Operations
Console Only Manual

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Introduction to Operations - Console Only

The following selections can be found **at the Main Console** for the In-House Credit Unions. This menu allows the credit union to perform a variety of routine daily, monthly, quarterly, annually, etc. jobs, as well as, jobs that are not done on a routine basis.

After logging into the Main Console, the system displays.

```
              Main Selection Menu
                  Version 7.1
               Test Credit Union

Log off system
Operations Box
Start and Stop Online System
Start and Stop After Hours Network
End of Day Processing
Backup Ending Master Files to Tape
Special Operations
System Administration
```

Figure 1

Use the up and down arrow keys to make a selection and press enter. (The "mouse" cannot be used in this menu or the selections within the menu.)

In order to have access to the selections above, the following security settings are required:

Main Selection Menu	Description
Operations Box	Basic tab "Operations" must be marked which means "permitted".
Start and Stop Online System	Basic tab "Operations (Start and Stop Online)" must be marked which means "permitted".
Start and Stop After Hours Network	Basic tab "Operations (Start and Stop Online)" must be marked which means "permitted".
End of Day Processing	Basic tab "Operations (End of Day, End of Month)" must be marked which means "permitted".
Special Operations	Basic tab "Operations (Special Operations)" must be marked which means "permitted".
System Administration	System tab "System Administration (all other setups)" must be marked which means "permitted".

The Teller Security options are found by selecting either Other Tasks on the Navigation Bar or Go on the Menu Bar then System Administration then Teller Administration. (See the System Administration Manual - Teller Administration chapter for more information on teller security.)

CHAPTER 1 - Operations Box

The following is a list of jobs that can only be processed from the Main Console only in the Operations Box. See Chapter 14 in the Operations Manual for a description of these jobs, if needed.

**Note: These apply to In-House credit unions only.

⇨   ACH Split Maintenance (Legacy)
⇨   Check Monthend Reports and Accruals
⇨   Create Daily Fiche
⇨   Create Individual Report Fiche
⇨   Create CUNA IRA Extract
⇨   Credit Bureau (TRW) Extract
⇨   Display End of Day Log
⇨   Display Fiche Format
⇨   Display Operations Log
⇨   Display Report on Terminal
⇨   Equipment Menu
   o   Reset Terminal Port
   o   Enable Terminal Port
   o   Disable Terminal Port
   o   Display TTY Port
   o   Set System Date and Time
   o   Safe Shut Down of the Computer System
   o   Safe Shut Down for Full System Backup
   o   Test Terminal/Port Printer
   o   Ping an IP Address
   o   Disable Automatic EOD
   o   Enable Automatic EOD
⇨   Ford Payroll Edit
⇨   Laser Printer Setup
⇨   Prepare Transmission File from FTP
⇨   Print Operations Log
⇨   Remove Monthly Branch Index
⇨   Reset Modem
⇨   Restore Print Files from Tape
⇨   Security Report
⇨   Separate Multiple ACH/ATM Institutions
⇨   Set Fiche Format to Michigan (EBCDIC)
⇨   Set Fiche Format to Wisconsin (ASCII)
⇨   Transmit Payroll Extract

The Operations Box selection is no longer in VIEW. The selections that were in the Operations Box (in VIEW) have been moved to the Operations, Extracts, Reports and System Administration sections in VIEW. See these manuals for detailed information.

CHAPTER 2 - Start and Stop Online System

The Start and Stop Online System selection allows the operator at the credit union to perform a variety of system related functions.

From the Main Selection Menu, select Start and Stop Online System. The system displays.

```
        Start and Stop Online System
                Version 7.1
              Test Credit Union

Return to Main Selection Menu
Start the Online System
Stop the Online System
Start/Stop View
Special Network Operations
Set Receipt Message
Set Credit Union Date
Set System Date and Time
Disallow Logins
Allow Logins
```

Figure 2.1

Start the Online System

The Start the Online System selection will allow the operator to start the online system. The online system must be running in order to access the Online Credit Union System.

From the Main Selection Menu select: Start and Stop Online System
                                                                   Start the Online System

**Note: If a credit union is processing for more than one credit union, this selection starts the Online System for each credit union listed on the Routing and Transit Setup Screen.

After making the selection, the system displays:

```
Starting Online System

The Credit Union date is currently set to Wednesday May 11, 2001
The System date is currently set to Wednesday May 11, 2001 7:56 AM

Would you like to start the Online System (y/n)?
```

Figure 2.2

Enter a "y" to this question, press enter and the system displays:

```
Starting Online System…

The Credit Union date is currently set to Wednesday May 11, 2001
The System date is currently set to Wednesday May 11, 2001 7:57 AM

Would you like to start the online system (y/n)?  y

Starting Update Process for Credit Union 01… ID = 1645
Starting Update Router   for Credit Union 01… ID = 1676
Starting Inquiry Process  for Credit Union 01… ID = 1681
Starting Ledger Process for Credit Union 01… ID = 1684


Start Online System Completed

Press RETURN to continue:
```

Figure 2.3

This is an example only. Each credit union's screen may be slightly different due to the services that are offered by the credit union.

The Credit Union Date is the posting date that will be used for transactions processed after the online system is started.

The System Date is an internal clock for the computer system. Normally, the System Date is today's date.

If these two dates are different when starting the online system, a big warning will appear below the Starting Online System line.

Example below.

Starting Online System

WARNING

The Credit Union date is currently set to Monday January 15, 2001
The System date is currently set to Tuesday January 16, 2001 8:05 AM

Would you like to start the Online System (y/n)?

Figure 2.4

Some reasons that the dates might be different are as follows:
- The system time not set correctly.
- The holidays not set correctly in Automated Operations Setup.
- The credit union is not open on Saturday and an employee came in to access the system. The Credit Union date was set to Monday's date with End of Day processing on Friday. This same warning will happen if an employee tries to start the online on any day that the credit union is not open for business, such as holidays and Sundays, also.

After the Online System has been started, if the credit union has Voice Response, online ATM's and/or Internet Banking, these programs will be started automatically at this time also.

IMPORTANT: The online system must be stopped when a credit union does a safe shutdown of the system or reboots the system. Otherwise, a single day recovery will need to be done due to the online system not being properly shutdown.

Credit unions that have After Hours Transactions will usually start the After Hours Network when they stop the online to start End of Day processing. This will allow Voice Response, online ATM and Internet Banking transactions to be accessed by members while End of Day is being processed. After End of Day is completed, the system will stop the After Hours Network, Update the After Hours Transactions and start the online system automatically.

Only credit unions that do not use the After Hours Network will need to manually start the online system each day.

Stop the Online System

The Stop the Online System selection will allow the operator to stop the online system. There are many different reasons where the online system may need to be stopped. Some reasons may be due to experiencing power problems, moving equipment, computer tech working on equipment, rebooting the system to clear out errors, etc.

From the Main Selection Menu select: Start and Stop Online System
                                                    Stop the Online System

Note: If a credit union is processing for more than one credit union and the credit unions are linked, the online system will be stopped for all the credit unions. If not linked, the online system for **each** credit union <u>must</u> be individually stopped; like to reboot the system, etc.

This selection is usually only done after all PC's have been logged out and all Concurrent Processing has been completed. This <u>must</u> be done before End of Day processing can begin. After making the selection, the system displays:

Stopping Online Terminal System…

Stopping Update Process for Credit Union 01…
Stopping Update Router for Credit Union 01…
Stopping Inquiry Process for Credit Union 01…
Stopping Ledger Process for Credit Union 01…

Stopping Auxiliary Services…

Stop Online Terminal System Completed…

Would you like to start the After Hours Network (y/n)?
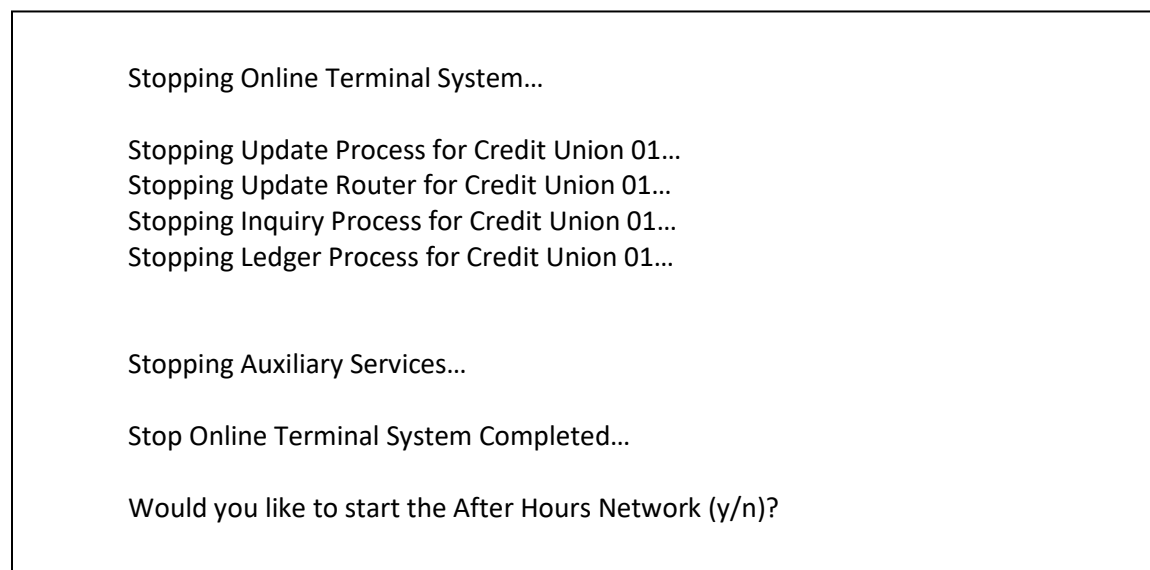
Figure 2.5

When the Online System is stopped, the system asks "Would you like to start the After Hours Network (y/n)?", if the credit union has any auxiliary services, such as Voice Response, Online ATM's and/or Internet Banking. If stopping the Online System to process End of Day, enter "y" for yes and press enter. The system will automatically copy over the master files and start the After Hours Networks running on a copy of the master files while End of Day processing and/or End of Month is completed.

Enter "n" for no and press enter, if the Online System is being stopped for a brief period of time (not to process End of Day) then started back up again.

After entering a "y" to the question "Would you like to start the After Hours Network?", the system displays:

```
        Starting After Hours Network…



        Would you like to start the After Hours Network (y/n)?
```

Figure 2.6

Enter a "y" to this question, press enter and the system displays:

```
        Starting Offline Process for Credit Union 01…ID = 1352



        Start After Hours Network Completed

        Press RETURN to continue:
```

Figure 2.7

If for any reason there is a problem in the starting of the After Hours Network when stopping the Online System, it can be manually started by selecting Start and Stop After Hours Network from the Main Selection Menu at the Main Console. Next select Start the After Hours Network and press enter.

Another reason for stopping the Online System is to do a safe shutdown of the system or to reboot the system. A single day recovery is needed, if the Online System is not properly stopped.

Other than for End of Day processing, it is <u>not</u> necessary to start the After Hours Network when stopping the Online System for brief periods of time. The following steps will need to be done, if the After Hours Network was started by mistake.

- Select: Start and Stop the After Hours Network from the Main Selection Menu.
- Select: Stop the After Hours Network. (Wait for the message
        "Stopping Offline Terminal System Completed…")
- Select: Update the After Hours Transactions. (Wait for the message
        "Update Completed".) Press Escape.
- Select: Start and Stop the Online System.
- Select: Start the Online System.

(If an attempt was made to start the online prior to doing the steps above, a message will display stating **"There are After Hours Transactions to be updated"**.)

The online system must be stopped from the Main Console. Login access can be performed from windows one thru four. Window one displays messages coming from the Unix system. To avoid seeing these messages and having it interfere with normal processing, Datamatic suggests to use one of the other windows to login into the main console. To do this, press the Alt + F2 or Alt +F3, etc. Next login with signon as normal. If the Main Console is locked up, contact Datamatic Customer Support for assistance.

Safe Shutdown procedures:

Select:	From the Main Selection Menu at the Main Console
Select:	Stop and Start the Online System
Select:	Stop the Online System
	(Answer "n" for no to starting the After Hours Network)
Operations Box - keyword:	equi
Select:	Equipment Menu
Select:	Safe Shut Down of Computer Equipment

WARNING

This process will logout all active terminals and stops the on-line terminal system. This should be selected only if you are planning to boot your system.

Do you wish to continue (y/n) ?

Answer: "y" for yes and press enter.

The system displays.

```
        Stopping Online Terminal System…

        Update Process for Credit Union 04 not running
        Update Router for Credit Union 04 not running
        Inquiry Process for Credit Union 04 not running
        Ledger Process for Credit Union 04 not running

        Stopping Auxiliary Services…

        Stop Online Terminal System Completed…

        Shutdown started.   Mon  Apr  01   19:18:45  EDT  2002

        Broadcast Message from root (ttyp0) on Y2KTEST    Apr  01  19:18  2002…
        THE SYSTEM IS BEING SHUT DOWN NOW ! ! !
        Log off now or risk your files being damaged.

        Shutdown proceeding.  Please wait . . . . . . . . . . .
```

Figure 2.8

The system will continue the process of shutting down the system until the messages appear stating "Safe to Power Off" or "Press Any Key to Reboot" when the safe shutdown process is done at the Main Console.

If a safe shutdown is attempted from another PC, it will display a message similar to "Please wait….Press any key to continue". It will be necessary to return to the Main Console (F1) to see the message "Safe to Power Off" or "Press Any Key to Reboot". When the Safe Shutdown is complete, turn off the power to the server. With the new servers, it is no longer valid to press any key to reboot. Press the power button to power off. If ready to boot the system, press the power button again to boot.

Start/Stop VIEW

The Start/Stop VIEW selection displays a menu of options that apply to resetting VIEW.

From Main Selection Menu select: Start and Stop Online System
                                      Start/Stop VIEW

```
        Start/Stop VIEW
          Version 7.1
        Test Credit Union

Return to Menu
Start VIEW
Stop VIEW
Reset VIEW
Start VIEW (Training CU)
Stop VIEW (Training CU)
```

Figure 2.9

Start VIEW

The Start VIEW selection is used to start the interface to VIEW, after using the "Stop VIEW" selection. These options might be used if VIEW goes down for any reason.

Stop VIEW

The Stop VIEW selection is used to stop the interface to VIEW, if VIEW goes down for any reason. Use the "Start VIEW" selection to start VIEW again.

Reset VIEW

The Reset VIEW selection is used to reset the interface to VIEW, if VIEW goes down for any reason. This might be used if the Stop VIEW and Start VIEW selections do not work.

**Note: This option will not log out employees that are using VIEW.

Start VIEW (Training CU)

The Start VIEW (Training CU) selection is used to start a Training Credit Union for VIEW and not have it linked with the regular credit union. **Contact Customer Support before** this option is selected, since Datamatic must copy over the files from the regular credit union to create the files for the Training Credit Union. The online system for the Training Credit Union will need to be started after using this option. The Training Credit Union will remain active until the next time the system is rebooted.

**Note: Online credit unions will need to contact Customer Support, if they need the training credit union started. Customer Support will then contact Operations to start the training credit union.

Additional Information

No End of Day processing is done for the Training Credit Union.

It would be a good idea to change the Teller Names and Passwords in the Training Credit Union. This is so that the employees do not accidentally login to the wrong credit union.

There will be two credit unions listed when logging into VIEW (one for the regular credit union and one for the training credit union). Make the appropriate selection when logging in.

Stop VIEW (Training CU)

The Stop VIEW (Training CU) selection is used stop the Training CU, if necessary.

Special Network Operations

The Special Network Operations selection is a menu that displays a variety of network functions that may be used by the credit union. ****Note:** Keep in mind that some options may be displayed on the screen that to do not apply to the credit union. Only use the options for the services offered by your credit union.

From the Main Selection Menu select: Start and Stop Online System
Special Network Operations

```
              Special Network Operations
                      Version 7.1
                   Test Credit Union

Return to Menu
Start the Online System (Console Only)
Stop the Online System (Console Only)
Reset the On-Line Terminal System
Start Voice Response
Stop Voice Response
Start ATM Networks/Service Center
Stop ATM Networks/Service Center
View ATM Networks/Service Center Log
Start Internet Banking
Stop Internet Banking
Start the Ledger Network
Stop the Ledger Network
```

Figure 2.10

Start the Online System (Console Only)

The Start the Online System (Console Only) selection is used to start the online system for only the main console and leave the PC's, Voice Response, Online ATM's and Internet Banking, etc. inactive. <u>This option can only be used if the online system has already been stopped.</u>

This would allow the credit union to dictate which online services will be available, if it became necessary. The services desired would each need to be started individually.

From the Main Selection Menu select: Start and Stop the Online System
Special Network Operations
Start the Online System (Console Only)

Stop the Online System (Console Only)

The Stop the Online System (Console Only) selection is used to stop the online system, if the Start the Online System (Console Only) selection was used. To bring the entire system back up, use "Start the Online System" under Start and Stop Online System after using this selection.

From the Main Selection Menu select: Start and Stop the Online System
Special Network Operations
Stop the Online System (Console Only)

Reset the On-Line Terminal System

The Reset the On-Line Terminal System selection **cannot be used to reset credit union 01**. This option can only be used to reset any credit union that is not linked and not credit union 01 when the on-line system was not properly shutdown. Also, there cannot have been any transactions processed between the last End of Day being processed and when the reset is done for the credit union being reset.

From the Main Selection Menu select: Start and Stop Online System
                                                Special Network Operations
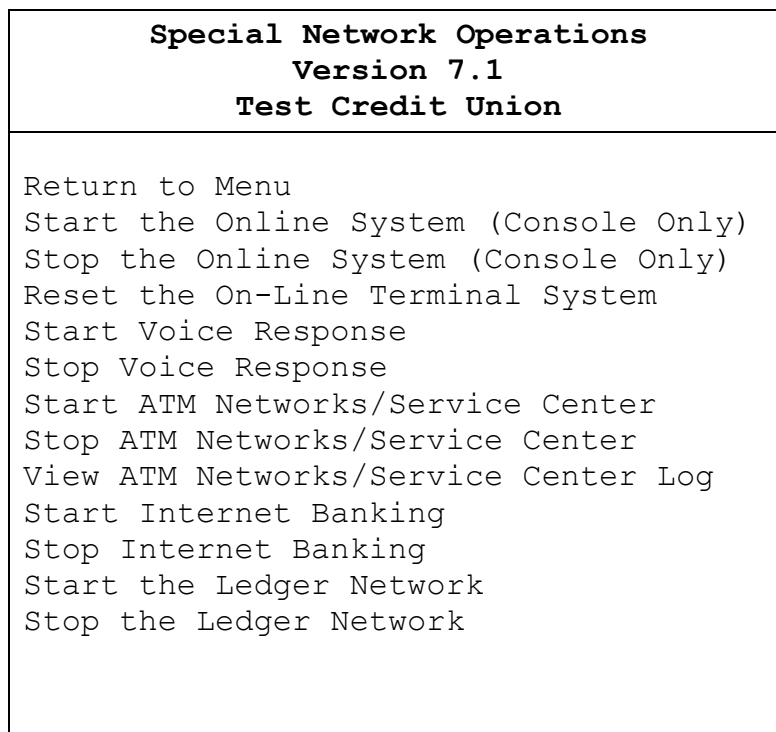   Reset the On-Line Terminal System

When trying to start the on-line system for the "test" or "charge off" credit union and the message "Warning – on-line was not stopped successfully, canceling on-line request" is displayed, this procedure can be done by the credit union.

After resetting, start the on-line system as normally done.

With the Main Credit Union (CU 01), if the credit union gets this message, a Single Day Recovery would usually need to be done.

The procedure above can also be used for a "charge off" credit union. ****Note:** If the warning message is displayed stating that the dates are different, it is OK to continue. Also, if the credit union ha**s** not used the charge off credit union in quite a while, a message might display stating that the julian date is greater than today's date. It is OK to say yes to reset the date.

Changing the Credit Union Date for the Test Credit Union/Charge Off Credit Union needs to be done by programming. Since End of Day is not run every day for the test credit union, the Credit Union Date will not advance.

When shutting down the system to re-boot, etc., remember to stop the online system for all of the other credit unions (test, charge off, etc.) on the system. If this is not done, the message "Warning – on-line was not stopped successfully, canceling on-line request" will be displayed the next time the attempt is made to start the online system for the credit union that was not properly shutdown.

Note: See the **"Automatic Recovery - Power Failure or Improper Shutdown" chapter at the end of this manual, for power failure or improper shutdown issues with credit union 01.

Start Voice Response

The Start Voice Response selection is used by credit unions that have purchased the Audio Response optional software package. This option will start the voice response system after the voice response system was stopped.

From the Main Selection Menu select: Start and Stop Online System
Special Network Operations
Start Voice Response

After making the selection, the system prompts:

Do you wish to start Audio Response? (y or n)

Enter the appropriate response of "y" for yes or "n" for no and press enter.

Stop Voice Response

The Stop Voice Response selection is used by credit unions that have purchased the Audio Response optional software package. This option will stop the voice response system. The Start Voice Response selection is used to start the system again, after the voice response system has been stopped.

From the Main Selection Menu select: Start and Stop Online System
Special Network Operations
Stop Voice Response

After making the selection, the system prompts:

Would you like to stop Audio Response? (y or n)

Enter the appropriate response of "y" for yes or "n" for no and press enter.

Start ATM Networks/Service Center

The Start ATM Networks/Service Center selection is used by credit union's that allow their members to use a Service Center and/or ATM machines at a Service Center location. This option is used after selecting the "Stop ATM Networks/Service Center" option, if the service center connection goes down for any reason.

From the Main Selection Menu select: Start and Stop Online System
                                                                    Special Network Operations
                                                                    Start ATM Networks/Service Center

After doing the stop and start options, and if the network is still down, do a safe shutdown of the computer system. This may clear up the problem.

If neither of these options work, call either the ATM vendor or Service Center to check out the equipment on their end.

Stop ATM Networks/Service Center

The Stop ATM Networks/Service Center selection is used by credit union's that allow their members to use a Service Center and/or ATM machines at a Service Center location. After this option is used, select the "Start ATM Networks/Service Center" option, if the service center connection goes down for any reason.

From the Main Selection Menu select: Start and Stop Online System
                                                                    Special Network Operations
                                                                    Stop ATM Networks/Service Center

After doing the stop and start options, and if the network is still down, do a safe shutdown of the computer system. This may clear up the problem.

If neither of these options work, call either the ATM vendor or Service Center to check out the equipment on their end.

View ATM Networks/Service Center Log

The View ATM Networks/Service Center Log selection is used to view a log of ATM and/or service center activity.

Start Internet Banking

The Start Internet Banking selection is used by credit unions that have purchased the Internet Banking optional software package. This option will start the internet banking system after the internet banking system was stopped.

From the Main Selection Menu select: Start and Stop Online System
                                              Special Network Operations
                                              Start Internet Banking

Stop Internet Banking

The Stop Internet Banking selection is used by credit unions that have purchased the Internet Banking optional software package. This option will stop the internet banking system. The Start Internet Banking selection is used to start the system again, after the internet banking system has been stopped.

From the Main Selection Menu select: Start and Stop Online System
                                              Special Network Operations
                                              Stop Internet Banking

Start the Ledger Network

The Start the Ledger Network option is used to start the ledger network. The ledger network can be stopped and started independent of the online system.

From the Main Selection Menu select: Start and Stop Online System
                                          Special Network Operations
                                          Start the Ledger Network

The system will display a message, if a procedure is attempted without stopping the ledger network. Some of the reasons for using this selection would be as follows:
   ● Initialize Ledger Beginning Balances
   ● Remove Ledger Detail
   ● Create Ledger Branch

After finishing the procedure, remember to start the ledger network. This is done by using the option "Start the Ledger Network".

Follow the instructions on the screen.

Stop the Ledger Network

The Stop the Ledger Network option is used to stop the ledger network. The ledger network can be stopped and started independent of the online system.

From the Main Selection Menu select: Start and Stop Online System
                                          Special Network Operations
                                          Stop the Ledger Network

Note: This will only stop Journal Vouchers from being completed. This will not prevent tellers from processing transaction code 80 and 90 debits and credits to the general ledger.

The system will display a message, if a procedure is attempted without stopping the ledger network. Some of the reasons for using this selection would be as follows:
   ● Initialize Ledger Beginning Balances
   ● Remove Ledger Detail
   ● Create Ledger Branch

After finishing the procedure, remember to start the ledger network. This is done by using the option "Start the Ledger Network".

Follow the instructions on the screen.

Set Receipt Message

The Set Receipt Message is used to enter or change the message that will be printed on the teller receipts.

From the Main Selection Menu select: Start and Stop Online System
                                              Set Receipt Message

**Note: This option is also found under System Administration in VIEW and in the Operations Box (at the Main Console).
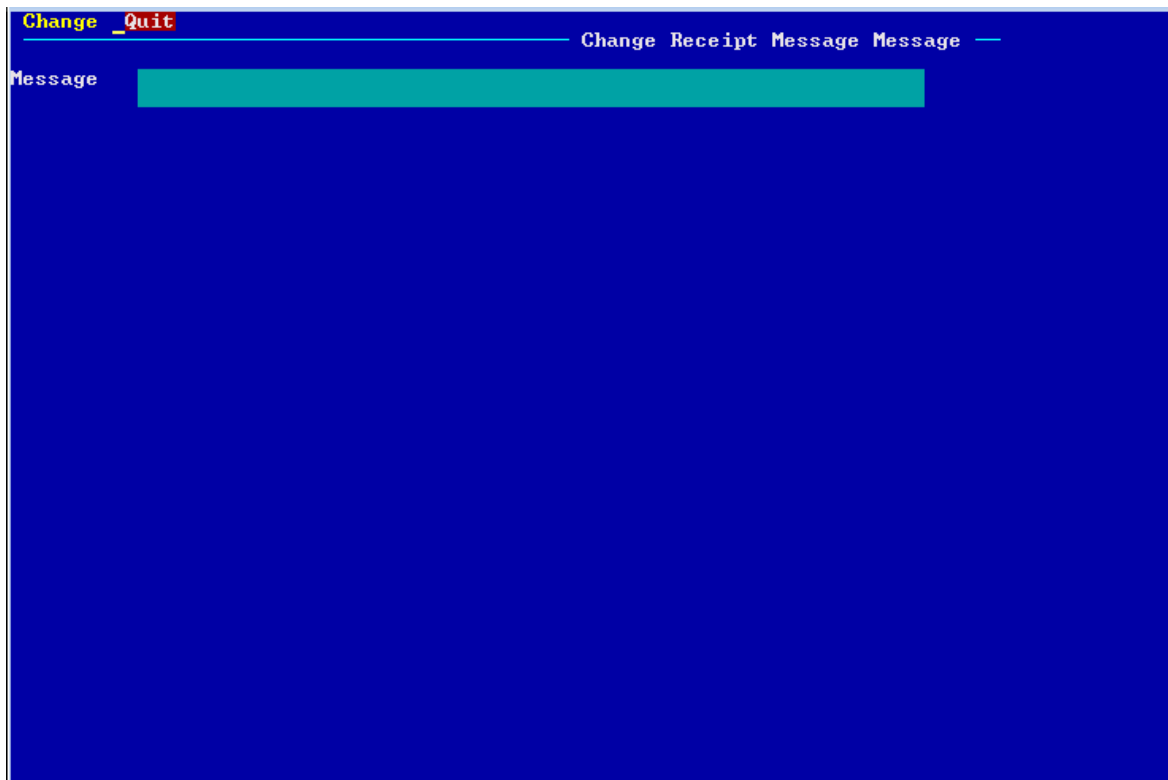
Figure 2.11

This is where to type in the message that will be printed on the receipts that are printed.

Press enter when finished typing in the message. Select "yes" in the upper right corner of the screen (if not already selected) and press enter to process the change.

After changing the screen, any tellers that are logged in will need to log out and back in so the receipts will be printed with the new message. If this is done before anyone is logged in, this step will not be necessary.

Set Credit Union Date

The Set Credit Union Date option is used to change the credit union date. The credit union date is the posting date for the transactions being processed. **This option should not be used before contacting Datamatic.** Contact Datamatic prior to changing the credit union date.

From the Main Selection Menu select: Start and Stop Online System
                                                                    Set Credit Union Date

The Credit Union Date can **only** be CHANGED, **if no transactions have been run since the last EOD**. If the credit union has after-hours transactions, the credit union <u>cannot</u> change the Credit Union Date and will have to run a multiple day recovery. The credit union can also elect to keep date as is, if they choose.

The System Displays - THE NEXT BUSINESS DAY WILL BE _____ before beginning each End of Day. This allows the credit union the opportunity to correct the HOLIDAY dates before beginning to process End of Day.

THE ONLINE SYSTEM MUST BE STOPPED:

>   Select: FROM THE MAIN SELECTION MENU AT THE MAIN CONSOLE
>   Select: START AND STOP ONLINE SYSTEM
>   Select: STOP THE ONLINE SYSTEM

>   After the online system has been stopped, press Esc and:

>   Select: SET CREDIT UNION DATE
>   Key in today's date - press RETURN. (**Note:** If the date has to be set back, it is necessary
>   to Press the F1 key to process.)

>   System will display the new date.
>   CU date set for ....

>   Return to: START AND STOP ONLINE MENU
>   Select: START THE ONLINE SYSTEM

***Note: There are other things to consider, if the Credit Union date has been changed.

If the credit union has advanced the date into the future, the credit union must consider all automatic jobs that normally process with End of Day such as Loan Payment transfers, Daily Transfer Payrolls and CD interest. Normally the system would do these for the marked holidays but it will not do them if the days are skipped because the credit union has advanced the date. The credit union must create these jobs manually for the business days skipped and either update with online or leave for the system to update. The best way for the credit union to tell what jobs are processed is to look at the End of Day Preview from a previous Operations Log.

If the credit union date needs to be set in the past (Days that were marked as holidays) these same automatic processing jobs need to be considered. The system would have already processed these jobs with the last End of Day and now the system will want to process those same jobs over again.

This is most often a problem after a National Holiday. Often the current year holiday dates are added, but last year's holiday dates are not removed. When this has happened, remember to go back and check this screen and review the remaining dates on screen. **It is extremely important that the Credit Union keeps the Holiday Schedule up to date in Automated Operations Setup.**

The holidays **must be the same in all linked credit unions** otherwise that will cause problems. End of Day starts in credit union 1 but finishes in credit union 2 (or last credit union) for linked credit unions.

Set Credit Union Date

Set System Date and Time

The Set System Date and Time option is used to change the system date and/or time. The System Date can be changed anytime since it is only an internal clock. If the system has been off, the battery backup should keep the system date and time but not always.

From the Main Selection Menu select: Start and Stop Online System
                                                                       Set System Date and Time

**Note: The system date and time may also be changed in the Operations Box (at the Main Console) in the Equipment Menu.

This affects the time that shows on the transaction receipts, history inquiry screens and the teller balancing screens. Enter the date and time as shown on the screen, with no dashes or colons, otherwise it will not work. The date field appears first.

IMPORTANT: Even if the date is correct and only the time needs to be changed, the date still needs to be entered. The date must be entered in the MMDDCCYY format (no dashes), otherwise, a message will be displayed after pressing enter.

Enter the time in **military time**. After entering and processing the screen, the new date/time will display at the top of the screen. If this does not display correctly, say yes to "Do you want to change it" and do the steps again.

IMPORTANT: In order for the change to take effect on receipts, history inquiries and teller balancing screens, the online system must be stopped and started again. If the credit union does not want to do this now, the change will take affect when the online system is started after End of Day processing.

**Note: If the credit union has a test credit union or Charge Off credit union, these are multiple programs running on one computer. If the system date and time is changed on one credit union, it will affect all of the credit unions, including the main credit union.

Disallow Logins

The Disallow Logins option is used to prohibit employees from logging in to the Datamatic system.

From the Main Selection Menu select: Start and Stop Online System
                      Disallow Logins

A credit union might use this option if the online system was up and running but no transactions were desired.

Logins would not be allowed until the "Allow Logins" selection was completed.

Allow Logins

The Allow Logins selection is used to allow employees to login to the Datamatic system after using the "Disallow Logins" selection.

From the Main Selection Menu select: Start and Stop Online System
                      Allow Logins

After using the option to "Disallow Logins", a credit union would use this option to start allowing employees to do logins again.

CHAPTER 3 - Start and Stop After Hours Network

The Start and Stop After Hours Network selection displays a menu of options that apply to the After Hours Network.

From Main Selection Menu select Start and Stop After Hours Network. The system displays.

```
        Start and Stop After Hours Network
                    Version 7.1
                 Test Credit Union

Return to Main Selection Menu
Start the After Hours Network
Stop the After Hours Network
Update the After Hours Transactions
```

Figure 3.1

The purpose of the After Hours Network is to allow members to do Voice Response, Online ATM, and Internet Banking transactions when the online system is stopped to do End of Day processing. For credit unions that offer one or more of these services, the After Hours Network is started, by entering a "y", when the Online System is stopped.

**Note: If the credit union is stopping the online system for a brief period of time, enter an "n" next to the question "Do you want to start the Offline Terminal System (y/n) ?". Otherwise, if the After Hours Network is started other than just prior to processing End of Day, the procedures on page 3.4 will need to be done.

Start the After Hours Network
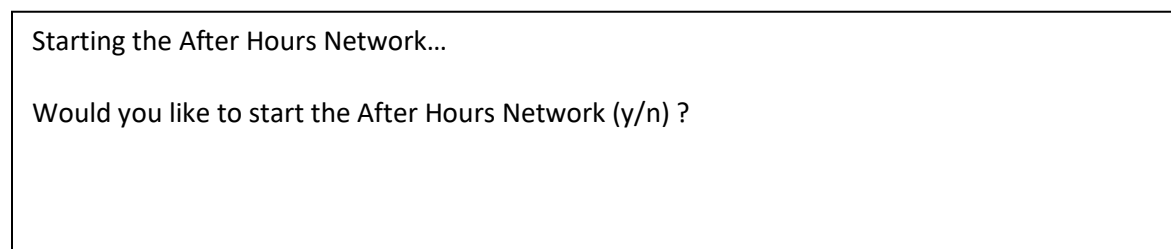
The Start the After Hours Network option might be used to start the After Hours Network, if for any reason there is a problem in starting the After Hours Network when stopping the Online System. It can be started by selecting this option.

Otherwise, this selection is normally not used.

From the Main Selection Menu select: Start and Stop After Hours Network
                                              Start the After Hours Network

After making the selection, the system displays:

```
Starting the After Hours Network…

Would you like to start the After Hours Network (y/n) ?


```

Figure 3.2

Enter a "y" for yes and press enter. The system will check for networking processes and display a message of "Start After Hours Network Completed" when finished. The screen for each credit union will be different depending on the services offered.

Stop the After Hours Network

The Stop the After Hours Network option might be used to stop the After Hours Network, if there were problems with End of Day processing. If End of Day did not finish, the After Hours Network was not stopped and the After Hours Transactions were not updated. (See example on the next page.)

This option would also need to be used to manually stop the After Hours Network, if the After Hours Network was manually started. (See Start the After Hours Network.)

From the Main Selection Menu select: Start and Stop After Hours Network
                                              Stop the After Hours Network

After making the selection, the system displays:

```
Stopping After Hours Network…


Stopping Offline Process for Credit Union 01…

Stopping Auxillary Services...

Stopping After Hours Network Completed…

Press RETURN to continue:
```
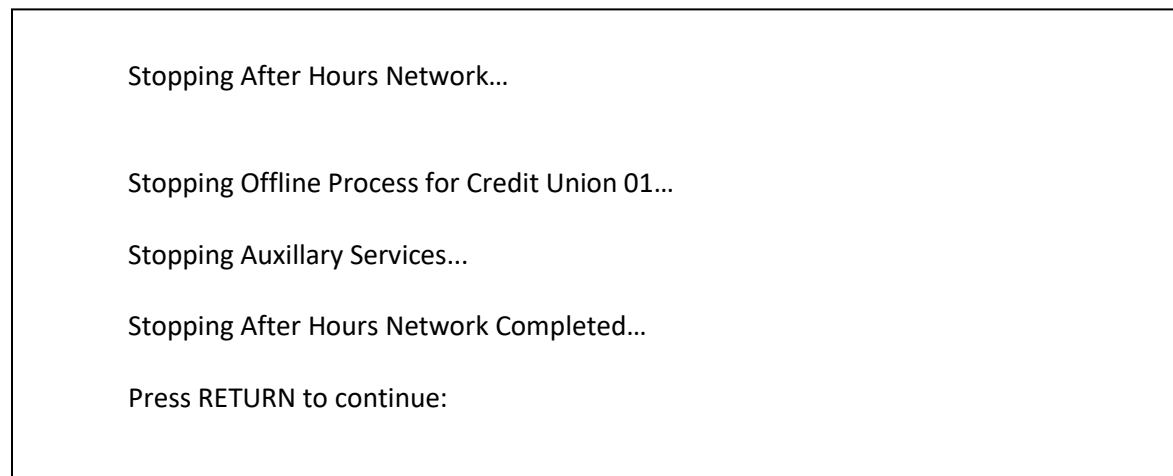
Figure 3.3

Normal occurrence with End of Day processing…

This will only occur, if the credit union answers "y" for yes to starting the After Hours Network when stopping the online to begin End of Day processing. - After End of Day is finished and the ending backup tape is verified, the system will stop the After Hours Network, Update the After Hours Transactions and start the online system. It is not necessary to start the online system upon arriving at the credit union in the morning. It could actually cause some system problems if the online system is started when it was already running.

See example on the next page.

Example: The After Hours Network started by mistake -

This may happen, when doing a safe shutdown or stopping the online system for whatever reason. If the After Hours Network was started in error, these steps will need to be done before the online system can be started.

These are the steps to do, if the After Hours Transactions need to be updated, regardless of the reason. A message will display when attempting to start the online system that there are After Hours Transactions to be updated.

- Select: Start and Stop the After Hours Network from the Main Selection Menu.
- Select: Stop the After Hours Network. (Wait for the message
                                     "Stopping Offline Terminal System Completed…")
- Select: Update the After Hours Transactions. (Wait for the message
                                     "Update Completed".) Press Escape.
- Select: Start and Stop the Online System.
- Select: Start the Online System.

(If an attempt was made to start the online prior to doing the steps above, a message will display stating "There are After Hours Transactions to be updated".)

Even if the credit union does not have After Hours Transactions, but answers "yes" to "Do you want to start the After Hours Network", these steps may need to be done even though there are no After Hours Transactions. Some credit unions do this so that the online system will be up when they come in to work.

Update the After Hours Transactions

The Update the After Hours Transactions option is used to update the After Hours Transactions if they were not automatically updated by the system.

From the Main Selection Menu select: Start and Stop After Hours Network
                                          Update the After Hours Transactions

This option is used anytime the After Hours Network is started manually. Before the Online System can be started, the After Hours Network must be stopped and the After Hours Transactions must be updated. Even if there were no After Hours Transactions done during that time (and there is no way to verify), the process still needs to be done. This option may also need to be used, if there were problems with End of Day and the system did not automatically stop the after hours network and update the after hours transactions.

After making the selection, the system displays:

The current Credit Union Date is XXXXXXXX

Do you wish to update the After Hours Transactions with this date (y/n)?

Figure 3.4

Enter a "y" for yes and press enter. When the transactions have finished updating, a message will be displayed stating "Update Completed". Now the Online System can be started.

CHAPTER 4 - End of Day Processing

The End of Day Processing selection will display a menu of options used to process End of Day.

From the Main Selection Menu select, End of Day Processing. The system displays.

```
              End of Day Processing
                   Version 7.1
                Test Credit Union

Return to Main Selection Menu
Preview Automated End of Day
Create Daily Transaction file Backup
Automated End of Day
Reload and Rerun End of Day (Single CU)
Special End of Day Menu


```

Figure 4.1

Preview Automated End of Day

The Preview Automated End of Day selection is used to preview the jobs that will be run, created or updated with End of Day. This screen <u>must</u> be checked daily before starting to process End of Day. This will give the operator a chance to remove a file(s) that should not be updated or run a job that should be updated, etc. before starting to process End of Day. For credit unions with a linked credit union, the system will also verify that the next business day dates in both credit unions are the same. (See next page for more details.) Also, changes could also be made to the Automated Operations Calendar Setup screen that would affect jobs that will be done with End of Day.

Also, the **Next Online Business Day** is displayed on this screen. If the date is incorrect, the operator can make changes to the Holidays entered on the Automated Operations Setup screen. Check the Preview Automated End of Day screen after making the changes to verify that the correct next online business day and jobs to be completed are now displayed.

From the Main Selection Menu select: End of Day Processing
                                                                     Preview Automated End of Day
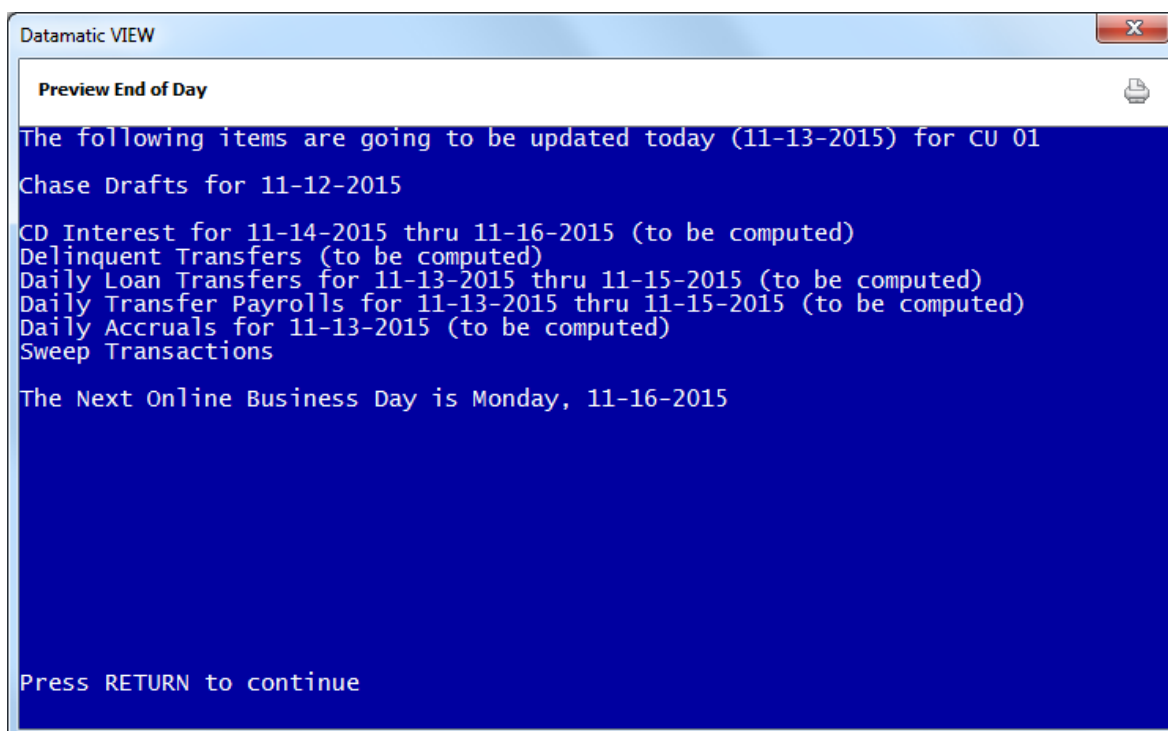
Figure 4.2

This is an example only of the Preview Automated End of Day screen. Each credit union will vary with what is displayed on this screen.

The operator should have a list of the jobs that should be run, created and/or updated with every End of Day, End of Month, End of Quarter and End of Year. The manager should update this list as changes are made. This will eliminate jobs from being updated in error or jobs not being updated due to not being scheduled in the Automated Operations Calendar Setup screen, as well as, a wrong Credit Union Date.

A Multiple Day Recovery (or manually reversing transactions) is required to correct a file(s) that was updated in error with End of Day processing. The same may be true, if a job was not run or scheduled, therefore not updated with End of Day processing or to correct a wrong Credit Union Date. If the credit union date is advanced a day or two in the future due to an incorrect holiday date(s), this cannot be corrected. The credit union will not do End of Day processing until the date is current.

**Note: The Preview End of Day selection is also available in VIEW under the Operations window (Ctrl + O) then the End of Day folder. This will eliminate the need to go to the Main Console and login to signon just to check the files to be completed with End of Day processing, especially for Unattended End of Day users.

For credit unions with a "linked" credit union - When a staff person checks the End of Day Preview screen before leaving the credit union, the system will check to verify that the next business dates for both credit unions matches. It is important that the dates match since End of Day processing begins in CU 01 and ends in the linked CU.

**Note: This will <u>not</u> stop End of Day Processing from continuing for credit unions using the Unattended End of Day feature, but will give the staff a warning so that changes can be made.

Example of the End of Day Preview screen.

Datamatic VIEW

Preview End of Day

```
The following items are going to be updated today (01-23-2014) for CU 01

ACH/FRB Return Fees
ACH/FRB Return Transactions
Federal Reserve Bank Transactions for 01-24-2014

CD Interest for 01-24-2014 (to be computed)
Delinquent Transfers (to be computed)
Daily Loan Transfers for 01-23-2014 (to be computed)
Daily Transfer Payrolls for 01-23-2014 (to be computed)
Daily Accruals for 01-23-2014 (to be computed)

The Next Online Business Day is Friday, 01-24-2014




Press RETURN to continue _
```
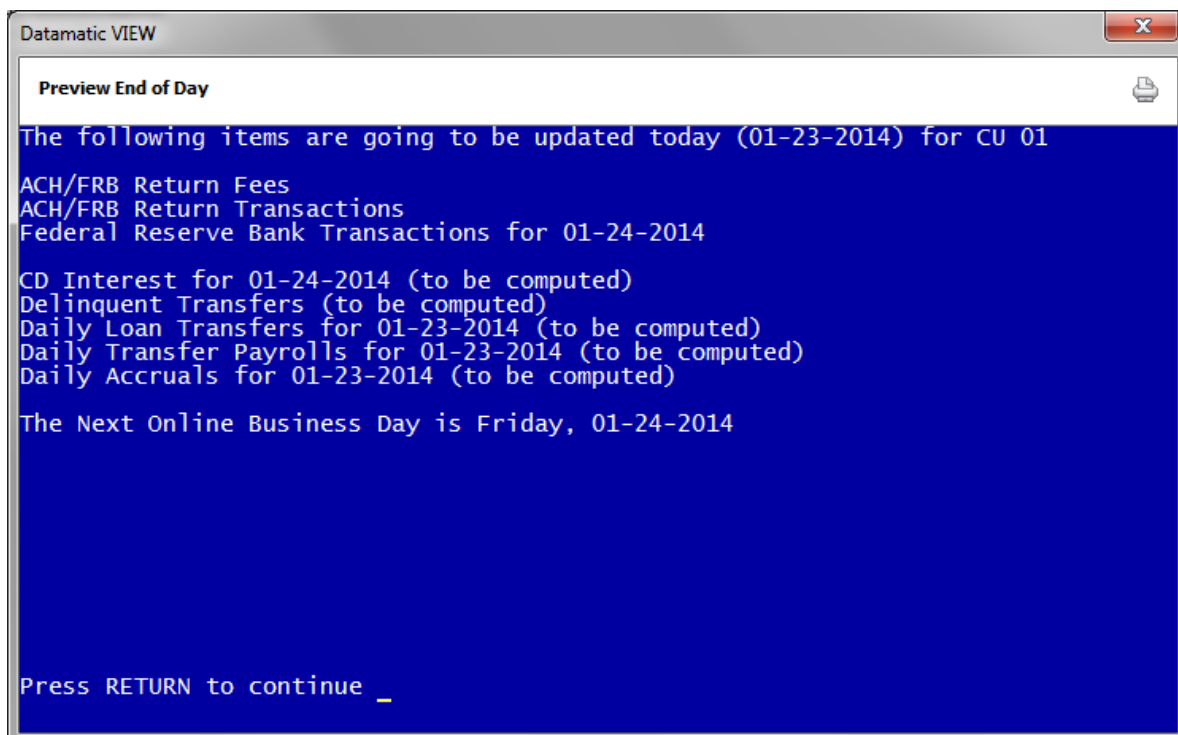
Figure 4.3

After pressing return to continue, and if the next business day dates in CU 01 and the linked credit union do not match, the following screen will be displayed.
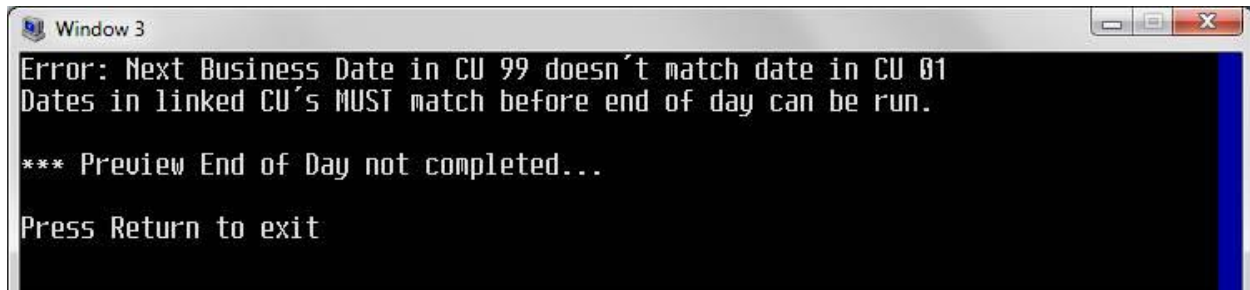

Figure 4.4

Create Daily Transaction File Backup

The Create Daily Transaction File Backup selection is used to backup the daily transactions to take offsite, before leaving the credit union each night. This tape can be created while the online system is up. If a recovery is needed the next day, this tape would be used together with the most recent ending backup tape. This will be especially useful for credit unions using the Unattended End of Day feature.

From the Main Selection Menu select: End of Day Processing
                                                                            Create Daily Transaction File Backup

**Note: This selection is also available in VIEW under Operations (Ctrl + O) in the End of Day folder. This will allow the credit union to select this job in VIEW, if needed, if there are console keyboard issues, etc.

Note: For credit unions that have purchased the Datamatic **"Disaster Recovery Replication" service, this job can be setup to run automatically. The daily transactions that are backed up will be transmitted to the off-site Disaster Recovery machines before the Unattended End of Day is scheduled to run. (Programming must setup the time on the system for this job to run automatically.) This will eliminate the need to run this backup job before leaving the credit union. Also, this will eliminate the need to wait for Datamatic to receive a backup tape, if the credit union has a disaster.

Some credit unions have chosen to manually backup the daily transactions and some are doing both. The credit union will decide which options to use.

Also, if this job is completed manually, the information will <u>not</u> be transmitted to the off-site Disaster Recovery machines. It will be necessary to take the backup tape to an off-site location.

After making the selection, the system displays:
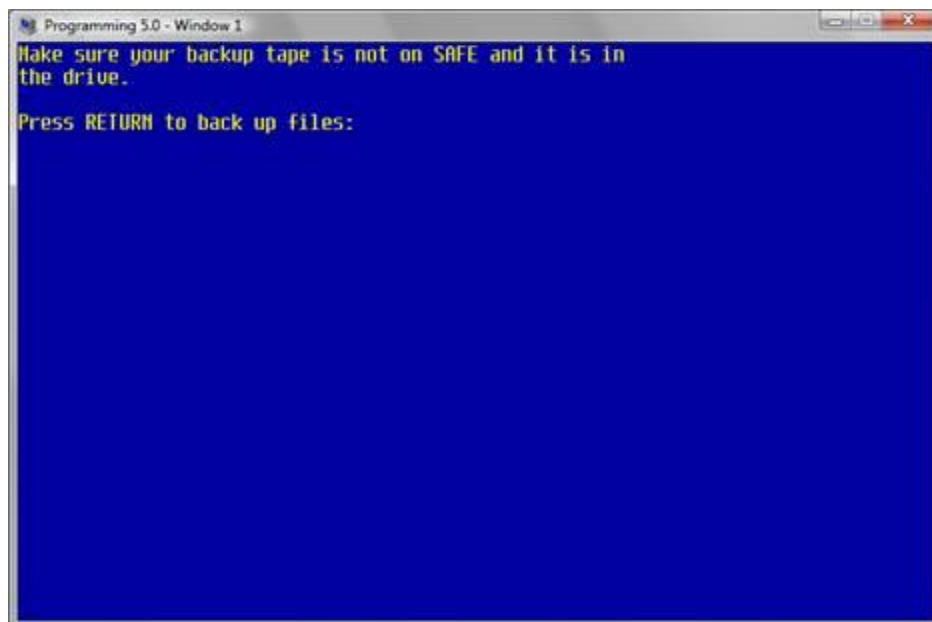
Figure 4.5

After the tape is in the drive, press enter and the system displays:
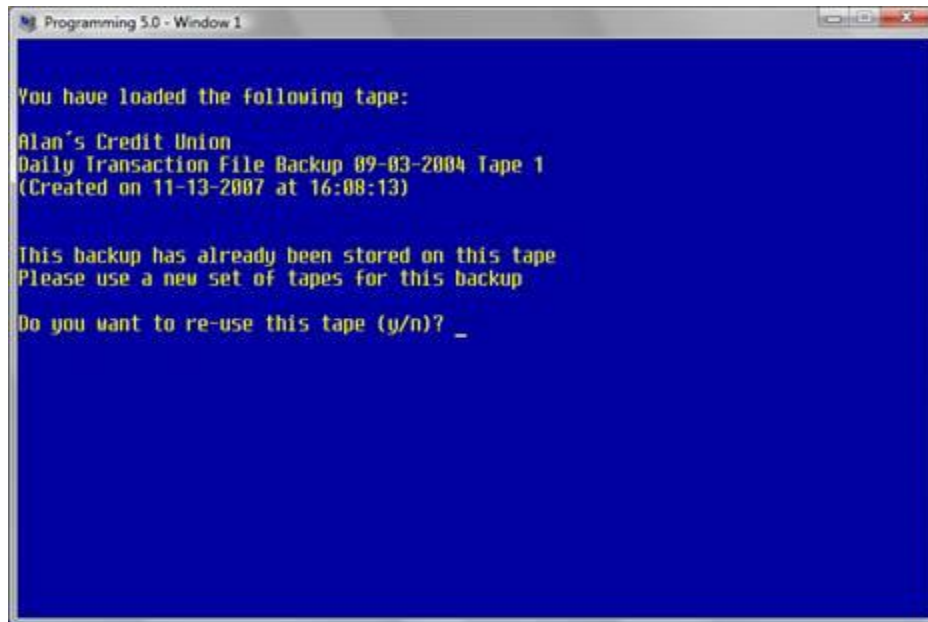
Figure 4.6

To re-use the tape, enter a "y" for yes. Otherwise, enter an "n" for no and put a new tape in the drive. After the tape starts being created, the system displays.

Figure 4.7

4.6   Create Daily Transaction File Backup
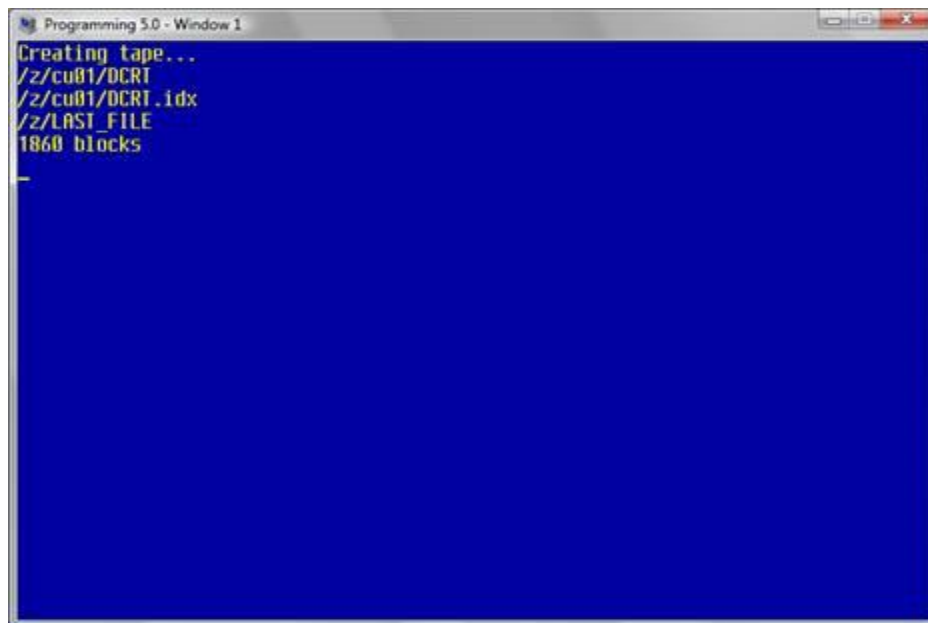
When finished, the system displays.
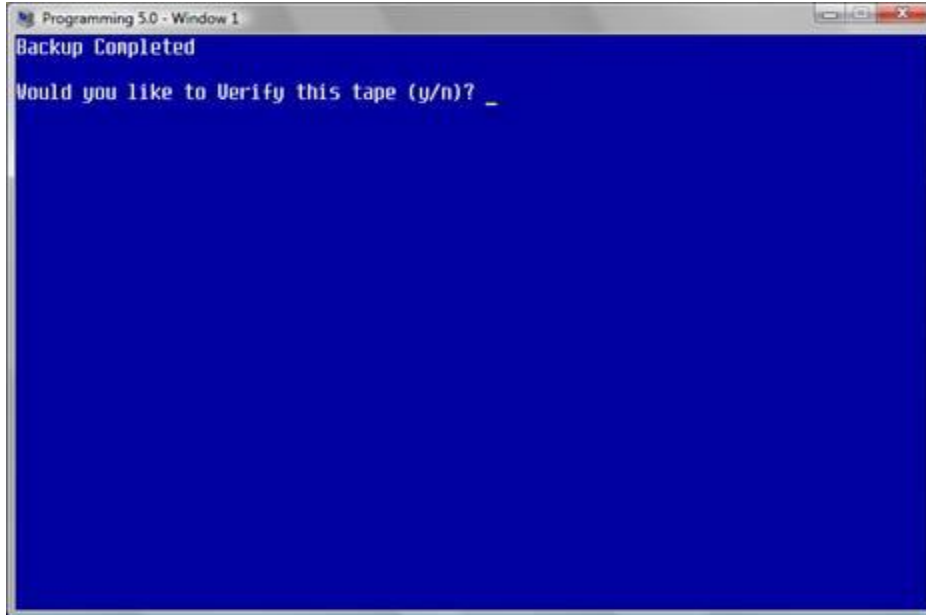
Figure 4.8

Enter a "y" for yes, to the question "Would you like to verify this tape (y/n) ?". When the tape verification has finished, the system displays.
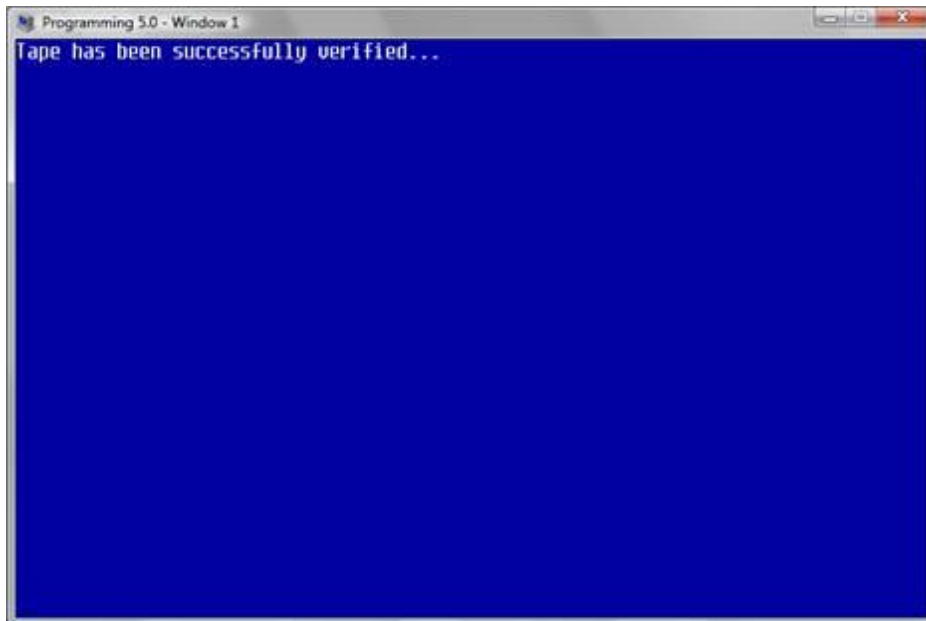
Figure 4.9

The backup tape should pop out of the drive automatically after verified.

The backup tape must be taken offsite.

Automated End of Day

The Automated End of Day selection is used to process End of Day. ****Note:** Before making this selection, stop the online system. If the credit union has one or more linked credit unions (such as a charge off or test credit union), stopping the online in CU 01 will stop the online for the linked credit unions. Only for non-linked credit unions does the online system need to be stopped separately.

From the Main Selection Menu select: Stop and Start the Online System
                                                                          Stop the Online System

**If the credit union has after hours transactions (for Audio Response, online ATM's/Debit Cards, Service Center or Internet Banking), the After Hours Network should be started.**

From the Main Selection Menu select: End of Day Processing
                                                                          Automated End of Day

After making the selection, the system checks for the files to be run, created or updated. The system displays.

The following items are going to be update today (05-15-2007) for CU 01

ATM Service Charge Transactions
Insurance Transactions (Computed)

CD Interest for 05-16-2007 (to be computed)
Delinquent Transfers (to be computed)
Daily Transfer Payrolls for 05-15-2007 (to be computed)

The Next Online Business Day is Wednesday, 05-16-2007

Press RETURN to continue

Figure 4.10

This is the same screen as the "Preview Automated End of Day" selection. Since it is so important to verify this screen, it is also displayed on the Automated End of Day selection, also.

See Note on the next page.

This is the last chance to verify that the correct files to be run, created or updated are displayed. Also, verify that the **Next Online Business Day** is correct. If not, go to the Automated Operations Setup screen (under System Administration) and verify the holiday schedule.

Press Esc and enter an "n" for no to the question "Would you like to begin End of Day processing for CU = 01 (y/n)?", if changes need to be made.

After the Preview screen is OK, press enter and the system will ask the question "Would you like to begin End of Day processing for CU = 01 (y/n)?". Enter a "y" for yes and press enter.

Note: If "n" for no is entered to the above question, a message of **"End of Day Not Started" will be displayed. If the credit union has linked credit unions and End of Day needs to be done separately, the credit union must be linked.

The system displays "End of Day Processing for CU 01…" then prompts:

Make sure your backup tape for today is in the drive.

Press RETURN to begin End of Day.

Press enter and the system displays "Beginning End of Day Processing for CU 01…" then prompts:

You have loaded the following tape:

XXXX XXXXX Credit Union
Tape Header Record - Date
(Created on XX-XX-XXXX at HH:MM:SS)

Do you want to reuse this tape (y/n)?

To reuse the tape, enter a "y" for yes and press enter. The system will begin End of Day processing and create the backup tape when completed. A beginning hard disk backup and ending hard disk backup is also done during this process.

When End of Day Processing is finished, the system will automatically create and verify the tape. The tape will be ejected from the drive when finished.

Label the tape Backup Tape for XX-XX-XXXX. This tape must be taken offsite. The information on this tape can be used to rebuild the system in the event of a disaster.

When finished, the system displays at the main console:

<div style="border:1px solid black; padding:20px; text-align:center;">

DONE

Press RETURN to continue:

</div>
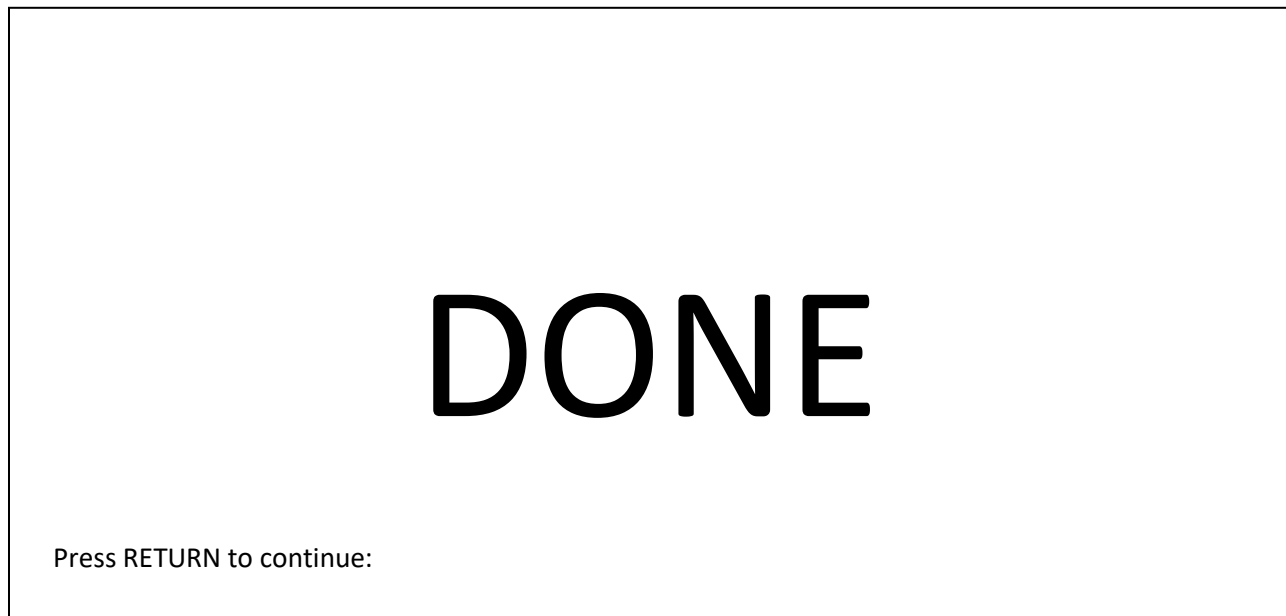
Figure 4.11

Press RETURN and the system returns to the End of Day Processing menu.

Note: If the online system is not up and running the next business day upon arriving at the credit union, check the Operations Log for the previous day can be checked to verify whether or not End of Day was completed. **Contact Datamatic Customer Support for assistance.

If the credit union has After Hours Transactions <u>and</u> after the Ending Backup Tape has been successfully verified, the system will:

>Stop the After Hours Network
Update the After Hours Transactions
Start the Online System

Other Information:

When the system displays the appropriate files to be updated (if there are any) and you have indicated "Y" for Yes that the system should begin End of Day processing, the following processes occur:

1. If the Credit Union is using hard disk backups, the system creates the beginning master file hard disk backup. If the Credit Union is using tape backups, the system creates the beginning master file tape backup.

2. If there are **multiple Credit Unions** in the Routing and Transit Setup and the Credit Union has selected NOT to make hard disk backups and this is the first Credit Union in the setup, all beginning master file data is copied to tape.

3. If there is **only one Credit Union** in the Routing and Transit Setup and the Credit Union has selected to create separate backup tapes, all beginning master file data is copied to tape.

4. If the Credit Union is creating CD interest transactions and the Credit Union date is Monday, the system forecasts the next week's worth of CD interest transactions.

5. If there are files to be updated, the system updates the transactions to the member's accounts.

6. If ACH, ATM or Draft transactions were updated and the Credit Union is using overdraft protection, the system creates the overdraft reports, notices and transactions, and updates the member's accounts. The overdraft notices may be printed during the next business day.

7. The Daily Reports are created and are printed based on the selection for "Print during End of Day" on the Automated Operations Setup screen. The options are:
    *   Yes - Reports will print during End of Day processing.
    *   No - Reports will not be printed. The credit union will print the reports the next business day.
    *   Wait - Reports will be printed after all End of Day processing is completed.

8. The Auto Post JV is created and marked "completed" or "in progress" based upon the Automated Operations Setup.

9. All "in progress" JV's are posted to the General Ledger including the Auto Post JV (if auto post is selected).

10. Share accounts that were opened or closed during the day are collected for monthend reporting.

11. Paid off and new loans are collected for monthend reporting.

12. The daily transactions are removed from the system.

13. If there is <u>only</u> one Credit Union in the Routing and Transit Setup and the Credit Union has <u>not</u> selected to make separate backup tapes, the beginning master file hard disk backup is copied to

tape along with the ending master file data. The beginning master file hard disk backup is then removed.

14. If there is <u>only</u> one Credit Union in the Routing and Transit Setup and the Credit Union has selected to make double tape backups, the ending master file data is copied to tape. The backup tape is verified.

15. If there are multiple Credit Unions in the Routing and Transit Setup and this is the final Credit Union, the ending master file data for all Credit Unions in the table are copied to tape and the daily transactions are removed. The backup tape is verified.

16. The Operations Log is generated.

Verify that the End of Day is completed successfully -

Once End of Day processing is completed, several items should be checked to insure proper completion of the process.

- Review Daily Transaction Reports and make sure all were printed.
- Review Daily Transaction Reports for excessive rejected transactions.
- Verify the successful updating of ATM, ACH, Draft, Payrolls and Insurance batch jobs by checking the batch totals in the Daily Transaction Reports.
- Remove the backup tape from the drive and label with the correct date and name, if not already done.

If the credit union has After Hours transactions, and the After Hours Network was started when the online system was stopped to begin End of Day processing, the online system should be up and running when employees arrive at the credit union the next business day. If not, print the Operations Log (for yesterday and current) and contact Datamatic Customer Support.

On the last business day of the month (or last business day of the year), the system will automatically run monthend processing and year end processing, if applicable.

Datamatic

Daily Processing Checklist

During the Day (if applicable)

	Received File (Initials)	Balanced File (Initials)	Update File with Online (Initials)	Update with End of Day (Initials)
Draft Transmission				
ACH (FRB) Transmission				
ATM Transmission				

	Create File (Initials)	Transmit File (Initials)
Positive File Extract		
Debit Card File Extract		

Payroll Companies Processed Today				

	Create File (Initials)	Balance File, if applicable (Initials)	Update File with Online (Initials)	Update with End of Day (Initials)
Payroll				
Insurance Premiums				
Loan Transfers				
Transfer Payrolls				
Visa File				

The Insurance Premiums, Loan Transfers and Transfer Payroll jobs can be set up to run automatically with End of Day processing. These jobs will Display in the Preview Automated End of Day. The system will create and update the transactions based on the date indicated in the Automated Operations Calendar Setup screen.

Automated End of Day

- Stop the Online System.
- Start the After Hours Network, if applicable.
- Preview Automated End of Day - Verify that all the jobs listed are to be updated and that all the jobs that should be computed and/or updated are listed. Make changes, if necessary before beginning End of Day processing.
- Automated End of Day processing.
- End of Day processing is completed when the Ending Backup Tape is successfully verified. If necessary, look at the Operations Log to verify that End of Day completed.

Data Retention Recommendation

- 1-2 weeks of Daily Ending Backup Tapes.
- 12-18 months of Monthend Backup Tapes.
- Current Software Backup.
- 7 years worth of Year End (December) Monthend Backup Tapes. (Datamatic recommends that two tapes be created for December's Monthend.)
- 2 Full System Backup Tapes.
- Last Software Release Install CD's (VIEW and Enterprise)

Keep the tapes offsite in a safe and secure place or in the vault.

Datamatic

Monthend Processing Checklist

First complete the Daily Processing Checklist, as normal. Before running End of Day for the last business day of the month, complete the following steps for dividend processing:

☐ 1. Verify the Dividend Setup Screens. Change rates, if needed. Print the   screen and initial the page for record purposes.

☐ 2. Project Dividends for the group that will be paid (i.e. E or F)

☐ 3. Manually compute a few dividends and compare to the Projection Report.

Also, if rate changes are needed for Legacy Variable Rate loans or Indexed Variable Rate loans, make these changes **before** running End of Day for the last business day of the month.

☐ 1. Enter "New" loan rate(s) for Legacy Variable Rate loans and/or Indexed Variable Rate Loans with "01" as the Change Date option. ****Note:** If monthend is on a Friday, Saturday, Sunday or Holiday, loans with a Change Date option of "02" or "03", etc. may need to be changed also.

On the last business day of the month, also check the following. ****Note:** Monthend processing automatically runs when Automated End of Day is selected.

☐ 1. Verify the holiday calendar in the Automated Operations Setup. Make changes, if necessary.

☐ 2. Verify the Service Charge Setup screens. Make changes, if needed.

☐ 3. Check the Statement Parameter Setup screen. Change statement message, if necessary.

☐ 4. Preview Automated End of Day to verify the files to be computed and updated.

☐ 5. Select: Automated End of Day
        The Automated End of Day will perform the following steps automatically:
            Compute and post end of month dividends (if applicable).
            Perform monthend processing.
            Create monthend reports to backup.
            Compute and post first of the month dividends (if applicable).
            Post batch items (drafts, ATM, ACH, etc.) due through the next business day.
                Automatically sets the date to the next business day.

After the Automated End of Day is "completed", a monthend backup must be made. The system will prompt to load a tape in the tape drive to make the monthend backup. Automated End of Day has already made the ending backup tape for the last business day of the month and verified the tape.

☐ 1. Backup the monthend files to tape - <u>before running the next End of Day.</u> The operator must answer "yes" to the question "Do you want to verify the tape now - yes or no?". The tape must be created and verified all in one step before End of Day is started for the first business day of the month.

☐ 2. Print Member Trial Balance Total Page before starting online system. (Optional)

Data Retention Recommendation

- 1-2 weeks of Daily Ending Backup Tapes.
- 12-18 months of Monthend Backup Tapes.
- Current Software Backup.
- 7 years worth of Year End (December) Monthend Backup Tapes. (Datamatic recommends that two tapes be created for December's Monthend.)
- 2 Full System Backup Tapes.
- Last Software Release Install CD's (VIEW and Enterprise)

Keep the tapes offsite in a safe and secure place or in the vault.

Additional Monthend Processing Options

Some of the steps outlined below may or may not apply to every credit union. Each step may be completed on any day after Automated End of Day is run from the last business day of the month while the On-Line System is running.

☐ 1. Print Monthend Reports from backup (Print Individual Reports - Monthend directory). Review the monthend reports.

☐ 2. Print Statements or create a Statement Print tape(s)/archive/extract.
   - MONTHLY - If the credit union has monthly statement accounts.
   - QUARTERLY - If it is Quarter End and the credit union has quarterly statement accounts. **Note:** Monthly statements can be printed separately or included with the non-monthly statements.
   - SEMI- ANNUAL/ANNUAL - If it is the end of a semi-annual or annual period and the credit union has semi-annual or annual statement accounts. **Note:** Monthly statements can be printed separately or included with the non-monthly statements.

☐ 3. Create a Statement Microfiche tape/extract for EACH period for which the credit union prints statements (i.e. monthly, quarterly, and semi-annual, annual).

☐ 4. Create a Credit Bureau Tape/file for EACH bureau to which the credit union reports. (Optional)

☐ 5. Create Loan Extract Tape/file for EACH insurance company from which the credit union posts insurance through. (Optional)

☐ 6. Create Additional Microfiche Tapes/archive/extracts for selected reports, such as Membership Trial Balance and General Ledger Detail Report. (Optional)

☐ 7. Print (or print to backup) Membership Trial Balance Report. (Optional)

Datamatic

End of Year Checklist

The following is a list of items to be done prior to beginning End of Day processing on the last business day of the year. Also, at the end of this checklist, are a few items that need to be completed early in January of the new year.

Year End processing is automatically performed when End of Day is selected for the last business day of December. During this process, the system will also automatically setup all ledger accounts for the new year with zero balances.

This is just a general list. A detailed mailing about year end processing is mailed out each year in December.

☐ 1. Check the **holiday dates** entered in Automated Operations Setup. Make sure that the proper dates have been entered here for the new year. This is important since the system uses the holidays entered to determine the next business day when each End of Day is processed. ****Note:** If the credit union has a "Charge Off Credit Union" etc., make sure that the dates are set up in both (all) credit unions.

> System Administration
> Automated Operations Setup

☐ 2. Check the **Dividend Setup** screen to verify the rates, etc are correct prior to beginning End of Day processing on the last business day of the year.

☐ 3. Run **Dividend Projections** for Bonus Dividends and/or Interest Rebates, if the credit union is paying these, prior to beginning End of Day processing on the last business day of the year.

☐ 4. Verify the **12/31 Dividends** option on the Dividend Setup window. If dividends are posted on 12/31 (as opposed to 1/1), this code will define whether they will be reported as income for the current year or for the next year.

> System Administration
> Dividend Setup

Select - Add to This Year's YTD: If the 12/31 dividend is to be added to <u>current</u> YTD Dividend Total.

Select - Add to next Year's YTD: If the 12/31 dividend is to be added to <u>next</u> YTD Dividend Total.

After Year End Checklist

☐ 1. Setup General Ledger Balances for the New Year.

　☐ <u>Change Current Month and Year</u> - After you have completed all entries to the current financial statement, the current month and year in general ledger must be changed to January of the new year.

　☐ <u>Initialize Ledger Beginning Balances</u> - Beginning balances for the asset and liability accounts need to be initialized for the new year. This step cannot be done until the general ledger current month and year have been changed to January of the new year.

　☐ <u>Print a General Ledger Trial Balance</u> - A General Ledger Trial Balance for January should be printed and the balances verified. This is in addition to printing a General Ledger Trial Balance as of 12-31-xxxx.

　☐ <u>Setup new General Ledger Accounts</u> - Any new general ledger account setup after December month end must be added to the January ledger also.

☐ 2. Reset Fixed Assets YTD Totals (if applicable)

The Fixed Asset YTD Depreciation totals must be reset for the new year. These totals can be reset by selecting "Reset YTD Depreciation" in Fixed Assets (under Accounting). This should be done **before posting** any fixed asset entries for the new year. This **must** be done in January.

☐ 3. Reset Accounts Payable YTD Totals (if applicable)

The Accounts Payable YTD totals must be reset for the new year. These totals can be reset by selecting "Zero YTD Totals" in Accounts Payable under Accounting on the Navigation Bar. This should be done **before posting** any accounts payable entries for the new year. This **must** be done in January.

☐ 4. Reset Investment YTD Totals (if applicable)

The Investment YTD totals must be reset for the new year. These totals can be reset by selecting "Zero MTD and YTD Totals" in Investments (under Accounting). This should be done **before posting** any investment entries for the new year. This **must** be done in January.

☐ 5. After the books have been closed for the previous year, the beginning balances for the asset and liability accounts must be initialized. The system will use December's ending ledger balances to initialize January's beginning balance.

Reload and Rerun End of Day (Single CU)

The Reload and Rerun End of Day (Single CU) selection should only be used with assistance from Datamatic. This might be used, if there were problems with End of Day processing.

From the Main Selection Menu select: End of Day Processing
Reload and Rerun End of Day (Single CU)

Contact Datamatic for assistance with this option.

Special End of Day Menu

The Special End of Day Menu selection **should only be used with assistance from Datamatic**. These might be used, if there were problems with End of Day processing.

From the Main Selection Menu select: End of Day Processing
                                              Special End of Day Menu

```
             Special End of Day Menu
                    Version 7.1
                 Test Credit Union

Return to End of Day Processing Menu
Preview Automated End of Day (Single CU)
Automated End of Day          (Single CU)
Reload and Rerun End of Day   (Single CU)



```

Figure 4.12

Unattended End of Day Procedures

Contact Customer Support if the credit union would like to begin using the unattended End of Day procedures. This must be turned on by programming.

This process will automatically complete End of Day Processing at a time scheduled by the Credit Union. The process requires minimal operator intervention, and only simple **(but IMPORTANT)** preparation and supervision steps. This process fully supports Linked Credit Unions as well.

Key features include:
    Automatically stops Online and Starts the After Hours network
    Single Combined Beginning/Ending Backup Tape
    No Automated Preview
    No EOD (End of Day) "hang up" on tape issues
    No Printing during EOD
    No way to "accidentally" abort EOD

Turning on the Unattended End of Day means the Credit Union will be responsible for these areas:

Before End of Day:
    Backup today's transactions. While the online system is still up and running backup today's transactions to tape. Label the tape "Daily Transactions mm/dd/yyyy" (Current Date). Take this off sight with the previous EOD tape. **From the Main Console select:**
        End of Day Processing
        Create Daily Transaction File Backup
        (This job is also available in VIEW under Operations (Ctrl + O) in the End of Day folder.)
    Check Automated Operations Setup (under System Administration) for correct holiday schedule for all credit unions on the system.
    Check the Preview End of Day screen before leaving the credit union. (This is located in VIEW under Other Tasks **then Operations **then** End of Day folder.)
    Load the Current Day's EOD Backup Tape in drive. (label tape EOD mm/dd/yyyy)

In the Morning:
    Reviewing the new shorter End of Day Log. **(see next page)**
    Storing the Previous night's tape. (The backup tape will be ejected automatically after being successfully verified by the system.)
    Creating the Monthend Backup - This tape backup job needs to be done before the next monthend. A message of **"*** Monthend Backup Needs to be completed"** will show on the "End of Day Log" until the backup tape is created and verified. **(If the Monthend Backup Tape has not been completed by the 10th of the month, End of Day Processing will not be completed. A message will be displayed on the Unattended End of Day processing log stating that *"Monthend Files not backed up"*. See example on page 4.25)**
    Printing the Daily Reports according to credit union procedures.

There is no way the system can verify that all these steps have been completed. In fact, End of Day WILL complete (and continue to run) even if the tape backup fails (can fail 3 days), but it is up to the CU to check the log every day and create the backup when necessary. This eliminates issues when tape drives fail and can't be replaced for a day or two.

If backup tape fails during End of Day Processing, do the following. Remember to use a new tape.

>From the Main Selection Menu at the Main Console select:
Backup Ending Master Files to Tape

or   Special Operations
Special Backup Menu
Backup Ending Master Files to Tape

Note: This will reset the "Last Backup Tape was not Complete" count on the log.

The unattended End of Day can be configured by programming for any time before midnight. Credit Unions with Internet Banking, may want to choose a time close to midnight. Our suggestion would be something like 11:30pm. Credit Unions with Service Center or Online ATM networks may want to schedule the time closer to their network cut off (usually 7pm or 8pm) in order to make their balancing process easier.

End of Day log

There is a selection in the Operations window - End of Day folder then Logs folder called **"Display End of Day Log"**. This is a very abbreviated (about 10-20 lines) log of the Unattended end of day. The CU's should be using this selection to check their End of Day on a DAILY basis. This is where things like Tape Errors, or End of Day not being completed, etc. will be seen.

Note: For linked Credit Unions, this log is stored in the daily reports for the FIRST Credit Union in the group (usually CU 01).

Here is a sample showing some of the errors that can be displayed (this is the whole log for one day). We bolded certain sections for clarity – they are NOT bold in the actual log…

Thu Oct 12 12:26:03 GMT 2006 ***** Last tape backup was not complete (2)**
Thu Oct 12 12:26:04 GMT 2006 Starting End of Day for 10-09-2006 for CU 01
Thu Oct 12 12:26:23 GMT 2006 Hard Disk Backups Completed
Thu Oct 12 12:26:24 GMT 2006 Checking for files to be updated
Thu Oct 12 12:26:25 GMT 2006 Posting Batch
Thu Oct 12 12:26:30 GMT 2006 Creating Daily Reports
Thu Oct 12 12:26:35 GMT 2006 Posting Ledger
Thu Oct 12 12:26:37 GMT 2006 Finishing up EOD
Thu Oct 12 12:26:48 GMT 2006 Creating Hard Disk Backups
Thu Oct 12 12:26:51 GMT 2006 Creating Ending Tape
Thu Oct 12 12:26:52 GMT 2006 **Backup failed**
Thu Oct 12 12:26:52 GMT 2006 Set Credit Union Date to 10-10-2006

Thu Oct 12 12:26:52 GMT 2006 Updating After Hours and Starting Online
Thu Oct 12 12:27:10 GMT 2006 ***** Tape failed during End of day**
Thu Oct 12 12:27:10 GMT 2006 End of day COMPLETED for CU 01
Thu Oct 12 12:27:10 GMT 2006 --

The first line shows that the LAST End of Day backup was NOT successful. If a manual backup was created during the day, this message won't be here. The number at the end of this message (2) indicates that it has failed twice before this. Once this number reaches 3 – the automated end of day will not complete until they get a good backup (which resets the counter). When this point is reached, the log will look something like this:

Thu Oct 12 14:16:12 GMT 2006 *** Last tape backup was not complete (**3**)
Thu Oct 12 14:16:12 GMT 2006 *** ERROR: Too Many Tape backup Errors
Thu Oct 12 14:16:12 GMT 2006   **END OF DAY CANCELLED**

Looking back at the original log at the line from 12:26:52, notice that the Backup failed again. Because it failed during the actual backup (there was no tape in the drive), we did not attempt to verify the tape. If the backup completed, we would have verified the tape, and if it fails there, then it is logged as well. At the end (12:27:10), we repeat the error message to make sure it is not missed.

Here is an example of a good log:

Thu Oct 12 17:30:21 GMT 2006 Starting End of Day for 10-12-2006 for CU 01
Thu Oct 12 17:30:41 GMT 2006 Hard Disk Backups Completed
Thu Oct 12 17:30:41 GMT 2006 Checking for files to be updated
Thu Oct 12 17:30:42 GMT 2006 Posting Batch
Thu Oct 12 17:30:47 GMT 2006 Creating Daily Reports
Thu Oct 12 17:30:52 GMT 2006 Posting Ledger
Thu Oct 12 17:30:55 GMT 2006 Finishing up EOD
Thu Oct 12 17:31:05 GMT 2006 Creating Hard Disk Backups
Thu Oct 12 17:31:08 GMT 2006 Creating Ending Tape
Thu Oct 12 17:31:34 GMT 2006 Set Credit Union Date to 10-13-2006
Thu Oct 12 17:31:34 GMT 2006 Verifying Tape
Thu Oct 12 17:31:48 GMT 2006 Updating After Hours and Starting Online
Thu Oct 12 17:32:05 GMT 2006 **Tape Backup Successful**
Thu Oct 12 17:32:06 GMT 2006 End of day COMPLETED for CU 01
Thu Oct 12 17:32:06 GMT 2006 --

This abbreviated End of Day log is really just to diagnose automated end of day issues, and for the CU to monitor the process. ****Note:** The traditional detailed Operations log is still available and on the system for more detailed analysis.

This log is also included with the End of Day's print files and can be printed from the **"Archive"** folder in the Reports window (under other Tasks on the Navigation Bar or Go on the Menu Bar).

Let Customer Support know if you have any questions regarding any of this information.

Example of Log when Monthend Backup Tape not completed by the 10th day of the new month.
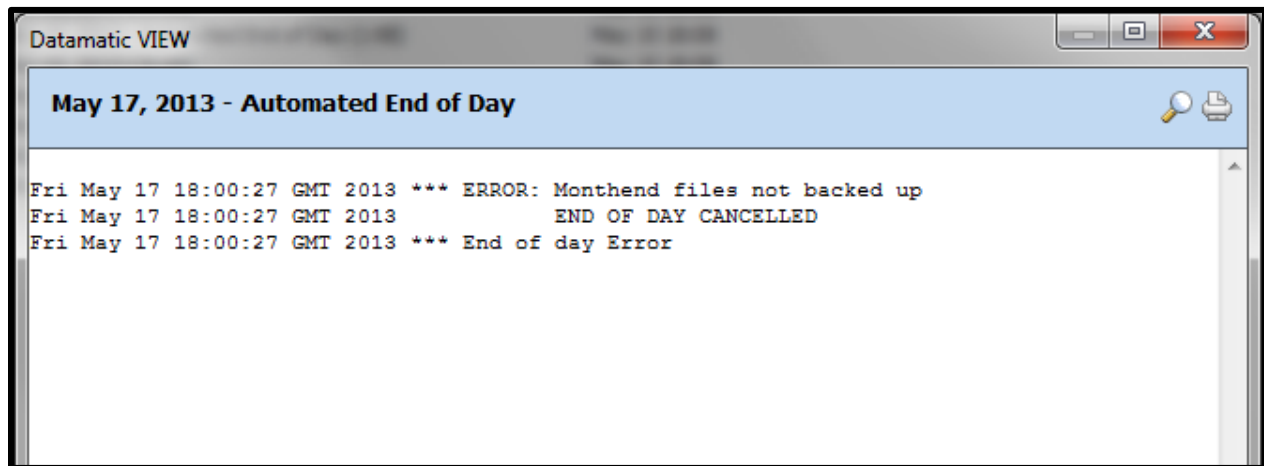

Datamatic VIEW

May 17, 2013 - Automated End of Day

```
Fri May 17 18:00:27 GMT 2013 *** ERROR: Monthend files not backed up
Fri May 17 18:00:27 GMT 2013           END OF DAY CANCELLED
Fri May 17 18:00:27 GMT 2013 *** End of day Error
```

Figure 4.13

Things you need to consider:

1. After programming has initially set this up, the credit union can disable and enable the Unattended EOD, as needed. This might be used when loading a release in the morning since no transactions can occur after EOD is processed and when the release is loaded. The options are at the Main Console under:
   Operations Box
   then Equipment Menu
       Disable Automatic EOD
       Enable Automatic EOD

2. Do not have it scheduled to run to close to normal processing hours. End of Day will start regardless of what is active on the system.

3. If you need to run Releases or Updates on your system, the process <u>must</u> be started before your scheduled Automated End of Day. This means running EOD manually. The automated End of Day will <u>not</u> run, if End of Day is manually done before the scheduled time.

*****VERY IMPORTANT********
4. **Before leaving the credit union each night, use the "<u>Create Daily Transaction File Backup</u>" option to backup the daily transactions to tape to take offsite. This is located at the Main Console under End of Day Processing. (This job is also available in VIEW under Operations (Ctrl + O) in the End of Day folder.) This tape can be created while the online system is up. If a recovery is needed the next day, this tape would be used together with the most recent ending backup tape.**

Someone must continue to take EOD Backup tapes offsite the next day.

Data Retention Recommendation

- 1-2 weeks of Daily Ending Backup Tapes.
- 12-18 months of Monthend Backup Tapes.
- Current Software Backup.
- 7 years worth of Year End (December) Monthend Backup Tapes. (Datamatic recommends that two tapes be created for December's Monthend.)
- 2 Full System Backup Tapes.
- Last Software Release Install CD's (VIEW and Enterprise)

Keep the tapes offsite in a safe and secure place or in the vault.

Update Disaster Recovery Backup

The Update Disaster Recovery Backup selection is used to manually create a backup if the Disaster Recovery backup failed for some reason (i.e. internet issues, etc.). This will update the Disaster Recovery backup of the previous day's ending backup. (No tape is needed for this backup since this is a transmission sent to the off-site Disaster Recovery machine.)

If the <u>Disaster Recovery backup failed</u> for some reason (i.e. internet issues, etc.), use the following to update the Disaster Recovery backup of the previous day's ending backup:

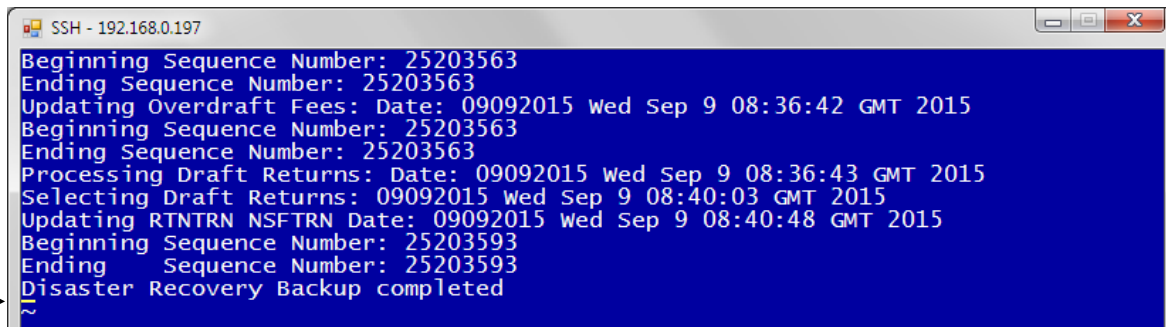|		
Main Console		Operations (in VIEW)
Special Operations	or	End of Day folder
Special Backup Menu		Update Disaster Recovery Backup
Update Disaster Recovery Backup		

> The online can still be up when the manual backup job is done, if needed. The backup normally happens during End of Day and is logged in the Automated End of Day log. The credit union would use this selection after checking their log and noticing that the backup has failed…

Here is an example of a log with a failed backup:

Tue Jul 22 23:01:06 GMT 2008 Starting End of Day for 07-22-2008 for CU 01
Tue Jul 22 23:02:54 GMT 2008 Hard Disk Backups Completed
Tue Jul 22 23:02:55 GMT 2008 Checking for files to be updated
Tue Jul 22 23:02:56 GMT 2008 Posting Batch
Tue Jul 22 23:03:48 GMT 2008 Creating Daily Reports
Tue Jul 22 23:04:02 GMT 2008 Posting Ledger
Tue Jul 22 23:04:05 GMT 2008 Finishing up EOD
Tue Jul 22 23:04:16 GMT 2008 Creating Hard Disk Backups
Tue Jul 22 23:04:54 GMT 2008 Creating Disaster Recovery backup for CU 01 …
Tue Jul 22 23:05:29 GMT 2008 Copying backup to Datamatic (07)…
Tue Jul 22 23:08:29 GMT 2008 ***** Unable to copy Disaster Recovery Backup**
Tue Jul 22 23:08:29 GMT 2008 Copying backup to Datamatic (07)…
Tue Jul 22 23:11:29 GMT 2008 ***** Unable to copy Disaster Recovery Backup**
Tue Jul 22 23:11:29 GMT 2008 Copying backup to Datamatic (07)…
Tue Jul 22 23:14:29 GMT 2008 ***** Unable to copy Disaster Recovery Backup**
Tue Jul 22 23:14:29 GMT 2008 Copying backup to Datamatic (07)…
Tue Jul 22 23:17:29 GMT 2008 ***** Unable to copy Disaster Recovery Backup**
Tue Jul 22 23:17:29 GMT 2008 Copying backup to Datamatic (07)…
Tue Jul 22 23:20:30 GMT 2008 ***** Unable to copy Disaster Recovery Backup**
Tue Jul 22 23:20:30 GMT 2008 Creating Ending Tape
Tue Jul 22 23:24:29 GMT 2008 Set Credit Union Date to 07-23-2008
Tue Jul 22 23:24:29 GMT 2008 Verifying Tape
Tue Jul 22 23:28:25 GMT 2008 Updating After Hours and Starting Online
Tue Jul 22 23:28:45 GMT 2008 Tape Backup Successful
Tue Jul 22 23:28:45 GMT 2008 End of day COMPLETED for CU 01
Tue Jul 22 23:28:45 GMT 2008 ---

> ****Note:** If a credit union that uses this service does a manual End of Day, the Disaster Recovery Replication will still be sent automatically with the manual End of Day.

Example of the Operations Log showing the **Disaster Recovery Backup** completed.

Figure 4.14

Example of the Operations Log showing the **Disaster Recovery Backup** failed.

Figure 4.15

Example of the screen used to generate the **Disaster Recovery Backup** when needed to be manually created. Enter a "y" for yes to the question **"Would you like to update your Disaster Recovery backup (y/n)?"** to update the backup.

Figure 4.16

4.28 Update Disaster Recovery Procedures

Example of Operations Log after the **Disaster Recovery Backup** is completed.

Figure 4.17

Disaster Recovery Replication (optional)

A service is being offered called **"Disaster Recovery Replication"**. This is an optional add-on for credit unions that are using the Unattended End of Day option <u>and</u> are using the Datamatic Disaster Recovery service. With this service, the system will automatically copy the data to the off-site Disaster Recovery machines on a daily basis, and eliminate the need to wait for Datamatic to receive a backup tape, if the credit union has a disaster.

***** For credit unions that have purchased the Datamatic **"Disaster Recovery Replication"** service, the **"Create Daily Transaction File Backup"** can be setup to run automatically. The daily transactions that are backed up will be transmitted to the off-site Disaster Recovery machines before the Unattended End of Day is scheduled to run. (Programming must setup the time on the system for this job to run automatically.) This will eliminate the need to run this backup job before leaving the credit union. Also, this will eliminate the need to wait for Datamatic to receive a backup tape, if the credit union has a disaster.

Some credit unions have chosen to manually backup the daily transactions and some are doing both. The credit union will decide which options to use.

Also, if the **"Create Daily Transaction File Backup"** is done manually, the information will <u>not</u> be transmitted to the off-site Disaster Recovery machines. It will be necessary to take the backup tape to an off-site location.

Additional Information: The Disaster Recovery Replication is not a replacement for offsite backup or tape retention. This is only intended to speed the startup time in the event of a disaster. Each disaster recovery backup overwrites the one before.

CHAPTER 5 - Backup Ending Master Files to Tape

The Backup Ending Master Files to Tape selection may be used, if the Ending Backup Tape did not verify or failed for End of Day. (This could be due to a bad or old tape or maybe the tape drive needs to be cleaned.)

This job can be done with the online system running. This now uses the Ending Hard Disk so the backup tape can be created with the online up and running the next day.

This job is the same as the ending backup tape with End of Day. Before running this job, it is important to verify that End of Day finished for the previous day.

- For credit unions using the **Unattended End of Day**, select the following to display the new shorter End of Day log:
  - Operations (Ctrl + O)
  - End of Day folder
  - Logs folder

Look for the appropriate date with "Automated End of Day" afterwards.

- For credit unions **manually processing End of Day**, select the following to display the End of Day log:
  - Operations (Ctrl + O)
  - End of Day folder
  - Logs folder

Look for the appropriate date of the End of Day log needed. If the date is not found, look at the current day log.

**Note: These End of Day logs can also be found in the Operations Box (at the Main Console).
- Display End of Day Log - for Unattended End of Day users
- Display Operations Log **or** Print Operations Log

Depending on the size of the credit union and the type of system the credit union has will determine how long this will take to run and verify. It usually takes as long as it would normally take with End of Day to run this job.

To run the job select: From the Main Selection Menu at the Main Console
                                        Backup Ending Master Files to Tape

                              or   Special Operations
                                        Special Backup Menu
                                        Backup Ending Master Files to Tape

After the backup tape has finished, the system will verify the files on the backup tape. (The backup tape will be ejected automatically after being successfully verified by the system.)

CHAPTER 6 - Special Operations

The Special Operations selection contains a variety of jobs and other menus that may need to be used by the credit union operations department/area.

From the Main Selection Menu select: Special Operations

After making the selection, the system displays:

```
        Special Operations Menu
              Version 7.1
           Test Credit Union

Return to Main Selection Menu
Special Backup Menu
Recovery Menu
Reorganize Statement History
Remove Ledger Detail
Change Account Suffix
Change ACH Originator ID
Purge Closed Accounts
Purge File Maintenance
Purge Name and Address
Initialize Ledger Balances
```

Figure 6.1

Special Backup Menu

The Special Backup Menu contains a variety of backup, reload and verify tape jobs that can be used by the credit union operations department/area.

From the Main Selection Menu select: Special Operations
                                         Special Backup Menu

After making the selection, the system displays:

```
                Special Backup Menu
                   Version 7.1
                Test Credit Union

Return to Special Operations Menu
Verify File on Backup Tape
Backup Ending Master Files to Tape
Reload Master File from Tape or Hard Disk
Reload General Ledger Files from Tape
Reload Monthend Files from Tape or Disk
Reload ACH Cross Reference Files from Tape
Backup Monthend Files to Tape
Update Disaster Recovery Backup
Backup Current Software to Tape
Reload FRB Files from Tape or Hard Disk
Reload Temporary Files from Tape
Reload Statement Detail from Tape
Backup/Restore Individual Files
```

Figure 6.2

Remember to label the tape with the name of the job and the date created.

Verify Files on Backup Tape

The Verify Files on Backup Tape option is used to verify the information on a backup tape. This could be an End of Day Ending Backup Tape, a Monthend Backup Tape or a backup of individual files tape, etc.

From the Main Selection Menu select: Special Operations
                                              Special Backup Menu
                                              Verify Files on Backup Tape

After a backup tape is created, always verify the information on the tape. That way, if the tape is bad, the backup tape can be redone prior to the information being removed or deleted from the system.

Follow the instructions on the screen.

Backup Ending Master Files to Tape

The Backup Ending Master Files to Tape option may be used, if the Ending Backup Tape did not verify or failed for End of Day. (This could be due to a bad or old tape or maybe the tape drive needs to be cleaned.)

> This job is only used by credit unions with a tape drive that are setup to backup these files to tape. If the credit union is setup for automatic disk backup, a message of "You are not setup for tape backup" will be displayed, if this selection is made.

This job can be done with the online system running. This now uses the Ending Hard Disk so the backup tape can be created with the online up and running the next day.

This job is the same as the ending backup tape with End of Day. Before running this job, it is important to verify that End of Day finished for the previous day.

- For credit unions using the **Unattended End of Day**, select the following to display the new shorter End of Day log:
  Operations (Ctrl + O)
  End of Day folder
  Logs folder

  Look for the appropriate date with "Automated End of Day" afterwards.

- For credit unions **manually processing End of Day**, select the following to display the End of Day log:
  Operations (Ctrl + O)
  End of Day folder
  Logs folder

  Look for the appropriate date of the End of Day log needed. If the date is not found, look at the current day log.

**Note: These End of Day logs can also be found in the Operations Box (at the Main Console).
- Display End of Day Log - for Unattended End of Day users
- Display Operations Log **or** Print Operations Log

Depending on the size of the credit union and the type of system the credit union has will determine how long this will take to run and verify. It usually takes as long as it would normally take with End of Day to run this job.

To run the job select: From the Main Selection Menu at the Main Console
                          Backup Ending Master Files to Tape

                    or   Special Operations
                          Special Backup Menu
                          Backup Ending Master Files to Tape

After the backup tape has finished, the system will verify the files on the backup tape. (The backup tape will be ejected automatically after being successfully verified by the system.)

Reload Master Files from Tape or Hard Disk

The Reload Master Files from Tape or Hard Disk option **should only be used with assistance from Datamatic**. This is usually used in rebuilding the system after replacing the hard drive.

From Main Selection Menu select: Special Operations
                                                                   Reload Master Files from Tape or Hard Disk

Reload General Ledger Files from Tape

The Reload General Ledger Files from Tape option uses the most recent Ending Backup Tape to re-load general ledger files. Contact Datamatic Customer Support for assistance with this job.

1. Stop the General Ledger Network*** (From the Main Selection Menu at the Main Console select: Start and Stop Online System, Special Network Operations, Stop the Ledger Network).

2. Get the last Ending Backup Tape.

    From the Main Selection Menu select: Special Operations
                                              Special Backup Menu
                                              Reload General Ledger Files from Tape

> Any manual JV's (Journal Vouchers) that were posted today before this process is done will need to be manually re-entered. This does not include 80's and 90's – those will post as normal with End of Day.

***Stopping the General Ledger Network does not prevent the tellers, etc. from posting 80 and 90 transactions to/from a general ledger account. It only prevents manual JV's from being done.
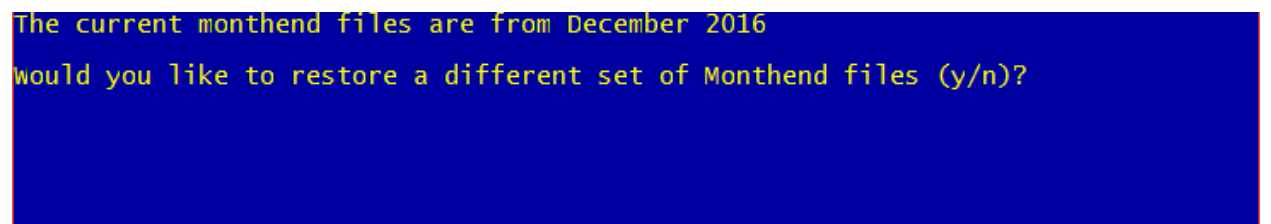
Reload Monthend Files from Tape or Disk

The Reload Monthend Files from Tape or Disk selection is used to restore any of the Monthend files on the system, when needed, without having to retrieve and reload the specific monthend tape. The system stores multiple monthend files. The files are saved automatically every monthend.

After this has been done, monthend reports can be recreated, fiched, an aires download can be done or Query information can be pulled, etc. Also, reports that have "Monthend" as a selection can be generated to be viewed, printed and/or fiched.

Note: If the need arises to reload a Monthend File from Tape (further back than is on the system), contact Datamatic Customer Support for assistance.

After making the selection, the system displays:

```
The current monthend files are from December 2016

Would you like to restore a different set of Monthend files (y/n)?
```

Figure 6.3

Enter a "Y" for yes after the question "Would you like to restore a different set of Monthend files (y/n)?". Press enter.

```
Select Monthend files to restore:




                              ┌─ Select Year ─┐
                              _  2016
                                 2015
                              └ ─ ─ ─ ─ ─ ─ ─ ┘
```

Figure 6.4

Next, select the year of the Monthend files to be reloaded. Press enter.

The system displays.

```
Select Monthend files to restore:




                        ┌──   Select Month   ──┐
                        │ 2016 December        │
                        ─ 2016 November
                          2016 October
                          2016 September
                          2016 August
                          2016 July
                          2016 June
                          2016 May
                          2016 April
                        └──────────────────────┘
```

Figure 6.5

Next, elect the appropriate month of the Monthend files to be reloaded. Press enter and the Monthend files selected will be reloaded. When finished, the system displays:

```
Creating Query Extract...







 Records Read :
Monthend files restored






 Press RETURN to continue
```

Figure 6.6

Use the same process to reload the current Monthend files, when finished using the Monthend files that were reloaded earlier.

This job can also be done in VIEW by selecting Operations (Ctrl + O) then **End of Day folder** then **Reload Monthend Files from Tape or Disk**.

Reload ACH Cross Reference files from Tape

The Reload ACH Cross Reference Files from Tape option is used to reload ACH Cross Reference files back on the system, if there are problems in changing an Originator ID.

IMPORTANT: This selection should not be used unless instructed by Datamatic Customer Support. Please contact 1.800.825.3854, if you need any assistance with ACH Cross References.

Backup Monthend Files to Tape

The Backup Monthend Files to Tape option is used to backup the monthend files after monthend has been completed. **Note:** For **manual End of Day users**, this <u>must</u> be done and verified prior to starting End of Day processing for the first business day of the new month. For **unattended End of Day users**, this tape backup job needs to be done before the next monthend. A message of "*** Monthend Backup Needs to be completed" will show on the "End of Day Log" until the monthend files are backed up to tape and verified.

> This job is only used by credit unions with a tape drive that are setup to backup these files to tape. If the credit union is setup for automatic disk backup, a message of "You are not setup for tape backup" will be displayed, if this selection is made.

This job can be done any time after Monthend processing has been completed, however, it <u>must</u> be done before the first End of Day is processed for the new month. (See notes above.)

From the Main Selection Menu select: Special Operations
                                          Special Backup Menu
                                          Backup Monthend Files to Tape

Make sure that the tape is <u>not</u> on safe (window closed).

After the backup is completed, the system will automatically begin verifying the tape. A message will be displayed when finished indicating if the verify was successful. The tape will also be ejected from the tape drive, if the verify was successful.

This job can be done within VIEW; however, the tape will need to be inserted into the tape drive at the Main Console <u>prior</u> to selecting the job in VIEW.

In VIEW select: Operations (Ctrl + O)
                     End of Day folder
                     Backup Monthend Files to Tape

If for whatever reason the verify step was not successful, after checking out the problem (such as cleaning the tape drive), from the Main Selection Menu select:
         Special Operations
         Special Backup Menu
         Verify Files on Backup Tape

Update Disaster Recovery Backup

A service is being offered called **"Disaster Recovery Replication"**. This is an optional add-on for credit unions that are using the **Unattended End of Day** option <u>and</u> are using the **Datamatic Disaster Recovery** service. With this service, the system will automatically copy the data to the off-site Disaster Recovery machines on a daily basis, and eliminate the need to wait for Datamatic to receive a backup tape, if the credit union has a disaster.

If the Disaster Recovery backup failed for some reason (i.e. internet issues, etc.), use the following to update the Disaster Recovery backup of the previous day's ending backup:

Main Console		Operations (in VIEW)
Special Operations	or	End of Day folder
Special Backup Menu		Update Disaster Recovery Backup
Update Disaster Recovery Backup		

The backup normally happens during End of Day and is logged in the Automated End of Day log. The credit union would use this selection after checking their log and noticing that the backup has failed…

Backup Current Software to Tape

The Backup Current Software to Tape option is used to backup the current software prior to loading a new release update on the system. This option is also used to create a software backup <u>after</u> loading a new release update on the system. ****Note:** The online system does <u>not</u> need to be stopped to complete this backup.

From the Main Selection Menu select: Special Operations
                                              Special Backup Menu
                                              Backup Current Software to Tape

This job can also be done on a regular basis such as monthly or quarterly. The tape can be used to rebuild the system, if necessary.

Label the tape Current Software and the date. It is important to keep the tape until after the next current software backup is completed. Use a separate tape to do the Ending Master File Backup after the new release tape is installed.

Reload FRB Files from Tape or Hard Disk

The Reload FRB Files from Tape or Hard Disk option is used to reload the FRB files due to a problem with an FRB file or a single day recovery for online transactions only. There are several scenarios where this may need to be done. **Contact Datamatic for assistance** when problems with an ACH/FRB file occurs. See example below.

**Note: It is <u>not</u> necessary to stop the online to reload FRB files.

Problem: Wrong **FRB** files have been balanced before a problem is discovered. It may be a duplicate file from a previous day or simply the wrong file. This procedure will <u>not</u> work, if the file has been <u>updated</u>. A recovery will be needed. Call Datamatic for assistance.

When **FRB** files are balanced, the files are **MERGED** into possible existing files from a prior day's file. Sometimes, all files have been updated and there are no files left in warehouse. Reading the **Operations Log** from previous **EOD** will determine if there were **FRB** files after End of Day. Look in the /z/cu01/tmp directory. The file names will display as: "/z/cu01/tmp/FRBXXXX". These "tmp" files will be the last set of files copied during End of Day. If the credit union does a linked End of Day, the files will be listed on the Operations Log for the linked credit union.

Solution: The FRB files can be reloaded from the Hard Disk backup or, if this needs to be done for a day prior to the last End of Day processed, the appropriate Ending Backup Tape can be used.

F**rom the Main Selection Menu at the Main Console select:**
Special Operations -
Special Backup Menu -
From this Menu Select - **Reload FRB Files from Tape or Hard Disk.**

●   **For reload from Hard Disk -**

The system will display the following:

This selection will remove your Warehoused FRB files and allow you to restore files from the backups stored on the system, or from tape.

Your last end of day was xx/xx/xxxx.

Do you want to remove your Warehoused FRB files and replace them with the files from xx/xx/xxxx (y/n)?

Enter a "y", to continue with the reload from hard disk. The system displays:
Removing Existing Warehoused FRB files…
Restoring FRB files from Disk for xx/xx/xxxx
Restore FRB files completed.

- **For reload from tape -**

  The system will display the following:

  This selection will remove your Warehoused FRB files and allow you to restore files from the backups stored on the system, or from tape.

  Your last end of day was xx/xx/xxxx.

  Do you want to remove your Warehoused FRB files and replace them with the files from xx/xx/xxxx (y/n)? **n**

  Do you want to remove your Warehoused FRB files and replace them with the file on an Ending Backup tape (y/n)?

  To continue with the reload from a tape, enter a "y" after the question above. The system displays:

  Removing Existing Warehoused FRB files…

  Load your ENDING Backup tape and press RETURN when ready.

  After pressing enter, the system displays:

  WARNING: This will restore file on this tape. If these files already exist on your system, they will be replaced by the information on this tape.

  Do you want to load the tape (y/n)?

  To continue with the reload, enter a "y" after the question above.

  The tape will be read until the system finds the **FRB** files. This may take a few minutes depending on the type of tape and the amount of data on the Ending Backup Tape. When the system has found and reloaded the **FRB** files, a completed message will display.

Return to the **Operations Box (at the Main Console)** and use keyword "display". Select **"Display/Remove Files to be Updated"**. The same files (dates) that appeared on the **Operations Log** should be displayed.

Now receive the correct **FRB** file from the ACH processor and **Balance** and **Update** using normal procedures.

Reload Temporary Files from Tape

The Reload Temporary Files from Tape option is used for recovery procedures. **Before using this selection, call Datamatic for assistance.**

From the Main Selection Menu select: Special Operations
                                              Special Backup Menu
                                              Reload Temporary Files from Tape

Reload Statement Detail from Tape

The Reload Statement Detail from Tape option is used to reload statement history that has been removed from the system using "Reorganize Statement History".

From the Main Selection Menu select: Special Operations
                                          Special Backup Menu
                                          Reload Statement Detail from Tape

Contact Datamatic for assistance, if this becomes necessary.

Backup/Restore Individual Files

The Backup/Restore Individual Files option displays a menu of selections to verify, backup or restore backup files.

From the Main Selection Menu select: Special Operations
                                                     Special Backup Menu
                                                     Backup/Restore Individual Files

```
        Backup Individual Files
              Version 7.1
            Test Credit Union

Return to Special Backup Menu
Verify Files on Backup Tape
Backup General Ledger
Backup Report Writer
Backup Accounts Payable
Backup Employee Payroll
Backup Investments
Backup Fixed Assets
Backup Loan Paper
Backup Loan Application
Backup Loan Tracking
Restore Individual Backup
```
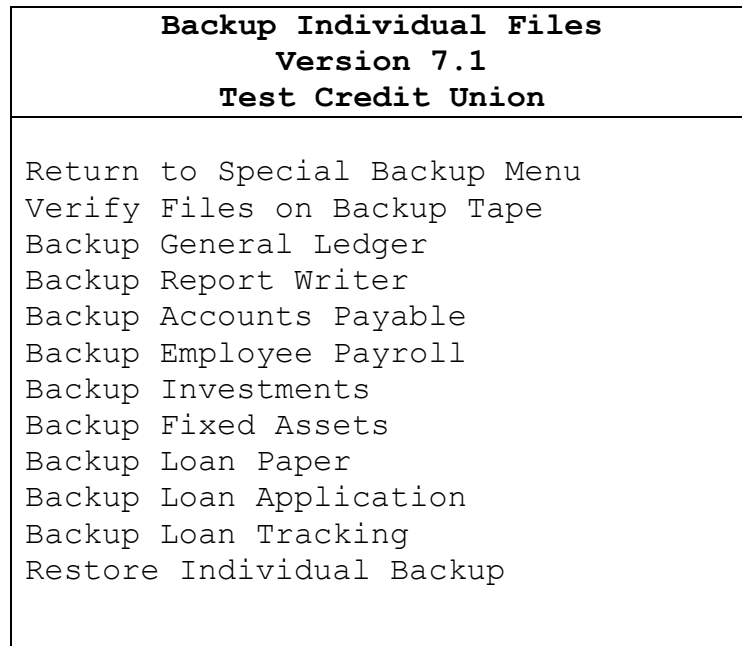
Figure 6.7

The **"Verify Files on Backup Tape"** option is used to verify the information on a backup tape.

The following options will backup the files to tape for only the individual file selected:

Backup General Ledger   Backup Fixed Assets
Backup Report Writer   Backup Loan Paper
Backup Accounts Payable   Backup Loan Applications
Backup Employee Payroll   Backup Loan Tracking
Backup Investments

The **"Restore Individual Backup"** option is used to restore the information from the backup tape back on the system.

Recovery Menu

The Recovery Menu selection is used to do Single or Multiple Day Recoveries. **Contact Datamatic for assistance with a recovery.**

From the Main Selection Menu select: Special Backup Menu
                                             Recovery Menu

```
                    Recovery Menu
                    Version 7.1
                 Test Credit Union

Return to Special Operations Menu
Recover Today's Transactions
Multi-Day Recovery (Bad file posted w/End of Day)
Multi-Day Recovery (Bad non-FRB posted w/Online)
Multi-Day Recovery (Bad FRB posted w/Online)


```

Figure 6.8

There are a variety of reasons why a recovery is required. Some of the reasons are as follows but not limited to:

- Draft, ACH or ATM transactions updated in error. (This may be a wrong file, double file, partial file, etc.)
- Dividend file updated with wrong rate(s).
- Service Charges, Insurance, Dividends or Payroll File computed but not removed before End of Day processing. Updated in error.
- Holidays not entered correctly resulting in the wrong Credit Union Date.
- The Online System not being stopped properly when rebooting the system.
- Loss of power to the tower for any reason.

Different procedures are done in a recovery based on what occurred and when it happened; before or after End of Day processing. After obtaining the facts, the procedure for the recovery will be decided.

Reorganize Statement History

The Reorganize Statement History selection is used to purge statement history information from the system. History can be purged for specific suffixes and dates **or** by entire quarters based on how the questions are answered.

The on-line and audio systems <u>must</u> be stopped to do the Statement History Purge job. After finishing the job, the on-line and audio systems can be started. The backup part of this job is going to take as long as long as it would take to backup the Monthend Files to tape. This depends on the size of the credit union, the speed of the processor and how much history is being backed up. The actual purging of history does not take long.

Statement History Purge by Entire Quarters - Instructions

From the Main selection Menu select: Special Operations
                                                        Reorganize Statement History

The following will appear on the screen:

Before the statement detail may be reorganized, a backup tape must be created with all of the detail currently stored on the system.

This backup may require several tapes and is different from an Ending Master File Backup.

Label this tape as follows: **Statement Detail Backup**
                                     Current Date and CU number   (Ex. 123001 CU01)

Load the tape in the tape drive and press RETURN when ready.
The following will appear on the screen:
        Backing up Statement Detail Files for CU = 01.....

        Creating Tape.....

The backup will complete and the following will appear on the screen:
        Would you like to remove an Entire Quarter for ALL Suffixes (y/n)?

If removing an entire quarter for all suffixes, respond with a "y".

File maintenance is not purged as part of this statement history purge job. The purging of file maintenance is done with year end processing. **Example:** On 12-31-07, file maintenance history before 1-1-07 is purged from the system.

As far as file maintenance history for holds, this information is purged twice a year. **Examples:** On 12-31-07, the hold file maintenance history before 7-1-07 is purged from the system. On 6-30-08, the hold file maintenance history before 1-1-08 is purged from the system.

The following will appear on the screen:

The following quarters are available to be removed:

First Quarter 20xx
Second Quarter 20xx
etc.

Would you like to remove any (y/n)?

When a "y" is entered, the system will display the following questions:

Would you like to remove:

First Quarter 20xx (y/n)?

Respond by entering a "y" or "n".

The system will continue to list the remaining quarters and ask for a response. Then it will display:

You have selected to remove the following files:

First Quarter 20xx.....

Is this correct (y/n)?

If the response is with a "y", the screen will display the following:

Removing Statement Detail by Quarter.....

Statement Detail Removed.

Press Return to Continue.

If for some reason the credit union needs to re-load information from backup tape, **contact Datamatic for assistance**.

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

2013 - Removed up to 2011
2014 - Removed up to 2012
2015 - Removed up to 2013

Statement History Purge by Specific Suffixes or Dates - Instructions

From the Main Selection Menu select: Special Operations
                                                                        Reorganize Statement History

The following will appear on the screen:

Before the statement detail may be reorganized, a backup tape must be created with all of the detail currently stored on the system.

This backup may require several tapes and is different from an Ending Master File Backup.

Label this tape as follows: **Statement Detail Backup**
                                                          Current Date and CU number   (Ex. 123001 CU01)

Load the tape in the tape drive and press RETURN when ready.
The following will appear on the screen:
          Backing up Statement Detail Files for CU = 01.....

          Creating Tape.....

The backup will complete and the following will appear on the screen:
          Would you like to remove an Entire Quarter for ALL Suffixes (y/n)?

If NOT removing an entire quarter for all suffixes, respond with an "n".

File maintenance is not purged as part of this statement history purge job. The purging of file maintenance is done with year end processing. **Example:** On 12-31-07, file maintenance history before 1-1-07 is purged from the system.

As far as file maintenance history for holds, this information is purged twice a year. **Examples:** On 12-31-07, the hold file maintenance history before 7-1-07 is purged from the system. On 6-30-08, the hold file maintenance history before 1-1-08 is purged from the system.

The following will appear on the screen:

Suffix Ranges		Purge all Detail before this date
1	thru	- -
2	thru	- -
3	thru	- -
4	thru	- -
5	thru	- -

Enter the suffix ranges and dates to remove.

The screen will display the following:

>Removing Statement Detail.....

>Statement Detail Removed.

>Press Return to Continue.

If for some reason the credit union needs to re-load information from backup tape, **contact Datamatic for assistance**.

Remove Ledger Detail

The Remove Ledger Detail selection is used to purge general ledger history from the system. ****Note:** To remove ledger detail, the online system does <u>not</u> have to be stopped but the Ledger Network has to be stopped **and** VIEW must be stopped.

The **Ledger Network is stopped** from the Main Selection Menu by selecting:
> Start and Stop Online System
> Special Network Operations
> Stop the Ledger Network

VIEW is stopped from the Main Selection Menu by selecting:
> Start and Stop Online System
> Start/Stop VIEW
> Stop VIEW

> This will only stop Journal Vouchers from being completed. This will not prevent tellers, etc. from processing transaction code 80 and 90 debits and credits to the general ledger.

If the credit union chooses, the Online System can be stopped before removing the ledger detail. Since this could affect online services such as Internet/Mobile Banking, Online ATM's and Service Center, etc., even if the After Hours Network is started, stopping the Ledger Network and stopping VIEW is the better way to go for this job.

From the Main Selection Menu select: Special Operations
                                                Remove Ledger Detail

After making the selection, the system displays:

```
              Delete Ledger Detail
                  Version 7.1
               Test Credit Union

  Return to Special Operations Menu
  Backup General Ledger Files to Tape
  Verify Ledger File Backup Tape
  Reorganize Ledger Detail
  Restore General Ledger Files from Tape

```

Figure 6.9

The first three selections on this screen must be done in the order displayed. See more information on the next couple pages.

Backup General Ledger Files to Tape

The Backup General Ledger Files to Tape selection is used to create a backup tape of the general ledger files in case there are any problems. **Insert the Tape into the tape drive.**

**Note: This step can be done by itself, if needed, without actually removing any ledger detail.

Verify Ledger File Backup Tape

The Verify Ledger File Backup Tape selection is used to verify the general ledger backup tape.

Reorganize Ledger Detail

The Reorganize Ledger Detail selection will remove the ledger history <u>before</u> the year specified on the screen. Select **"Delete"** at the top of the screen and press enter. The system displays:

```
Delete  Quit
                                              General Ledger Detail
          Delete all Detail before the year  2004
```

Figure 6.10

Enter the four digit year and press enter. The system will delete the general ledger detail <u>before</u> the year entered.

Restore General Ledger Files from Tape

The Restore General Ledger Files from Tape selection is used to reload the general ledger files, if it becomes necessary. This only needs to be done, if there is a problem with the above three steps. (This option restores the general ledger files from the tape job "Backup General Ledger Files to Tape".)

IMPORTANT: This job <u>cannot</u> be used to reload old general ledger files that were backed up and removed months or years ago. This will write over the existing general ledger files on the system. **Contact Customer Support for instructions, if this needs to be done.**

After completely finished with the Remove Ledger Detail process, **remember to start VIEW**. This is done from the Main Selection Menu by selecting:

>Start and Stop Online System
>Start/Stop VIEW
>Start VIEW

Also, **remember to start the Ledger Network**. This is done from the Main Selection Menu by selecting:

>Start and Stop Online System
>Special Network Operations
>Start the Ledger Network

**Note: If the credit union skips the Backup General Ledger Files to Tape and Verify Ledger File Backup Tape steps, follow the steps for "Reload General Ledger Files from Tape", if needed*. This is found on the Main Selection Menu at the Main Console by selecting Special Operations then Special Backup Menu. Use the most recent Ending Backup Tape for End of Day processing.

*Any manual JV's (Journal Vouchers) that are posted <u>today</u> before this process (Reload General Ledger Files from Tape) is done will need to be manually entered again. This <u>does not</u> include 80 and 90 transactions to and from a general ledger account – those will post as normal with End of Day.

Another option that can be used to backup the general ledger file to tape is found on the Main Selection Menu by selecting:

>Special Operations
>Special Backup Menu
>Backup/Restore Individual Files
>Backup General Ledger

Change Account Suffix

The Change Account Suffix selection is used to change the suffix (within the same member number) when a wrong suffix is used to open an account. This can be used for Loans and Shares but was designed for use when the account was opened the same day or very recently when the error was discovered.

From the Main Selection Menu select: Special Operations
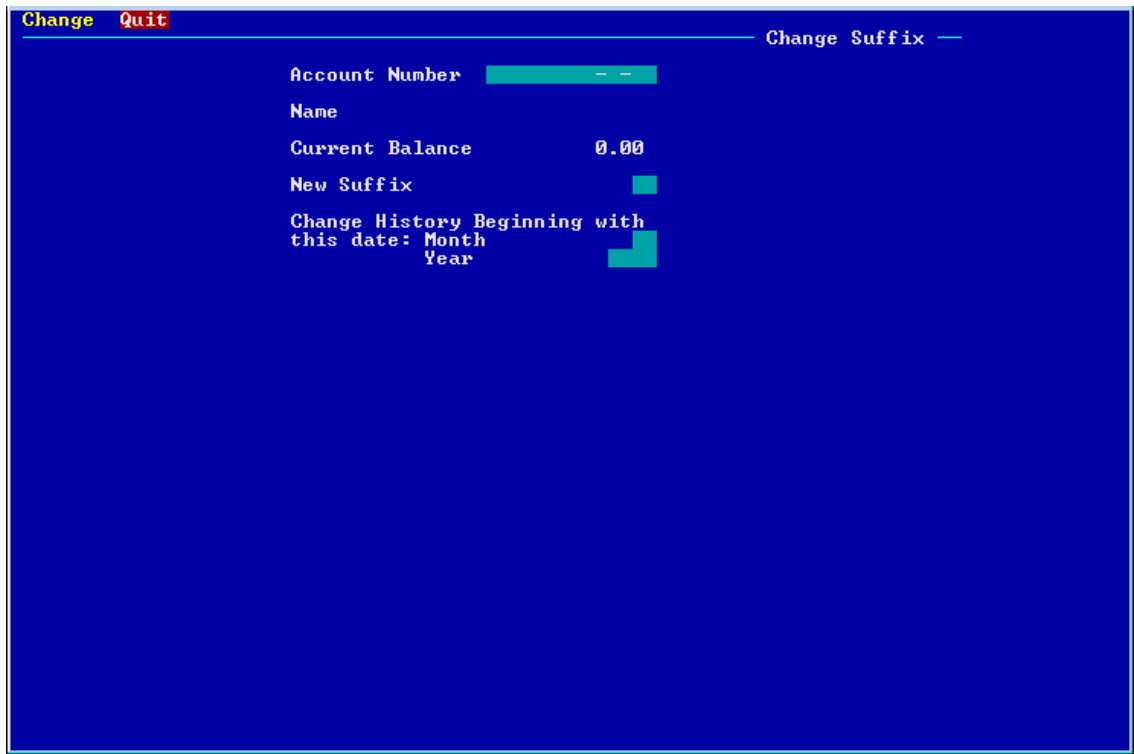   Change Account Suffix

Figure 6.11

Select "Change" at the top of the screen and press enter. Enter the Account Number to be changed and press enter. (See Example A)

Account Number - Enter the account number to be changed.

Name - The primary member's name will be displayed, after pressing enter.

Current Balance - The current balance in the account will be displayed, after pressing enter.

New Suffix - Enter the new suffix to which the account is being changed.

Change History Beginning with -
this date: **Month**
                    Year

The month and year will be displayed that represents either the history since the account was opened or as far back as history is available on the account. (If only history from a certain month and year are desired to be carried forward, enter the month and year desired.

***Note: The suffix cannot be changed the same day that there was activity on the account. A message will appear, if this is attempted. (See Example B) Make the change the following day, if this occurs.

Credit Bureau issues -

If the account is a loan and has been opened for a while, this option will <u>not</u> change the original reporting to credit bureau. In fact, it may be reported again after the suffix is changed. This will result in one loan looking like two loans in the credit bureau report. A written request may need to be sent to credit bureau to remove the loan with the wrong suffix. Contact the credit bureau(s) used by the credit union for procedures.

Fiche issues -

Another issue to consider is looking up information on accounts (both loans and shares) on fiche. A possible solution for this may be to put a Warning Message on the account stating that the account was originally opened under suffix (?) on (date) and that the suffix was changed to (?) on (date). This may help in doing research in the future on this account.

General Ledger Entries -

It is also important to do a manual JV to move the balance(s) of the account (s) changed from one general ledger account for the old suffix to the other general ledger account for the new suffix, if they are different. If the general ledger accounts are the same for both suffixes then the balance(s) do not need to be moved. Looking at the Ledger Balancing Report after the next End of Day is processed is one way to make sure everything is in the correct general ledger account after doing a Change Account Suffix. This compares the Ledger Balances with the Member Balances.

After processing the change, if a message of **"Unable to store history"** is displayed, this means that the "to" suffix existed previously and there is still history on the system. The history may return after changing back to the "from" suffix. Either change to a different suffix or purge some history.

When the Change Account Suffix Selection is used, this will be notated on the **Operations Log**. This can be used for reference purposes, if needed.

Example: Suffix Change 1-8-51 to 1-8-50 Tue Nov 10 09:35:56 GMT 2015

Change Account Suffix

Example A – The name, current balance and history month and year are automatically carried forward to this screen.

```
Change   Quit
                                              ─── Change Suffix ───
              Account Number        614-8-70

              Name GLORIA P         MEMBER

              Current Balance       1325.00

              New Suffix                   ▮_

              Change History Beginning with
              this date: Month                  9
                         Year               2004
```

Figure 6.12

Example B –

```
Change   Quit
                                              ─── Change Suffix ───
            ┌─────────────────────────────────┐
            │ Account Number       614-8-70    │
            └─────────────────────────────────┘
              Name GLORIA P         MEMBER

              Current Balance       1325.00

              New Suffix                   ▮

              Change History Beginning with
              this date: Month
                         Year          ▮

Suffix has had activity today ... cannot Change
```

Figure 6.13

6.28   Change Account Suffix

Change ACH Originator ID

The Change ACH Originator ID selection is used to change the ACH Originator ID for all members receiving ACH transactions under the originator ID being changed. **IMPORTANT:** The credit union <u>must stop VIEW</u> before selecting this option, as well as, being out of the ACH Originator Change screen at the Main Console (check all four windows). If VIEW is not stopped before selecting this option, a message of **"Unable to Change Originator - Make sure VIEW is not running"** will be displayed.

From the Main Selection Menu select: Special Operations
                                              Change ACH Originator ID
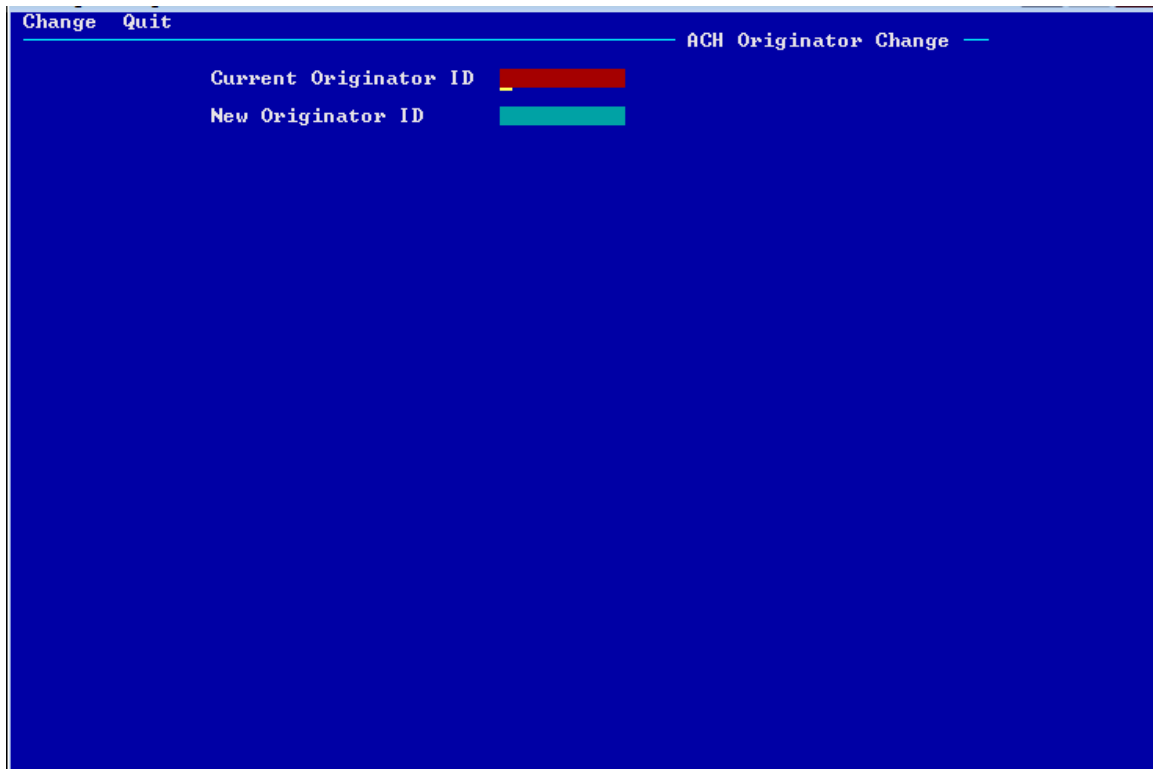

       Figure 6.14

Please read all of the following information before attempting to change an ACH Originator ID.

The Originator ID(s) must be changed before balancing the ACH file. This is so that the splits will happen.

**IMPORTANT:
This will change everyone with this Originator ID number. Do not have multiple windows open at the Main Console and be in any screen that has to do with ACH. This could cause problems with none of the ID's being changed or with only part of the ID's being changed and loosing ACH Cross References.

When changing the ACH Originator ID with this selection, the number of ACH Records Read and the number of ACH Records Loaded may be different. This is OK. The count may be different due to closed accounts or bad numbers.

If a **"Bad Write"** error appears, press enter or return to continue, **do not Control C**. The system may delete some ACH Cross References/Splits, if this is done. A bad write error happens when a member has an ACH cross reference with ACH ID's in both the old and new originator #. As a result, the old originator number will not change to the new originator #, when this error occurs. If the Company ID (Originator ID) needs to be changed for a specific member's split, use the **"ACH/FRB Company Change Wizard"** in the Operations window (Ctrl + O) in the ACH/FRB folder.

IMPORTANT:

It is <u>very important</u> to get completely out of the **"Change ACH Originator ID"** screen, when finished changing an ACH Originator ID. Make sure to process the changes on the screen, but close out the screen prior to balancing and updating any ACH files. If <u>any</u> workstation has the **"Change ACH Originator ID"** screen displayed while an ACH file is being balanced and updated, the transactions (even the transactions that are warehoused for other past or future dates for CU's that use FRB) may not post when the file for that date is updated. It doesn't matter if the ACH file is updated during the day or with EOD.

After completing the ACH Originator ID change, start VIEW.

Other Information

ACH Originator ID numbers and Names are established in the system by the first file with that information.

Company Names are changed the same way also. If the file has a change of name, the system will change the name on the Payroll and ACH Splits display window for the members involved.

**Note: This can create a problem when one originator processes for many companies. Each occurrence of the same ID could have a different Company Name and the name will change for all companies with the same Company ID. A name change cannot be done manually by the credit union.
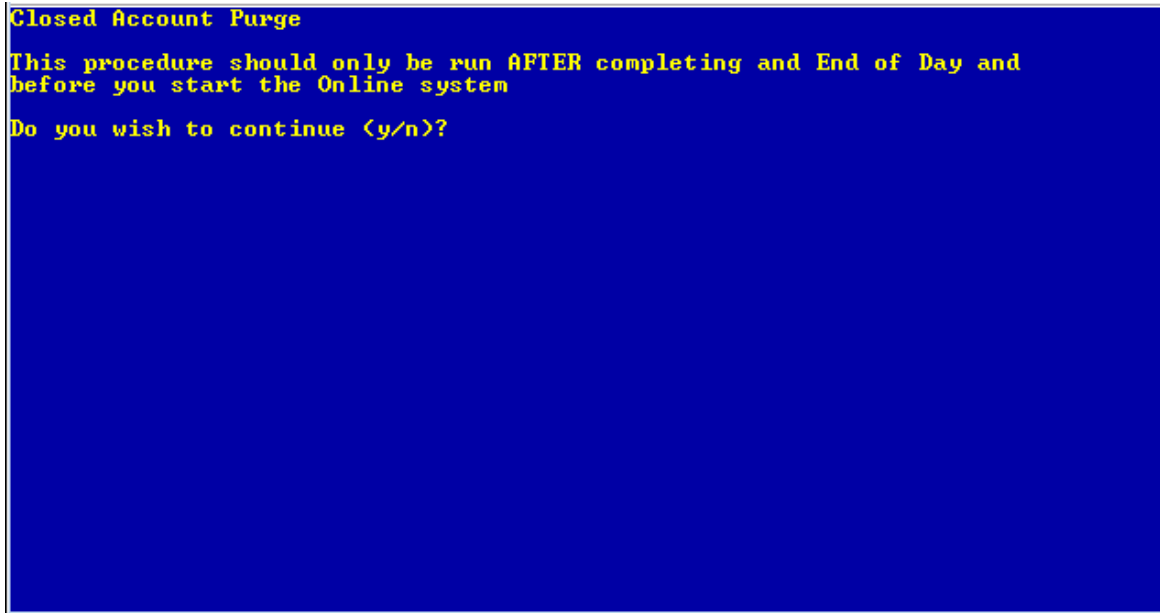
Purge Closed Accounts

The Purge Closed Accounts job is used to purge closed accounts from the system. This can be run by the credit union, as desired.

**Note: This selection is for In-House credit unions only.

IMPORTANT:	This job can only be completed after End of Day processing but before starting the online system. If the credit union has After Hours Transactions, answer "no" to starting the After Hours Network so that the online system will not be started when End of Day processing is finished.

After selecting the option, the system displays:


```
Closed Account Purge

This procedure should only be run AFTER completing and End of Day and
before you start the Online system

Do you wish to continue (y/n)?
```

Figure 6.15

Enter a "y" after the question "Do you wish to continue (y/n) ?" and press enter, if continuing with the Closed Account Purge job. Otherwise, enter an "n" not to continue with the job.

**Note: If the online system has been started, the Closed Account Purge job cannot be done.

After making the printer selection, the system begins the purge job. When finished, the system displays:
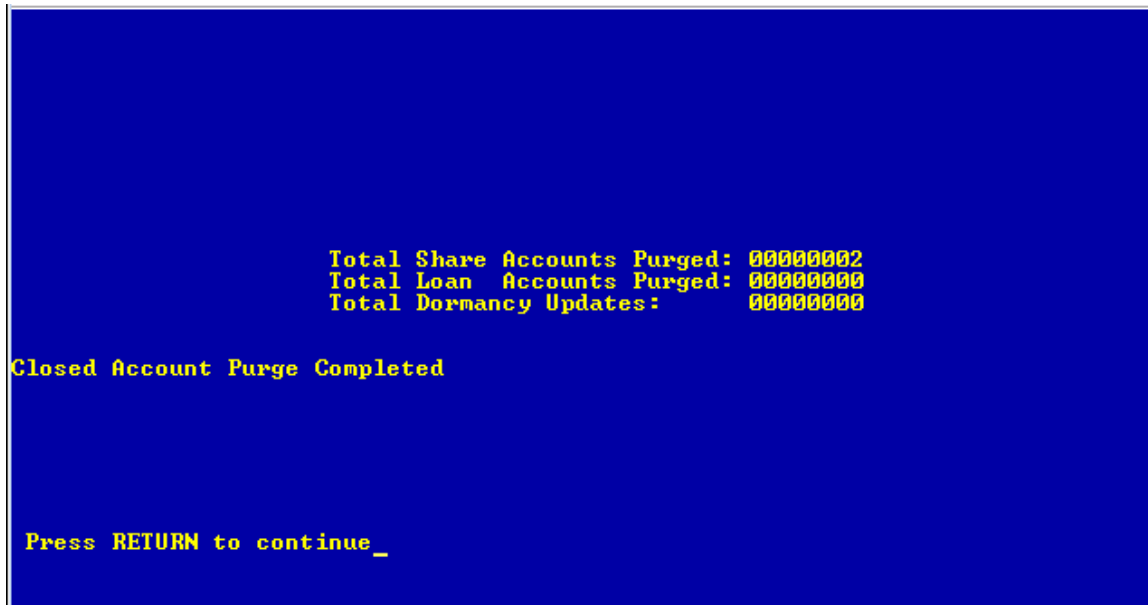
```
                    Total Share Accounts Purged: 00000002
                    Total Loan  Accounts Purged: 00000000
                    Total Dormancy Updates:      00000000

Closed Account Purge Completed




 Press RETURN to continue_
```

Figure 6.16

The report that is generated will include totals and any exceptions (accounts that were not purged), however, there is no detail of the accounts that were purged.

The report will be in the backup directory for the date that the job was run, **if** "Print to Disk" was selected as the printer option. (Purged Account Report)

IMPORTANT:
A "00" suffix will not be purged, if the status is open. Other suffixes will be purged even with an open status, if all the other purge criteria is met.

This is a way for a credit union to place a Warning Message on a 00 suffix, leave the status as open and not have the account be purged from the system. The member could be coded as "No Mail Statement", if they do not want a statement to be mailed.

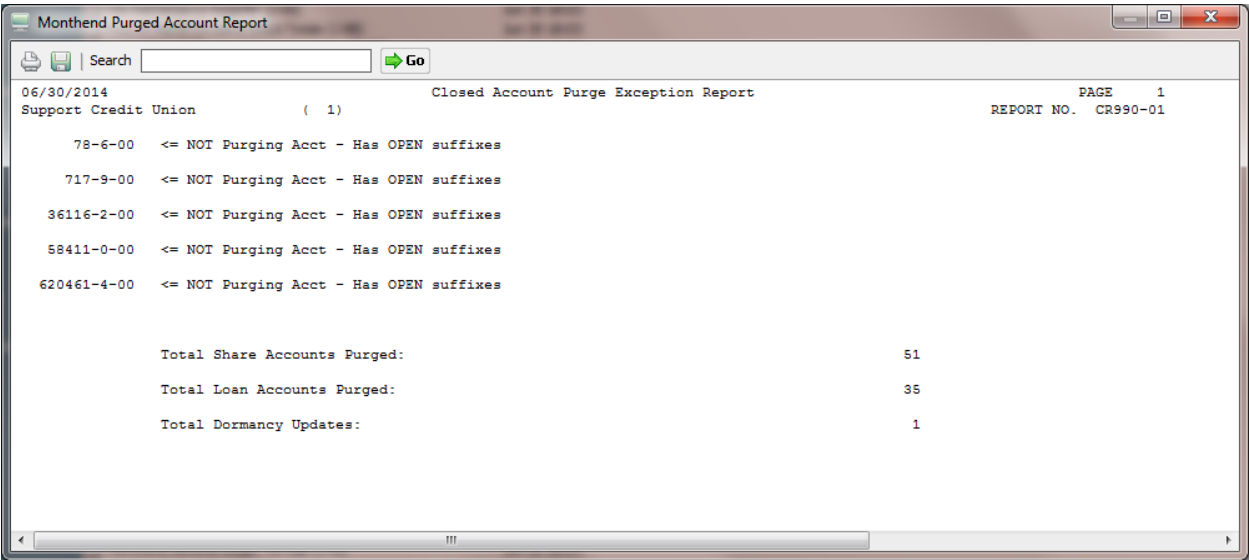Example of report. (Purged Account Report)


```
Monthend Purged Account Report                                                          _ □ X
🖶 💾 | Search [                    ]  ➡ Go
06/30/2014                          Closed Account Purge Exception Report                    PAGE     1
Support Credit Union          (  1)                                                 REPORT NO.  CR990-01

      78-6-00   <= NOT Purging Acct - Has OPEN suffixes

     717-9-00   <= NOT Purging Acct - Has OPEN suffixes

   36116-2-00   <= NOT Purging Acct - Has OPEN suffixes

   58411-0-00   <= NOT Purging Acct - Has OPEN suffixes

  620461-4-00   <= NOT Purging Acct - Has OPEN suffixes


              Total Share Accounts Purged:                              51

              Total Loan Accounts Purged:                               35

              Total Dormancy Updates:                                    1
```

Figure 6.17

Listed below are the factors that term a suffix ready to purge. If any suffix falls into any of the following categories, that suffix and the primary share account will be purged by the system in the Annual Account Purge on June 30th or when the Purge Closed Accounts job is run under - Special Operations. This is regardless of the Open-Closed flag.

1. The 00 suffix <u>must</u> be in a "closed status" in order to be purged. Being "locked" has no bearing on being purged.

2. Balance is zero.

3. A Loan that does not have YTD Interest or a Share that does not have YTD Dividends.

4. The year of Date Last Active does not match the current year.

5. If suffix is a passbook IRA or a CD IRA and does not have money in any of the CURRENT or PRIOR IRA fields.

6. If a loan suffix is a Revolving Credit Loan, Visa Loan, Home Equity Loan or a Line of Credit Loan and marked open but the **Line of Credit is equal to zero**.

7. If a loan suffix is a Revolving Credit Loan, Visa Loan, Home Equity Loan or a Line of Credit Loan and marked closed but still has an amount in the Line of Credit field.

The above criteria applies to the Annual Account Purge done automatically by the system on June 30th as well as the "Purge Closed Accounts" job run under - Special Operations.

The Annual Account Purge applies to both In-House and On-Line credit unions. The On-Line credit unions also have accounts purged in late January by Wisconsin Operations. The report generated for the Annual Account Purge is called "Monthend Closed Purge" and will be located in the report directory for the last business day of the June.

**Note: When the Purge Account Wizard is used to purge a specific suffix, the account must be flagged "closed".

Other Purge Information

History must be purged separately by credit union. It will not purge automatically the end of June like accounts do. See separate instructions for history purge.

The Annual Purge Account job automatically run at the end of June each year, as well as, the Purge Closed Account job run under - Special Operations will purge all suffixes that meet the purge criteria <u>and</u> will purge the following if applicable to the suffix:

Automatic Transfers	**Non-Joint Secondary Names**
Card Information	**Payroll and ACH Splits - when 00 purged**
Check and Debit Holds	**Safe Deposit Boxes - when 00 purged**
Collateral Tracking	**Stop Payments**

Cross References   **Task Information**
Joint Names - except for 00 suffix   **Warning Messages - Suffix level only**

When a primary 00 (or 01) suffix is purged, the system will retain the Member Information, Global Warning Message and Member Notes for the member. This allows the staff to display the member using Search for Member/(Include Closed) which will provide access to the closed members (no 00 or 01 suffix) which may have prior information related in a Global Warning Message, Member Notes, Name Information and Statements.

The global warning messages, member notes, member information, statements and name & address information will stay on the system even though no 00/01 suffixes remain <u>until the Member Name is purged</u>. This will allow the credit union to remove, make changes or view statements, as needed, for members with no 00/01 suffix. Some of the information (warning messages, member notes, etc.) from Member record will show on the SSN Match Found if a New Member is added with the same SSN#.

Other than with the purge account jobs, these items are not removed from the system unless the credit union removes them.

Additional June 30th Annual Purge Information

Whenever a suffix is closed by the credit union (no member contact) that leaves the 00 suffix as the only suffix, at the annual June purge the system will change the Dormant Date on the 00 suffix to be the Dormant Date of the closed suffix (whatever that Dormant Date might be). **This is to stop the instance where the member uses another suffix like the checking account but never touches the share and when that draft suffixes purges the member becomes instantly dormant when actually there was contact with that member but on another suffix.** Therefore, the Account Purge in June resets the Dormant Date of the 00 suffix. If the credit union wants the Dormant Date on the 00 suffix to be the Dormant Date of the closed suffix prior to the closing of the suffix, the closing transactions can be effective dated.

Examples: Member has a 00 and 70 suffix.
                 00 Suffix = 5-10-2008 (Dormant Date)
                 70 Suffix = 5-24-2013 (Dormant Date)

Example A: The CU closed the 70 on 12-13-2013.
                 June 30th the system purges the 70 suffix.
                 The Dormant Date on the 00 Suffix changed to 12-13-2013.

Example B: The CU closed the 70 on 12-13-2013 (but uses the effective date of 5-24-2013).
                 June 30th the system purges the 70 suffix.
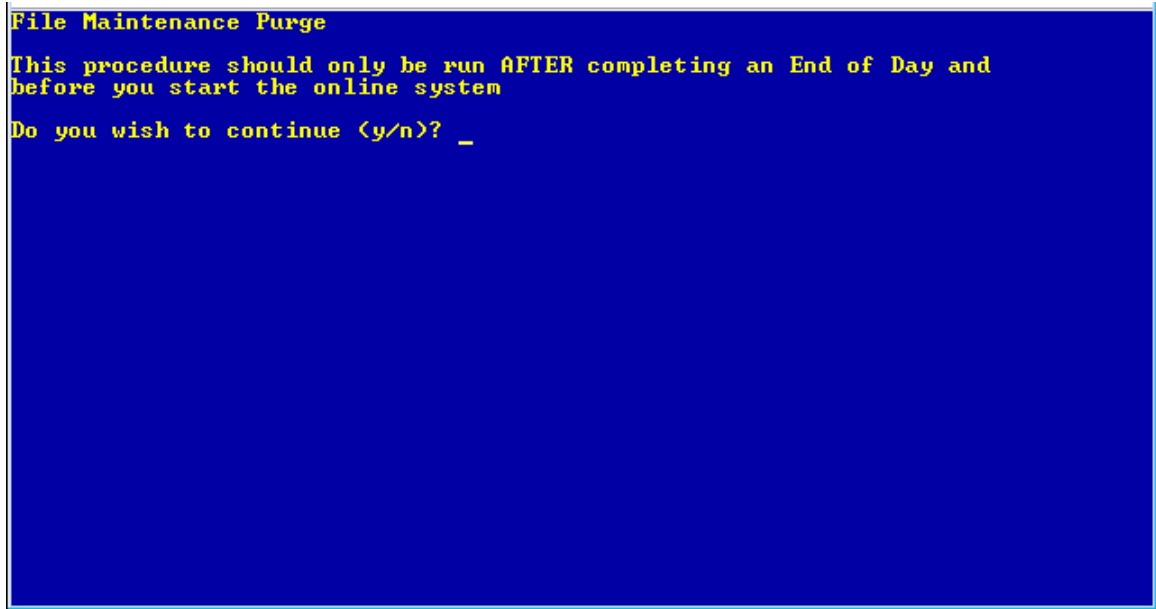   The Dormant Date on the 00 suffix changed to 5-24-2013.

Purge File Maintenance

The Purge File Maintenance option is used to purge file maintenance records from the system. This procedure should only be run AFTER completing an End of Day and <u>before</u> starting the online system.

**Note: This selection is for In-House credit unions only.

> The purging of file maintenance is done automatically by the system with year end processing. After the file maintenance is purged from the system, the information will <u>no longer be displayed on the audit inquiry windows</u>. **Example:** On 12-31-13, file maintenance history before 1-1-13 is purged from the system.

After making the selection, the system displays:

```
File Maintenance Purge

This procedure should only be run AFTER completing an End of Day and
before you start the online system

Do you wish to continue (y/n)? _
```

Figure 6.18

Answer "y" for yes to the question "Do you wish to continue (y/n)?", if continuing with the purge job. Otherwise enter an "n" for no.

Press enter and the system displays.
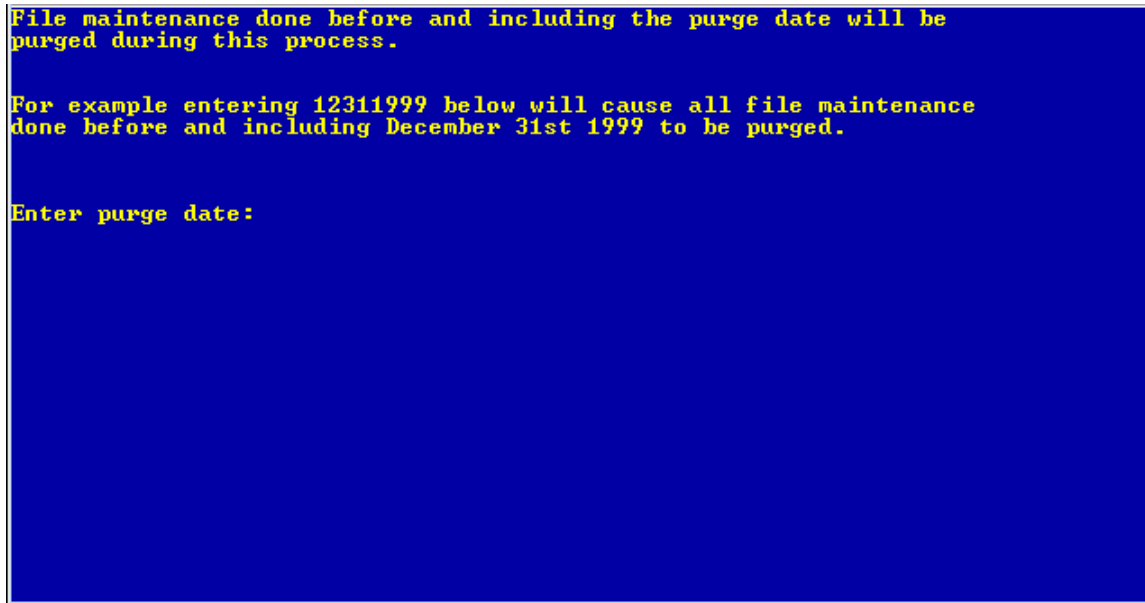
Figure 6.19

Enter purge date: - Enter the purge date. (MMDDYYYY) All file maintenance done on and prior to the date entered will be purged.

After entering the date, press enter. The system will purge the file maintenance records and display a message when finished.

**Note: After file maintenance has been purged from the system, the information will no longer be displayed on the Audit windows.
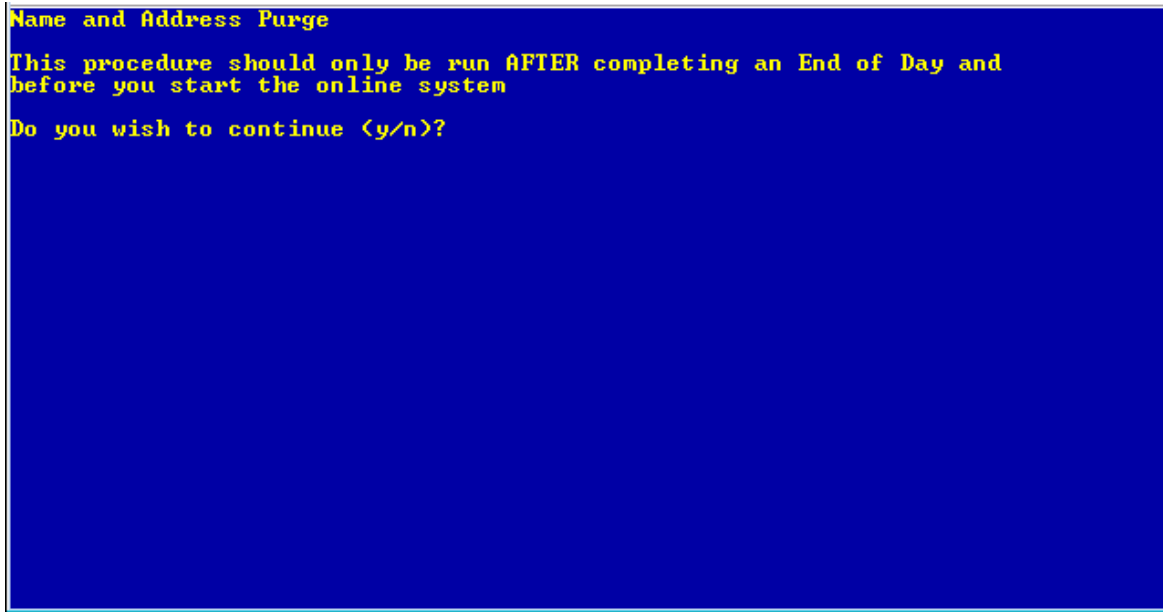
Purge Name and Address

The Purge Name and Address job will purge all names and addresses no longer associated with a valid account number. This includes secondary names.

Note: This selection is for In-House credit unions only.

This job can be done at any time throughout the year. The on-line system must be stopped so it is best to do either first thing in the morning or after the tellers are done for the day. In other words, this purge job can be done when it is convenient to stop the online system.

Stop the On-line System - Answer 'n' to Starting After-hours, if asked. It does not take very long to run this job (approximately 10 minutes or less) and is determined by the speed of the system. Then the on-line can be started when finished.

After selecting the option, the system displays:


```
Name and Address Purge

This procedure should only be run AFTER completing an End of Day and
before you start the online system

Do you wish to continue (y/n)?
```

Figure 6.20

Despite the message of only doing this procedure after completing an End of Day, enter a "y" after the question "Do you wish to continue (y/n) ?" and press enter, if continuing with the Purge Name and Address job. Otherwise, enter an "n" not to continue with the job.

After entering a "y" and pressing enter, the system begins the purge job. When finished, the system displays:
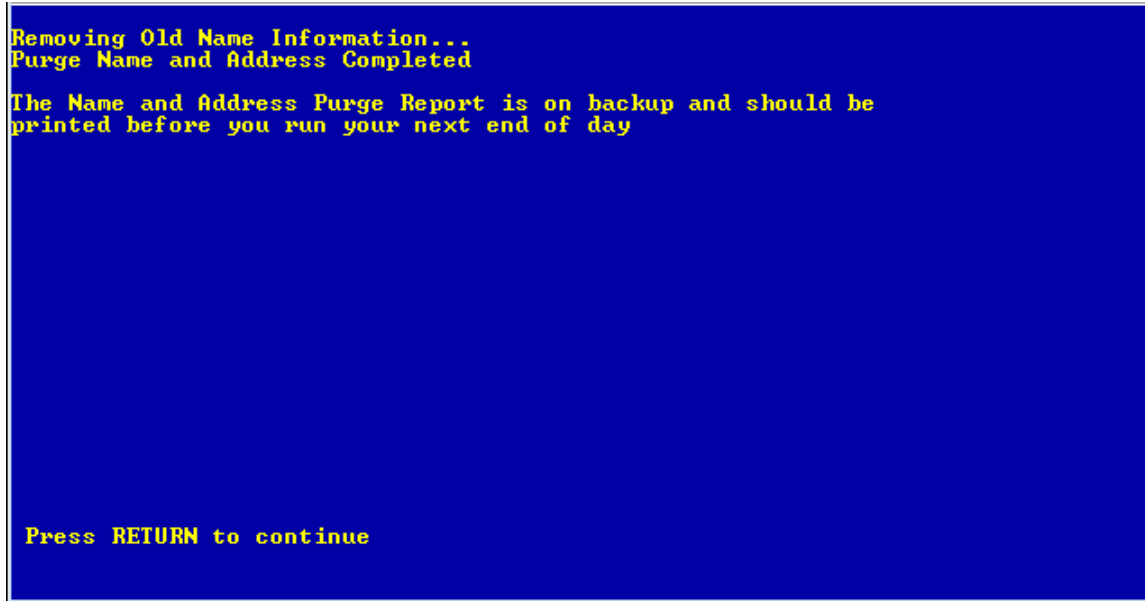

Figure 6.21

The report can be printed from backup, if desired.

Example of report (Purged Name and Address Report)

Figure 6.22

Names and addresses will not be removed from the system automatically after all ownerships are closed until the purge job is done.

Initialize Ledger Balances

The Initialize Ledger Balances selection is used to bring forward the general ledger balances into the new year. The general ledger accounts are reset to zero with End of Year processing. The Ledger Balancing Report will be out of balance starting with the first business day of the year until this procedure is done.

Also, this procedure will bring forward all the monthly general ledger balances to the Previous Year column on the Ledger Account window under General Ledger under Accounting on the Navigation Bar. This will make it possible to pull previous year general ledger balances on the Financial Reports. In addition, for the Asset and Liability accounts entered on the initialize screen (see below), the ending December balances from two years ago are added to the January field for the Previous Year column. This makes it possible to pull a YTD figure for the Previous Year. The previous year balance for individual months can be pulled for all months except January.

This requires **"General Ledger Supervisor"** security marked which means "permitted" to use. The security options are under System Administration and Teller Administration then after selecting the specific employee, select the Basic tab.

**Note: Do not do the initialize procedure until the credit union has closed the books for the previous year. The Ledger Network must be stopped in order to initialize the ledger beginning balances. Also, the general ledger current month and year must be changed to January of the new year, prior to initializing. To stop the ledger network, select the following:

> Special Operations
> Special Network Operations
> Stop the Ledger Network
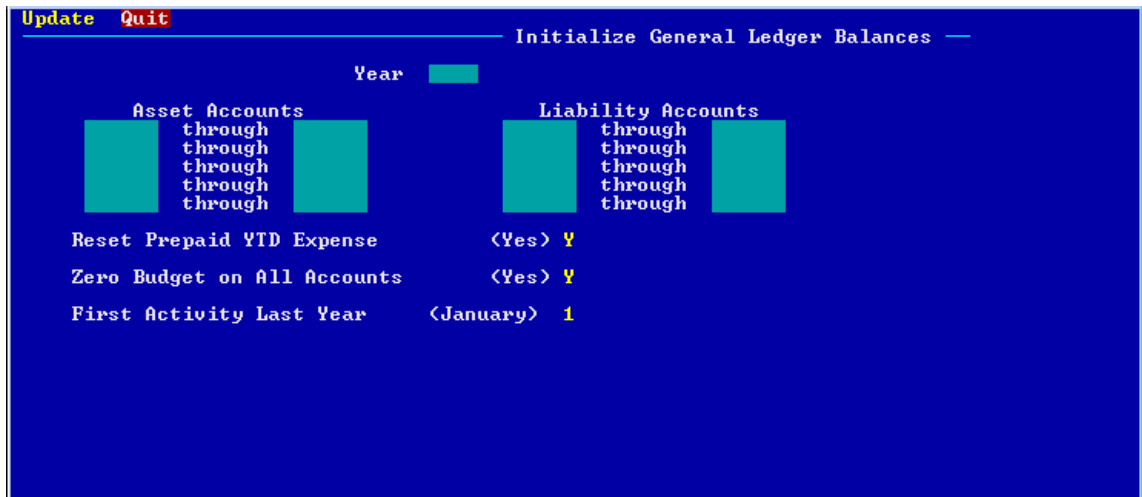
After making the selection, the system displays.

Figure 6.23

Year - Enter the New Year to be initialized. (YYYY)

Asset Accounts - Enter the range of asset accounts to be initialized.

Liability Accounts - Enter the range of liability accounts to be initialized.

Reset Prepaid YTD Expense - Enter a "Y" for yes, if the credit union uses the Prepaid software. Otherwise, enter a "N" for no.

Zero Budget On All Accounts - Enter a "Y" for yes, if all budget figures are to be reset to zero. Enter a "N" for no, if the existing budget figures are to be brought over to this year's ledger.

First Activity Last Year - Leave as January (1) unless the credit union converted to Enterprise in the previous year. If the credit union converted last year, enter the first month that general ledger entries were posted.

To verify the beginning balances after initializing, print a Ledger Trial Balance report. There is a column on the report for the beginning balance figure.

After verifying that the beginning balances are correct, start the Ledger Network.
    Special Operations
    Special Network Operations
    Start the Ledger Network

This process can be repeated as many times as needed. If additional entries need to be made to December after this process has been run, the process can be repeated again.
- Change the general ledger month and year back to December YYYY.
- Make the necessary entries.
- Change the general ledger month and year back to January YYYY.
- Do the initialize process again. (Each time the initialize process is done, it completely replaces the information from the previous initialize. In other words, enter all asset and liability accounts not just the accounts that had entries or the new accounts added.)

IMPORTANT: If general ledger accounts are added in December's ledger after year end processing is completed, the new account(s) will not be automatically setup when the general ledger month and year are changed to January of the new year. Prior to initializing the beginning balances for the new year, make sure that any new general ledger accounts added to December also appear on the January Ledger Trial Balance report.

If any accounts do not appear, setup the new account again after changing the general ledger month and year to January of the new year.

CHAPTER 7 - System Administration

A majority of the selections under System Administration are in VIEW. Only the selections that are <u>not</u> in VIEW will be covered in this chapter. (See the System Administration manual for information on the selections in VIEW under System Administration.)

From the Main Selection Menu, select System Administration. The system displays.

```
        System Administration Menu
              Version 7.1
            Test Credit Union

Return to Main Selection Menu
System Setup Menu
Parameter Setup Menu
Optional Software Menu
Software Maintenance Menu
Software License Menu
Security Maintenance Menu

```

Figure 7.1

System Setup Menu

All but one of the selections on the System Setup Menu can be found in VIEW. The **"Check and Receipt Printer Port Setup"** selection is the only option on this screen that must be done at the Main Console.

From the Main Selection Menu at the Main Console select:

>   System Administration
>   System Setup Menu

Check and Receipt Printer Port Setup

The Check and Receipt Print Port Setup screen is only used now for the printing of **Voice Response** checks. Depending on whether or not the credit union does **"Continuous Check Printing"** or **"Batch Printing"** for the Voice Response checks will determine how this screen needs to be setup.

```
Change   Quit
------------------------------------------------------------------------------------Check and Receipt Printer Setup---

                              Setup Page Number 1   (1-16 pages)

Port        Device        ---Checks---    ---Receipts---   Shared Printer-      -Passbooks-
Number      Type          TTY#    Type    TTY#    Type    TTY#    Type         TTY#    Type
000         (inactive)
001         (inactive)
002         (inactive)
003         (inactive)
004         (inactive)
005         (inactive)
006         (inactive)
```

Figure 7.2

For Continuous Check Printing - Add the TTY number of the check printer to be used the same as would be done for any regular terminal in the Check and Receipt Printer Port Setup (see note below). The TTY port number of the voice unit is needed, then input the TTY of the printer and select the printer type for that specific printer. Each time a member requests a check withdrawal option, the check will print immediately.

For Stored Checks for Batch Printing - A "virtual printer" is used that the system sets up at TTY 998. Enter "998" in the Check Printer TTY column (on the Check and Receipt Printer Port Setup screen) and the system will store the checks for printing later. Set the check printer type to match the type of printer that will be used when the actual checks are printed. The online system does not have to be stopped in order to print the check file. The checks may be printed and removed from the Operations window - Checks folder at the credit union's convenience. To print batch checks, go to the Operation

window and select the Checks folder. The options to print and then remove checks after they are printed are selected here.

Voice Response checks must be printed on Dot Matrix checks, as opposed to laser checks.

Device Type

Definition: This field indicates what type of equipment is plugged into the port on the digi board.

Values: 0 = Inactive
                     1 = Printer
                     2 = Terminal
                     3 = PC

Use "2" (Terminal) for the Device Type for the Voice Response unit or checks.

Checks TTY#

Definition: This field indicates the port on the digi board that the check printer cable is plugged into, if using the continuous check printing option for Voice Response checks.   Most digi boards have 16 port numbers; however, some only have 8 port numbers.

Values: As defined by the credit union and Datamatic.

Checks Type

Definition: This field identifies the type of check printer that will be used. The old style checks are narrower than the receipts and require special envelopes. If the credit union is using the old style checks, enter a C in this field. The new style checks are the same width as the receipts and can be mailed in a standard envelope. If the credit union is using the newer style checks, enter 1, 2, 3 or 4.

Values: C - Old 6411/5033   These are continuous form (older style) Datamatic checks that will be printed on either a 6411 or 5033 printer.
              1 - DTM 6411/5033 These are continuous form (newer style) Datamatic checks that will be printed on either a 6411 or 5033 printer.
              2 - DTM 6417   These are continuous forms Datamatic checks that will be printed on a 6417 printer of Okidata.
              3 - ADS 6417   These are continuous form Action Data checks that will be printed on a 6417 printer.
              4 - ADS 6411/5033 These are continuous form Action Data checks that will be printed on either a 6411 or 5033 printer. ****Note:** Options 3 and 4 are ONLY for those customers who converted from Tritan to Enterprise.

Purpose: This field allows different printer models to be utilized for check printing.

Parameter Setup Menu

All of the selections on the Parameter Setup Menu are in VIEW except for the following:

>Payroll Tape Setup
>Multiple ACH Institution Setup

From the Main Selection Menu at the Main Console select:

>System Administration
>Parameter Setup Menu

Payroll Tape Setup

The Payroll Tape Setup selection defines the content and positions of information on a payroll tape.

```
Change    Quit
-----------------------------------------------------------------------------------------------------Payroll Tape Setup---
Company   Block   Record            Loan       Donor          Amount        Company        Def. Pmt
Number    Size    Size    Label    Split    Start  Len     Start  Len     Start  Len     Start  Len

[  ]      [   ]   [  ]    [ ]      [ ]      [  ] [  ]      [  ] [  ]      [  ] [  ]      [  ] [  ]

[                                                                    ]

[  ]      [   ]   [  ]    [ ]      [ ]      [  ] [  ]      [  ] [  ]      [  ] [  ]      [  ] [  ]

[                                                                    ]

[  ]      [   ]   [  ]    [ ]      [ ]      [  ] [  ]      [  ] [  ]      [  ] [  ]      [  ] [  ]

[                                                                    ]
```

Figure 7.3

Company Number: Enter the three (3) digit number assigned by the credit union to each payroll company.

Block Size: Enter the block size of the payroll deduction tape as specified in the tape layout.

Record Size: Enter the record size of the payroll deduction tape as specified in the tape layout.

Label: Enter "Y" if the Payroll Deduction tape has internal electronic labels. Otherwise, enter "N".

Loan Split: Enter "Y" if the tape could contain Loan Transactions and loan splits should occur. Otherwise, enter "N".

Donor Start: Enter the starting position for the Donor Number as specified in the tape layout.

Donor Len: Enter the length of the account number on the payroll deduction tape as specified in the tape layout.

Amount Start: Enter the starting position of the amount of the deduction on the payroll deduction tape as specified in the tape layout.

Amount Len: Enter the length (number of digits including cents) of the deduction amount of the payroll deduction tape as specified in the tape layout.

Company Start: Enter the starting position of the Company Name on the payroll deduction tape as specific in the tape layout.

Company Len: Enter the length of the Company name as specified in the tape layout.

Def. Pmt Start: Inactive.

Def. Pmt Len: Inactive.

Company Name: In the space below the layout information, enter the Company Name of the Payroll Tape.

Multiple ACH Institution Setup

The Multiple ACH Institution Setup screen is used by In-House credit unions that process for multiple credit unions. This screen identifies the credit unions that may be included in (ACH, Draft, etc.) files received by the credit union. The system can sort the transactions so that they may be updated in the appropriate credit union.

```
Change    Quit
----------------------------------------------------------------------------------------------------ACH R & T Table---

            CU Name              CU Number           Routing & Transit
```

Figure 7.4

CU Name: This is used to identify the credit union whose credit union number and routing and transit number have been entered. This is used for information purposes only.

CU Number: This is used to identify the credit union number assigned to the credit union listed.

Routing and Transit: This is used to enter the Routing and Transit number of the credit union listed.

System Administration ## Optional Software Menu

All of the selections on the Optional Software Menu are either in VIEW or no longer used except for the following:

ATM ISO Number Setup

This is used only for internal programming use.

Datamatic Confidential   This documentation is proprietary and confidential information of Datamatic Processing Inc., and can ONLY be used for its intended use. Any other distribution, dissemination, or copying use is strictly prohibited.

Security Maintenance Menu

All of the security options listed on this screen are in VIEW. See the Teller Administration chapter in the System Administration manual for more information.

Software Maintenance Menu

The Software Maintenance Menu is used to verify, load and backup software information and updates on the system. Specific information and instructions on how to load a release CD rom are included with each release.

From the Main Selection Menu at the Main Console select:

>System Administration
>Software Maintenance Menu

```
        Software Maintenance Menu
              Version 7.1
            Test Credit Union

Return to Menu
Load "Software Update" from CD
Backup Current Software to Tape
Load Current Software from Tape



```
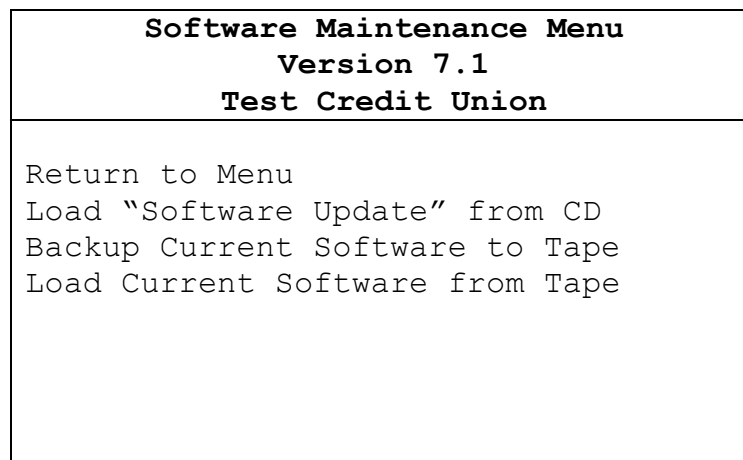
Figure 7.5

Load "Software Update" from CD

The Load Software Update from CD option is used to load a new release update from Datamatic to your system. This option is used when a CD rom is used for the release. Complete instructions will be included with the CD rom for loading the release.

Backup Current Software to Tape

The Backup Current Software to Tape option is used to backup the current software prior to loading a new release update on the system. This option is also used to create a software backup <u>after</u> loading a new release update on the system. **Note:** The online system does <u>not</u> need to be stopped to complete this backup.

This job can also be done on a regular basis such as monthly or quarterly. The tape can be used to rebuild the system, if necessary.

Label the tape Current Software and the date. It is important to keep the tape until after the next current software backup is completed. Use a separate tape to do the Ending Master File Backup after the new release tape is installed.

Load Current Software from Tape

The Load Current Software from Tape option is used in the event of a system crash and the hard drive had to be replaced on the tower. This tape may be used to help rebuild the system, if needed.

Software License Menu

The Software License Menu is used to display or update the software licenses on the system.

From the Main Selection Menu at the Main Console select:

>	System Administration
>	Software License Menu

```
        Software License Menu
             Version 7.1
          Test Credit Union
_____

Return to Menu
Display Software Licenses
Update Software Licenses




```

Figure 7.6

Display Software Licenses

The Display Software Licenses screen is used to display the optional software for which the credit union is currently licensed. It also displays the number of terminals, branches, printers, system printers and PC's for which the credit union is currently licensed.

To print the report to backup, enter an "N" for no after the question "Would you like to print the report now?". Enter a "Y" for yes to print the report directly from the printer.

Update Software Licenses

The Update Software Licenses screen is used to update the software for which the credit union is licensed. The software is updated with a tape from Datamatic.

CHAPTER 8 - Other Main Console Only Jobs

Safe Shut Down of the Computer System

The Safe Shutdown of the Computer System option is used to shut down the computer for whatever reason.

> **IMPORTANT:** Before completing a Safe Shutdown of the Computer System, the online system **must** be stopped. This includes stopping the online system for all credit unions that are on the system (such as a Test credit union, Charge-Off credit union, Y2K credit union, etc.)

This is done by selecting: From the Main Selection Menu at the Main Console
Stop and Start Online System
Stop the Online System **(see pages 2.4 - 2.7)**

If any PC's were still logged in, the system will give a list of these tty numbers. These do not have to be checked individually and will be logged off when the online is stopped.
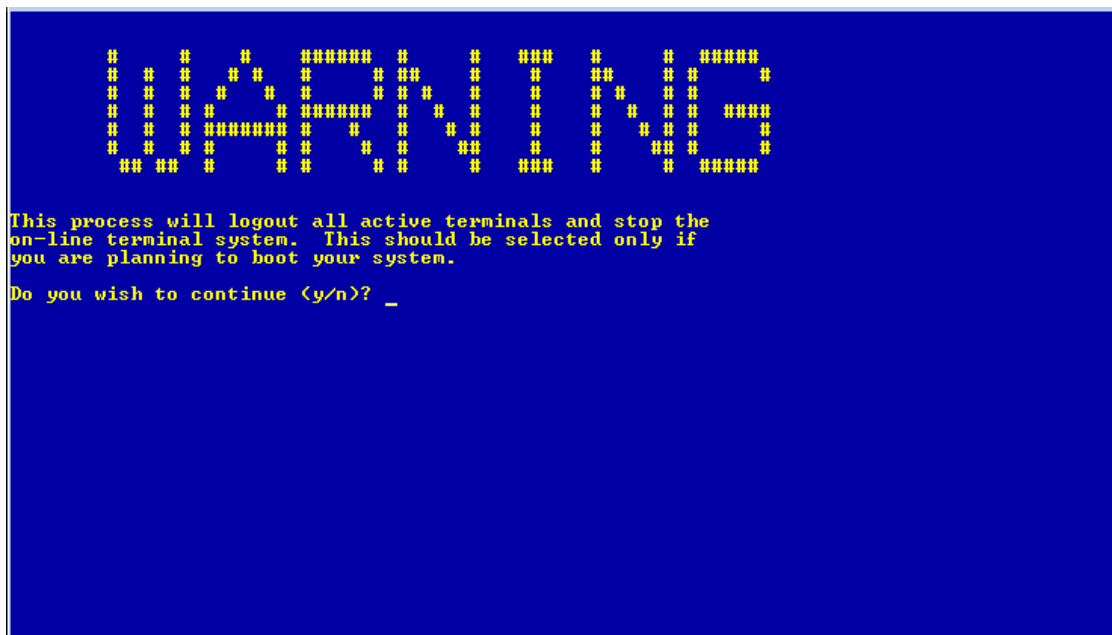
After selecting the option, the system displays.

Figure 8.1

Enter a "y" if you wish to continue and press enter. Otherwise, enter an "n" if you do not wish to continue and press enter.

A message will be broadcast to all users that the system is being taken down and they have 1 minute to log off or risk losing their files.

The online system must be stopped from the Main Console. Login access can be performed from windows one thru four. Window one displays messages coming from the Unix system. To avoid seeing these messages and having it interfere with normal processing, Datamatic suggests to use one of the other windows to login into the main console. To do this, press the Alt + F2 or Alt +F3, etc. Next login with signon as normal. If the Main Console is locked up, contact Datamatic Customer Support for assistance.

The next step is to select:

      Operations Box - keyword: equi
      Select: Equipment Menu
      Select: Safe Shut Down of Computer System

WARNING

This process will logout all active terminals and stop the on-line terminal system. This should be selected only if you are planning to boot your system.

Do you wish to continue (y/n) ?

Answer: "y" for yes and press enter.

The system displays.

Figure 8.2

The system will continue the process of shutting down the system until the messages appear stating **"Safe to Power Off"** or **"Press Any Key to Reboot"** when the safe shutdown process is done at the Main Console.

When the Safe Shutdown is complete, turn off the power to the server. With the new servers, it is no longer valid to press any key to reboot. Press the power button to power off. If ready to boot the system, press the power button again to boot.

After the system is rebooted and back up, the online system must be started.

This is done by selecting: From the Main Selection Menu at the Main Console
                 Stop and Start Online System
                 Start the Online System

CHAPTER 9 - Automatic Recovery - Power Failure or Improper Shutdown

An automatic recovery option is available when the credit union experiences a power failure or when power to the Main Console has been cut off without first stopping the online system. The following screen will be displayed at the Main Console after the power is restored at the credit union or the Main Console is turned back on. Also, the following screen will be displayed <u>only after</u> attempting to signon to the Main Console <u>after</u> a power failure or improper shutdown.

**Note: This is only applicable to credit union 01 and any linked credit unions.

> See **"Reset the On-Line Terminal System"** in chapter 2 to see if this can be used for an unlinked credit union (i.e. test credit union). Contact Datamatic Customer Support, if you have any questions.
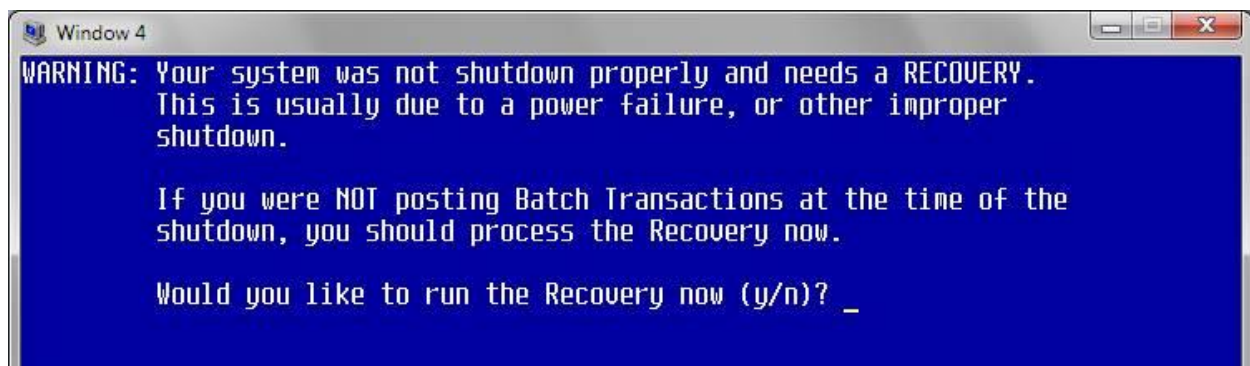

Figure 9.1

**Note: No backup tape is used with this recovery. The information that would be backed up to tape is stored on the hard drive.

If the credit union was not processing batch transactions such as Drafts, ACH, ATM/Debit Card, Payroll, etc., when the power failure or improper shutdown occurred, enter a "y" for yes to the "Would you like to run the Recovery now (y/n)?" question. **Otherwise, enter "n" for no and contact Customer Support for assistance.**

If a "y" for yes is entered, the system will complete the recovery for credit union 01 and any linked credit unions. When the recovery is completed, there will be a prompt to start the online system. Enter a "y" for yes to start the online system. A message will be displayed when the online system is up.

The staff should verify their last few transactions to confirm they are posted. Also, check a few transactions for any batch files that were completed prior to the power failure or improper shutdown to verify the transactions are posted.