Imagine the Possibilities for the Future of Mercury

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Important Disclaimer

- **Items Illustrated here are still in the initial development stage and are subject to change**
- **Screenshots and examples have been taken from design documentation**
- **Final details and processes have not been established**
- **Items shown are tentatively scheduled for release in version 17.1 but, if needed, may be postponed to a later release**
  - Depends on the scope and magnitude of the development process
  - Compliance changes take precedence
- **Final processes and information will be included in the version 17.1 & 17.2 Release Notes**
  - Release Notes are included with the downloaded upgrade documentation and files
  - Please make sure the Release Notes are read and shared with all staff members who use Mercury

Mercury Version 17.1

Targeted Release: 3rd Quarter 2017

Version 17.1 Overview

- **Mercury Generated Enhancement**
  - Enable or Disable ID Expiration Date Warning
  - Same Day ACH Processing
- **Client Enhancement Requests**
  - Refresh Reports
  - Cash Disbursed Limit
- **New Online ATM Processor**
  - First Data / STAR
- **Compliance**
  - Reporting Consumer Information to the Credit Bureau
  - Partial Authorizations for POS Authorizations

- **Bug Fixes**
  - Credit Score not Updating on Member Info Tab
  - Member Look Up By Tax ID in Loan Application
  - View Detail in GL History Screen
  - Country Code list
  - View Details screen in GL History

Enable or Disable ID Expiration Date Warning

Mercury Generated Enhancements

- **Mercury Setup shall now include a method to turn off the ID Expiration Date Warning Message**
  - Setup – CU/Users – Credit Union tab
  - Yes or No drop down field
  - If the credit union does not wish to see the Expiration Date Warning Message this setting should be set to No
  - Default setting, after upgrading, will be No
    - You will need to go in and turn it back on if you wish to continue to see the message
  - The Yes or No setting is system wide
    - All users and workstations will be affected by this setting
    - Is not set per user
  - All ID Number and Expiration Date tracking functionality remains the same

Enable or Disable ID Expiration Date Warning

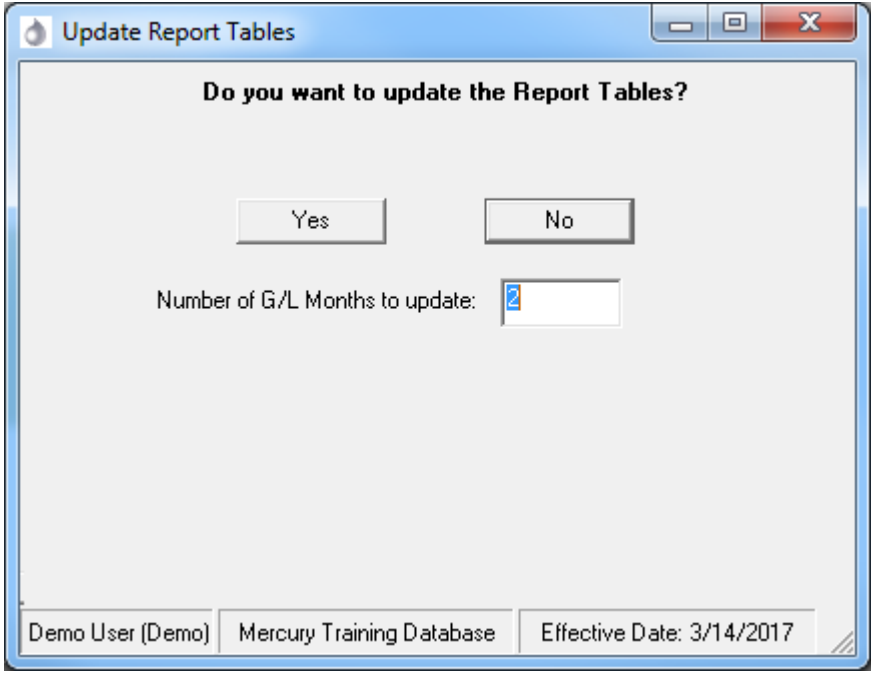
Mercury Generated Enhancements

- **Same Day ACH Processing**
  - There have been reports that some processors create Same Day ACH files using the same file creation date and time, with the File ID Modifier being unique between the files.
  - Mercury currently looks at the date and time to know if a file is unique and has not already been posted.
    - If multiple files are created with the same date and time, Mercury does not recognize the subsequent files as unique
  - To rectify this problem, an enhancement will be made in the validation method used to identify a unique ACH file.

Refresh Reports

Client Enhancement Requests

- **The restriction for updating the report tables for a maximum of 36 months will be changed**
  - You will be able to refresh the GL up to 1000 months
- **New timeout setting in the tables**
  - Timeout issues have been reported when trying to refresh reports for a large number of months
  - If you begin to have timeout issues when refreshing reports for a large number of months, Client Services will be able to go into your Mercury Tables and increase the timeout seconds to allow the refresh to complete
  - This setting will also be used for timeout issues with GL postings and Estimating / Posting dividends



Cash Disbursed Limit

Client Enhancement Requests

- **A new setting will be added to the Cash Drawer setup**
  - Setup – Inventory/Drawer Setup – Inventory Drawer – Cash Drawers
- **The new setting will allow a Cash Disbursed Limit to be assigned to a Cash Drawer**
  - If defined, the user who has checked out the Cash Drawer will not be able to disburse cash in excess of the defined amount in a single transaction set without an override
  - If more than one user is assigned to the same cash drawer, the defined cash disbursed will be applied to all users
  - As with the existing settings for the Over/Short limit and the Drawer Limit, if the Cash Disbursed limit is set to $0.00, there is no limit to the amount of cash that can be disbursed in Transaction Entry within a single transaction set

Cash Disbursed Limit

Client Enhancement Requests

- **Cash Disbursed Limit transaction overrides**
  - If the cash disbursed amount within a transaction or transaction set exceeds the limit defined for the drawer, the transaction will require an override
  - Cash Disbursed Limit transaction overrides function the same as all other Mercury transaction overrides
    - The red “Override Required” text will display below the Summary grid
      - The user may click on the red text to display the override dialogue any time before the transaction is posted
      - The cash disbursed override shall be included with any other transaction(s) within the transaction set that require an override
      - Cash disbursed limit override wording shall be “Cash disbursed drawer limit exceeded”
    - When the Post button is clicked the override box asking for the authorized user name and password will appear
      - A user with Override Transactions capabilities will need to enter their Mercury user name and password to post the transaction
      - If the user performing the transaction has rights to Override Transactions, the user may override their own transaction or the transaction of those who do not have rights to Override Transactions
  - When a cash disbursed transaction has been overridden in Transaction Entry and has posted, the override can be tracked via reports
    - Reports – Report Viewer – Audit Tools – Override Transactions List report

First Data – STAR Online Processor & Partial Authorizations

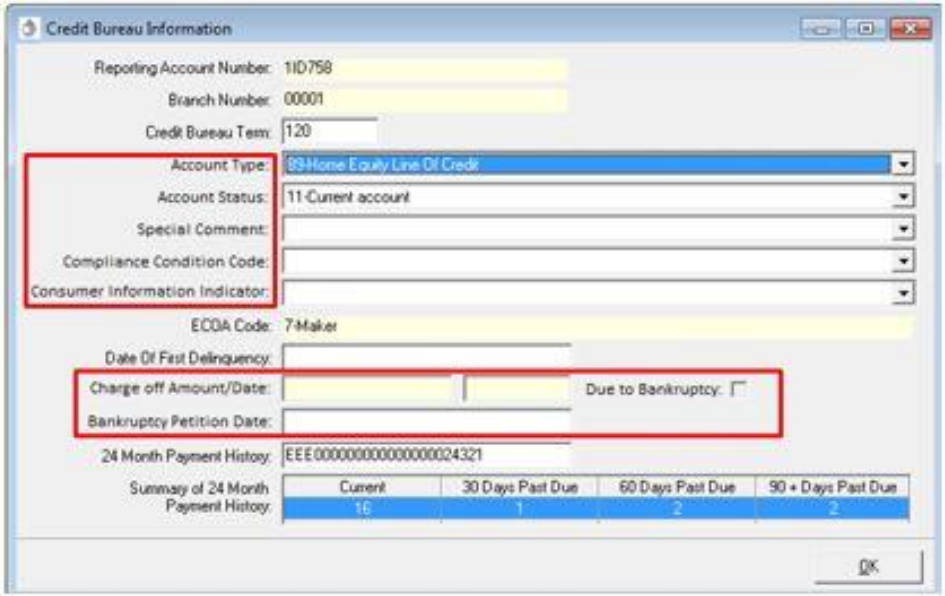
New Online ATM Processor

- **We will be adding First Data – STAR to our list of ATM Online Transaction Processing**
  - Available processors are:
    - CO-OP
    - Catalyst
    - Intercept
    - Elan
    - Transfund
    - QNET (Jamaica)
    - First Data
- **Partial Authorizations for POS Transactions**
  - Mercury will now return a partial authorization for POS Transactions
  - A Partial Authorization occurs when an authorization is attempted for the full amount of the transaction and there are not enough funds available to cover the full amount

Reporting Consumer Information to the Credit Bureau

Compliance Changes

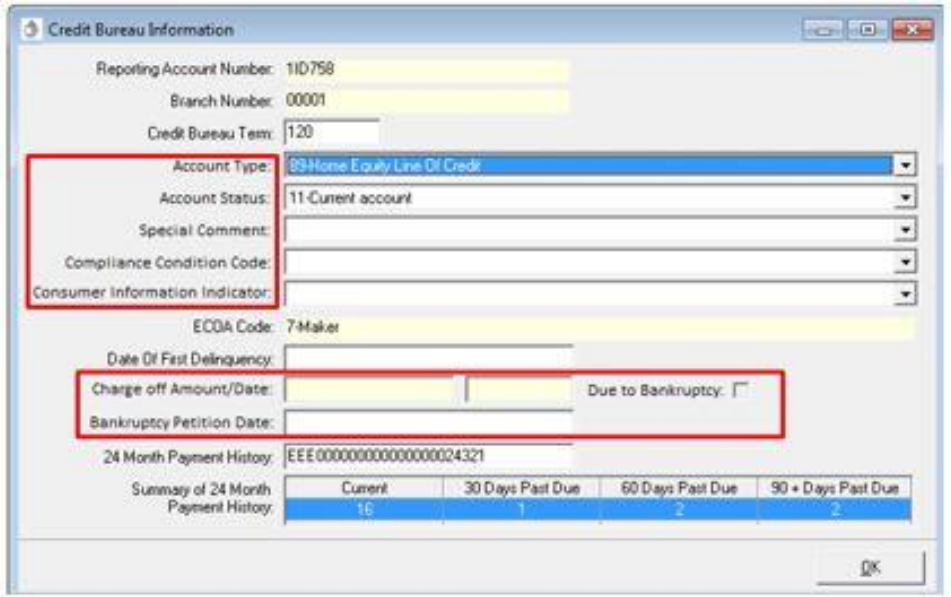
- **Changes will be made to the CB Info Ellipsis**
  - Label Changes
    - “Credit Bureau Purpose” to “Account Type”
    - “Status Code” to “Account Status”
    - “Comment Code” to “Special Comment”
    - “Condition Code” to “Compliance Condition Code”
    - “Consumer Information” to “Consumer Information Indicator”
    - “Charge Off Amount” to “Charge Off Amount/Date”
      - Displays when a loan is charged off
  - New fields will be added for charged off loans
    - Charge off Date
    - Due to Bankruptcy Indicator
    - Bankruptcy Petition Date



Reporting Consumer Information to the Credit Bureau

Compliance Changes

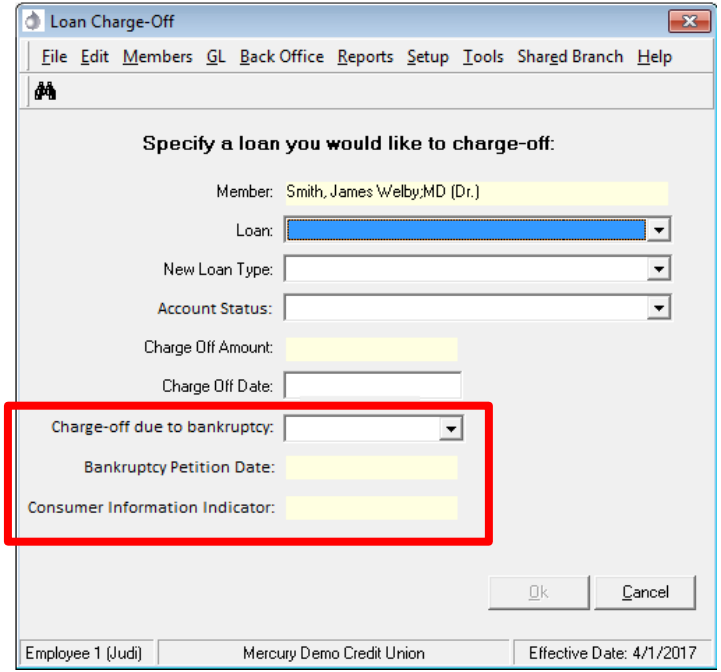
- **Bankruptcy Petition Date**
  - If a loan level Bankruptcy Petition Date is populated, the current status of the loan shall be included in the credit bureau reporting file generated after the first month end close after the Bankruptcy Petition Date is populated.
  - The loan shall be excluded from future credit bureau export files until such time as the credit union removes the loan level bankruptcy date
  - It will remain the responsibility of the credit union to enter the correct Consumer Information Indicator for the loan.



Reporting Consumer Information to the Credit Bureau

Compliance Changes

- **New fields will be added to the Loan Charge Off processing screen**
  - Back Office – Loan Processing – Loan Charge Off
  - The new fields shall indicate if the charge off is due to bankruptcy and, if it is, shall display read only fields to display the Bankruptcy Petition Date and the Consumer Information Indicator that were entered in the CB Info ellipsis on the Loan tab.



Bug Fixes

- **Credit Score not updating on Member Info Tab**
  - When doing a Credit Bureau Inquiry through Loan Applications or Back Office - Credit Bureau – Inquiry the credit score on the Member Tab was not updating correctly.
    - Only affected credit unions set up to receive both the Credit Score and the Risk Score
    - The Member Screen was updating with the Risk Score and not the Credit Score
    - The credit score that was pulling into the Loan Application was correct, just not what was populating in the Member Tab
- **Member Look Up By Tax ID in Loan Application**
  - When trying to search for a member by tax ID in the Loan Application, it will come up as no matches found.
  - Same thing when searching for a related by Tax ID in the loan app.
- **Country Code list**
  - The Country Code list on the Member Info Tab has been updated to match the standard Country Code list
- **View Details Screen in GL History**
  - We have expanded the View Details screen in GL History so that it no longer cuts off the Close button at the bottom

Mercury Version 17.2

Targeted Release: 4th Quarter 2017

Mercury Version 17.2

Overview

- **Bug Fixes**
  - Scheduler Issues
- **Compliance / Mandates**
  - Security and Compliance changes have not been established yet for version 17.2
- **Tax Changes**
  - 1098 B Record Length changes
  - 5498 and 5498-SA Tax Series Adjustments
  - Any tax changes required by the IRS
- **Client Enhancement Requests**
  - Client Enhancement Requests are only included in the 2nd version of Mercury each year if time / compliance allows

Client Enhancement Requests

What are they? How do I submit one?

Client Enhancement Requests

What Are They?

- **A Client Enhancement Request is a way for Mercury credit unions to let us know of the things they would like to see added to the system**
- **Requests are made via the FIS Client Portal**
- **Mercury has a Client Enhancement Request Team that meets monthly to discuss and review the requests that have been made**
  - They review the scope of the requests that are made
  - Determine if the request already exists in Mercury and additional training is needed
  - Any request that seems feasible is then sent on for additional research and, if accepted, sent to development for inclusion into the system
- **The first release of Mercury each year (the .1 version) is where any included Client Enhancement Requests are included.**
  - The second release (the 2nd Version) is usually reserved for just Tax and Compliance Changes

Client Enhancement Requests

What existing Mercury processes came from a CER?

- **Here are some of the existing Mercury processes that came from Client Enhancement Requests:**
  - Refresh Button
  - Total Loan Payments
  - Driver's License / Identification Enhancements
  - Loan Information in Transaction Entry
  - Available Balance Column in Member History
  - Many of the Version 13 Loan Changes
  - Online Transaction Matching Enhancements
  - Excessive Withdrawal Fees
  - Expanded Reg D Processes
  - Switch Enhancements
  - Close Account Transaction Codes

Client Enhancement Requests

Examples of Request being Considered for Inclusion into Mercury

- **Ability to charge off a savings account**
  - Would be like the loan charge off process
  - Process would the balance from the Savings GL to another GL
  - Process would remove the account from the Savings Profile report and report the “charge off” to the credit bureau.

- **Ability to post partial charge offs without opening a new loan**
  - Current process is time consuming and does not report correctly to the credit bureau
  - More and more credit unions are having to do this because of bankruptcy claims
  - Or when an auditor requests them to charge off loans before the collateral is collected and they anticipate the collateral will not cover the full balance of the loan

Client Enhancement Requests

Examples of Request being Considered for Inclusion into Mercury

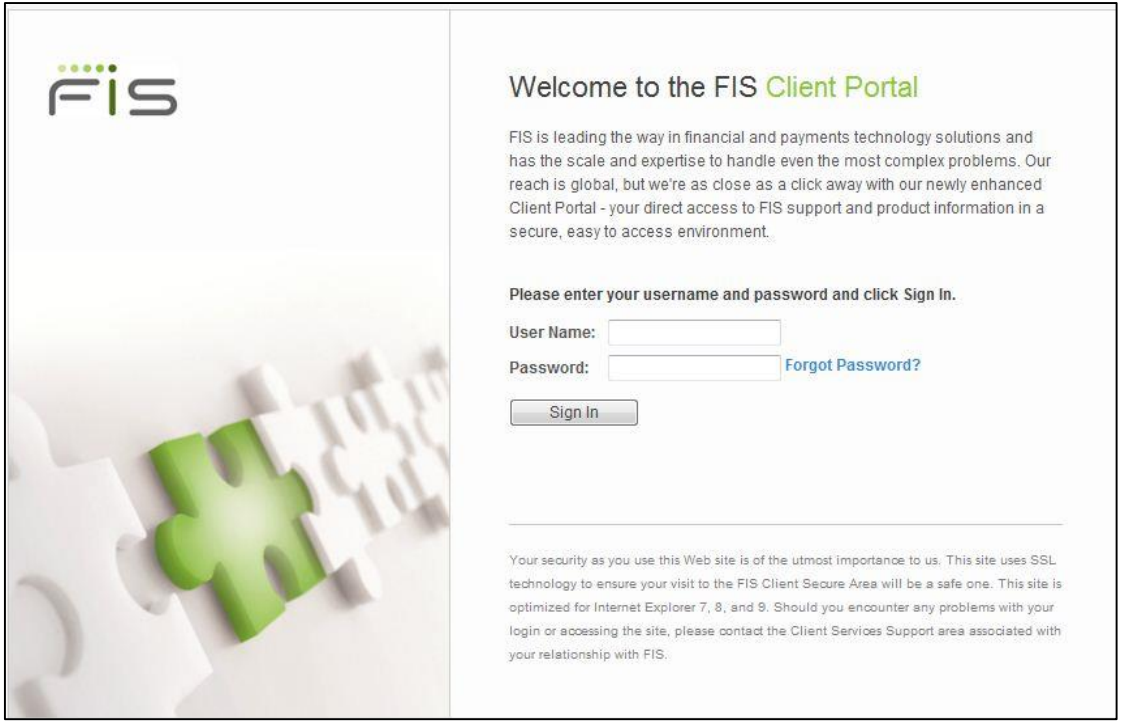
- **Killing Sessions at log-in**
  - When a user tries to log into Mercury and a session is already running, the pop up appears saying “Unable to log in, a session is already running”
  - It has been requested that we add to that pop up the words “Do you want to kill this session?”
  - When the user click OK on the pop up, the session that is already running will be killed and allow then to continue logging into Mercury

- **Ability to Disable a user in Mercury Security**
  - Right now, to disable a user it has to be done in the Application Manager
    - Not everyone has access to the Application Manager
  - Mercury on Demand credit unions do not have access to the Application Manager
    - They have to call support and sign an SOW for them to log in and disable the user
  - This functionality should be added to the Mercury Security screen
    - Anyone who as access to Setup – Security in Mercury would have access to disable a Mercury user.

Client Enhancement Requests

How to submit a Client Enhancement Request

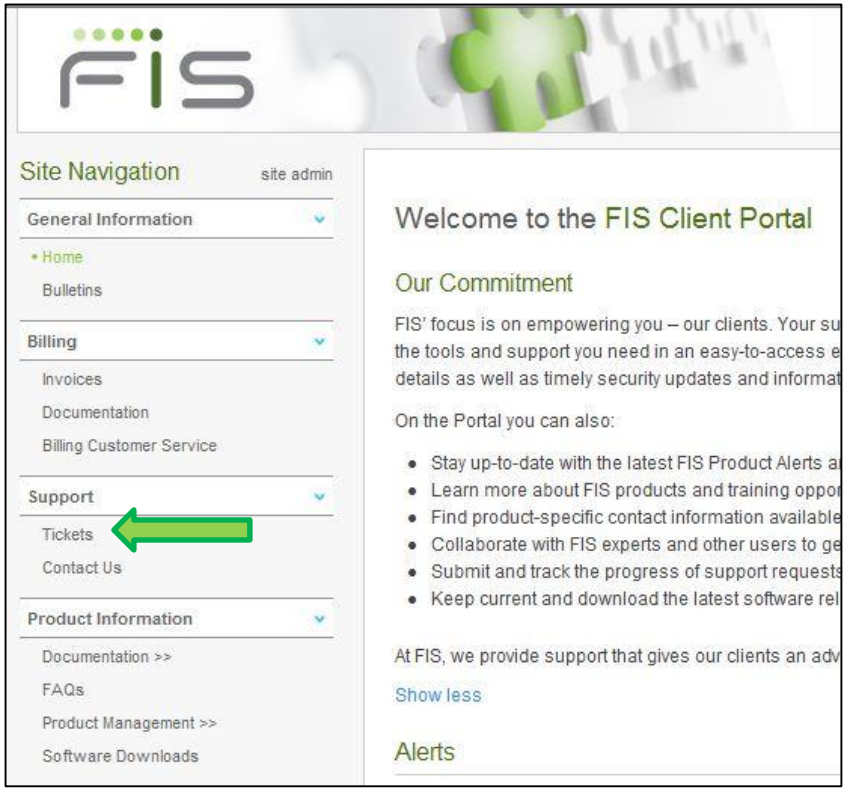
- **Go to the Mercury Help menu and click on FIS Client Portal**
- **Log into the Client Portal**
  - If you cannot remember your User Name and Password you can contact Client Services
  - You can also use the Forgot Password link on the log in screen



Client Enhancement Requests

How to submit a Client Enhancement Request

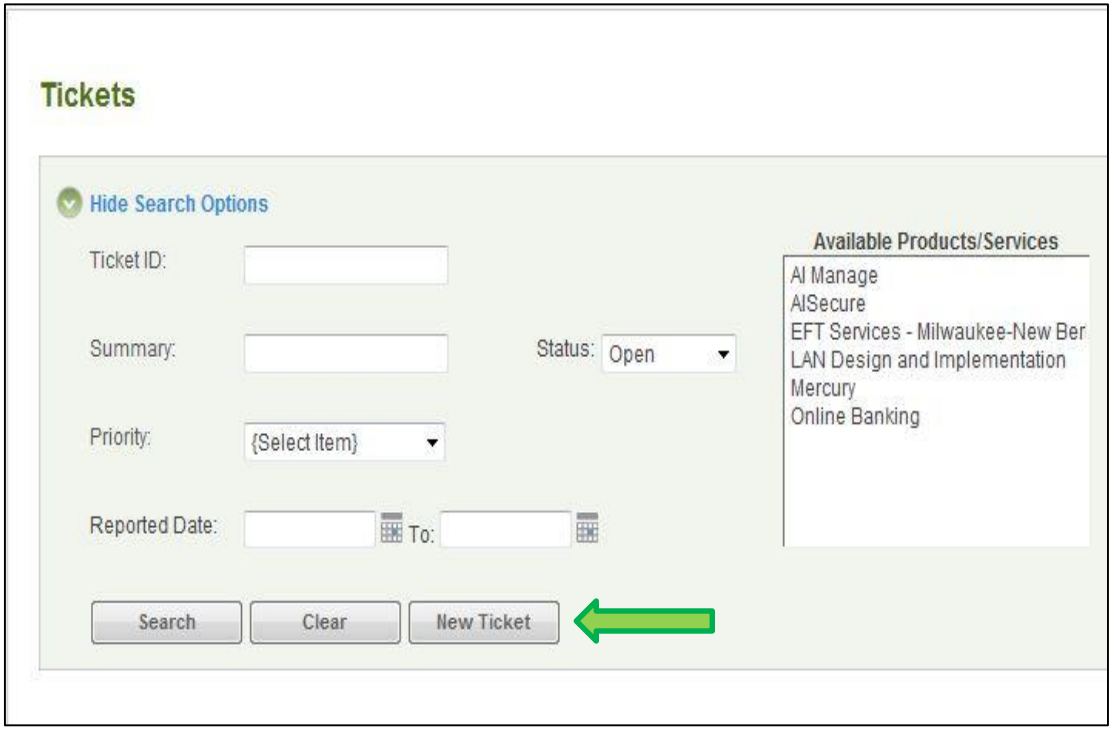
- **Once the home screen appears, go to the Support section on the left and click on Tickets**



Client Enhancement Requests

How to submit a Client Enhancement Request

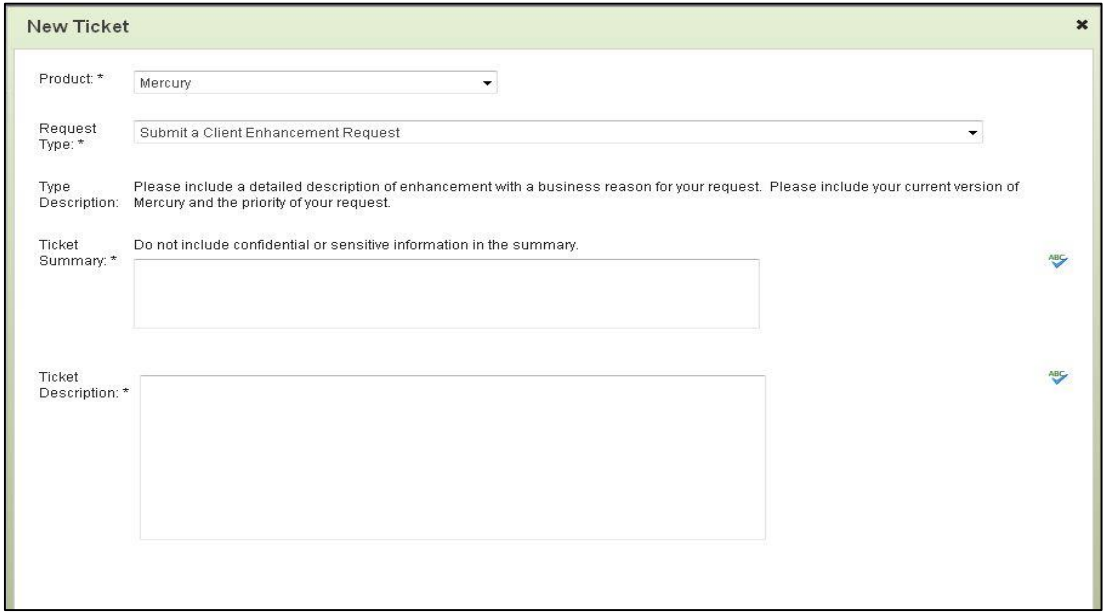
- **Once the Tickets screen appears, click on the New Ticket button**



Client Enhancement Requests

How to submit a Client Enhancement Request

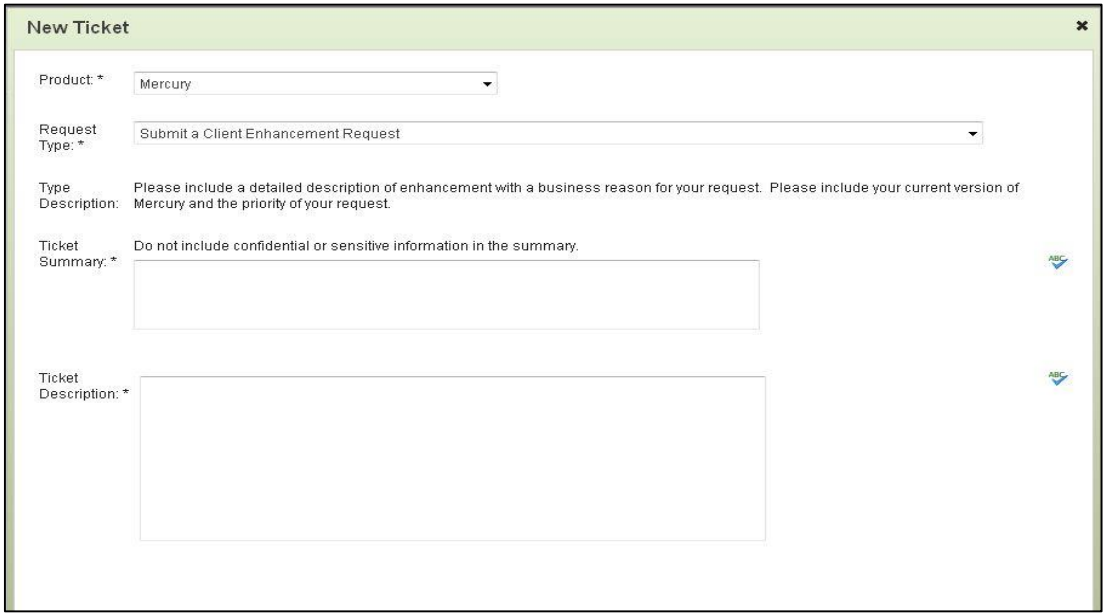
- **On the New Ticket Screen, select the following:**
  - Product
    - Mercury
  - Request Type
    - Submit a Client Enhancement Request
  - Ticket Summary
    - Enter the name of the Enhancement Request you are asking for



Client Enhancement Requests

How to submit a Client Enhancement Request

- **In the Ticket Description, enter a detailed description of your request**
  - Please make sure you enter a Business Reason for the request you are making
    - “Because I want it!” is not a valid Business Reason
  - We need to know the reason why you are wanting the request and how it is going to positively enhance your processing in Mercury
- **Once you have finished entering the information, click Save at the bottom to submit your request**



Client Enhancement Requests

How to submit a Client Enhancement Request

- **Other Client Enhancement Information**
  - Please don't put an expectation of when and what version of Mercury you would like to see your request in
    - All Client Enhancement Requests are reviewed and investigated before programming comes into play
    - We cannot put a specific timetable or Mercury build on Client Enhancement Requests
  - The Client Enhancement Request team meets monthly to review submitted requests
    - If more information is needed, you may be contacted by a team member
    - This team makes the recommendations to Management and the Programming team on what should be added to the version being developed

What Enhancement Suggestions Do You Have??

Questions & Discussion

Thank You

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