$285.07	70 Draft Suffix	\$0.00	\$0.00	-	-	-	Joint Owner	11-28-2017	-	98 HSA Share	\$0.00	\$0.00	-	-	-	Individual	03-26-2018	-
DESCRIPTION	BALANCE	AVAILABLE	DELINQ...	LINE OF CR...	LIMIT	OWNERS	LAST ACTI...	PAYMENT																																						
00 Regular Shares	\$0.00	-\$15.00	-	-	-	Joint Owner	03-26-2018	-																																						
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70 Draft Suffix	\$0.00	\$0.00	-	-	-	Joint Owner	11-28-2017	-																																						
98 HSA Share	\$0.00	\$0.00	-	-	-	Individual	03-26-2018	-																																						

Select the member and if all suffixes are purged from the system, the system displays.

Snapshot No Open Suffixes Credit Union Alert - Daily Balance ATM Round Up Courtesy Pay Credit Card Debit Card e-Statements Direct Deposit Internet Banking Overdraft LOC Mobile Deposit \$0.00 on Deposit	121212-5 Jerry Kramer <table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>BALANCE</th> <th>AVAILABLE</th> <th>DELINQ...</th> <th>LINE OF CR...</th> <th>LIMIT</th> <th>OWNERS</th> </tr> </thead> <tbody> <tr> <td colspan="7">We didn't find anything to show here.</td> </tr> </tbody> </table>	DESCRIPTION	BALANCE	AVAILABLE	DELINQ...	LINE OF CR...	LIMIT	OWNERS	We didn't find anything to show here.						
DESCRIPTION	BALANCE	AVAILABLE	DELINQ...	LINE OF CR...	LIMIT	OWNERS									
We didn't find anything to show here.															

This allows the staff to view information on closed members.

When no suffixes are displayed, and if the credit union is going to allow the member to reopen their membership, use the Add Member Wizard to reopen the 00 suffix. The system will not allow new suffixes to be opened until the membership is re-established with this wizard.

Member Reference

Discretionary Data Title Setup – Refer to the System Settings Manual

Member Class Title Setup – Refer to the System Settings Manual

Member Contact Report – Refer to Reports Manual

Relationships chapter – Refer to the System Settings Manual