Menlo Survey FCU Selects Sharetec as their New Core

“When evaluating possible business partners, our credit union looked for a company that brings all of the necessary pieces together. Our ideal partner values security highly, offers products that are highly functional and easy to use for both our members and staff, keeps up with technology, works with our other business partners, all while being cost effective. With these criteria in mind, Sharetec was the obvious choice for our credit union. We look forward to joining the Sharetec community this summer," comments Kelly Keniston, Credit Union Manager for Menlo Survey FCU.

Sharetec Before and After Success with Two CUs

The impact on a credit union after a core conversion can be significant and getting to a point where there is a return on investment takes time and effort if that goal is met at all. Many Sharetec credit unions have had great success in their conversion and as a result have improved their growth and membership offerings. In addition, many of these Sharetec credit unions have decreased their staff count due to the efficiencies that a Sharetec solution affords them.

Since making the switch to Sharetec, Ball State FCU in Muncie, IN, has decreased their staff count from 47 employees to 35 employees, while growing their assets an additional $30 million. “With a more efficient core and remote services becoming more popular each day, we have seen a significant reduction in foot traffic within the credit union office. Much of that can be attributed to the conversion to Sharetec, leaving behind our old, antiquated core system.” Randy Glassburn

Before making the switch to Sharetec, Andover FCU in MA had 9 employees and since converting they have reduced that number to 5 employees and almost doubled their assets. “Sharetec gave us the opportunity to be more efficient. This has had a huge impact on how we manage our daily operations, allowing us to put that savings elsewhere.” Lisa Morelli

Have you had success after converting to Sharetec? Share your story with us to help other credit unions see the value in making the switch to Sharetec.
Allocating Funds

Recently we had a credit union undergo an audit and the auditor stated the credit union needed a way to allocate funds for partial charge offs. There was a misunderstanding that Sharetec could not accommodate this request. The following instructions will show that there is a way to complete partial charge offs inside of Sharetec with a few simple steps.

Partial Charge Offs

For Charge Off loans, the system assumes that the entire amount (plus any interest and fees due) is being charged off. In order to accurately account for the differences between the value of the loan and the value of the collateral, the following suggestion shows the best method to use for partial charge offs:

1. Know the partial amount that you will be crediting to the loan
2. Complete an “LCA” (Loan Credit Adjustment) for the partial amount affecting your desired GL (General Ledger)
3. Charge off the remaining amount of the loan using a “CO” (Charge Off) transaction code
4. Once the item(s) sell, use a “COP” (Charge Off Payment) transaction code to post them to the loan
5. Code the loan in credit bureau code as 96-merchandise was taken back by credit grantor, there may be a balance due.

If you have any questions regarding this process, please feel free to open a support case and one of our support representatives will contact you.

Big Data Success

Results, Quick Query and ODBC Offer Sharetec Credit Unions Big Data

Sharetec credit unions are having great success with Big Data through Sharetec, which helps credit unions grow and be more responsive to member needs. Sharetec provides several tools for retrieving and analyzing credit union data including Results, a graphical report writer native to the operating system, and Quick Query, an easy to use intuitive graphical report writer. Additionally, by utilizing ODBC (Open Database Connectivity) credit unions can use popular productivity tools such as Microsoft Excel, Access, Word or Crystal Reports to easily create marketing materials and reports.

Harvester Financial Credit Union

“The Results tool is very easy to use and offers a variety of opportunities to market to our members. We can target members who do not have Overdraft Protection for everyday debit and ATM transactions. We have also increased our overall percentage of opt-ins for members that qualify. Sharetec Results is a great tool to grow credit unions by providing pertinent data at any given moment for different marketing campaigns. This is something every credit union should be using.” Elizabeth Olson

Evansville Federal Credit Union

“Quick Query has been very beneficial to Evansville FCU. I specifically use it for several month end reports to supplement 5300 reporting information, as well as for creating Dormant lists and indirect reports for our indirect department. I can collect data quickly to get information that almost any department may need. Most recently, I was asked to generate a specific report for CDs, which I was able to do very easily.” Anita DeWeese

Members First Credit Union

“When starting off with the credit union, I locked myself in my office to learn ODBC, and with the help of Sharetec’s training team, I learned about all the different reports I could create. Over the years, I have made more than 400 reports and currently use about 50 reports consistently. Some of the reports provide information by SEG Group for board reports, the 5300, exams, and some show different information overall. What I like best, is that with one mouse click, I can refresh the data to give me the information at that specific time. If the information is date sensitive, it is easy to change the date and refresh without having to create a new report all over again.” Nick Kessenich

Have you had success with a Sharetec product? Share your story with us to help other credit unions see the value it can bring to their credit union.
Refer A Credit Union
Do you know a credit union who is looking for a new core system? Refer them to Sharetec and we will send you a delicious box of chocolates from Daniela’s. If the credit union purchases the Sharetec system within 6 months, you will receive a 5% discount coupon to be used on one item. Contact us today and tell us who is looking!

Tip of the Week
These TIPS are great for tellers, loan officers, and any Sharetec user! These helpful tips include hints, procedures, best practices, and miscellaneous items which can all be found on Support Center. If you have a tip you would like to share, email Megan at mjohnson@bradfordscott.com.

Change a Loan Type
To change a loan type after the loan has been disbursed, go to Admin Workspace, Member Adjustments, Loan Group/Type Change.

Search for the member that needs to have the loan type changed, Highlight the loan from the list at the top browse and choose the correct loan type, and then click on Done.

Transaction Memo
Do not use special characters such as ~ as part of the transaction memo - this could cause the transaction history to not be viewable within Sharetec Home Banking.
Bradford-Scott Office Source

We at Bradford-Scott Data Corporation appreciate your business. It is our goal to offer you the very best in quality products and service, and as part of that service, our Office Source department offers you a variety of forms and supplies at very competitive pricing.

These forms and supplies include:

- Receipt rolls
- Coupon paper
- Continuous vouchers
- Toner and Backup media
- Statement paper
- Laser check stock
- Continuous checks
- Blank and custom envelopes
- ART Cards – fully customizable
- Home Banking Brochures – fully customizable

Please call or email for a free quote today. Our Office Source department looks forward to doing business with you!

Email thesource@bradfordscott.com or call Michelle at 317-713-2065 to place an order today. Orders can also be faxed to 317-713-2071.

As always Bradford-Scott Office Source has competitive pricing and quick turnaround time on all orders and your satisfaction is our top priority.

Employee Spotlight: Alex Dove

Starting his journey with Bradford-Scott in January, Alex Dove joined the Software Support team as our newest analyst. With a Bachelor’s Degree in Public Management from IPFW, Alex has over 5 years’ experience working as a call center lead/trainer with IAB Financial Bank.

In the short time Alex has been with BSDC, he has brought a great deal of value to the team. We are excited to see how Alex can benefit our team and customers long term. Alex enjoys the overall work environment and the family-oriented feel BSDC provides.

Alex and his girlfriend, Jessica, have been together for over 10 years and have 2 kids, Gavin 6, and Piper 19 months. He spends most of his time trying to entertain them, but is also a huge sports fan, with the Colts, Cubs, and Warriors being his top picks. Alex also enjoys reading and watching movies.

Conference News

Mark Twain once said, “There are only four unique cities in the United States. New Orleans, San Antonio, Boston, and San Francisco.” We’ve crossed New Orleans off the list, now it’s on to San Antonio!

We invite you to join us September 17th – 19th for the 2018 Sharetec Users Conference. If you have not already done so, go to www.sharetec.com/conference to register and make your hotel reservations. The last day to take advantage of the special room rate is August 25th.
The Disaster Recovery Program is intended to minimize the disruption of service to credit unions and minimize financial loss. Bradford-Scott Data Corporation (BSDC) strives to ensure a timely resumption of basic operations in the event of a disaster, whether the cause of such disaster be natural, vandalism, fire, theft or any event that causes your data processing system to fail completely.

For inhouse clients, through its Disaster Recovery Program, BSDC provides "standby" assurance that standard software and data residing on your main server will be recoverable in the event of a disaster.

For Service Bureau clients, through its Disaster Recovery Program, BSDC provides "standby" assurance that all standard software and data residing on your main server will be accessible in the event of a disaster and you are not able to operate at your physical location.

It is our clients’ responsibility to make arrangements to perform a test. Please allow at least 90 days for completion, to assure that necessary equipment is received, reports are generated, all processes are performed, the overall test is complete, and results communicated.

If you would like to sign up for a Disaster Recovery testing, please contact your Account Manager.

Power Users
Around 50% of our Sharetec customers participate in daily discussions using our free e-mail list serve, PowerUsers@bradfordscott.com. To be a part of PowerUsers, please, e-mail Sara Mattax at smattax@bradfordscott.com.

Support Center
Maximum efficiency for support resolution and staff education is available through Bradford-Scott’s user-friendly Support Center. With this powerful tool, credit union staff can take advantage of many features and benefits.

- Submit cases with supporting documentation and screen shots
- Check on the status for open or closed support cases
- Search or download all BSDC documentation in a user-friendly manner
- Network with peer users, building a Sharetec library knowledge base

If you aren’t a user yet, contact creditunionquality@bradfordscott.com so you can take advantage of this powerful tool.
Safeguards to Put in Place Before Catastrophe Strikes
Every day presents new opportunities to learn and grow. Unfortunately, last October we discovered an employee theft situation that was started by enrolling a member in home banking with a valid email created by the former employee. The theft was not discovered until the member brought it to our attention that he had not received a statement in a while, and informed us that he never enrolled in online banking. Your employees have access to all of a member’s information to enroll them unknowingly. I was stunned at how this began and developed.

We now have a Results report scheduled weekly for our home banking enrollments. We verify with our members that they indeed enrolled, and if they have any questions. This actually has been a very positive procedure as we have spun it into a marketing interaction versus just an audit verification. I delegate a different employee to make the phone calls each week. If we are unable to contact the member a letter is mailed. We did have one member that insisted he never enrolled in online banking only to find out that his wife, who is a joint account owner, had enrolled. We also have had members ask questions or need help with setting up alerts or downloading the mobile banking app.

While we are a small credit union and can contact all of the members who enrolled, a larger credit union could verify with a percentage of new enrollees or whatever their audit department suggests. Our supervisory committee members also added this to their list of items they check on a periodic basis. So, our problem last fall ended up being a great marketing and member experience opportunity for our credit union in addition to adding this to internal audit procedures. Even our outside audit firm has added this to their items they review at all of their client credit unions. Hopefully sharing our experience and change in procedures may deter this from happening at another institution.

Ann Wildman, ADM Credit Union
Bradford-Scott’s **Customer Satisfaction Survey** is a vital tool in continually improving the professional relationship we have with each and every one of our customers. Each fall we survey our customers to gauge their satisfaction with our service and to find ways we can improve in order to maintain a platinum standard in the industry.

We thank you for taking the time to respond and we appreciate your feedback. We are pleased to announce a survey score of **9.27** out of a possible 10 for 2017.

Committed to providing exceptional support, Bradford-Scott’s Software & Hardware response times are outstanding for 2017. Every call that comes into Bradford-Scott is logged and tracked to make sure each call is returned as quickly as possible. With both **Software and Hardware response times** proving great success, Software came in at an average time of **less than 6 minutes** and Hardware with an average time of **less than 18 minutes**.

**Training Videos**

**Memorial Health Credit Union**

Answers Are Just A Click Away!

There are numerous training videos on our Support Center that many credit unions find as helpful alternatives to logging Support Cases.

Bradford-Scott regularly monitors activity on our Support Center such as what training videos are being watched, how often and by whom. This helps us learn what topics are important to our credit unions and feedback lets us know what other videos we need to add.

We discovered that one of our clients, **Memorial Health Credit Union**, are particularly avid viewers of these training videos. We were interested to find out the reason behind such high numbers of video views and spoke with Pat and Don at the credit union.

Pat and Don shared that they encourage their staff to watch these Support Center videos to strengthen their knowledge of Sharetec. For them, sometimes it is easier to watch the video rather than take the time to log a case. “Many of our staff are more visual learners, so the training videos Sharetec has on their online portal have helped many of them a great deal. We can watch the video for something specific as we do it and pause the video as we follow along. These videos are a great resource for everyone to get the most out of all Sharetec has to offer for our growth as well as all we can offer our members.”

In addition to the training videos, Support Center also has many helpful documents, tips of the week and important announcements.

Read more from other Sharetec Credit Unions and how they benefit from Sharetec’s ongoing training videos. Visit [www.bradfordscott.com/case-studies](http://www.bradfordscott.com/case-studies).
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. Page is during normal credit union business hours and the issue can be resolved remotely.

2. Page is for a down Sharetec system and would prevent the credit union from opening for business and the issue can be resolved remotely.

Billable Rates
$255 - Calls placed within defined pager support hours.
$330 - Outside defined pager support hours and holidays.

Normal Pager Support Hours
Monday through Friday:
7:00 a.m. EST to 8:00 a.m. EST and 5:00 p.m. EST to 9:00 p.m. EST
(6-9 for Software)

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

Month - End Support Hours
Weekdays:
Extended office hours until 9:00 p.m. EST

Weekend:
Extended Saturday pager hours: 1:00 p.m. EST - 5:00 p.m. EST
Sunday pager hours: arranged in advance $330 per hour

* Calls placed outside pager hours will be returned at 7:00 a.m. EST on Monday - 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.

Video Training Series

If your credit union would like specific webinar training, we offer customized webinars to address your training needs. To arrange training, please contact Judy Fleming at jfleming@bradfordscott.com.

Bradford-Scott also offers free training at the BSDC office in Fort Wayne; these customized sessions can also be scheduled by contacting Judy Fleming.

We have produced almost 100 short (5 minutes or less) videos covering many areas of the Sharetec system. Larger topics have been divided into a series of these short videos and have been placed on the Support Center. These short videos will help to reduce staff training time, as well as allow users to target a specific topic that meets their needs. Staff can view these quick videos during slow times, or a short window of time can be scheduled.

We have a schedule of videos to produce, but are also looking for your ideas. If there is something you would like to see, contact Judy Fleming at jfleming@bradfordscott.com and we will work to create the content you are seeking.

“In our busy day to day service to our members, we got used to doing things a certain way. It’s very rewarding to learn better ways to advance the credit union for our members’ service. Our staff benefits greatly from a refresher course on things they have forgotten or didn’t even know they could do to improve their daily processes.” (cost will apply)

Kay Radloff, CEO, Avestar Credit Union

To find videos on the Support Center, search any of the keywords in the subject. If you have issues finding what you need, contact our Support Team for assistance.