



Your Wave of Technology

T I D E L I N E S



President's Note

Welcome to our *Tidelines* for Summer 2010.

In this issue, we are introducing new products to complement our current suite: eAlerts, Dashboard, Collections, and Nova Member App. Each product provides you with enhanced value that helps you save costs in our continuing tight economy. But we didn't economize on the technology aspect because we want them to work for you as seamless, easy, and dependable as possible.

Additionally, our Correio AVS continues to shine, as we have signed five more clients. We also hired a Senior Programmer to help you with your project needs.

As always, we truly appreciate your business and look forward to helping you succeed in 2010.

Warm regards,
Ron Murray

Trade Shows

[Symitar Client Conference](#)
September 14-17, 2010
San Diego, CA

[Fall Symitar NWUG](#)
November 3-5, 2010
Salt Lake City, UT

Aviso eAlerts Provide Real Time Transaction Alerts

We have developed an eAlerts system, called Aviso EAS, which provides your members with real-time transaction alerts or batch based notifications of transactions and eNotices. Through our seamless web integration, members can define eAlerts for their own specific needs. We would like to thank Numark Credit Union for assisting as our development partner to use the new eAlerts system.



Get the Pulse of Your CU with Dashboard

Viewing any type of data in a "quick look" or "at-a-glance" format makes life much easier when tracking the performance of your credit union. We saw this need and developed a handy, viewable reporting application called Dashboard. Our Dashboard is a centralized spot to collect your credit union's data, create customized report, and quickly view them at a glance to keep you updated on your current performance. We would also like to thank Associated Credit Union of Texas for assisting as one of our development partners for Dashboard.



Nova Member App: 90% Features at 50% Cost

Convenience, flexibility, and innovation through powerful automation, this application and its vast capabilities is allows new members to easily join your credit union with only a few clicks of the mouse 24/7. Each field within the Nova Membership Application is automatically written to your host system, so there's no heavy maintenance. It's as easy to maintain as it is for members to join. Many thanks to those clients who participated as development partners and have commenced using the application.

Collections System Provides Flexible Integration

Our web-based Collections System is fully customizable, providing your credit union with what you specifically need. Our host-based system not only integrates with Symitar's™ Episys® platform, but its new programming paradigm allows the product to integrate with other third party processors as well.

T I D E L I N E S

5 More Clients Now Leveraging Correio AVS

Our Correio Address Validation Server (AVS) continues to shine for us. We have signed five more credit unions to use the technology for their member address databases. Those credit unions include Robins Federal Credit Union (\$1.3 billion), Technology Federal Credit Union (\$1.3 billion), Florida Commerce Credit Union (\$325 million), Kauai Community Federal Credit Union (\$309 million) and Georgia Federal Credit Union (\$608 million). As a result, each credit



union will use Correio for cleaning up member databases for consistent and accurate addresses.

According to Georgia Federal Credit Union Director of Operations, Doreen Blaha,

Correio will assist her credit union in keeping accurate addresses in accordance with the US Postal Service records. By having accurate addresses, it will allow for all mailings to arrive to each member in a timely manner. In addition, it will reduce the quantity of returned mail the credit union receives on a regular basis as well as reduce expenses for mailings.

"We thought Correio would help our members and staff," Blaha says. "Our front line staff find it beneficial in that they type fewer key strokes and it auto populates fields for them." Correio will also help with validating addresses for fraud and FACTA Red Flags compliance, she adds.

CUTEK Adds More Episys Expertise to Staff

We have hired a new Episys senior programmer to enhance the management of our client support and ever-rising project work. Senior Programmer, Kevin Walter, started working for us this past Spring, bringing a refreshing "credit union operations-side" perspective to our company.



With 14 years credit union experience, Kevin brings a great deal of knowledge and expertise in Episys, NTMC, and numerous other ancillary products. He was a developer for three years for a core provider, and then spent the last 11 years at a large credit union as a Lead Programmer and Programming and Operations Manager.

Kevin's primary responsibilities at CUTEK include working with our clients to determine their needs and then develop code, processes, and workflows to meet those specific needs in a timely manner.

Kevin has a Bachelors degree in Telecommunication and Information Systems Management from Michigan State University and is currently pursuing a Masters degree in Telecommunication and Information Systems Management.

Services

- Custom Programming
- Consulting
- Onsite Evaluation
- Merger Assistance
- Conversion Assistance
- Custom Product Development

Products

- Correio Address Validation System
- Nova Membership Application
- Automated Wire Transfers
- Fee Management Console
- Collections System
- Aviso eAlerts
- Dashboard
- Enhanced NTMC
- Prova ID Verification System
- Bulk Transactions
- CAMS Alerts

Coming Soon

- Nova Loan Application

Consultant's Corner

We all know how hot an issue Reg E is right now. Well, we're not immune to it either. We're in the process of helping many of our clients program its temporary and permanent Reg E solutions on its Symitar system.

Coupled with Reg E, we recently helped Chevron FCU with its Courtesy Pay program, moving it from JMA collection software to the Symitar platform into its standard collection and notes. This move will help the credit union's overdraft tolerance.

Since the beginning of this year, we have assisted clients with over 5,000 hours in consulting programming management.