



## **Q: What is 24/7 Processing?**

### **A: There are two parts to 24/7 processing.**

The '24' means that we are focused on making our processing environment work for you for as much of the day as we can. We call it Time Zone Processing, and it's designed so that no matter where you are, we're working on your schedule.

The '7' means that we are processing on your behalf seven days a week instead of six. 7-day processing refers to the daily processing done on your credit union data every night by the Operations department. End-of-day (EOD) and beginning-of-day (BOD) will be run on all seven days of the week. (This is not to be confused with credit unions who offer teller line services on Sundays. That requires a separate special arrangement. Refer to the related links below for more information.

## **7-Day Processing Answerbook Questions and Answers**

### **Q: What is seven-day processing?**

**A:** 7-day processing refers to the daily processing done on your credit union data every night by the Operations department. End-of-day (EOD) and beginning-of-day (BOD) will be run on all seven days of the week.

It is not to be confused with having the teller line open on Sundays.

#### **Terminology:**

- **Seven-Day Processing:** CU\*NorthWest processes your credit union's nightly cycle seven days a week in accordance with our 24/7 approach to core processing.
- **Sunday Open Branch:** The CU staffs the lobby for business and performs regular daily services for members. CU\*NorthWest requires a 30 day lead-time to prepare this activity for your credit union.

**Q: When will CU\*NorthWest start processing seven days a week?**

**A:** CU\*NorthWest will begin 7-day processing on Sunday, June 9, 2019.

**Q: How does 7-day processing affect the generation of CU\*Spy reports:**

**A:** Reports are generated during beginning-of-day (BOD) processing and end-of-day (EOD) processing seven days a week. No configuration changes are needed.

A whole new set of reports will be created on Sundays, as with Saturdays. If you refer to reports daily, you will also need to review Sunday reports, in addition to Saturday reports, if you do not already do so.

**Q: How does 7-day processing affect third-party transmissions?**

**A:** Third-party transmissions now may occur seven days a week. Be sure to alert your vendors that they may now begin receiving transfers on Sundays.

**Q: How does 7-day processing affect beginning-of-day (BOD) and end-of-day (EOD) processing?**

**A:** With 7-day processing, beginning-of-day and end-of-day processing is run every day except for Federal holidays observed by CU\*NorthWest. In these cases, the processing occurs the following day.

Unless they fall on the first or last day of the month, the holidays that will not have beginning and end of day cycles will be the following: Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**Q: How does 7-day processing affect lobby transactions?**

**A:** It is important to distinguish between the following:

Terminology:

- **Seven-Day Processing:** CU\*NorthWest processes your credit union's nightly cycle seven days a week in accordance with our 24/7 approach to core processing.
- **Sunday Open Branch:** The CU staffs the lobby for business and performs regular daily services for members. CU\*NorthWest requires a 30 day lead-time to prepare this activity for your credit union. Currently, unless you have special arrangements, your credit union is not open seven days a week. Therefore, unless your credit union makes the decision to open a branch or branches on Sunday, there will be no changes to lobby transactions with 7-day processing.

Having a branch open on Sunday requires a 30 day notice and the signing of Special paperwork. Contact a CSR for details.

**Q: How does 7-day processing affect the releasing of uncollected funds holds (including ATM deposit holds)?**

**A:** Seven-day back-office processing has no effect on the releasing of uncollected holds, including ATM deposit holds. If your credit union has set up holds to calculate based on business days, then release dates for these types of holds are calculated based on the configured credit union business days (the day the credit union branches are open)

**Q: How does 7-day processing affect credit card grace days?**

**A:** Seven-day back office processing has no effect on credit card grace days. Credit card grace is determined by the configured credit union business days (the days the credit union branches are open)

**Q: How does 7-day processing affect delinquency for non-credit card loans?**

**A:** Delinquency is calculated during the end-of-day processing and loans appear delinquent at beginning-of-day processing for the next day. When the grace on a non-credit card loan ends on a Sunday, delinquency will be more accurately shown to the member in online banking with 7-day processing.

Here is an example to explain why this is the case:

- **Without 7-day back office processing**, end-of-day processing on Sunday and beginning-of-day processing for Monday are both run late Saturday/early Sunday morning. A member logging on to online banking during the day on Sunday would see a loan showing as delinquent on Sunday, even if the due date isn't until Monday.
- **With 7-day back office processing**, the processing is run more real time, which means that during the day on Sunday, the member whose loan is due on Monday would not see the account appearing as delinquent. Once end-of-day processing for Sunday and beginning-of-day processing for Monday is done early on Monday morning, the account would appear to the member as delinquent, in sync with the actual date.

**Q: How does 7-day processing affect our disclosures for Reg CC (and other) configurations based on our business days being Monday-Friday?**

**A:** As far as Reg CC goes, business days are covered by our Business Days Configuration (**Tool #243 Configure CU Non-Business Days**). If your business days are configured for Reg CC as Monday-Friday, it will stay Monday-Friday, even with 7-day processing, unless your credit union makes that change.

**Q: How does 7-day processing affect miscellaneous holds (for debit and credit cards)?**

**A:** Holds on debit or credit cards are released at end-of-day processing. Generally, holds on debit and credit cards are dropped prior to the end of the hold days as the actual transaction comes in and posts to the account.

With 7-day back-office processing end-of-day processing is run on Sunday, so in rare instances the holds could be dropped on Sunday. Credit unions concerned about this change can change the number of days to hold unmatched items.

**Q: How does 7-day processing affect (scheduled) Automated Fund Transfers (AFTs)?**

**A:** With seven-day processing, AFTs will now be processed seven days a week, including the addition of Sundays. They will be processed at either end-of-day or beginning-of-day processing, according to your credit union's configured settings for incoming and outgoing AFTs.

The only exceptions are five days when AFTs have never been processed that are also Federal holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

**Q: How does 7-day processing affect audio or online payments?**

**A:** With 7-day processing, because a Sunday is an actual processing day, audio and online/mobile banking deposits and payments are dated the day that they are paid. So if a member makes a transfer to pay their loan payment on a Sunday afternoon, the transaction date will show Sunday's date, not Monday's as it would have prior to 7-day processing.

**Q: What does my accounting team have to do differently with 7-day processing?**

**A:** Any activity your accounting team performs daily, will now need to be done for all seven days of the week.

**Q: How does 7-day processing affect accruals?**

**A:** Whenever end-of-day (EOD) processing is run, the system accrues share dividends and loan interest from the last day of accrual on each account. With the change to 7-day processing, you will now see general ledger entries and accrual increases on the member account every day. Where Sunday's accruals used to be added to Monday's update (a total for 2 days of interest), now you will see separate reports and GL entries for Sunday and Monday individually.

**Q: How does 7-day processing affect laser notices?**

**A:** With 7-day processing, notices are generated daily, including Sundays. Do not forget to print the notices that are generated on days your credit union is not open.

**Q: How is the configuration of Credit Union Non-Business Days (Tool #243) affected by 7-day processing?**

**A:** The non-business days configuration, which includes Federal holidays, is used only when calculating the release dates on check holds placed at the teller line or elsewhere. It is not related to 7-day processing.

NOTE: Holds are released according to the release date on the individual Uncollected Funds record, regardless of whether daily processing is run on Sunday or not. If an Uncollected Funds record has a release date that falls on a Sunday, the hold is released on Sunday. This will work the same way with 7-day processing as well. If you do not want holds to be released on Sundays, you can set your configuration so that the system calculates the release date to avoid Sundays (will choose the next available business date instead). For more information, refer to the “How Check Holds Work” section of the Automated Deposit Holds booklet, available [here](#).

**Q: How does 7-day processing affect Analytics Booth?**

**A:** With 7-day processing, alerts are sent out seven days a week and dashboards have data points for every day of the week.

**Q: How does 7-day processing affect dashboards?**

**A:** Since accruals are run every day with 7-day processing, the savings and loan accrual dashboards will have entries for all seven days.

**Q: How does 7-day processing affect the reconciliation of G/L's?**

**A:** G/Ls need to be reconciled for every day on which processing is run.

For most credit union accounting teams, even if the CU's teller line happens to be open on Saturday, Saturday G/L recons are usually handled on Mondays. With 7-day processing, the same process will apply to Sundays as well. When balancing G/L activity on Monday morning, the accounting department may need to review balance information for weekend days or additional reports created on the weekend if any research is needed.

For example, with 7-day processing, any end-of-day processes such as Automated Funds Transfers (AFT) and accruals will create additional reports for both Saturday and Sunday.

**Q: How does 7-day processing affect check holds?**

**A:** If your credit union uses business days to determine check holds, the release days are determined using the non-business day configuration (Tool 243). Unless your credit union changes this configuration to include Sundays, check holds are not changed by 7-day processing, since holds already release 7 days a week anyway, according to the release date on the Uncollected Funds record.

**Q: How does 7-day processing affect things that rely on daily processing, such as delinquency, dormancy, ANR scoring, configured daily service charges, etc.?**

**A:** With 7-day processing, things that rely on daily processing are evaluated daily, including Sundays. This included, but is not limited to delinquency, dormancy, ANR scoring, and configured daily service charges.

Do not forget to review your daily reports. Data will be generated seven days a week.

**Q: What is not affected by 7-day back office processing changes to be implemented on June 9, 2019? What do ACH transfers, OTB transactions, Remote Deposit Capture (RDC), and eAlerts have in common?**

**A:** The following things are not affected by 7-day back office processing changes:

- ACH – ACH will continue to process as always
- OTB – OTB is not affected by 7-day back office processing
- RDC – Deposits are processed seven days a week or by credit union configuration. No changes will be made.
- eAlerts – these are sent with an automated process that is not changed with 7-day back office processing.

## **Time Zone AnswerBook Questions and Answers**

**Q: How does the creation of “neighborhoods” shorten the amount of time my credit union is in stand-in for nightly processing? How do they help with time zone processing?**

**A:** We’ve created a “neighborhood” for each time zone serviced by the CU\*NorthWest iSeries. When you sign into CU\*BASE, the system knows where your credit union is from and you (and your session) live in a “subsystem” dedicated to that time zone. (A subsystem is an IBM term; these are used for many different functions on the IBM, from online banking to processing eAlerts, and now for handling time zones for end- and beginning-of-day processing.)

Then when we start nightly processing for the Pacific Time Zone at 12:00 AM PT, only users in the subsystem for PT are shut down from 12:00 AM PT until completion of processing. Then it's back to business as usual for credit unions in the Pacific Time Zone.

This is a great improvement from the previous system where all credit unions were put in stand-in and processed at one time starting at 11:30 AM CT, regardless of time zone. The new method greatly shortens the time all credit unions are in stand-in for nightly processing and puts credit unions in stand-in at 12 AM for their appropriate time zone.

**Q: With time zone processing, will the time shown for transactions and printed reports reflect the time zone in which my credit union is located?**

**A:** No. Times in transaction history and reports will still be based on wherever the physical iSeries computer is located. For CU\*NorthWest online clients that would be Central Time (CT).