

# Credit Union Online Version 2

*National Credit Union Administration  
May 2012*

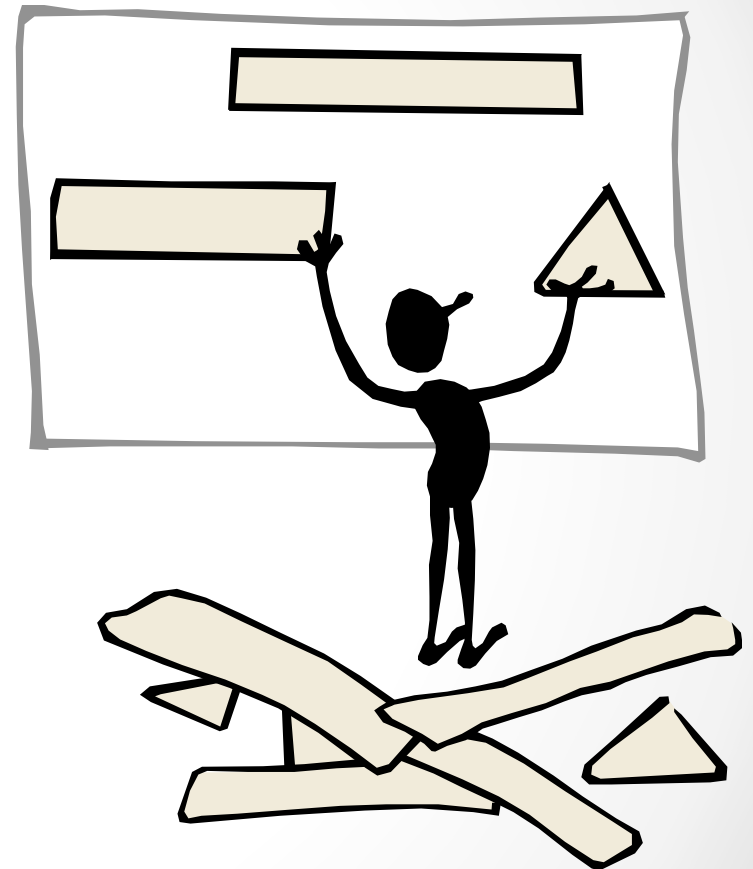
# Webcast Technical Recommendations

- Make sure the volume on your computer is turned up
  - A dial-in number is not needed to hear the webcast
- Allow pop-ups from this site
- Webcast will be archived for future viewing from this same link



# Reasons for Changes

- Improve performance and system stability
- Incorporate changes requested by users
- Improve security
- Improve quality control tools



# Summary of Changes

- Eliminated blue font for better readability
- More prominent action buttons
- Printer friendly reports in Call Report and Profile
- Real time Call Report Calculations and Edits
- Real time Call Report Historical Warnings
- More prominent help tips in the Profile and Call Report
- New “View Only” user role



# Coming Soon!

MAY

28

# Silverlight Software Required

- Required to have Silverlight installed
- Website to install:  
<http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

## Operating System Minimal Requirements:

Components	Requirement
<b>Windows</b>	X86 or x64 (64-bit mode support for IE only) 1.6-gigahertz (GHz) or higher processor with 512-MB of RAM
<b>Macintosh (Intel-based)</b>	Intel Core Duo 1.83-gigahertz (GHz) or higher processor with 512-MB of RAM

# Silverlight Compatible Operating Systems & Browsers

\*\* Supports 64-bit mode

Operating System	Internet Explorer 9	Internet Explorer 8	Internet Explorer 7	Internet Explorer 6	Firefox 3.6+	Safari 4+
Windows Vista	✓	✓	✓	-	✓	-
Windows 7	✓	✓	-	-	✓	-
Windows 7 SP1	✓ **	✓	-	-	✓	-
Windows Server 2008 SP2		-	✓	-	✓	-
Windows Server 2008 R2 SP1	✓ **	✓ **	-	-	✓	-
Windows Server 2003, Windows XP SP2, SP3	-	✓	✓	-	✓	-

# New User Interface

- Dark blue and black font
- Eliminated left navigation bar to reduce scrolling
- More predominant action buttons



Credit Union  
**ONLINE** My Credit Union My Account

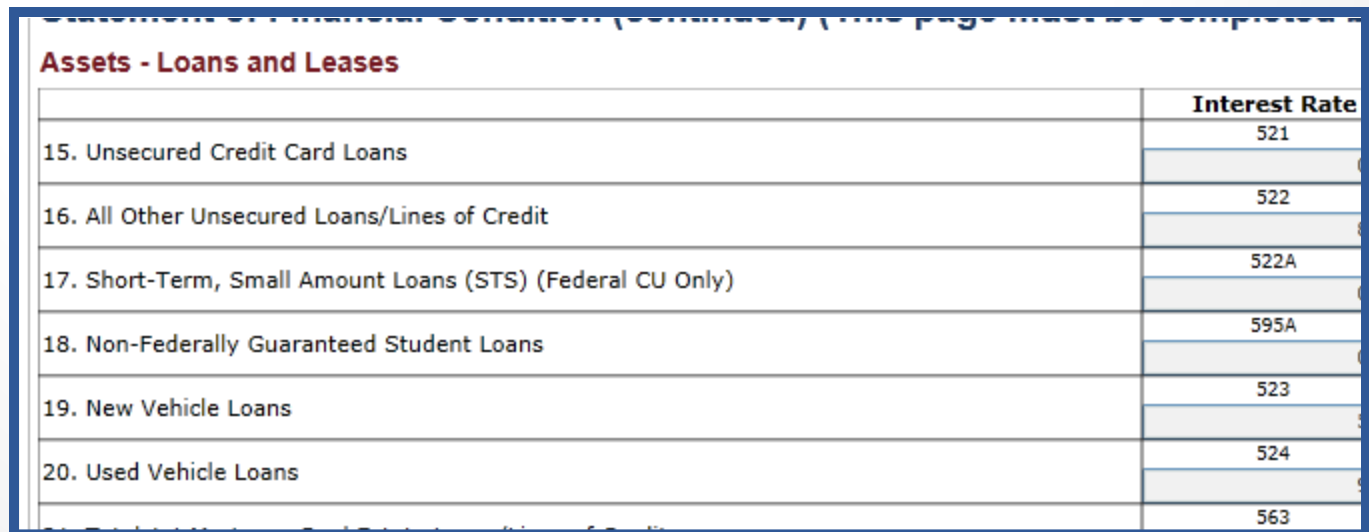
PROFILE CALL REPORT



LOG OUT

Errors: 0 Warnings/Historical Warnings: 6

View/Print PDF Instructions



	Interest Rate
15. Unsecured Credit Card Loans	521
16. All Other Unsecured Loans/Lines of Credit	522
17. Short-Term, Small Amount Loans (STS) (Federal CU Only)	522A
18. Non-Federally Guaranteed Student Loans	595A
19. New Vehicle Loans	523
20. Used Vehicle Loans	524
	563



# Blue Font = Link

- “View” buttons in current version

CALL REPORT SUBMISSIONS			
Cycle Date	Submission Status	Is Correction	Actions
December-2011	Pending	No	<input type="button" value="VIEW"/>
September-2011	Validated	No	<input type="button" value="VIEW"/>
June-2011	Validated		
March-2011	Validated		

VERSION 1

Click on the link to view information

## Call Report Submissions

FPR

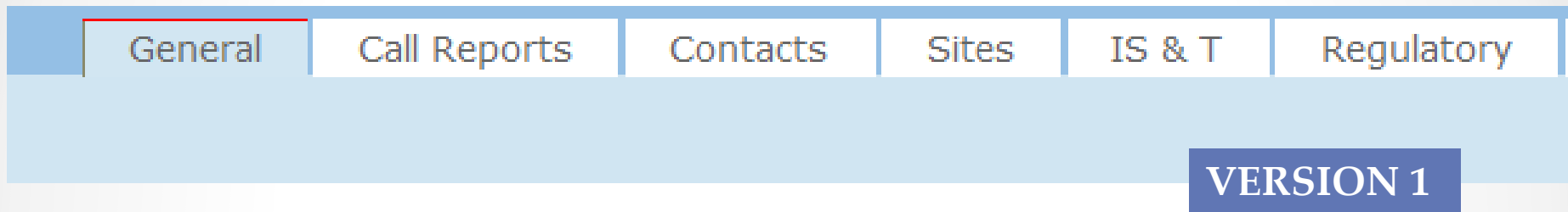
Cycle Date	Status	Submission Date
<a href="#">March, 2012</a>	Pending	
<a href="#">December, 2011</a>	Validated	01/02/2012
<a href="#">September, 2011</a>	Validated	10/11/2011
<a href="#">June, 2011</a>	Validated	07/18/2011
<a href="#">March, 2011</a>	Validated	04/08/2011
<a href="#">December, 2010</a>	Validated	01/18/2011
<a href="#">September, 2010</a>	Validated	10/04/2010
<a href="#">June, 2010</a>	Validated	07/07/2010

VERSION 2

# Profile Changes

# Profile and Call Report Separated

- Call Report was in middle of Profile fields



- Call Report separated from the Profile



# Profile and User Data Migrated

- NCUA migrated all Profile data and user login information.
- We recommend all credit unions review and verify accuracy of Profile data.



# Profile Snapshot

- Historical record of the Profile
- Taken when initial Call Report is submitted
  - Record of the Profile at that point in time
  - Can print to PDF
  - Click on “Current Profile” to view/edit the most recent Profile

VERSION 2

This page provides users with a PDF snapshot of the profile as of the day the Call Report is initially submitted for a specific cycle. To view this file, click on the PDF button below. To view or edit the current credit union profile, click on the Current Profile link below.

Cycle Date	Last Certification Date	Certified By	Submission Date	Call Report Certifier	Save As
<a href="#">Current Profile</a>	04/18/2012 4:40:00 AM	John Doe			<a href="#">PDF</a> <a href="#">XML</a>
March, 2012	04/18/2012 4:37:00 AM	John Doe	4/18/2012 4:39:00 AM	Doe, Jane	<a href="#">PDF</a> <a href="#">XML</a>

# Printing and Downloading

- Ability to print the Profile and snapshots to PDF

**VERSION 2**

**PROFILE** **CALL REPORT**

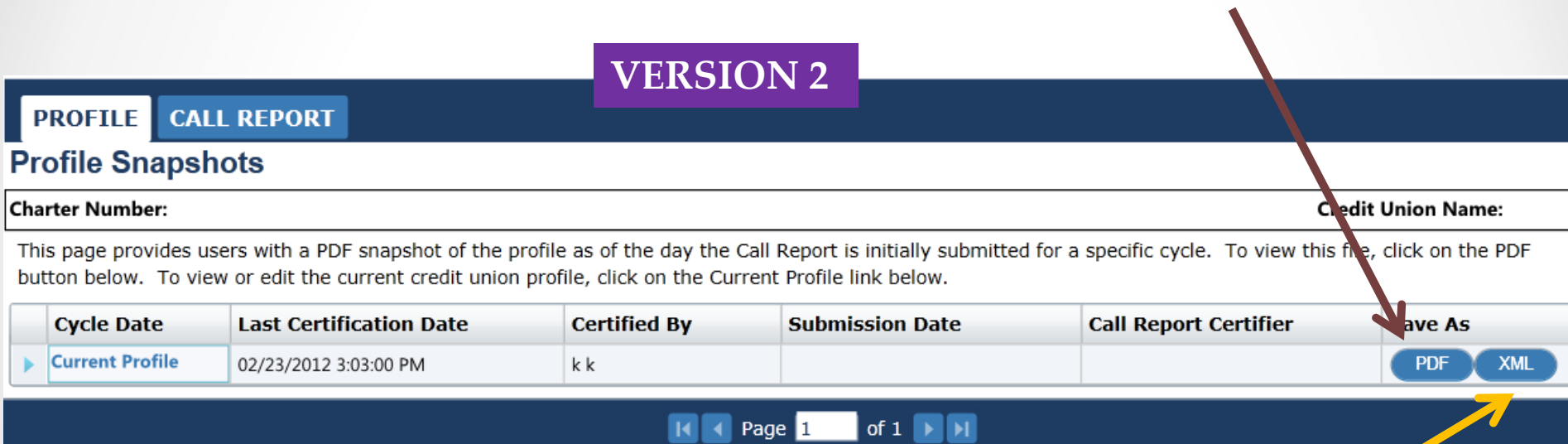
## Profile Snapshots

**Charter Number:** \_\_\_\_\_ **Credit Union Name:** \_\_\_\_\_

This page provides users with a PDF snapshot of the profile as of the day the Call Report is initially submitted for a specific cycle. To view this file, click on the PDF button below. To view or edit the current credit union profile, click on the Current Profile link below.

Cycle Date	Last Certification Date	Certified By	Submission Date	Call Report Certifier	Save As
<a href="#">Current Profile</a>	02/23/2012 3:03:00 PM	k k			<a href="#">PDF</a> <a href="#">XML</a>

Page 1 of 1



- Moved “Download Profile” XML file to new snapshot page

# Profile Warnings/Errors

- Click on Errors/Warnings label to open results screen
- Warnings must have a comment to save and certify
- Errors must be corrected to save and certify

Errors: 0 Warnings: 6

Register Registry

Users

## Profile Validation Results

Export To Excel

Save PDF

Errors(0) Warnings(1)

Profile Section	Warning Message	Date	Comment
Regulatory	The most recent Disaster Recovery Test date is more than 18 months from the current date. Please double-check the most recent Disaster Recovery Test Date on the Regulatory tab of the Profile.	12/16/2011	

# Export to Excel/ Save PDF

- Available for errors and warnings

Profile Validation Results

**VERSION 2**

Export To Excel Save PDF S

Errors(4) Warnings(6)

Profile Section	Warning Message	Date	Comment
Contact	The credit union did not identify a Chairperson. If this position is currently vacant, please update the Profile once this position is filled.	04/02/2012	This position is vacant
IS&T	The credit union indicated they do not offer ATM access as an electronic financial service on the IS&T tab, but the Programs and Services tab indicates they do offer ATM/Debit Card services. Please double check the Programs & Services and the IS&T tabs of the Profile for accuracy.	03/12/2012	We don't have an ATM.
IS&T	The credit union did not provide any payment system providers on the IS&T tab. Please check for accuracy.	03/12/2012	We don't use a corporate union.



# Removing Profile Errors

- When trying to remove a page error in Profile – must click off the field you are correcting for OK button to activate

**CUSO Information** ? X

**1 Error**  
CUSO EIN is a required field.

<b>CUSO Name</b>	<input type="text" value="Sample CUSO"/>	*	<b>Investment Amount</b>	<input type="text" value="\$10,000"/>	*
<b>EIN</b>	<input type="text" value="251234567"/>	*	<b>Loan Amount</b>	<input type="text" value="\$10,000"/>	*
<b>Wholly Owned By Credit Union</b>	<input type="checkbox"/>		<b>Aggregate Cash Outlay</b>	<input type="text" value="\$10,000"/>	*
<b>City</b>	<input type="text" value="Greenville"/>	*	<b>Accounting Type</b>	<input type="text" value="Cost Method"/>	
<b>State</b>	<input type="text" value="South Carolina"/>	*			

**Cuso Services**

<input type="checkbox"/> Real estate brokerage services	<input type="checkbox"/> Record retention, security and disaster recovery
<input checked="" type="checkbox"/> Payroll processing services	<input type="checkbox"/> Trust and trust related services
<input type="checkbox"/> Shared credit union branch (service center) operations	<input type="checkbox"/> Travel agency services
<input type="checkbox"/> Securities brokerage services	<input type="checkbox"/> Student loan origination
<input type="checkbox"/> Business loan origination	<input type="checkbox"/> Clerical, professional, and management services
<input type="checkbox"/> Consumer mortgage origination	<input type="checkbox"/> Checking and currency services
<input type="checkbox"/> Credit card loan origination	<input type="checkbox"/> CUSO investments in non-CUSO service providers
<input type="checkbox"/> Financial consulting services	<input type="checkbox"/> Fixed asset services
<input type="checkbox"/> Electronic transaction services	<input type="checkbox"/> Insurance brokerage or agency
<input type="checkbox"/> Loan support services	<input type="checkbox"/> Leasing

**OK** **Cancel**

# Profile Certification = Save

- Profile Certification required after all changes
  - Profile must be certified quarterly to submit Call Report
  - Users can make all changes to the Profile and then certify
  - Clicking “OK” on the individual edit screens does not permanently save your changes



# Profile Save and Certify

- **Must certify to permanently save all changes**
- **If users do not Save and Certify all changes will be lost including:**
  - Logging Out
  - Leaving the Profile area
  - Closing your browser
  - Internet connection drops
- **Warnings in the system to remind users**

Save and Certify Profile

# General Tab

VERSION 1

The screenshot shows the 'Credit Union ONLINE' header with a navigation bar containing 'CREDIT UNIONS' and 'MY ACCOUNT'. Below this is a sub-navigation bar with 'General', 'Call Reports', 'Contacts', 'Sites', 'IS & T', and 'Regulatory'. A 'RELATED TASKS' menu is on the left, listing 'FIND A CREDIT UNION', 'CERTIFY PROFILE', 'CERTIFY PART 748.0', 'DOWNLOAD PROFILE DATA', and 'MERGER PARTNER REGISTRY'. The main content area is titled 'VIEW GENERAL CREDIT UNION INFOR'. Two yellow callout boxes point to 'CERTIFY PART 748.0' and 'MERGER PARTNER REGISTRY', with text indicating they have been moved to other tabs.

Moved to Regulatory tab

Moved to a new tab

Credit Union Type: FCU - Federally Insured

General | Contacts | Sites | IS&T | Regulatory | CUSOs | Programs & Services | Gra

## Corporate (General Credit Union Information

Charter Number		Credit Committee Type
Credit Union Name		Primary Settlement Age
Credit Union Type	FCU	EIN
Status	Active	Member of FHLB
Year Chartered	1971	Borrows from FRB
Date Insured	4/1/1971	Pledged Collateral With
Region	3 - Atlanta	
Charter State (State Credit Union		

VERSION 2

Membership Type	Multiple common bond - primarily health care	Call Report Info
Low Income Designation	Yes	Assets
Contact Info		Number Of Members
Address Line 1	1775 Duke Street	Peer Group
Address Line 2		
City / State / Postal Code	Alexandria , VA 22314	

# Merger Partner Registry

- Eliminated radius option
- Added “specific cities” option
- Add counties/cities in multiple states option
- Double-check data

(Hold down the CTRL key to select/deselect states)

LC - Canal Zone  
DC - District of Columbia  
DE - Delaware  
FL - Florida  
GA - Georgia  
GU - Guam  
HI - Hawaii  
IA - Iowa

**VERSION 1**

If applicable, please enter the counties (one per line):

If applicable, please select a mile radius from a specific address in which you want to be considered.

Radius (in miles):

Country: United States

Address:

First Name

Last Name

Title

Phone Number

Extension

**VERSION 2**

Areas of interest -- please identify the geographic area in which you would like to consider merger partners.

- Anywhere in the U.S.
- Anywhere within the selected states

States

- AL - Alabama
- AK - Alaska
- AZ - Arizona
- AR - Arkansas

- Specific counties/cities within a selected State

County/Countries City/Cities

State

Fulton Cobb Atlanta Marietta Smyrna

County/Countries City/Cities

State

Franklin Columbus Worthington

Click the “red X” to delete an entry



Please provide additional comments (optional).

# Sites

VERSION 1

SITES					
Address Line 1	City	Site Type	Site Function	Is Main Office	Actions
1775 Duke St	Alexandria	Corporate Office	Member Services	Yes	<a href="#">VIEW</a>
1776 Duke St	Alexandria	Branch Office	Member Services	No	<a href="#">VIEW</a>

To view/edit/delete a site, click on the name

Add Site

VERSION 2

Site Name	Site Type	Address	City	State	Main Office	Site
<a href="#">Main Office</a>	Corporate Office	1775 Duke Street	Alexandria	VA - Virginia	Yes	Ma Lo
Branch Office	Branch Office	1776 Duke St	Alexandria	VA - Virginia	No	Vit

City, State, and Zip Code combinations must match the US Postal Service to Save.

# Contacts

VERSION 1

## CONTACTS

Last Name	First Name	Job Title	Contact Role	Actions
Doe	John	Chairperson	Secondary Patriot Act Contact, Secondary Emergency Contact, Volunteer	<a href="#">VIEW</a>
Doe	John	Board Member, Other	Call Report Contact, Profile Information Contact, Volunteer	<a href="#">VIEW</a>

## Vacant Officials

Chairperson

[Add Contact](#)

To view/edit/delete a contact, click on the name

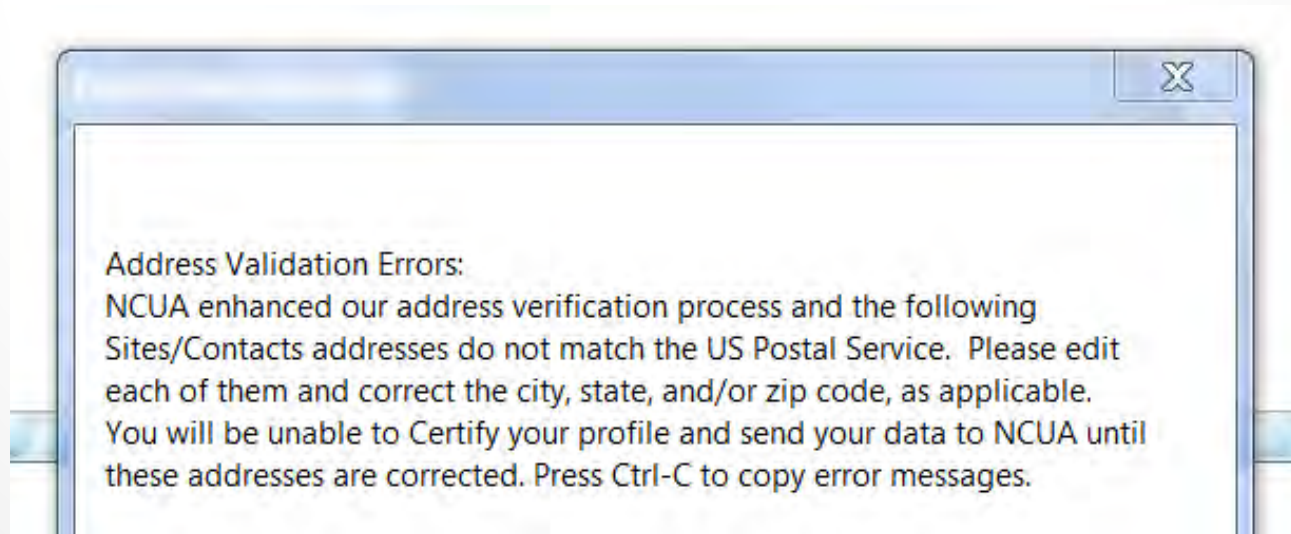
VERSION 2

Last Name	First Name	Job Titles	Contact Roles
<a href="#">Doe</a>	John	Vice Chairperson, Board Member	Volunteer
Doe	Jane	Board Secretary, Supervisory Committee Chairperson	Volunteer

City, State, and Zip Code combinations must match the US Postal Service to Save.

# Address Verification

- Some credit unions required assistance with entering addresses in CU Online
- System verifies the City, State and Zip Code
- May get the following message when first certifying your Profile
- Must correct address errors to certify the Profile and submit the Call Report





# IS&T

VERSION 1

credit union records?	
If the credit union has a Data Processing System, please identify the vendor:	Share One Systems, Inc
How do your members access/perform electronic financial services?	Home banking via Internet Website, Audio Response/ Phone Based, Automatic Teller Machine (ATM)
Services offered electronically:	New Loan, Account Balance Inquiry, Share Draft Orders, New Share Account, Loan Payments, View Account History, Bill Payment, Download Account History, e-Statements, Share Account Transfers

## Information System And Technology

- Automatic Teller Machine (ATM)
- Kiosk
- Other

### WHAT SERVICES DO YOU OFFER ELECTRONICALLY? (CHECK ALL THAT APPLY)

- Account Aggregation
- Bill Payment
- Electronic Cash
- e-Statements
- Internet Access Services
- Member Application
- Merchant Processing Services
- New Share Account
- Share Account Transfers
- View Account History
- Account Balance Inquiry
- Download Account History
- Electronic Signature Authentication
- External Account Transfers
- Loan Payments
- Merchandise Purchase
- New Loan
- Remote Deposit Capture
- Share Draft Orders
- Other

Other

none

### WHAT SYSTEMS DOES THE CREDIT UNION USE TO PROCESS ELECTRONIC PAYMENTS? (CHECK ALL THAT APPLY)

- Fedline Advantage
- Correspondent Bank
- Corporate Credit Union Processing
- Other

### IF THE CREDIT UNION IS AN ORIGINATING DEPOSITORY FINANCIAL INSTITUTION, WHAT TYPE OF ACH TRANSACTION THAT APPLY?

Edit

All Profile pages with multiple checkboxes display all options on the view screen

VERSION 2

# IS&T - Data Processing Conversion

## DATA PROCESSION CONVERSION INFORMATION

VERSION 1

Conversion Date: 12/31/2010

Converted To: Apex Data Systems

EDIT

DELETE

CANCEL

- Edit and delete functions removed
- Contact OCIO Customer Support if an entry needs removed

## Data Processing Conversions

VERSION 2

Add Data Conversion

Conversion Date

01/01/1996

Converted To

Jack Henry & Associates - Symitar (Cruise)

# Regulatory

VERSION 1

ADD DIVERSITY PROGRAM

ADD ANNUAL MEETING

ADD AUDIT DATE

ADD VERIFICATION

ADD DISASTER  
RECOVERY TEST

CERTIFY PROFILE

## DIVERSITY PROGRAMS

Date Filed EEO-1 Report	Diversity Policy/Program
None	No

## ANNUAL MEETINGS

Date Held

2/16/2011

## FINANCIAL STATEMENT AUDITS

Audit Effective

## Annual Meeting Information

Add Annual Meeting

VERSION 2

Annual Meeting Date

03/20/2011

## Financial Statement Audit Information

Add Audit

Audit Date

09/30/2010

Audit Type

Financial statement audit

## Member Account Verification

Add Member Account Verification

- Edit and delete functions eliminated
- Contact OCIO Customer Support if an entry needs to be edited/removed

# Regulatory Page: Part 748 Certification

- Part 748 Certification- moved from General Tab
  - Required annually

## Part 748.0 Certifications (Federally Insured Credit Unions Only)

Add CERTIFY PART 748

Certification Date	Credit Union Certifier First Name	Credit Union Certifier Last Name	Credit Union Certifier Title
--------------------	-----------------------------------	----------------------------------	------------------------------

## Fidelity Bond Provider

To edit the Fidelity Bond,  
click on the provider name

### Fidelity Bond Provider

Provider Name	Coverage Amount
CUMIS	\$1,000,000

To add a provider, click the  
“Add Fidelity Bond” button

### Fidelity Bond Provider

Add Fidelity Bond

Provider Name

# CUSO

VERSION 1

CUSOS

CUSO Name	Is Wholly Owned	CUSO Service Type	Actions
Sample CUSO	Yes	Clerical, professional, and management services	<a href="#">VIEW</a>
Sample CUSO #2	No	Checking and currency services	<a href="#">VIEW</a>

To view/edit/delete a CUSO, click on the name

Add CUSO

CUSO Name	Is Wholly Owned	CUSO Service Type
Sample CUSO	Yes	Payroll processing services
Sample CUSO #2	No	Real estate brokerage services

VERSION 2

# Programs/Services

VERSION 1

## PROGRAMS AND SERVICES

**Programs:** Deposits and Shares Meeting 703.10(a), Brokered Certificates of Deposit, Short-Term, Small Amount Loans (FCU Only)

**Member Services:** ATM/Debit Card Program, Check Cashing, Money Orders, Business Share Accounts, No Cost Share Drafts, Share Certificates with low minimum balance requirements, Insurance/Investment Sales, No Cost Bill Payer, Student Scholarship, Indirect Consumer Loans, Micro Consumer Loans, Overdraft Lines of Credit, Overdraft Protection/Courtesy Pay, Real Estate Loans, Risk Based Loans, Share Secured Credit Cards, Financial Education, Financial Counseling, Financial Literacy Workshops, In-School Branches

All Profile Pages with multiple checkboxes display all options on the view screen.

VERSION 2

### Programs

- Approved Mortgage Seller
- Brokered Deposits (All deposits acquired through a 3rd
- Investments not authorized by the FCU Act (SCU Only)
- Brokered Certificates of Deposit
- Short-Term, Small Amount Loans (FCU Only)
- Borrowing Repurchase Agreements
- Investment Pilot Program (FCU Only)
- Deposits and Shares Meeting 703.10(a)
- Mortgage Processing

### Transactional Services

- No Surcharge ATMs
- International Remittances
- ATM/Debit Card Program
- Money Orders
- Low-cost wire transfers
- Check Cashing

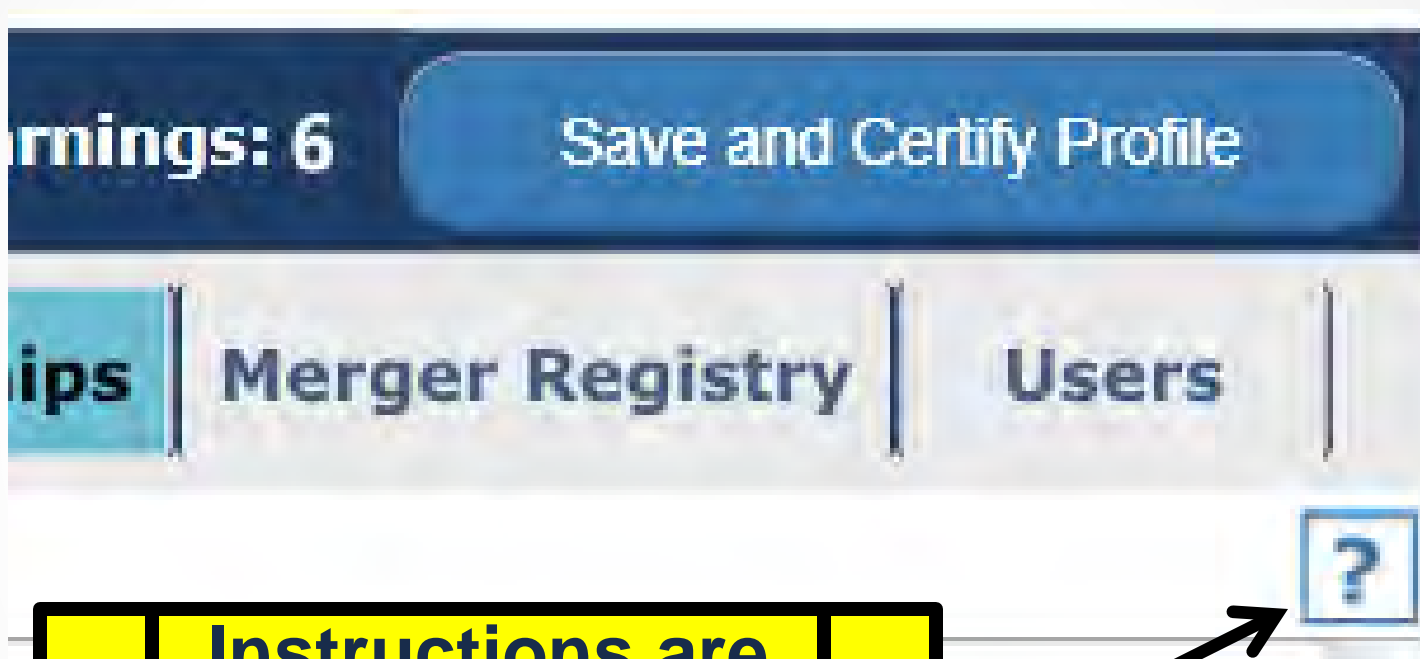
### Depository Services

- Share Certificates with low minimum balance requirements
- Business Share Accounts
- Individual Development Accounts
- No Cost Share Drafts
- Health Savings Accounts

**Only one  
person can  
edit Profile  
data at a  
time.**



# Help!



**Instructions are  
available on each  
page of the  
Profile**



# Call Report Changes

# Page Navigation and Instructions

Cycle Date: **March-2012** Call Report Status: **PENDING**

**PAGES**

Info

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

**Statement of Financial Condition (continued)** (This page must be completed by  
**Assets - Loans and Leases**)

**Orange** highlighting means there is an **ERROR** on the page

Call Report Form and Instructions can be viewed/printed/saved

Instructions

Import Call Report

Save

	response
Savings and	875
	No

# Call Report Enhancements

Current Version	Version 2
Must click “Save” for calculations and edits to refresh	Refresh during data entry
Historical warnings available after submission	Historical warnings available real time with an optional comment box
PDF of Call Reports from Sept 2009 to present	PDF of all cycles
December 1990 – June 2009- no Profile fields on forms	All forms display Profile fields
View All Pages option	Eliminated

# Data Entry Rules

- Only one person can enter/edit data at a time in the same cycle
- Different cycles – multiple users are OK



# Call Report Main Menu

FINANCIAL PERFORMANCE REPORT

INTRANET FPR

ONLINE REPORTS

**FILING INFORMATION** **VERSION 1**

Filing Type: Online Filer

Does the credit union use a third party to assist with updating the profile and/or call report? No

**CALL REPORT SUBMISSIONS**

Cycle Date	Submission Status	Is Correction	Actions
December-2011	Pending	No	<input type="button" value="VIEW"/>
September-2011	Validated	No	<input type="button" value="VIEW"/>
June-2011	Validated	No	<input type="button" value="VIEW"/>

Link to FPR menu on NCUA.gov

**VERSION 2**

Filing Information

Filing Type: Online Filer

Does the credit union use a third party to assist with updating the profile and/or call report?

Call Report Submissions

**FPR**

Cycle Date	Status	Submission Date	Certified By	Validation	Actions
March, 2012	Pending				<input type="button" value="PDF"/> <input type="button" value="XML"/>
December, 2011	Validated	04/03/2012	John Doe	04/03/2012	<input type="button" value="PDF"/> <input type="button" value="XML"/> <input type="button" value="FPR"/>

Printing, Downloading XML file and Financial Performance Reports

Click on the Cycle Date to open the Call Report

# Request FPR Button

- Obtain 20 page FPR on a submitted or validated Call Report
- FPR emailed directly to the user

VERSION 1

The screenshot shows a web interface for viewing call reports. At the top, there are tabs for 'General', 'Call Reports', and 'Contacts'. The main content area is titled 'VIEW CALL REPORT'. On the left, a 'RELATED TASKS' sidebar lists various actions: 'BACK TO CALL REPORTS', 'FIND A CREDIT UNION', 'VIEW ALL PAGES', 'SAVE/PRINT PDF', 'VIEW ERRORS', 'COMMENT WARNINGS', 'VIEW HISTORICAL WARNINGS', 'DOWNLOAD CALL REPORT', and 'REQUEST FPR' (highlighted in yellow). The main area contains a 'Charter Number' field and a 'CALL REPORT INFORMATION' table with fields for Charter Number, Credit Union Name, Cycle Date, Submission Status, Is Correction, Submission Date, Certifier, Validation Date, and Validation Comment.

VERSION 2

Validation Date	Validated By	Correction	Action
		No	<a href="#">PDF</a> <a href="#">XML</a> <a href="#">FPR</a>

# Call Report Info Page

Click "Call Report" to go back to the list of Call Reports

PROFILE **CALL REPORT**

Where users submit, delete and validate Call Reports

Errors: 3 Warnings/Historical Warnings: 10

## Call Report Detail

Charter Number: CU Name:  
Cycle Date: **March-2012** Call Report Status: **PENDING**

Instructions

Import Call Report

Save

## PAGES

Info

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

## Call Report Information

Submission Date:

Is Correction:

Validation Date:

Certifier:

Validation Comment:

Submit

Delete

Please correct error(s) before you Submit

Page Links

## Table of Contents

	Page #
Statement of Financial Condition (This page must be completed by all credit unions.)	1
Statement of Financial Condition (continued) (This page must be completed by all credit unions.)	2
Statement of Financial Condition (continued) (This page must be completed by all credit unions.)	3
Statement of Financial Condition (continued) (This page must be completed by all credit unions.)	4
Income and Expense (This page must be completed by all credit unions.)	5
Miscellaneous Information (This page must be completed by all credit unions.)	6

# Errors, Warnings, Historical Warnings

Links to results screen

Errors: 3 Warnings/Historical Warnings: 10

Comment boxes on Warnings and Historical Warnings screens

Export to Excel and Save PDF

Export To Excel Save PDF Save and Close

Credit Union Name:

Charter Number:

Cycle Date: **March-2012**

Errors(3) Warnings(10) Historical Warnings(24)

Edit Code	Error Message	Page(s)	Comment
E5007	The credit union reported a balance for deposits in commercial banks, S&Ls, & savings banks (744C) that is either 75% greater or less than the amount reported in the prior call report and the amount reported increased or decreased by at least \$1,000,000 from the prior balance. Please double-check these amounts for accuracy.	1	
E5013	The credit union reported a dollar amount (396) for unsecured credit card loans that is 50% greater or less than what was reported in the prior call report and the amount reported increased or decreased by at least \$250,000 from the prior balance. Please double-check these amounts for accuracy.	2	
E5015	The credit union reported a dollar amount (385) for new vehicle loans that is 50% greater or less than what was reported in the prior call report and the amount reported increased or decreased by at least \$250,000 from the prior balance. Please double-check these amounts for accuracy.	2	



# Warnings/Errors

- Don't forget additional pages on the long list of warnings/historical warnings/errors

E5039	The credit union reported a dollar amount (210) for employee compensation and benefits that when annualized is 75% greater or less than what was reported in the prior year-end call report and the amount reported increased or decreased by at least \$100,000 from the prior balance. Please double check these amounts for accuracy.	\$	
E5041	The credit union reported a dollar amount (230) for travel and conference expenses that when annualized is 75% greater or less than what was reported in the prior year-end call report and the amount reported increased or decreased by at least \$100,000 from the prior balance. Please double check these amounts for accuracy.	\$	
E5043	The credit union reported a dollar amount (250) for office occupancy expense that when annualized is 75% greater or less than what was reported in the prior year-end call report and the amount reported increased or decreased by at least \$100,000 from the prior balance. Please double check these amounts for accuracy.	\$	

# Warnings Between the Call Report and Profile

- Used to identify potential reporting errors
- Warnings display in the Call Report
- Only trigger on the initial Call Report
- CUs should not backdate Profile data to match the Call Report cycle date to remove warnings
  - Profile should reflect current operations

VERSION 2

Errors(3)

Warnings(14)

Historical Warnings(2)

Edit Code	Error Message	Page(s)
E035	The credit union reports being a member of the Federal Home Loan Bank on the General Tab of the Profile but did not report an amount in All Other Investments (A766E). Please double check the General Tab of the Profile and the Call Report for accuracy. If you have updated your Profile since the Call Report cycle date to reflect current operations, please provide a comment explaining this change. Credit unions should not change their profile to match the the Call Report cycle date; rather, the Profile should be updated on an ongoing basis to reflect current operations.	1

# Save and Save Often

- There is one “Save” button at the top of each Call Report page
- If user logs out, goes to the Profile, or is timed out without clicking “Save”, all changes are lost!
- Must click “Save” for “Submit” button to activate

WEEKS  
Status: PENDING

Instructions Import Call Report Save

4 5 6 7 8 9 10 11 12 13 14 15 16 17

Condition (continued) (This page must be completed by all credit unions.)

	Interest Rate	Number of Loans	Amount
	521	993	396
	0.00	0	\$0
	522	994	397

# CTRL-F

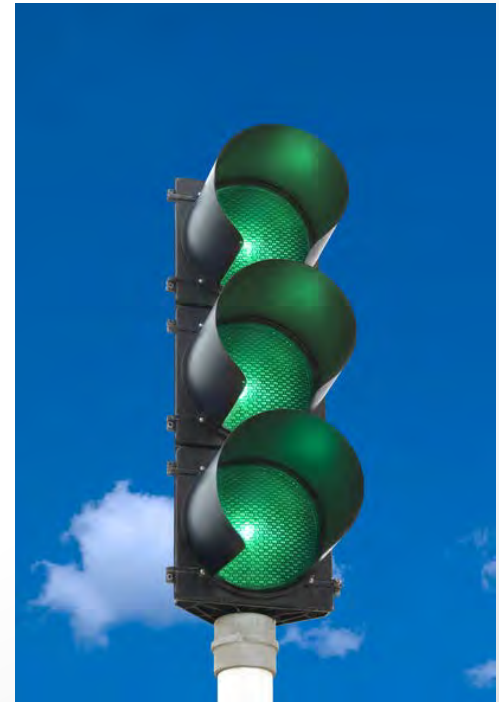
- Can use CTRL-F shortcut to find account codes within the Call Report
- Call Report will “jump” to page where first matching account code is found
- Will only work in the Call Report
- Will **not** work for account names



# Other Items of Interest

# View Only Role for Credit Unions

- Added a CU Basic role
  - View only permissions for your credit union
  - Requested by CUs to give Employees/Board Members access to CU Online
  - Optional for credit unions



# NCUA's Paperless "Go Green" Initiatives

- Effective June 2012: Online filers will no longer receive a quarterly letter
- Quarterly email message with Call Report due date
- Reference the General Tab of the Profile for SSA/Examiner contact information

## **TO THE OFFICIALS OF THE FEDERAL CREDIT UNION ADDRESSED:**

This letter outlines the March 2012 Call Report process. All credit unions must submit their information online or manually. Please refer to the top of this page for your filing status, and reference the respective section below for specific instructions.

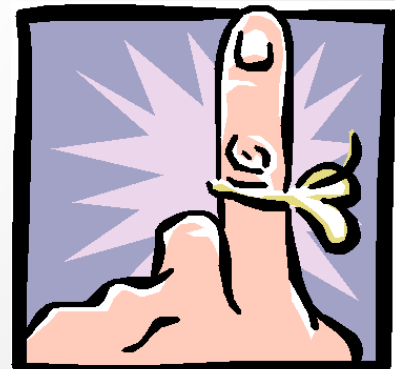
### **Credit Unions Whose Filing Status Is Online**

**Online Submission:** The login page can be accessed from NCUA's website at [www.NCUA.gov](http://www.NCUA.gov).

**Online Instruction Guide:** This booklet contains instructions for setting up user accounts, completing Profile data, and

# Updating Information

- Users can update their own email address, name, or password on the “My Account” tab
- Name and email address changes
  - Credit Union Administrators and Users can update the Contacts section of the Profile
- **Administrators:**
  - Please delete obsolete users/employees that should no longer have access to the application
  - Delete accidental Call Report corrections in “**pending**” status





# Check Your Data

- Review your Profile before the June Call Report cycle begins on July 1<sup>st</sup>.
  - Ensure all data migrated properly
  - Update as needed
  - Required to certify before submitting the June Call Report
- Navigate through the Call Report screens
- Familiarize yourself with the new features



# System Maintenance

CU Online  
will be down for  
system  
maintenance  
May 26 - 27



# Technical Assistance OCIO Customer Service

- Email: [CSDesk@NCUA.gov](mailto:CSDesk@NCUA.gov)
- Phone: 1-800-827-3255



# Data Reporting Questions and Suggestions

Email: [CreditUnionOnline@NCUA.gov](mailto:CreditUnionOnline@NCUA.gov)



Questions?