

# NEWSLETTER

Volume 61 3rd Quarter 2014

## what's inside...

### Sharetec Welcomes Sterling United FCU

Sterling United Federal Credit Union in Evansville, IN, has selected Sharetec System as their new core system.

Aaron Wood, CEO of Sterling United FCU, remarks, "When looking into other possibilities to replace our data processor, we wanted a system that could offer us automation and streamline our tasks to save the credit union time. Sharetec not only showed us they could do both, they demonstrated success of products that can improve our growth."

In addition to the indirect lending functionality, Sterling United FCU will implement paperless offices using electronic signatures throughout their four offices in both the share and loan areas, as well as remote signatures for those members who won't be able to make it into the office. The credit union will also implement Sharetec's marketing ads on the signature pads for better cross selling results.

### Rimrock CU Chooses Sharetec System

Rimrock Credit Union in Billings, MT, has selected Sharetec System as their new core system.

"It was important that we found a system that would streamline our member service both inside the credit union and online. Sharetec excels in both those areas," commented Paula Rudduck, CEO of Rimrock CU. "In addition, Sharetec provides the ability to customize the software to meet our needs and the added confidence with tools like Offline Processing, we can always serve our members."

Additionally, Rimrock CU will be moving away from paper and leveraging the Sharetec System for an integrated imaging solution to store member and loan documents, transaction receipts and electronic notices, statements, and more. This combined with Sharetec's powerful mobile solution with bill pay and remote deposit, the members of Rimrock will be even more excited about their credit union.

### Sharetec Selected by Financial Health FCU

Financial Health Federal Credit Union, located in Indianapolis, IN, has selected the Sharetec System as their new core system.

"After looking at some top systems, we chose Sharetec as it was the most efficient, which will allow us to continue to offer new services and grow the credit union," comments Chris Wardrip, CEO of Financial Health FCU.

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Our goal is to provide exceptional training to you and your staff within the comforts of your own office.

## contact us...

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# 2014 Sharetec ANNUAL USERS CONFERENCE

**Another Successful Sharetec Users Conference** The 2014 Annual Sharetec Users Conference ended with great success. We are looking forward to next year when we will be joining the other Sharetec partners and hosting the conference in a new location, possibly Vegas, New Orleans or Orlando.

Take a look at a few photos from this year's conference...



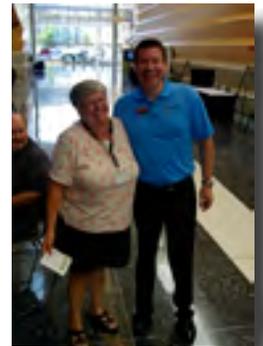
**Bonnie**  
RiverWood-Maritime CU



**Johnny** - Tincaps  
**Tammy** - Winnebago Community CU  
**Kay** - Avestar CU  
**Nick** - Members First CU & **Steve** - LKCS



**Jan**  
Riverside CU



**Janice**  
Elgin Mental Health CU



**Josie and Barb**  
Danville Bell CU



**Kay** - Avestar CU  
**Tammy** - Winnebago Community CU



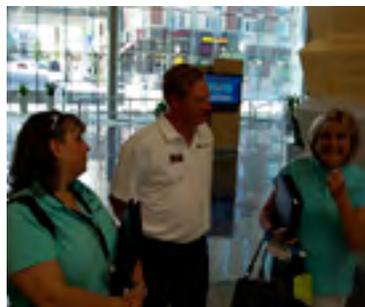
**Rich**  
Joliet Municipal CU



**Nick**  
Members First WI CU



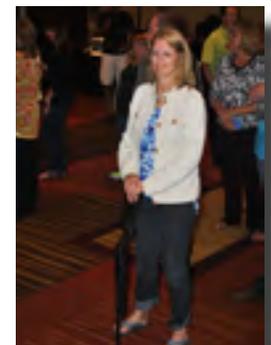
**Deb** - Alliant CU  
**Pat** - Lennox CU



**Natalie and Lisa**  
Fortress FCU



**Teri and Melissa**  
Members First IL CU



**Connie**  
Moline Municipal CU

## Improving General Forms Process by: Jeremy Stork

Our customers use forms daily in various member and loan applications. It is an integral part of your business process that has crucial member-facing implications. What matters to you is what matters to us. We have been exploring various methods to improve the general forms process and have now rolled out a new approach.



The new process, often referred to as “**Client Side Forms**”, allows for modifications to be made directly on the form before printing or saving it for later use. Any additional windows or viewer screens are eliminated in this process. Client Side Forms do not run as reports, so they are faster to load and save your staff and members time. In addition, these forms can now be opened directly in Adobe, a popular software that requires no or minimum training for your staff members. This feature is also convenient as it leverages many additional file editing and printing options from Adobe, including adding signatures.

To implement this new Client Side approach to your forms is an involved process that requires effort in both modification and testing. Our resources constraint does not allow us to implement this new approach to all forms for all customers in one fell swoop. Rather, we will take a “one at a time” approach as we work on your updated and new forms. As always, we love to hear from you on suggestions that can help us improve the overall user experience.

## Employee spotlight is on James Rorick

James has been with Bradford-Scott for over 5 years as a Hardware Technician. James enjoys keeping up with the new hardware and software technology and incorporating it into providing new and innovative ways of solving problems to help our credit unions. Currently enrolled at Ivy Tech Community College, James is pursuing a “Server Administration” program. He would like to further his education and become more versed in Information Technology to focus on storage solutions or virtualization trends, primarily to help fund his long term goal of world domination!



## Make Money Management Simple

Your credit union members know the value of a well-managed dollar—so why not help them handle their finances in an easy and convenient way? Through partnerships with **Geezeo and MoneyDesktop**, Sharetec offers **Personal Financial Management (PFM)**, providing your credit union members with the online simplicity and tools they need to succeed.

PFM allows your members to develop budgets, set financial goals, and manage cash flow, while viewing all of their financial data on one screen. All of these features can be included in a white label (credit union branded) product, ensuring your members never need to connect with another financial institution. Such account aggregation enables member accounts from other institutions to be displayed, and records from more than 18,000 financial institutions to be gathered and leveraged—so you stay competitive.



With access to Sharetec’s PFM tools, your members will enjoy key advantages that few competitors can provide, and they will value the convenience of managing all of their financial relationships in a one-stop setting. More importantly, PFM will place your credit union in a position of empowerment for your members, as a true advocate for their financial well-being and success.

## Save Time With Offline Processing by: Kristine Letz

Have you ever been unable to serve your members due to a power outage, the internet being down or for some other reason you cannot access Sharetec? We are excited to announce that we now offer offline processing, which will allow you to process limited member transactions and then flood the transactions into the Sharetec system once it comes back online.

Gone are the days of re-keying all of your handwritten receipts back into your live system! What a time saver this will be for you and your staff. Your tellers will have the ability to look up member accounts, perform deposits, withdrawals, transfers, and loan payments as if the system was live. If you are interested in acquiring the ability to provide better service to your members no matter if you can access Sharetec or not, please contact your sales representative.



## Bradford-Scott Social Media

Connect with us on Facebook, Twitter, LinkedIn, and Wordpress for news and product updates.

**Your input is always important to us and we'd love to know what you think of our social media pages, products, tips or questions. So please check us out and leave a comment at one or more of our social media sites.**



**Facebook:** Bradford-Scott Data Corporation

**Twitter:** @bradfordscott\_1

**LinkedIn:** Bradford-Scott Data Corporation, a Sharetec provider

**Blog:** creditunioncoresystem.wordpress.com

## Adding Successors-in-Interest to Existing Mortgage Obligations

In July of 2014, the Consumer Financial Protection Bureau issued an interpretive rule offering guidance to financial institutions on the application of its Ability-to-Repay Rule ("Rule") to circumstances where a success-in-interest becomes obligated under an existing debt. Many times, an individual will become a successor-in-interest upon receiving a legal interest in real estate through another's death, under a divorce decree or separation agreement, or upon a transfer from a family member (a "Successor"). When the real estate is subject to a mortgage, the Successor may agree to assume the debt, and the creditor may be willing to allow the assumption. However, until recently, creditors have been uncertain as to whether the Successor's assumption of the debt triggered application of the Rule.



The staff comments to the Rule make clear that the Rule's analysis is not required where new Regulation Z disclosures are not required. Under Regulation Z, new disclosures are required for certain post-consummation contract changes, including a "refinancing" or an "assumption." According to the interpretive rule, the terms "refinancing" and "assumption," are specifically defined in 12 CFR § 1026.20(a) and (b). A refinancing involves changes to a loan's terms. An assumption involves a change in obligors, and occurs only when a creditor "expressly agrees in writing with a subsequent consumer to accept that consumer as a primary obligor on an existing residential mortgage transaction."

According to the CFPB, the correct inquiry is whether the Successor is seeking to finance his or her acquisition of a principal dwelling, a test drawn from the definition of "residential mortgage transaction." Because a Successor already has an interest in the real estate before agreeing to become liable on the pre-existing mortgage, he or she is not engaging in a residential mortgage transaction, and the definition of "assumption" is not met. Therefore, the Rule does not apply. However, because the transaction is a consumer credit transaction, other protections afforded mortgagors (such as a right to periodic statements) would apply to the new obligor.

*Submitted by Anne E. Simerman, Esq., Barrett & McNagny LLP, 215 East Berry Street, Fort Wayne, IN, 46802. This article is provided as a general informational service. It should not be construed as imparting legal advice on any specific matter.*

## tip of the week

These TIPS are great for tellers, loan officers, or any Sharetec user! These helpful tips include hints, procedures, best practices, and miscellaneous items. To sign-up to get this weekly e-mail, please e-mail **Megan Johnson** at [mjohnson@bradfordscott.com](mailto:mjohnson@bradfordscott.com) with your name and e-mail address or like us on Facebook by searching for **Bradford-Scott Data Corporation, a Sharetec provider.**

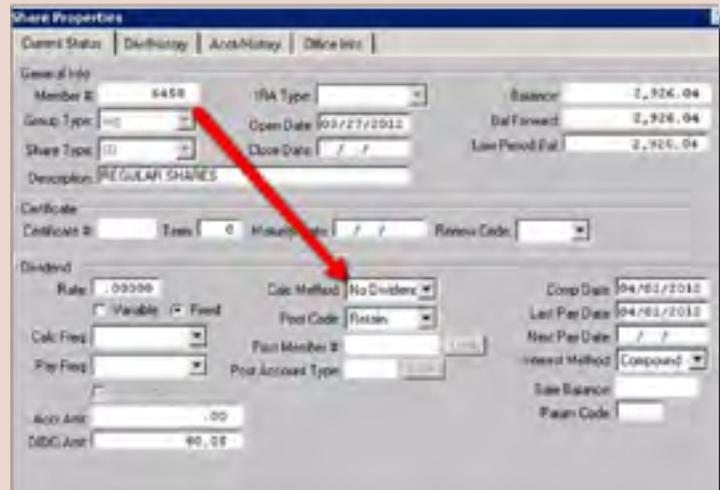
Listed below is a sample of tips e-mailed or posted in the past that are still useful today! (If you would like to see previous tips, they are stored in Customer Center.)

- **Prevent Dividends from Posting:** If you want to prevent dividends from posting to one or a few members' accounts, you can do this by changing the Calc Method in Share Properties.

In Central Information, select the account that should not receive dividends.

Right click, choose Properties - Share.

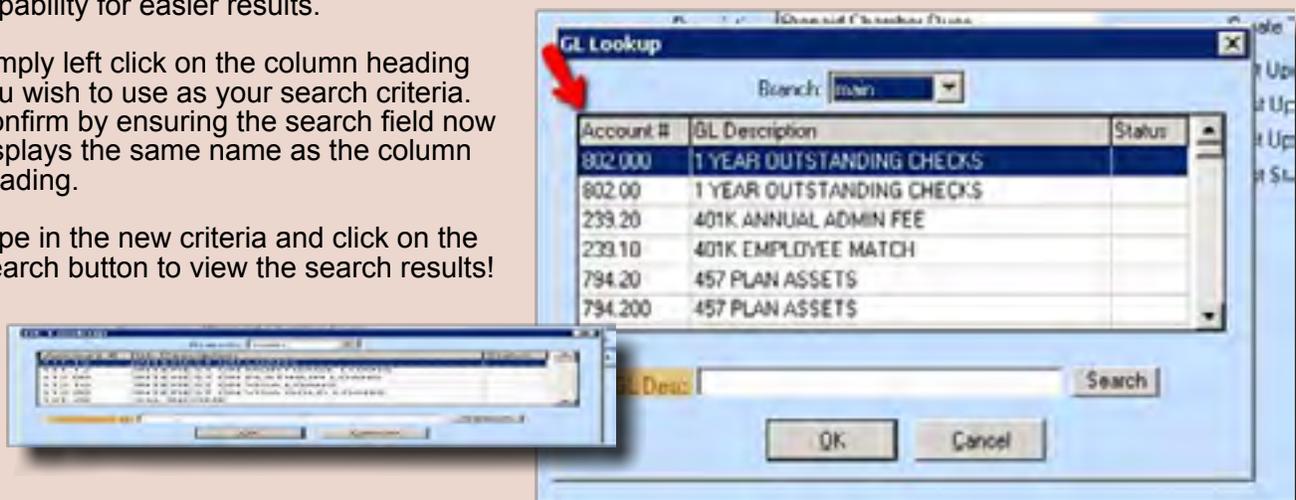
In the Current Status tab, in the Dividend section, select "No Dividends" from the drop-down menu for Calc Method.



- **Changing Your Search Criteria:** Whenever you use the Look button to find information, you can change the search criteria by clicking on any grey title bar. This allows you to expand your search capability for easier results.

Simply left click on the column heading you wish to use as your search criteria. Confirm by ensuring the search field now displays the same name as the column heading.

Type in the new criteria and click on the Search button to view the search results!



- **Terminal Server vs. Sharetec GUI-Call logging procedures, resulting in time efficient resolution.** Sometimes a call can be logged to the wrong dept resulting in a longer wait time to correct the issue. This can easily be streamlined by the Credit Union at the time of logging a call, which will improve service time to you and your members by the following easy steps:

- 1) If you cannot log into the 2nd windows desktop- this is a "Terminal Server" issues. Please specify in the call: Cannot log into the Terminal Server and a Hardware rep will be assigned.
- 2) If you cannot log into the red icon- This is a "Sharetec GUI" issue. Please specify in the call: Cannot log into Sharetec GUI and a Software rep will be assigned.

Following these simple steps will prevent calls from going to the wrong department. While these differences are minor, these steps will provide quicker resolution for you and your members.

## Credit Card Single Sign-On (SSO) in Home Banking

We have developed a product that allows credit unions to have a direct link from home banking to their credit card vendor. It is called **Credit Card Single Sign-On** and is available as an add-on product for use with FIS



EZ Card, Vantiv, or PCSU credit cards. As long as you have **Sharetec Home Banking** and credit cards through one of these partners, programs can be put in place to allow members to click one tab in home banking and instantly (without having to log in via user ID or password) be connected to the credit card site. Once on this site, they can see all of their credit card information including transaction history, as well as make payments. This provides an additional convenience to your member by saving them multiple steps and lets them know you are capable of handling all of their financial needs.

If you have any questions or would like to see if this is a product that would benefit your credit union, please give your sales representative a call.

**Bradford-Scott Office Source** is a one-stop shop for all your credit union's paper and supply needs!



- Laser Check Stock
- Continuous Check Stock
- Coupon Paper
- Blank Envelopes
- Custom Envelopes
- Full Color Online Services Brochure
- Receipt Rolls
- Continuous Vouchers
- Printer Toner
- Backup Media
- Statement Paper
- Full Color ART Brochure
- Wallet Sized ART Cards
- And much more...

Bradford-Scott Office Source offers backup tapes, toner cartridges, statement forms, receipt rolls, laser checks, and envelopes. We can also give you a free quote on any custom order you may have. We have competitive pricing and quick turnaround time on all orders and as always, your satisfaction is our top priority.

**It's not too early to start thinking about the end of the year! Plan ahead and order your supplies now. Backup Tapes/Disks • Toner & Print Cartridges • Year End Labels • Statement Forms • 1099 Forms & Envelopes**

Call **Michelle Beaman** today for a free quote! **Phone** (317) 713-2065 **Email** [thesource@bradfordscott.com](mailto:thesource@bradfordscott.com).

## Keep Your Network Safe by: Matt Marra

It is important to make sure your firewall is keeping your internal network safe. To do this, you need to have someone outside of your network attempt a penetration test. As a general rule, a firewall's duty is to allow only trusted connections in and out of your physical building from the public Internet. Once unwanted access is gained to your internal network, there is a possibility of data loss or even worse yet, data theft.

Bradford-Scott offers a **UTM (Unified Threat Management)** device made by Sophos/Astaro. This will keep you informed of any threats outside of your network by inspecting all of the packets coming into or out of your network. These devices also allow you to keep your employees off unwanted websites, as well as give you statistics of what sites are being visited. It can also email reports to your credit union and BSDC when there is a threat detected.



## Staff Cook-Out Crazy Shirt Contest

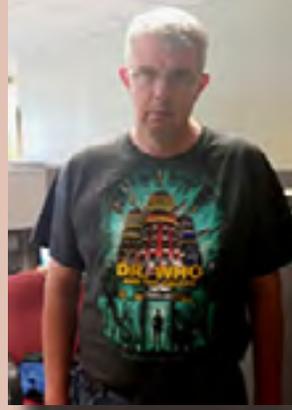
The Conversion Team at Bradford-Scott hosted a staff cook-out during lunch on August 15th. All the usual picnic fare was served, including brats and hamburgers on the grill. The team had a Crazy Shirt Contest that day and 1st prize went to Lyndee! Below are a few of the top choices.



**Lyndee** with her favorite comment in the world.



**Tom** with his invisible Frozen shirt.



**Rich** with his "Who" shirt.



**Natalie** with her Pulp Fiction Eye Test.



**Mike** with his "Awesomeness" shirt.



**Kris** with her "I need a drink" shirt.



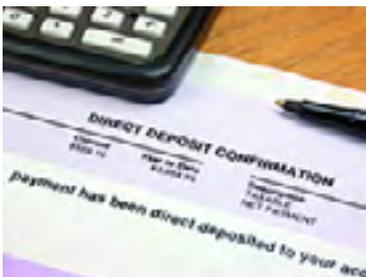
**Judy** with her shirt that we all wish we could say!



**James** with his Geek shirt and Johny Bravo look.

## Small Business Owners by: Sean McMillen

Sometimes often overlooked membership groups are the small business owners. Have you wanted to target these individuals but just not sure what to provide or how it could benefit your credit union? This might be a great time to take a look at the **Business Account Module** that can be added to Sharetec.



The features of this module will allow you to create a fee structure that works for your income but also offers flexibility to your business owner. Business owners and their account needs are never the same, so why not create a more diverse account package to meet this demand. You will be able to break out those businesses that deposit a lot of checks or a business that comes in and has cash that needs to be counted regularly. You can even reward a business with a higher

balance by giving them a certain amount of earnings credit to offset some of the fees. This is just a small sample of how this module can work for you and small business owners. Feel free to give us a call to learn more.

Don't let this member group go unnoticed anymore and help capture a greater share of the member's wallet.

## After Hours Pager Support

If pager support is needed during the pager hours listed below and one of the following situations applies, there will be no charge for the pager call:

1. Issue would prevent your credit union from opening for business and can be resolved remotely.
2. Issue occurs during normal credit union business hours and can be resolved remotely.



### Normal Pager Support

#### Monday through Friday:

7:00 a.m. EST to 8:00 a.m. EST

5:00 p.m. EST to 9:00 p.m. EST (6-9 p.m. for Software)

#### Saturday:

9:00 a.m. EST to 1:00 p.m. EST

\$210/hr for normal pager hours, if billable.

### Month-end Support

#### Weekday:

No pager. Office hours extended until 9:00 p.m. EST

#### Extended Saturday pager hours:

1:00 p.m. EST - 5:00 p.m. EST

\$280/hr for extended Saturday pager hours, if billable.

Calls placed outside pager hours will be returned at 7:00 a.m. EST on Monday through Friday or 9:00 a.m. EST on Saturday. If the page cannot be handled remotely, charges for travel and labor will apply. If page is deemed billable, it will be subject to a minimum 1-hour charge.



### Teller Balancing

10/07/2014 @ 10:00 am EST

10/09/2014 @ 2:00 pm EST

### Inventory Items

10/21/2014 @ 10:00 am EST

10/23/2014 @ 2:00 pm EST

### E-Signature Capture

11/04/2014 @ 10:00 am EST

11/06/2014 @ 2:00 pm EST

### Fraud Alert

11/18/2014 @ 10:00 am EST

11/20/2014 @ 2:00 pm EST

### Escrows

12/09/2014 @ 10:00 am EST

12/11/2014 @ 2:00 pm EST

## Quarterly Webinar Schedule

Our goal is to provide exceptional training to you and your staff within the comforts of your own office. The process is quick and easy! Simply e-mail **Jason Pesetski** in the Training department at [jpesetski@bradfordscott.com](mailto:jpesetski@bradfordscott.com) with each user name and e-mail address. He will send out a confirmation with complete instructions for joining each webinar, as well as a list of training materials that need to be downloaded prior to the webinar. Webinar classes are small and are on a first come/first serve basis. They will start at the time listed each day in Eastern Standard Time and will last approximately one hour. Classes fill up very quickly, so please e-mail Jason at [jpesetski@bradfordscott.com](mailto:jpesetski@bradfordscott.com) to sign up! If you have questions, feel free to call Jason at 260-625-5107.

**Please note** If you sign up for a class and **CANNOT** attend, we ask that you notify us at least **24** hours in advance of the webinar start time so that we may give away that spot to someone else. There is a \$25.00 cancellation fee if you do not provide notification in advance and miss the webinar.