

SHARETEC PLACES ADVANCED FEATURES AND FUNCTIONALITY DIRECTLY IN THE HANDS OF OUR STAFF AND MEMBERS - ULTIMATELY MAKING US A MUCH LEANER AND MORE EFFECTIVE CREDIT UNION.

Dan Cwelina CEO
LorMet Community FCU
Amherst, OH

NEWSLETTER

Volume 84 Quarter 2 2020

Horizon Credit Union Selects Sharetec's Innovative Core Processing Solution

When Horizon Credit Union set out to replace their existing system with a new and improved core processing solution, they had specific enhancement goals in mind. According to Beverly Boling, Horizon's CEO, their financial institution required a smart solution - one that would offer the perfect combination of an innovative core processing system and a knowledgeable, supportive service provider. "We were looking to greatly improve our credit union's overall functionality to enhance our daily processes and the level of service we provide to our members. We also sought to achieve a better value for our investment," states Beverly. "Therefore, when we learned about Sharetec's long list of benefits, we took the next step and requested a demonstration. We wanted to determine if the system would fully meet our needs, and if the people behind the solution would adequately support us."

Northern Indiana Federal Credit Union Partners with Sharetec Core System

In 2019, NIFEDCU's Board & Management Team participated in Strategic Planning where it was determined that the CU had to offer the same products, programs, and technology offered by larger, traditional financial institutions. Technology and innovation emerged as key priorities. As a result, it was determined that NIFEDCU needed a new core system.

Christine Biasi, President & CEO, explained "In order to position NIFEDCU for future growth, it was essential that we partner with a company that not only provided an innovative system, but one that also integrated a suite of complimentary solutions outside the core program including a comprehensive loan operating system including the ability to provide both direct and indirect lending; remote deposit; online banking/bill payment; remote signature; direct issue debit cards; and integrated interfaces for credit and debit card programs. In the absence of a seamless, unified approach, augmenting individually would have been an exhaustive process."



What's Inside...

2 COVID update
Sharetec offers assurance and assistance to CUs and their members.

Users Conference
Sharetec Users Conference returns in 2021.

3 Sharetec Anniversaries
Check out Sharetec CU's anniversary milestones.

Allied Payment Network
CU increases transactions, member engagement by spicing up traditional bill payment functionality.

4 Product Highlights
Featured this quarter is Easy Saver, Fraud Alerts, and Automation.

5 Tip of the Week
Reprint a report and Run OFAC Outside of the normal process.

Office Source
One-stop shop for all your CU's paper and supply needs.

6 Video Training
Helpful alternatives to logging Sharetec Cases.



Sharetec Offers Assurance and Assistance to Credit Unions and Their Members

During these uncertain times, most credit unions have members who are struggling with financial obligations such as auto loans, house payments and service fees, and often times, cash shortages due to extenuating circumstances. As a responsive partner, Sharetec has stepped up to make numerous measures available to many of its credit unions and their members across the country who may be dealing with issues related to the ongoing COVID crisis.

To assist credit unions in better servicing members and to help them through these potentially disruptive times, Sharetec has reached out to these financial institutions to announce these specific measures that they would make available to them, which include:

- Temporarily waiving late fees for all loans
- Turning off the Regulation D limitations so members can freely move funds to transactional accounts
- Temporarily waiving overdraft fees until a certain date
- Temporarily waiving excessive transaction fees until a certain date
- Helping to incorporate a skip payment(s) program if the credit union does not already have one
- Increasing debit card limits, if controlled by Sharetec
- Waiving penalties for early CD withdrawals
- Waiving monthly service fees

As credit unions continue to change how they service their members, Sharetec is well prepared to adapt to their shifting needs. We are fortunate in that our business and IT infrastructure are easily transitioned to a remote environment, whenever such a move becomes necessary. As many of Sharetec's support team members continue to work from the safety of their homes, they are effectively collaborating to serve credit unions as if they were in their usual office environments.

Sharetec wants to assure its credit unions that our business partnerships are invaluable, as is the financial well-being of the institutions and the members that we serve. We will remain poised to offer advice and assistance in regards to what the system and our company can do to alleviate any hardships that may arise. Rest assured, Sharetec will continue to be readily available to help its credit unions and their members - both now and into the future.

**Rest Assured...
We're Here to**



HELP!



Sharetec Users Conference Returns in 2021

The Sharetec Users Conference is an event Sharetec staff, business partners, and clients look forward to each year. This year out of concern for the well-being of all participants, the difficult decision was made to postpone the 2020 conference due to COVID-19. The event has been rescheduled for September 12-15, 2021 at the Hilton Cincinnati Netherland Plaza. All the excitement that was planned for 2020 – speakers, classes,

entertainment, business partners, and more will carry over to 2021! Register today to join us in 2021. This is one event you don't want to miss! Visit www.sharetec.com/conference for details.

Sharetec Anniversaries

April

- * Pipefitters Steamfitters CU - 5 years
- * Service Plus Credit Union - 5 years
- * FRSA Credit Union - 10 years
- * Health Systems CU - 15 years
- * KONE Employees CU - 15 years
- * Members First Community CU - 20 years

May

- * Settlers Federal Credit Union - 10 years

June

- * Sheboygan Area Credit Union - 10 years
- * Altamaha Federal Credit Union - 5 years



Refer a Credit Union

Do you know of a credit union who is looking for a new core banking system? Refer them to Sharetec and we will send you an **Amazon \$100 e-Gift card**. (Please note: To qualify for the e-Gift card, Sharetec must not be working with the referred credit union and an appointment must be set and completed.) Your referral will remain confidential if you request it. Contact us today and tell us who is looking!

ALLIED PAYMENT NETWORK



CU Increases Transactions, Member Engagement by Spicing up Traditional Bill Payment Functionality

Credit union members appreciate the ease of using **Allied Payment Network** for their bill pay and person-to-person transactions; the adaptability to mobile offers them access wherever they are. This accessibility puts credit unions in a great position to be the full-service financial provider that many members seek, as it did for Members First Credit Union.

"Implementing both of Allied's services grew the number of members who use bill pay by 25% and, in turn, these members increased usage on their checking accounts. Additionally, transactions initiated through PicturePay and P2P have increased approximately 50% compared to our previous bill pay provider."

Jenny Kutz, Vice President



PicturePay technology allows members to pay bills and set up payees from their mobile phone by simply taking a photo of their bill. Allied's P2P solution provides real-time person-to-person transaction speed, allowing recipients to accept payments through standard ACH or in real time to their debit cards.

To read the full case study visit <https://www.bradfordscott.com/case-studies>.

Product Highlights

Easy Saver

Sharetec provides the products and services that keep your members happy and loyal.

With Sharetec's Easy Saver Program, members can increase their savings with each debit transaction they make. When a purchase is made, their transaction will be rounded to the nearest dollar and the difference is added to their savings account. Members can sit back and watch their bank accounts grow.

Member pays \$3.78 for coffee at Starbucks...
Sharetec will round the total to \$4.00...
and deposit \$.22 in your member savings account.

Contact Sharetec today to learn more about Sharetec's Easy Saver Program!

Fraud Alerts

Protecting your members from fraud is more difficult today than it has ever been in the history of banking, which is why Sharetec provides "real-time" fraud monitoring. Our fraud system is actively on the look-out for suspicious activity.

Sharetec's Fraud Alerts will notify you if a fraudulent situation is uncovered, whether it be during a member search, a member transaction, new member enrollment, new share or loan openings, or batch postings. The security alerts are based on a set of fraud conditions established in the Fraud Alert control and are completely credit union defined so that you can adjust them to your specific tolerance level.

Contact us today to find out how you can protect your members from fraud with Sharetec's Fraud Alerts.

Automation

With Sharetec's Automated Processing you can automatically transfer and post files like ACH, Share Draft, ATM Debit, OFAC, ACH and Share Draft Returns, FIDM, Bill Pay, Statements, and Positive Balance. Employees can focus on managing member relationships, and as a result, the processing power of your credit union will increase greatly. You will never have to download, upload or post a transmission file again.

- No more redundant delays
- Streamline daily operations
- Less fees, more opportunity
- Save time and money

Sharetec's Automated Processing will simplify your daily tasks, allowing you more time for your members. Sharetec's Automated Processing is one of our most popular products. It allows you to serve your members more efficiently because your time will be freed up from tasks you have to do manually today. Happy members plus a happy staff - everyone wins.

Contact us today for more information.



Tip of the Week

These TIPS are great for tellers, loan officers, and any Sharetec user! These helpful tips are sent by email every Friday and include hints, procedures, best practices, and miscellaneous items. If you have a tip you would like to share, email Megan at mjohnson@bradfordscott.com.

Reprint a Report

Need to reprint a report? Go to Tools in any workspace, report viewer, locate the report that you would like to reprint right click on that report and choose the reprint option, this will let you choose which stream to reprint or you can choose all.

Run OFAC Outside of the Normal Process

If you need to run an OFAC outside of the normal process, users can go to Tools in Teller Workspace and click on OFAC. This will let you fill in the blanks in order for users to enter in the information, then click on save and your report will show in the top browser.



PowerUsers

Around 50% of our Sharetec customers participate in daily discussions using our free email list serve, PowerUsers@bradfordscott.com. To be a part of PowerUsers, please email Courtney Bowlin at cbowlin@bradfordscott.com.

Office Source

Bradford-Scott Data Corporation is your one-stop shopping destination for all of your paper and ink supplies.

OUR RECEIPT ROLLS ARE BPA SAFE!

Bradford-Scott offers Thermal, Single Ply and Double Ply receipt rolls that are BPA safe. Pricing is as follows:



Double ply - \$85 per 50 roll case
Single ply - \$63 per 50 roll case
Thermal - \$147 per 50 roll case
*pricing subject to change



You can also purchase the ribbons for your receipt printers from us!

Email mhuff@bradfordscott.com or call Michelle at 317-713-2065 to place your order today.

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

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. EDT to 8:00 a.m. EDT and

5:00 p.m. EDT to 9:00 p.m. EDT

(6-9 for Software)

Saturday:

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



Month - End Support Hours

Weekdays:

Extended office hours until 9:00 p.m. EDT

Weekend:

Extended Saturday pager hours: 1:00 p.m. EDT - 5:00 p.m. EDT

Sunday pager hours: arranged in advance \$330 per hour

* Calls placed outside pager hours will be returned at 7:00 a.m. EDT on Monday - Friday or 9:00 a.m. EDT 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.

Sharetec also offers free training at our 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. 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.

The most recent videos are below...

- How to Create a Results Report (x5)
- How to Export a Results Report to Excel

*“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 had forgotten or didn’t even know they could do to **improve their daily processes.**”*

Avestar Credit Union



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.