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**UltraData Happenings:**

- UltraData Enterprise Announces Spring 2009.1 Release
- Bank Secrecy Act—Phase 4
- BSA Phase 4—E-Filing Certification Requirements with FinCEN
- UltraData Enterprise Announces Fall 2009.2 Release
- **CONNECTIONS 2009!!**

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## President's Message

Welcome to the end of Summer '09! With summer vacations and Labor Day behind us, I wanted to take just a moment to look forward to fall. Connections '09 is upon us, and we hope that you are going to be joining us! We know that Credit Unions have slowed down on travel to help in the expense department, so if you have had to cut back to one conference a year as some have, we hope that it is Connections and that you'll be joining us with one of your most valuable strategic partners to see what the rest of this year has to offer, and to see what is coming in the next year. We know you will like what you see. Don't forget to register for the User's Group Luncheon – it will fill up fast and is a great forum for your thoughts and ideas!



Another event that we are looking forward to seeing you at is the networking event sponsored by the Executive Committee. In the spirit of fiscal responsibility, we are changing the format of this year's networking event to be a more local, social type of event. Join us Thursday night for a meet and greet in a more affable environment. We'll have a location to ourselves to gather and renew old friendships, so be sure to join us – stop by Booth 58 for all of the details and to register!

The next major release of the New Year is just around the corner. Version 2009.2 is in Beta testing. There's a lot of content in the new release, including some items that the user community submitted. Ultra-Access is also seeing some enhancements, adding further .NET enhancements and additional user tweaking including timeouts and other features. There are also new CMS upgrades that will be released in this version as well. Check out the UltraData System website for more details on what is coming in this major update.

Again, we bid a fond farewell to Summer '09, and we hope to see all of you at Connections!

Jeff Walter  
President

## Multiple Transaction Re-Design

The Multiple Transaction (MT) tool was re-designed based on requests for enhancements to support a new streamlined look and feel. This enhanced tool delivers a simplified method to process daily transactions for credit union staff.

Adding the new MT Transaction requires less clicks-through and tabs to process multiple transactions which reduces front-end processing time while increasing operational efficiencies and member satisfaction.



This enhanced functionality positions credit unions to provide accurate member transactions swiftly.

# Treasurer's Corner

**Thank you** to all of the credit unions who have paid their dues for 2009. We have 181 credit unions who have paid. The Executive Board made a decision to offer a \$75 discount for any credit union that had not previously been a member of the User Group. I'm very happy to report that 21 new credit unions joined using the discount. Please join me in welcoming the credit unions who are new to the UltraData Users' Group:

## Income & Expenses from 01-01-09 to 08-31-09:

### Income:

Annual Dues	\$ 41,124
Discount for new members	(1,650)
Vendors—Website Advertising	350
Vendors—Connections Network	7,500
Interest Income	6,830
<b>Total Income</b>	<b>\$ 54,154</b>



### Expenses:

Connections – Booth	\$ 5,754
Connections – Networking Event	22,000
Connections – Scholarships	1,550
Connections – Other Expenses	13
Miscellaneous Expenses	1343
Travel – Connections	14,951
Travel – Quarterly Mtg w/UD	7,586
Website – Development	1,687
Website – Hosting	337
Website – Surveys	200
<b>Total Expenses</b>	<b>\$ 55,421</b>

**Net Income over Expenses**      **\$ (1,267)**

Battle Creek Area Community
Capital Credit Union
Colville Tribal Credit
Consumers Credit Union
Dearborn Village Community
EdCo Community Credit Union
Education Plus
Flasher Community Credit Union
Good Shepherd Credit Union
Greater Niles Community FCU
Louisiana USA
Metro Credit Union
Nissan Federal Credit Union
Nordstrom Federal Credit Union
Peoples Credit Union
Portland Credit Union
Post Community
RACOM Community Credit Union
STAR Credit Union
Ukrainian Future
Virginia Beach Schools

If you have any questions about your credit union's dues or the financial information provided, please email Linda Conway at [treasurer@udusers.com](mailto:treasurer@udusers.com).

Respectfully submitted,  
Linda Conway, Treasurer  
UltraData Users' Group

## Ultra-Access Security Enhancements!

Let's face it. Great internet banking requires well-built security. Using stronger passwords and layered security enhancements mean added member confidence. Through customer focus groups and research, we've identified two security-related areas that will boost your members' online experience and potentially increase online traffic.



- **Layered Security** refers to prompting a member for a second or supplemental password

when they attempt to perform a specific type of transaction or account modification. These new controls allow you to designate a potentially high risk event through an extensive list of options.

- **Password Strength** allows you to establish baseline rules that your members must comply with, such as requiring a minimum number of letters, numbers or special characters.

The best part is – these features are all managed at the credit union level.

Now, you can manage your Ultra-Access PIN Controls to define and support a sophisticated password policy.



This added layered security will safeguard your members' personal information, providing the assurance they expect when banking online.

# 2009 UltraData Executive Summit

The UltraData management welcomed a strong number of CEO's and credit union executives from across the nation, to their 2009 Executive summit this past month in Pleasanton, CA. This gathering was a follow up to the successful UltraData CEO conference introduced at the Connections User Group meeting this past September. The 2-day event included speakers from such divergent areas of expertise as; organizational management, academic advisors to the financial industry, law enforcement agencies, and financial services companies.

The conference was highlighted by the presentation from Stanford University Professor, Dr. Haim Mendelson. Dr. Mendelson is the sitting chairman for the Kleiner, Perkins, Caufield, & Byers professor of Electronic Business, and Commerce, and Management for Stanford University. He is the pioneer of the "Organizational IQ" concept which quantifies an organization's ability to use information to make quick and effective decisions. He shared with the group his research into some of the most successful companies in the United States and how they have used his "Organizational IQ" concepts to overcome real world competitive forces. The real world examples really exemplified why some organizations flourish while others wither and die.

The day was also highlighted by a presentation from Special Agent Shena Crowe, from the Federal Bureau of Investigation. Ms. Crowe spoke to the audience about the coordinated effort to share counterintelligence through the "InfraGard" project coordinated by the FBI. InfraGard is a partnership between the FBI and an association of businesses, academic institutions, state and local law enforcement agencies, and other participants dedicated to sharing information and intelligence prevent hostile acts against the United States, and particularly in financial services arena.

The evening activities included a dinner and gathering at the Wente Vineyards just adjacent to the Pleasanton area. CEO's and UltraData management talked extensively about the day's information and shared their respective thoughts and ideas with their CEO counterparts.



The second day was highlighted by Mr. John Hamilton, President of Services Strategy Corporation. This San Diego based company instructs companies on the process of "Service Excellence" for quality minded technology companies, and in fact, is the company that has helped UltraData achieve it's SCP (Service, Capability & Performance) certification. His presentation included a quick and straight forward approach to Management Succession, and introduced the concepts of 'best practices' for delivering world-class technology service.

By all accounts, the event was well received and a very worthwhile endeavor. I hope in the future, each of your credit unions CEO can participate in the Connection's CEO track, or attend next year's event. You won't be disappointed!

## Kicking it to the Curb!!

The UD Users' Executive Committee will be kicking the web site to the curb. But don't be alarmed, it'll be replaced with an easier to navigate and more robust site. Although the current site was a drastic improvement over the site of past, it has its limitations, namely administration.

Todd Erickson and Christian Mulvey put the project out for bid and have since selected a vendor for the revamp. By the time you read this the basic framework is hoped to be in place with the completed site projected to be up well before Connections. The new site will be incorporating a number of shortcomings of our current site.

1. The site administrator will have the ability to provide secure access of specific pages to select executives for more timely updates via an easy to understand GUI.

2. The new site will allow multiple user accounts per credit union and the sign up process will be totally automated verifying paid membership against our database. This will alleviate the current bottleneck at administrator level replying to "new user" request and having to manually approve each request.

3. Because the new sites back end is primarily data base driven, we'll be able to easily extract data allowing us for example to query number of CU's in-house vs. service bureau, of those CU's, how many are using Diebold Cash Dispensers as well as target emails to either the entire membership base or specific titles, i.e. target mailing to CFO's.

4. Due to the current complexity of our current site, expansion has been cumbersome and has resulted in poor navigation which diminishes the value to our members of being able to easily obtain information.

5. The back end is being built in such a manner as to "easily" allow growth of services that the team foresees on the horizon.



We are excited about this upgrade and hope that you'll share your opinions and comments with us.

# We're on the web!

[www.udusers.com](http://www.udusers.com)



## It's In There!

One of your best resources to keep track of all things UltraData is the web, and there's so much out there that if you haven't visited the UltraData System website lately, you need to go and take a look! Here are a few of the items that you can find at the click of a mouse:

Advocacy Services Metrics can be found at <https://www.ultradasystem.com/Customer/support/metrics.asp>. Each month Advocacy Services posts how they are doing on specific measures such as Service Level Objectives, time to answer, outstanding case load, and other vital areas. Check it out to see how your team is doing.

The Quick Reference Guide is available at <https://www.ultradasystem.com/Customer/support/qrg.asp>. This guide has the Hours of Operation, Holiday Schedule, Contact information for Advocacy Services team members, supervisors, management, after hours support numbers and also Service Level Objective explanations.

Release notes and upgrade documentation can be found at <https://www.ultradasystem.com/Customer/support/patch/softwareindex.asp>. Follow this link for all of the available releases and documentation for each.

**COMING SOON:** The new Knowledge Management System. Advocacy Services has been working on their new knowledge management system for nearly 12 months. During this time existing articles have been reformatted and verified for accuracy and usefulness and new knowledge articles have been created. The knowledge management system houses over 3000 articles. Watch for an e-mail inviting you to training. The system is designed to present you with answers as you log your issue using our Customer Interaction System.

## Executive Committee



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