

President's Letter

Labor Day has come and gone and that means Connections is here. I am so excited to get the chance to see you all again and meet the first time attendees and people from the new UltraData Credit Unions. Don't miss all of the opportunities that the Users' Group has to get Connected:

1. **THE WELCOME** – The UltraData Welcome Reception on Monday night is a great place to meet up with all your pals from other UltraData Credit Unions and talk shop. Your Executive Committee will be at your disposal to catch up on the year in review.

2. **THE BOOTH** – This year our Booth is number 38. We're located on the end, near Innovation Station. We will be open at all regularly scheduled EXPO times starting Tuesday at 10am. Please come by to:

- a. Meet and vote for this year's Executive Committee Candidates
- b. Vote on UltraData's Support

Person of the Year

- c. Learn how YOU can volunteer to support the Users' Group
- d. Catch up with the Executive Committee
- e. Sign up for the Advocacy Service Roundtable Luncheon
- f. Learn about the Users' Group Networking Event
- g. Provide input for the Business Meeting open discussion

THE KICKOFF – The UltraData Kickoff Meeting is on Tuesday morning. Here's another chance to meet up with all your pals from other UltraData Credit Unions. Your Executive Committee will be in attendance and I will give the credit unions a brief overview on behalf of the UltraData Users' Group.

THE LUNCHESES – This year's Users' Group Roundtable Lunches are on the topic of

Advocacy Services. Join us for an in-depth discussion with Cheryl Bookhammer, Director of Client Services and Jeff Metge, Sr. Mgr Advocacy Services. We will hold the same luncheon on Tuesday and Wednesday, but SPACE is LIMITED! Sign up at the Booth.

THE FIREWORKS – This year's Users' Group Networking Event is at Disney's Epcot Center. Join us on Tuesday Night to network with Users' Group members and UltraData staff with good snacks and a great show. Learn more at the booth.

THE MEETING – Play hard, work hard. We'll round out our time together at the Users' Group Business Meeting on Wednesday afternoon. We'll announce the winners of the Executive Committee Election, recap the year's happenings, and interview UltraData's Senior Management Team. Stay plugged into the Users' Group by attending. As a little extra incentive, we'll be giving away some nice door prizes. Must be present to win!

Grab Bag

Connections

Yes, it's time. 2008 Connections is here! We hope you are in Orlando for what is sure to be another great conference. Your Users' Group Executive Committee is sponsoring the immensely popular Luncheon Roundtable Sessions and Evening Networking Event. See you there!

Touché Sales and Service

...is now called UltraData Enterprise CRM. This new version includes new features and functionality and is in Beta testing. UltraData will be provid-

ing detailed information and updates at the CRM sessions on the UltraData track.

Quarterback Sneak

Your Executive Committee has been working for over a year to devise a process to review RFEs. This process includes the Business Needs Form that you are required to turn in with an Enhancement Request. Now that we have a process in place, it's time for a handoff to a committee. If you'd like to work on this committee to review and prioritize Requests For Enhance-

ments, please contact Chris at cmulvey@texaspartnersfcu.org or let us know at Connections.

Yewhoo Yahoo!

Your Executive Committee is looking for a few good Yahoo Users to help keep us up to speed on issues that impact the entire Users' Group. If you'd like to volunteer to monitor the Yahoo forum and contact the Executive Committee about topics that you feel we should respond to or be aware of, contact Jeff at jwalter@midcomm.org or let us know at Connections.

Aging FSP Gets a Facelift

Since mid last year, UltraData has been working diligently on enhancing the FSP GUI incorporating many users' suggestions into a new release of FSP. FSP 3.0 is currently scheduled to be rolled out during UltraData's Fall 2008 release cycle.

The project headed by Jason Nutt has

incorporated such enhancements as;

- Users will be able to change the color scheme of FSP.
- Users can customize the "Welcome" screen with their credit union name and logo as well as a

short marketing message or announcement.

- The screens within FSP will be sizable and the text will "grow" as you expand the screen!
- Users can enable or disable verification messages.

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UltraData Happenings

- Connections '08 Is Here!
- Don't Forget—OnLine Demos always available
- Release of Ver. 3.0 Draws Near
- NCUA Releases UltraData Review
- Cavion MFA Shows Stable Quarter

Aging FSP (cont.)

- In addition to the "Classic" toolbar, users will now have the option of selecting a "Tree menu" or "Pop-up menu" toolbars.
- Transaction History has been modified to show transactions in a list box for easier viewing.

And what I believe will be the most welcome addition to FSP is...(Drum roll, please), FSP will automatically launch Teller Proofing if there are values to be proofed when the user logs out of FSP!

I was fortunate enough to be involved with the product Focus Group and was amazed at what UltraData had already incorporated as well as the effort of adding functions presented by the group. A lot of thought and effort has gone into this update.

You will be able to see the features and functionality at Connections in the Functionality Review of Fall Release 3.0 as well as in Innovations Station.

For further information on FSP 3.0.0, visit UltraData's Project Calendar at: https://www.ultradatasystem.com/Customer/products/calendar_new.asp

Christian Mulvey

Check out the UDUsers Website!

www.udusers.com

Exciting Times for Ultra-Access

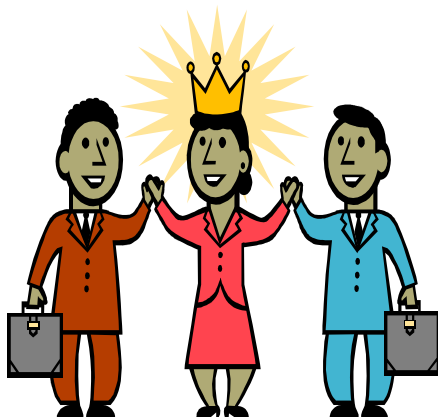
Exciting things are happening around Ultra-Access internet banking, which started in release 2.3.0 and are detailed on the Product Release Schedule on the UltraData website. UltraData has a number of initiatives underway that will take form later this year and during 2009-2010. Many of these suggested changes are a result of your involvement with the Ultra-Access internet banking focus group which will meet again before Connections. Take time to become familiar with these enhancements and look for more information in future newsletters from your Users' Group.

- 3.0.0 – Holds, Style Sheets, and Externalization
- 2009.1 – ASP, Layered Security, and Password Strengthening
- 2009.2 – Account History Viewing, Member Preferences, and Transfer Enhancements

Also, be sure to attend the sessions at Connections for more details on UltraData's plans to enhance the Ultra-Access internet banking platform.

And the Winners Are... Thanks a Million! (Well, Okay, Just a Hundred)

First of all, we would like to thank all of you that support the user group with your annual dues. You may recall that we had a special incentive this last year that if your credit union paid dues before May 15 you would be in a drawing for an I-pod. We actually selected two winners – St Cloud FCU (Service Bureau) and Our Community FCU (In-house). Congratulations! The UltraData Users' group is almost 150 credit unions strong and has collect \$32,300 in dues. Again, we truly appreciate your support.



Thanks to all of you that took the summer survey. We had 76 responses and will be discussing the information with UltraData. We will be drawing for the \$100 gift card at Connections. You don't need to be present to win. Here are the results:

EDUCATION ON THE ROAD – We asked you why you didn't attend and if you did, we asked you to rate several areas on a scale of (low)1-5(high).

The main reason for skipping was location. You are tolerating the fee, but not happy about it. The majority gave UltraData a 4 on all areas except cost. Thanks for all the suggestions for future training, we'll pass it on...

SERVICE AND SUPPORT – We asked you to rate your satisfaction level for each quarter since 2007 on the same scale as above.

The majority gave UltraData a 3 from 2007 through 2nd Quarter. But, you seem to agree that there has been improvement as the majority gave a 4 for satisfaction "right now."

ULTRA-ACCESS – We asked you how you feel about the upgrade plan and if you intend to stay on the product.

The majority gave the plan a 3 out of 5 and are "committed to the product for now." However, many of you are on the fence or haven't investigated the plan.

CONNECTIONS – We asked you why you aren't going.

Cost and timing were the main reasons.

USERS' GROUP MONEY – We asked you if you would support using Users' Group funds to partner with UltraData on a JAD, assuming you agreed with the project.

82% of you were supportive of this endeavor.
