



## Member | Name Information



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## NAME INFORMATION

### Overview

The Name Information Folder displays the name record(s) associated with the Member. The Name Information Folder is in the Member window under the folder section. Users that have teller security can add, edit, and delete name records.

**Folders**

+ Add ▾

DESCRIPTION	COMMENT
Automatic Transfers	
Cards	
Check and Debit Holds	
Cross References	
Document Images	
Internet Banking	
Member Information	
<b>Names</b>	
Notes	
Payroll and ACH Splits	
Pending Loans	
Statements	
Stop Payments	

**Names**

↑ Up One Level + Add

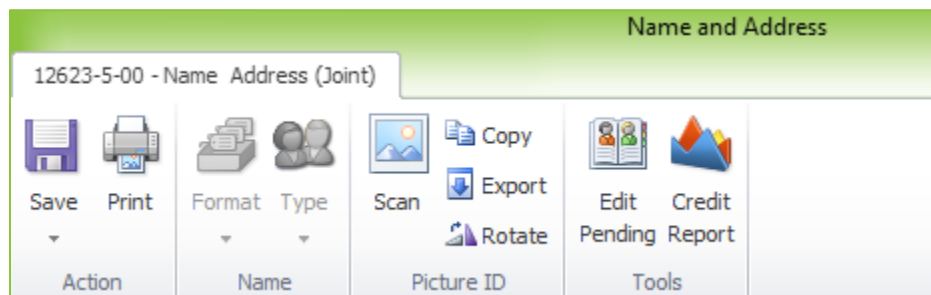
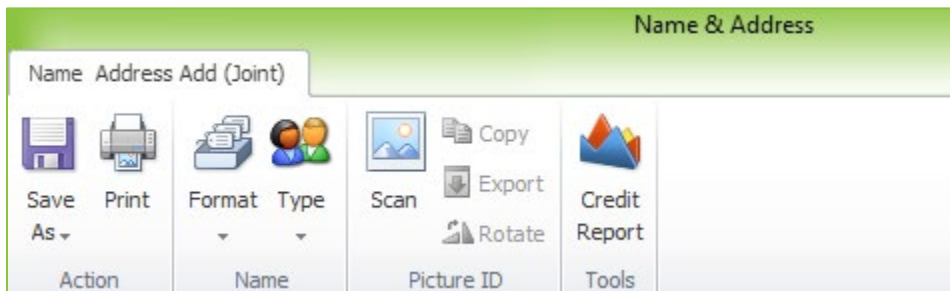
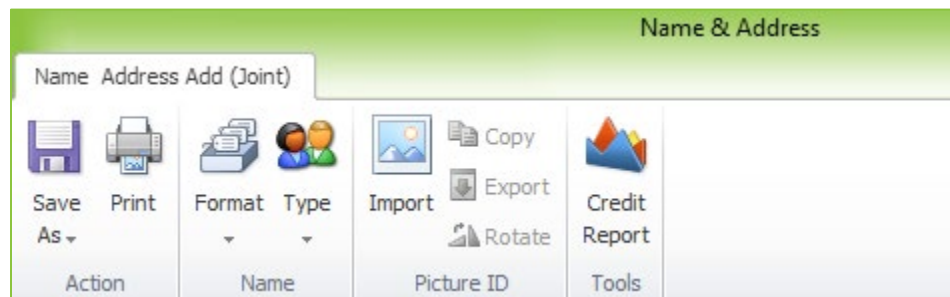
DESCRIPTION	NAME	NAME TYPE
Member	Amy Driver	Primary
00 Share	David Driver	Joint
05 Loan 2.50%	David Driver	Joint


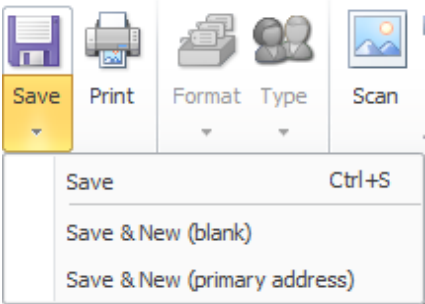

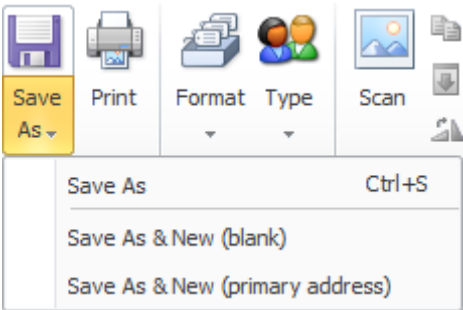
## Name and Address Ribbon

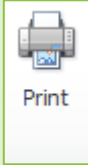
The Name and Address Ribbon contains functions and are described in this section. The Name and Address ribbon has four Ribbon Groups:

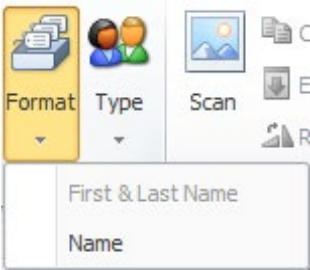
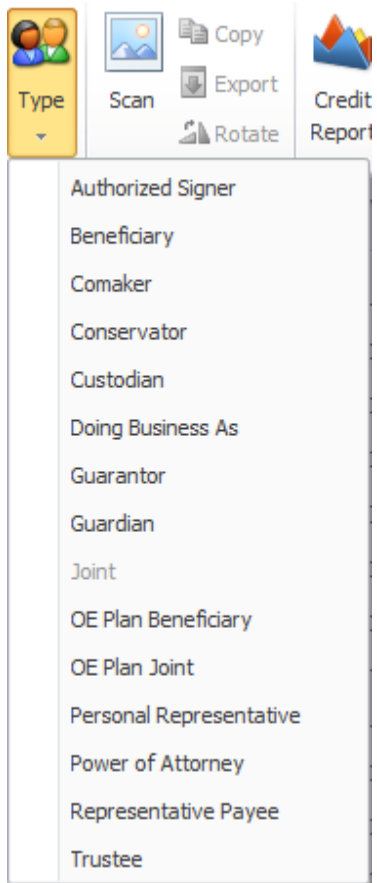
- Action
- Name
- Picture ID – Only displayed if credit union has the Optional Software Package
- Tools

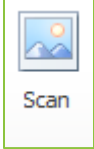
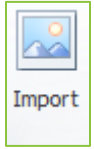
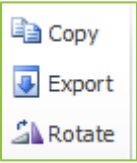
### Examples of Context Sensitive Name and Address Ribbon:

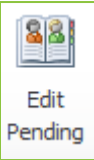
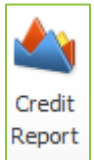


Action							
Button	Comment						
	<p>Split Menu Button (top) click will allow user to Save</p>						
	<p>Split Menu Button (bottom) displays <b>Save</b> Selections</p> <table border="1"> <tr> <td data-bbox="716 548 1097 625">Save</td> <td data-bbox="1097 548 1479 625">Saves and closes the name and address record</td> </tr> <tr> <td data-bbox="716 625 1097 743">Save &amp; New (blank)</td> <td data-bbox="1097 625 1479 743">Saves and launches a new blank name and address record</td> </tr> <tr> <td data-bbox="716 743 1097 1142">Save &amp; New (primary Address)</td> <td data-bbox="1097 743 1479 1142">Saves and launches a new name and address record with the following primary name fields filled in: <ul style="list-style-type: none"> <li>• Address 1</li> <li>• Address 2</li> <li>• City State, Zip</li> <li>• Home Phone</li> <li>• Physical Address</li> <li>• Physical City State, Zip</li> </ul> </td> </tr> </table>	Save	Saves and closes the name and address record	Save & New (blank)	Saves and launches a new blank name and address record	Save & New (primary Address)	Saves and launches a new name and address record with the following primary name fields filled in: <ul style="list-style-type: none"> <li>• Address 1</li> <li>• Address 2</li> <li>• City State, Zip</li> <li>• Home Phone</li> <li>• Physical Address</li> <li>• Physical City State, Zip</li> </ul>
Save	Saves and closes the name and address record						
Save & New (blank)	Saves and launches a new blank name and address record						
Save & New (primary Address)	Saves and launches a new name and address record with the following primary name fields filled in: <ul style="list-style-type: none"> <li>• Address 1</li> <li>• Address 2</li> <li>• City State, Zip</li> <li>• Home Phone</li> <li>• Physical Address</li> <li>• Physical City State, Zip</li> </ul>						
	<p>Split Menu Button (top) click will allow user to Save As</p>						
	<p>Split Menu Button (bottom) displays <b>Save As</b> Selections</p> <table border="1"> <tr> <td data-bbox="716 1381 1097 1459">Save As</td> <td data-bbox="1097 1381 1479 1459">Adds and closes the name and address record</td> </tr> <tr> <td data-bbox="716 1459 1097 1577">Save As &amp; New (blank)</td> <td data-bbox="1097 1459 1479 1577">Adds and launches a new blank name and address record</td> </tr> <tr> <td data-bbox="716 1577 1097 1978">Save As &amp; New (primary address)</td> <td data-bbox="1097 1577 1479 1978">Adds and launches a new name and address record with the following primary name fields filled in: <ul style="list-style-type: none"> <li>• Address 1</li> <li>• Address 2</li> <li>• City State, Zip</li> <li>• Home Phone</li> <li>• Physical Address</li> <li>• Physical City State Zip</li> </ul> </td> </tr> </table>	Save As	Adds and closes the name and address record	Save As & New (blank)	Adds and launches a new blank name and address record	Save As & New (primary address)	Adds and launches a new name and address record with the following primary name fields filled in: <ul style="list-style-type: none"> <li>• Address 1</li> <li>• Address 2</li> <li>• City State, Zip</li> <li>• Home Phone</li> <li>• Physical Address</li> <li>• Physical City State Zip</li> </ul>
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Save As & New (blank)	Adds and launches a new blank name and address record						
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Action	
Button	Comment
	Prints the information on the Name and Address Screen

Name																											
Button	Comment																										
	Format allows user to select to use First & Last Name Fields or a Name Field for a Business or Organization Name																										
	<p>Each Name record is tied to a Name Type. Name Types are either assigned to a suffix or the member. Below is a breakdown:</p> <table border="1"> <thead> <tr> <th>Member Level</th> <th>Suffix Level</th> </tr> </thead> <tbody> <tr> <td>Authorized Signer</td> <td>Doing Business As</td> </tr> <tr> <td>Beneficiary</td> <td>Representative Payee</td> </tr> <tr> <td>Comaker</td> <td>OE Plan Beneficiary</td> </tr> <tr> <td>Conservator</td> <td>OE Plan Joint</td> </tr> <tr> <td>Custodian</td> <td>Officer</td> </tr> <tr> <td>Doing Business As</td> <td></td> </tr> <tr> <td>Guarantor</td> <td></td> </tr> <tr> <td>Guardian</td> <td></td> </tr> <tr> <td>Joint</td> <td></td> </tr> <tr> <td>Personal Representative</td> <td></td> </tr> <tr> <td>Power of Attorney</td> <td></td> </tr> <tr> <td>Trustee</td> <td></td> </tr> </tbody> </table> <p>The Officer Name Type is only available when the member account is coded as an Entity.</p>	Member Level	Suffix Level	Authorized Signer	Doing Business As	Beneficiary	Representative Payee	Comaker	OE Plan Beneficiary	Conservator	OE Plan Joint	Custodian	Officer	Doing Business As		Guarantor		Guardian		Joint		Personal Representative		Power of Attorney		Trustee	
Member Level	Suffix Level																										
Authorized Signer	Doing Business As																										
Beneficiary	Representative Payee																										
Comaker	OE Plan Beneficiary																										
Conservator	OE Plan Joint																										
Custodian	Officer																										
Doing Business As																											
Guarantor																											
Guardian																											
Joint																											
Personal Representative																											
Power of Attorney																											
Trustee																											

Picture ID (Optional Software)							
Button	Comment						
 <p>Scan</p>	Allows user to scan an ID from an ID scanner that is connected to the PC.						
 <p>Import</p>	Displays if a scanner is NOT connected to the PC. This allows the user to import a saved image.						
 <p>Copy Export Rotate</p>	<table border="1"> <tr> <td>Copy</td> <td>Allows user to copy the picture ID to another account</td> </tr> <tr> <td>Export</td> <td>Allows user to export the picture id to a file</td> </tr> <tr> <td>Rotate</td> <td>Allows user to rotate the picture id</td> </tr> </table>	Copy	Allows user to copy the picture ID to another account	Export	Allows user to export the picture id to a file	Rotate	Allows user to rotate the picture id
	Copy	Allows user to copy the picture ID to another account					
	Export	Allows user to export the picture id to a file					
Rotate	Allows user to rotate the picture id						

Tools	
Button	Comment
 <p>Edit Pending</p>	Visible when a Pending Contact Change exist on the name and address record. Allows users to make changes to the Pending Contact Changes in VIEW. These changes must be approved by users with Name and Address Change security. See Section Pending Contact Change
 <p>Credit Report</p>	Displays and allows users with access to pull credit reports from the name and address screen.

## Name Type Considerations

The following secondary name types have some special considerations.

### Officer

The Officer name type is only available if the member is assigned an Entity Type. The Entity Type is assigned in the Member Information Folder. Officers can be assigned a credit union defined Title. These Titles are setup in [Main Ribbon > System Settings > Name Title Setup](#). Some examples used by credit union are listed below:

- Owner
- Partner
- President
- VP
- CEO
- Secretary
- Administrator
- Beneficial Owner

### Doing Business As

Doing Business As name type is a **member** level name type that prints the name on the statement.

Example:   Primary Name  
              Doing Business As Name  
              Address 1  
              City State Zip



## Representative Payee

Representative Payee is a member level name type that prints REP PAYEE on the statement.

Example: Primary Name  
Representative Payee Name REP PAYEE  
Address 1  
City State Zip



### Note

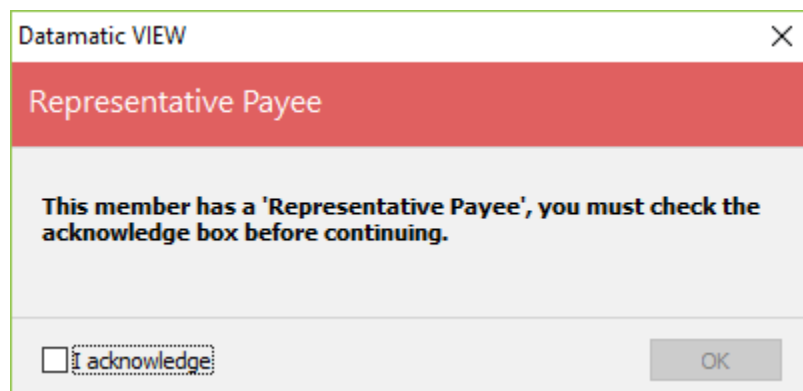
The Representative Payee Name should be added to the Primary member.

## Name Type Acknowledgement

A Name Search that results with a member having one of the following name types will prompt the user to acknowledge the specified name record on that account:

- Conservator
- Custodian
- Guardian
- Representative Payee

Example:



Datamatic VIEW

Representative Payee

**This member has a 'Representative Payee', you must check the acknowledge box before continuing.**

I acknowledge

OK



### Note

When multiple name types that require an acknowledgement are found only the first one will display. (Conservator, Custodian, Guardian, Representative Payee)

## Primary Name

### Alternate Address

Primary Name records are created during the Add Member Wizard. Fields are defined in the Add Secondary Name Section. The Name Record has one additional tab called Alternate Address. The Alternate Address will be temporary address based on the assigned date range. System will use the Alternate Address in the following areas when in effect:

- ACH Notices
- Audit Notices
- CD Interest Notices/Checks
- CD Maturity Notices
- Christmas Club checks
- Daily Reports
- Delinquency Notices
- Labels
- Loan Payment Notices
- Mortgage Census Track Report
- Mortgage Escrow Distribution Report/Notices
- Mortgage Escrow Update Notices
- Overdraft Notices
- Print Envelope Wizard
- Statements
- VISA Credit Balance Report
- VISA Statements
- VP/VR Notices





#### Note


Alternate Address is NOT used for IRS Reporting, Query, and Extracts that do not have the ability to use the Alternate Address.


Name and Address X


12623-5 - Name Address (Member)


  
Save  
Action


  
Print

  
Format  
Name

  
Type

  
Import  
Picture ID

  
Copy  
Export  
Rotate

  
Credit Report  
Tools

General

Other

Employer

Alternate Address



Address 1:

Address 2:

City:  State:  Zip:

Home:

Work:  Ext:

Start:   End:  

\* Alternate Address is in Effect

Alternate Address	
Field	Comments
Address 1	Alternate Address
Address 2	

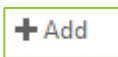
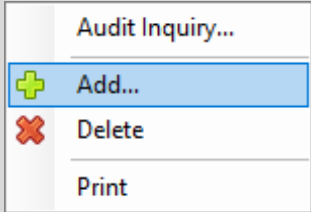

Alternate Address	
Field	Comments
City	
State	
Zip	
Home	
Work	
Work Ext	
Start	Start date that the system will use alternate address
End	End date that the system stops the use of the alternate address


**Note**

\***Alternate Address is in Effect** displays in the lower left corner of the name and address screen when the alternate address is in effect.

## Add Secondary Names

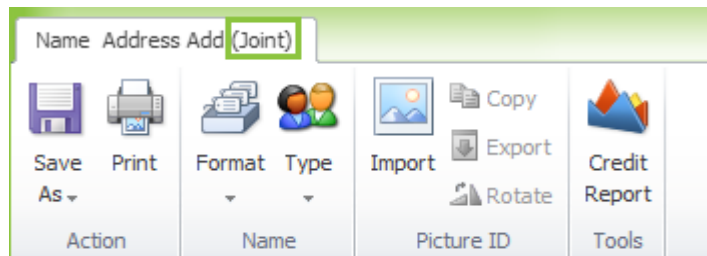
The **Name and Address Add** screen allows a user to add a secondary name to the account. The screen can be launched by:


Click	Right Click	Shortcut Key
		



### User Tip

**Name Type** defaults to Joint and is displayed in the title bar.



To select a different name type, click on the  for a list of available name types.

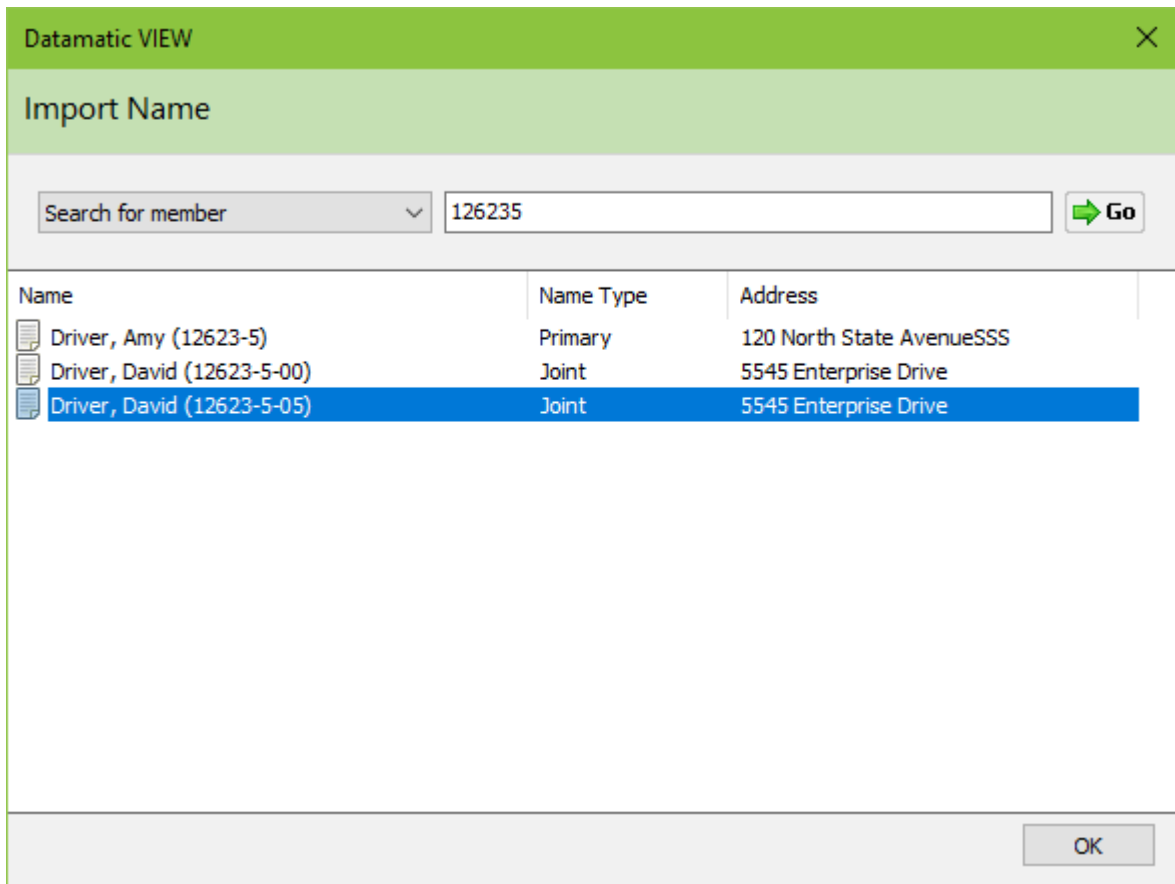


**User Tip**

**Import Name**

To import an existing name record to the add name and address screen.

The Import Name link displays a screen that allows a user to search and select an existing name record. You can limit the search in the Search for Member drop down and search by name or member number.





Name	Name Type	Address
Driver, Amy (12623-5)	Primary	120 North State AvenueSSS
Driver, David (12623-5-00)	Joint	5545 Enterprise Drive
Driver, David (12623-5-05)	Joint	5545 Enterprise Drive


## Field Definitions


X
Name & Address


Name Address Add (Officer)


  
Save  
Action


  
Print


  
Format  
Name

  
Type

  
Import  
Picture ID

  
Copy  
Export

  
Rotate

  
Credit Report  
Tools

General Other Employer

First:  Last:

Address 1:


Address 2:

City:  State:  Zip:

E-mail:

Home:  Work:  Ext:

Mobile:  Carrier:

Birth Date:  

License:  MMN:

SSN:  Type:

Title:

[Import Name](#)


### General


Field	Comments
<b>First</b>	First Name
<b>Last</b>	Last Name
<b>Address 1</b>	Mailing Address
<b>Address 2</b>	
<b>City</b>	
<b>State</b>	
<b>Zip</b>	
<b>Email</b>	
<b>Home</b>	Home Phone
<b>Work</b>	Work Phone
<b>Ext</b>	Work Phone Extension
<b>Mobile</b>	Mobile Phone
<b>Carrier</b>	Mobile Carrier


General																			
Field	Comments																		
	<table border="1"> <tr> <td>(none)</td> <td>Nextel</td> </tr> <tr> <td>Alltel</td> <td>Google fi</td> </tr> <tr> <td>AT &amp; T</td> <td>Metro PCS</td> </tr> <tr> <td>Boost</td> <td>Sprint</td> </tr> <tr> <td>C Spire</td> <td>SRT</td> </tr> <tr> <td>Cellular One</td> <td>T-Mobile</td> </tr> <tr> <td>Centennial</td> <td>US Cellular</td> </tr> <tr> <td>Century Tell</td> <td>Verizon</td> </tr> <tr> <td>Element</td> <td>Virgin</td> </tr> </table>	(none)	Nextel	Alltel	Google fi	AT & T	Metro PCS	Boost	Sprint	C Spire	SRT	Cellular One	T-Mobile	Centennial	US Cellular	Century Tell	Verizon	Element	Virgin
(none)	Nextel																		
Alltel	Google fi																		
AT & T	Metro PCS																		
Boost	Sprint																		
C Spire	SRT																		
Cellular One	T-Mobile																		
Centennial	US Cellular																		
Century Tell	Verizon																		
Element	Virgin																		
<b>Birth Date</b>																			
<b>License</b>																			
<b>MMN</b>	Mother's Maiden Name																		
<b>SSN</b>	Social Security Number																		
<b>Type</b>	<table border="1"> <tr> <td colspan="2">Taxpayer Identification Number</td> </tr> <tr> <td>SSN</td> <td>Social Security Number</td> </tr> <tr> <td>EIN</td> <td>Employer Identification Number</td> </tr> <tr> <td>ITIN</td> <td>Individual Taxpayer Identification Number</td> </tr> <tr> <td colspan="2">ITIN – Non-Resident Alien (not included in the IRS file)</td> </tr> </table>	Taxpayer Identification Number		SSN	Social Security Number	EIN	Employer Identification Number	ITIN	Individual Taxpayer Identification Number	ITIN – Non-Resident Alien (not included in the IRS file)									
Taxpayer Identification Number																			
SSN	Social Security Number																		
EIN	Employer Identification Number																		
ITIN	Individual Taxpayer Identification Number																		
ITIN – Non-Resident Alien (not included in the IRS file)																			
<input type="button" value="Import Name"/>	Allows user to import an existing name record to a NEW name record.																		
<b>Title</b>	Displays when the member is coded as an <b>Entity</b> and the Name Type of <b>Officer</b> is selected. The selections are based off a System Setting called Name Title Setup. <a href="#">[Main Ribbon &gt; System Settings &gt; Name Title Setup]</a> .																		


X
Name & Address


Name Address Add (Joint)


  
Save  
As ▾  
Action


  
Print

  
Format  
▾  
Name

  
Type  
▾  
Name

  
Import  
Picture ID


  
Copy  
Export  
Rotate  
Tools


  
Credit  
Report

General Other Employer


Physical Address:

City:  State:  Zip:

Alt. Lookup:  Date of Death:  

OFAC Scan:  Scan Date:  


Other Phone:

Text Message:  

Share Information with Affiliates     Share Information with Non-Affiliates


Other	
Field	Comments
<b>Physical Address</b>	Physical Address
<b>City</b>	
<b>State</b>	
<b>Zip</b>	
<b>Alt. Lookup</b>	Credit Union defined numeric identifier that can be used as an alternative to the member number.
<b>Date of Death</b>	
<b>OFAC Scan</b>	Determines if member is included in OFAC scans
	<input type="checkbox"/> Include in Scan <input type="checkbox"/> Exclude
<b>Scan Date</b>	Date of Last Scan
<b>Other Phone</b>	
<b>Text Message</b>	Address used to send alerts as a TEXT message.






Other																															
Field	Comments																														
	<p>Legacy field ONLY used if carrier is not provided with mobile phone on General Tab.</p> <p>Displays Text Message Address screen. This information is used for TEXT alerts.</p> <div data-bbox="634 527 1430 982" style="border: 1px solid #ccc; padding: 5px;"> <p><b>Datamatic VIEW</b> <span style="float: right;">✕</span></p> <p><b>Text Message Address</b></p> <p>Phone: <input type="text"/></p> <p>Carrier: <input type="text"/></p> <p><input type="checkbox"/> Send Test on Close <span style="float: right;">Close</span></p> </div> <table border="1" data-bbox="659 1020 1406 1612"> <thead> <tr> <th>Field</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td><b>Phone</b></td> <td></td> </tr> <tr> <td rowspan="11"><b>Carrier</b></td> <td>Selections</td> </tr> <tr> <td>(none)</td> <td>Nextel</td> </tr> <tr> <td>Alltel</td> <td>Sprint</td> </tr> <tr> <td>AT &amp; T</td> <td>SRT</td> </tr> <tr> <td>Boost</td> <td>T-Mobile</td> </tr> <tr> <td>C Spire</td> <td>US Cellular</td> </tr> <tr> <td>Cellular One</td> <td>Verizon</td> </tr> <tr> <td>Centennial</td> <td>Virgin</td> </tr> <tr> <td>Century Tell</td> <td></td> </tr> <tr> <td>Element</td> <td></td> </tr> <tr> <td>Google fi</td> <td></td> </tr> <tr> <td>Metro PCS</td> <td></td> </tr> <tr> <td><b>Send Test on Close</b></td> <td>Sends Test Text Message to Member</td> </tr> </tbody> </table>	Field	Comments	<b>Phone</b>		<b>Carrier</b>	Selections	(none)	Nextel	Alltel	Sprint	AT & T	SRT	Boost	T-Mobile	C Spire	US Cellular	Cellular One	Verizon	Centennial	Virgin	Century Tell		Element		Google fi		Metro PCS		<b>Send Test on Close</b>	Sends Test Text Message to Member
Field	Comments																														
<b>Phone</b>																															
<b>Carrier</b>	Selections																														
	(none)	Nextel																													
	Alltel	Sprint																													
	AT & T	SRT																													
	Boost	T-Mobile																													
	C Spire	US Cellular																													
	Cellular One	Verizon																													
	Centennial	Virgin																													
	Century Tell																														
	Element																														
	Google fi																														
Metro PCS																															
<b>Send Test on Close</b>	Sends Test Text Message to Member																														
<input checked="" type="checkbox"/> Share Information with Affiliates	Privacy option to share information with business or organizations that are affiliated with the credit union																														
<input checked="" type="checkbox"/> Share Information with Non-Affiliates	Privacy option to share information with business or organizations that are not affiliated with the credit union																														


X
Name & Address




Name Address Add (Joint)


  
 Save  
As ▾  
Action

  
 Print


  
 Format Type  
▾ ▾  
Name

  
 Import

  
 Copy  
  
  
 Export  
  
  
 Rotate  
Picture ID

  
 Credit  
Report  
Tools

General Other Employer

Name:

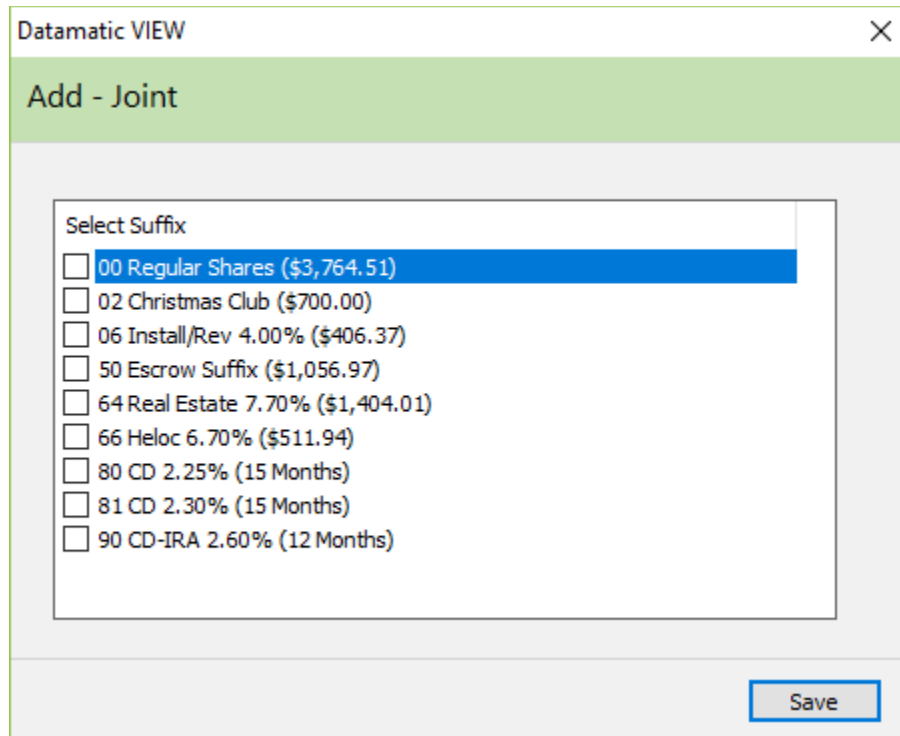
Address:

City:  State:  Zip:

Employer	
Field	Comments
<b>Name</b>	Employer Name
<b>Address</b>	Employer's Address
<b>City</b>	
<b>State</b>	
<b>Zip</b>	

## Save Name Record

All Save Options display a screen to select Suffix(es). The name record will be created for each suffix that is checked.



Datamatic VIEW

Add - Joint

Select Suffix

- 00 Regular Shares (\$3,764.51)
- 02 Christmas Club (\$700.00)
- 06 Install/Rev 4.00% (\$406.37)
- 50 Escrow Suffix (\$1,056.97)
- 64 Real Estate 7.70% (\$1,404.01)
- 66 Heloc 6.70% (\$511.94)
- 80 CD 2.25% (15 Months)
- 81 CD 2.30% (15 Months)
- 90 CD-IRA 2.60% (12 Months)

Save



### Important

The Name Type cannot be changed after the name is added. To change a name type, the name record must be deleted and added with the correct name type.

## Picture ID

Picture IDs can be imported or scanned into the system. Datamatic supports the ScanShell 800NR scanner. The Expiration Date Field displays after the Picture ID is uploaded to VIEW. When the expiration date expires the picture will display as follows in the Member Ribbon:

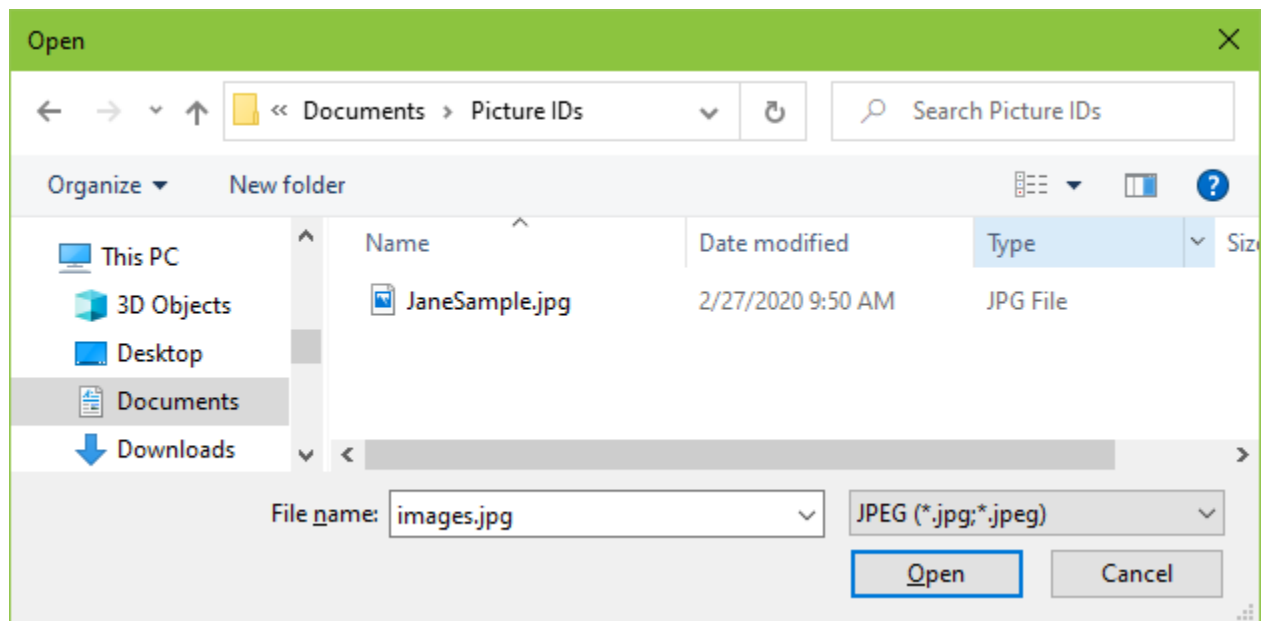


## Import


The **Import** button displays in the Ribbon if one of the following conditions is met:

- Scanner is NOT connected to the PC
- Scanner is connected but NOT setup under Station Setup
- Credit Union uses a centralized scanner and saves the image to the computer/network
- Credit Union uses Terminal Server
- Credit Union uses a digital camera and saves the image to the computer/network


Images must be stored on the PC before you can import the picture ID. The Import button will prompt user to browse for the image/picture ID through a standard windows dialog box.



General		Other	Employer
First:	<input type="text" value="Jane A"/>	Last:	<input type="text" value="Sample"/>
Address 1:	<input type="text" value="456 Anywhere Street"/>		
Address 2:	<input type="text"/>		
City:	<input type="text" value="Anytown"/>	State:	<input type="text" value="ST"/>
		Zip:	<input type="text" value="99999-0000"/>
E-mail:	<input type="text"/>		



ANY STATE DRIVER LICENSE  
License No. 99999999 Expires 06-06-00  
JANE A SAMPLE  
456 ANYWHERE STREET  
ANYTOWN, ANY STATE 09000  
Sex: F Hgt: 5-08 Wgt: 120 Eyes: Blue Hair: Brown

Expires:  

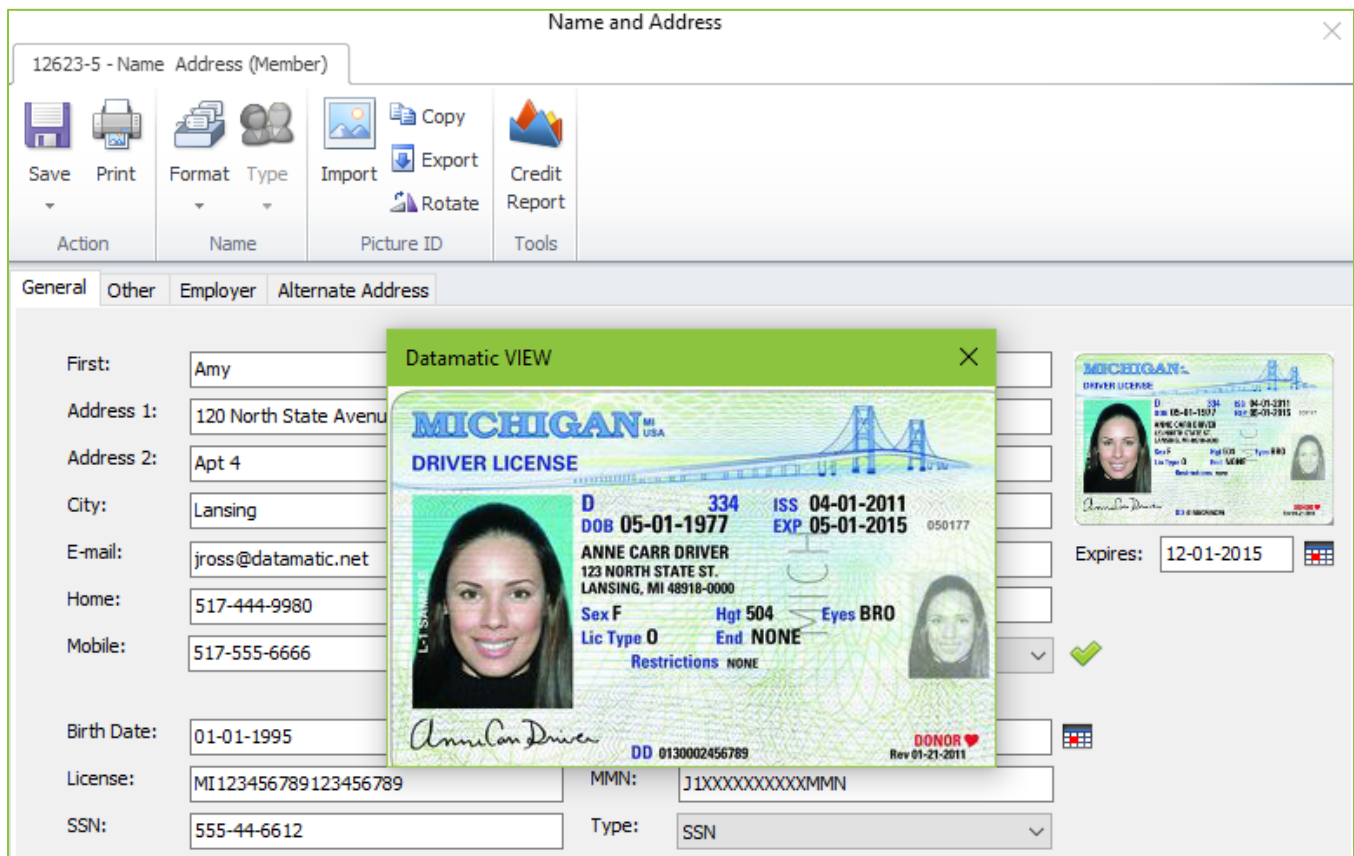
### Scan

The **Scan** button displays in the Ribbon when the scanner is connected to the PC and a scanner is selected in Station Setup. [\[Main Ribbon > About VIEW > Edit > General Tab > Scanner Field\]](#)

System will prompt user to insert item to be scanned into the scanner. ID will scan and automatically upload to the name and address screen.

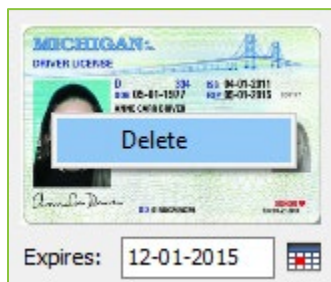
### Display Larger Image of Picture ID

Picture IDs can be enlarged by clicking on the image in VIEW.



### Delete

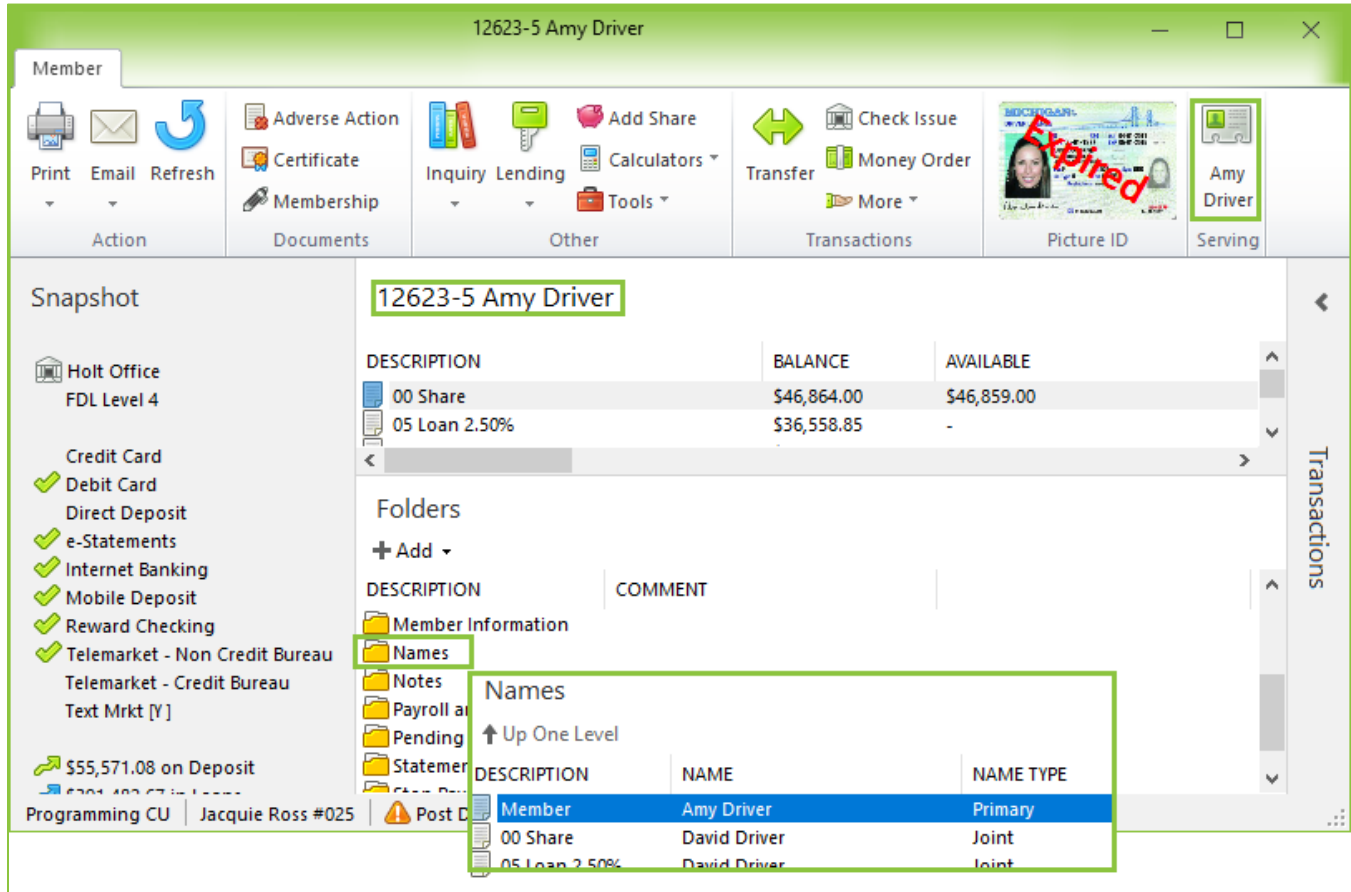
Picture IDs can be removed by using the right click on the Picture ID and clicking Delete.



## Display/Edit

The Name and Address record can be displayed / modified from the Member Record.

- Click on the Name in Member Ribbon
- Click on the Member Number and Name above suffixes
- Click Names Folder and Select Name in Folder



The screenshot shows the 'Member' record for '12623-5 Amy Driver'. The ribbon includes sections for Action, Documents, Other, Transactions, Picture ID, and Serving. The 'Snapshot' sidebar lists services like Holt Office, Credit Card, and Debit Card. The main area displays account balances and a 'Names' table.

DESCRIPTION	BALANCE	AVAILABLE
00 Share	\$46,864.00	\$46,859.00
05 Loan 2.50%	\$36,558.85	-

DESCRIPTION	NAME	NAME TYPE
Member	Amy Driver	Primary
00 Share	David Driver	Joint
05 Loan 2.50%	David Driver	Joint



**Note**

Name and Address records are enabled if user has security. See Teller Security for Name and Address access levels.

Name and Address X

12623-5 - Name Address (Member)

Save Print

Format Type

Import Export

Copy

Action

Name

Picture ID

General Other Employer Alternate Address

First:  Last:

Address 1:\*

Address 2:

City:  State:  Zip:

E-mail:


Home:  Work:  Ext:

Mobile:  Carrier:

Birth Date:

License:  MMN:

SSN:  Type:



Expires:

\* Alternate Address is in Effect



**User Tip**

A checkmark displays when a member has given Mobile Consent allowing the credit union to call the mobile number. The checkmark is based off the Mobile Consent Date field in the Member Information Folder.



## Pending Contact Changes

### Overview

The Pending Contact Changes Feature allows the following functions:

- Allows users without name and address security to change contact information.
- Approval of Pending Contact Changes by employees who have Name and Address change security.
- Printing of the Contact Change document by the person entering the pending change.
- Ability to effective date contact information changes.
- Identification of related name records (matching SSN) and selection of changes to those same records.



#### Note

In order to print a Contact Change document (and select the Changed Method), the teller security for Pending Contact Changes must be checked under [[Main Ribbon > Tellers > Basic Tab](#)].

A Pending Contact change is a change to the Contact fields that was either:

- Effective dated
- Entered by an employee without Name and Address change security

Contact fields are on the Name and Address screen and include the ones highlighted below:

General	Other	Employer	Alternate Address
First:	Amy	Last:	Driver
Address 1:*	120 North State Avenue		
Address 2:	Apt 4		
City:	Lansing	State:	MI Zip: 48911-1234
E-mail:	jross@datamatic.net		
Home:	517-444-9980	Work:	517-777-8888 Ext: 555
Mobile:	517-555-6666	Carrier:	US Cellular

## Security

Teller Security access levels will determine if and what types of Contact Changes can be made by each employee.

Here are some examples:

The teller security settings below will allow the employee to view the changes under Name Information but not make any changes. User cannot view the Pending Contact Changes list.

- **Pending Contact Changes** (Basic tab) = No
- **Name Information – Primary Change** (Account tab) = No
- **Name Information – Secondary Change** (Account tab) = No

The teller security settings below will allow the employee to make changes under Name Information for the Contact Information, as well as, edit the Contact Information. The employee can also view the Pending Contact Changes list. Changes to Contact Information will need to be approved by an employee with security for Name Information changes regardless if the changes are effective date or not.

- **Pending Contact Changes** (Basic tab) = Yes
- **Name Information – Primary Change** (Account tab) = No
- **Name Information – Secondary Change** (Account tab) = No

The teller security settings below will allow the employee full access to make changes under Name Information. The employee can also display the Pending Contact Changes list to approve pending changes for employees that cannot make changes. Changes made on the Name Information window will happen right away, if not effective dated. Changes that are effective dated will occur with End of Day processing.

- ⇒ **Pending Contact Changes** (Basic tab) = Yes
- ⇒ **Name Information – Primary Change** (Account tab) = Yes
- ⇒ **Name Information – Secondary Change** (Account tab) = Yes

The employee processing the contact changes below has security for Pending Contact Changes and Name Information security for Change for Secondary Names, but not Primary Names. The fields in the Contact Information area (area in **GREEN** below) can be changed by the employee. The disabled fields cannot be changed.

Name and Address ✕

12623-5-00 - Name Address (Joint)

Save

Print

Format

Type

Import

Copy

Export

Rotate

Credit Report

Action

Name

Picture ID

Tools

General Other Employer

First:	<input type="text" value="David"/>	Last:	<input type="text" value="Driver"/>
Address 1:	<input type="text" value="5545 Enterprise Drive"/>		
Address 2:	<input type="text"/>		
City:	<input type="text" value="Lansing"/>	State:	<input type="text" value="MI"/>
		Zip:	<input type="text" value="48911-2345"/>
E-mail:	<input type="text" value="test@gmail.com"/>		
Home:	<input type="text" value="517-444-9999"/>	Work:	<input type="text" value="517-777-8888"/>
		Ext:	<input type="text" value="888"/>
Mobile:	<input type="text" value="517-555-6666"/>	Carrier:	<input type="text" value="(none)"/>

Birth Date:	<input type="text" value="01-01-1995"/>		
License:	<input type="text" value="MI22222222222222222222"/>	MMN:	<input type="text" value="J1XXXXXXXXXXMMN"/>
SSN:	<input type="text" value="555-44-2222"/>	Type:	<input type="text" value="SSN"/>

Expires:

## Save

The **Pending Contact Change** Feature prompts users with **SSN Matches** screen upon Save. Any checked items will copy **ALL** the contact information to the selected name and address records.

Datamatic VIEW
✕

SSN Matches

Check items to copy all contact information:

Account Number	Type	Name	Address Line 1
<input type="checkbox"/> 12547-6-00	Joint	Amy Driver	5545 Enterprise Drive
<input type="checkbox"/> 12577-3-00	Primary	Amy Driver	5545 Enterprise Drive
<input type="checkbox"/> 12578-1-00	Primary	Amy Driver	5545 Enterprise Drive

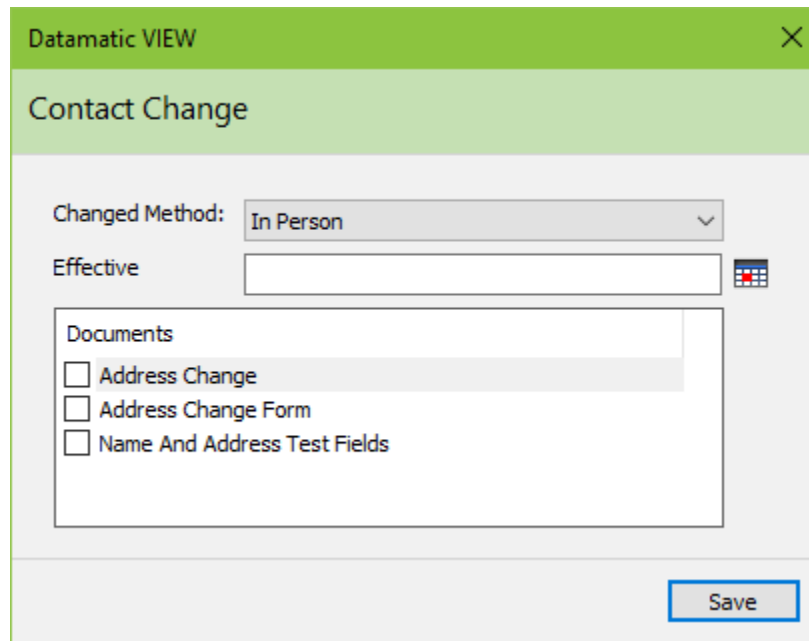
Note: Names (first, last) are not updated for DBA's or Entity Primary Names



### Note

Names (First, Last) are not updated for DBA's or Entity Primary Names (Entity Type is NOT set to none)

The **Contact Change** screen displays after the SSN screen.

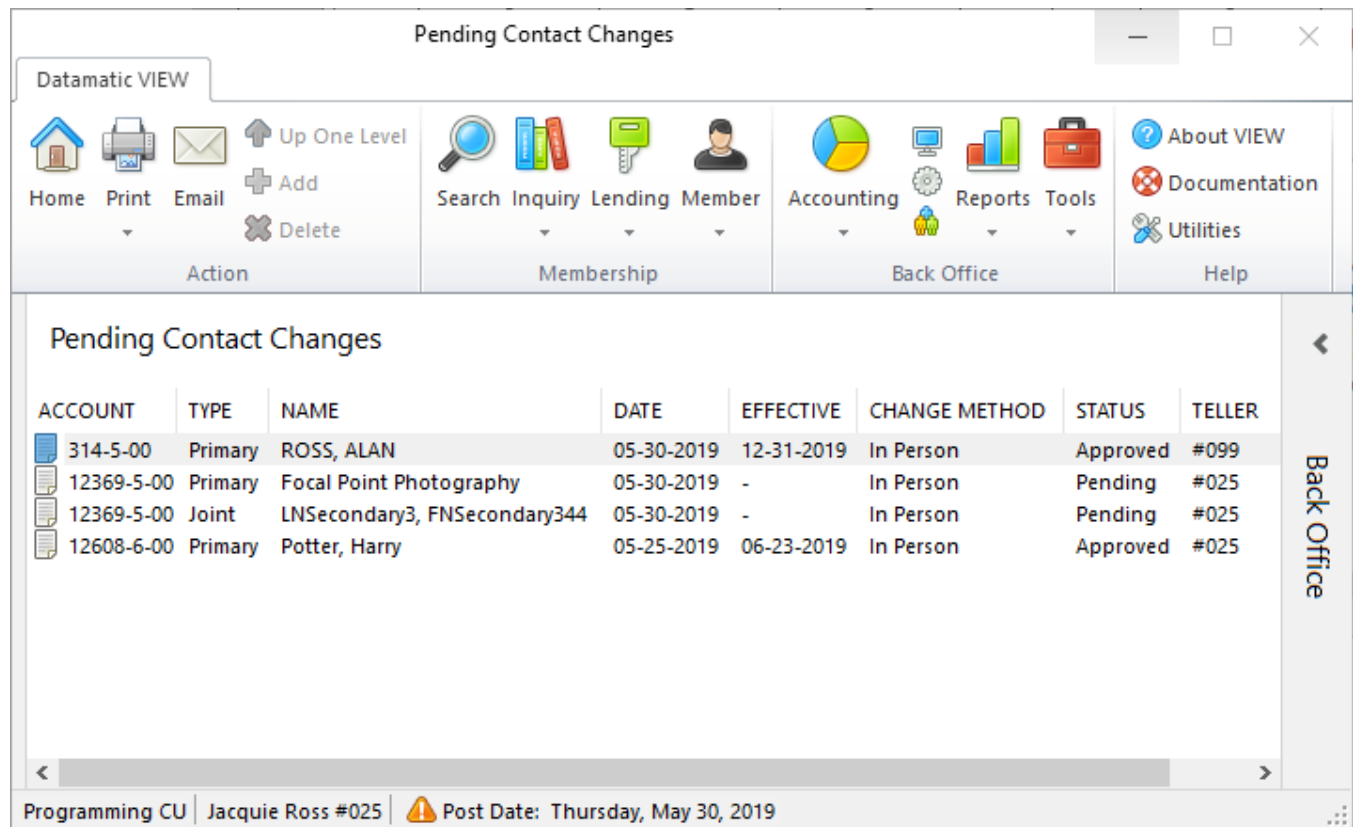


Field	Comments
<b>Change Method</b>	Selection of Change Methods
	Collection
	E-mail
	Fax
	In Person
	Internal
	Mail
	Online
	Phone
	Post Office Notification
<b>Effective Date</b>	
<b>Documents</b>	List of available Name and Address Change Forms

## Pending Contact Screen

The **Pending Contact Changes** screen [[Main Ribbon > Member > Pending Contact Changes](#)] displays the contact changes that need to be approved or changes that were effective dated.

To review or approve a contact change double click an item.



ACCOUNT	TYPE	NAME	DATE	EFFECTIVE	CHANGE METHOD	STATUS	TELLER
314-5-00	Primary	ROSS, ALAN	05-30-2019	12-31-2019	In Person	Approved	#099
12369-5-00	Primary	Focal Point Photography	05-30-2019	-	In Person	Pending	#025
12369-5-00	Joint	LNSecondary3, FNSecondary344	05-30-2019	-	In Person	Pending	#025
12608-6-00	Primary	Potter, Harry	05-25-2019	06-23-2019	In Person	Approved	#025

Column	Comments
<b>Account</b>	
<b>Type</b>	Name Type
<b>Name</b>	
<b>Date</b>	Date Entered
<b>Effective</b>	
<b>Change Method</b>	
<b>Status</b>	Approved / Pending
<b>Teller</b>	Teller Number that entered Pending / one that Approved the effective date one.

Datamatic VIEW
×

Pending Contact (12369-5-00) - Primary
🖨

Description	Value
<b>Current Contact Information</b>	
Name	Focal Point Photography
Address	Primary Address Line 5898 Primary Address Line 2 PORTLAND, ME 04155-0001
E-Mail Address	PRIMARY@TEST.COM
Home Phone	207-282-4454
Mobile Phone	207-696-8888
Work Phone	207-284-5656 Ext: 699
<b>New Contact Information</b>	
Name	Focal Point Photography
Address	S3 - Address Line 1 S3 - Address Line 2 S3 - City, S3 33333-3333
E-mail Address	S3@email.com
Home Phone	207-333-4444
Mobile Phone	207-333-5555
Work Phone	207-333-6666 Ext: 333

[Edit](#)

Column	Comment
<b>Description</b>	
<b>Value</b>	
<a href="#">Edit</a>	Launches the Name and Address form with Edit Pending button enabled
<input type="button" value="Approve"/>	Approves changes will take effect immediately and item will be removed from the list if user has security to make name and address changes.



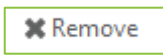
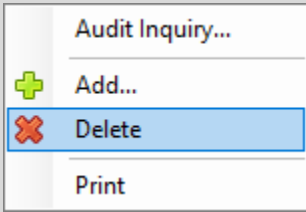
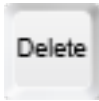
**Note**

Effective Dated changes will remain in the list once approved. Approved effective dated changes will update automatically with End of Day processing the day before the effective date.

## Delete

### Name Records

Name Records can be deleted by selecting the Name in the Name Folder and using the following context sensitive controls below:

Click	Right Click	Shortcut Key
		

### Pending Contact Changes

Pending Contact Changes can be deleted by select the Pending Contact Change in the Pending Contact List and using the following contact sensitive controls below:

Click	Right Click	Shortcut Key
<b>none</b>	<b>none</b>	