Portico Report Setup

User's Guide

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Contents

Reports, Notices and Statements

Portico provides a variety of reports, notices and statements, that can be accessed online using Nautilus Essentials. You can send your members electronic statements and/or you can print statements and notices at your credit union using your laser printer.

Laser Notices

* Prints ACH and share draft return and non-return notices and NSF and Courtesy Pay notices for your EFT exception items on any type of standard 8-1/2" x 11" paper, including credit union letterhead.
* Allows mixed case text and more items per page than existing notices.
* Saves money by eliminating custom printing of notice paper by a third-party vendor.

Electronic Notices for Portico

* Access Portico notices electronically via Virtual Branch and Nautilus Essentials, or Corillian Online and Electronic Document Delivery (EDD).
* Choose to receive email notifications when Electronic Notices are available online.

Security Groups and Permissions

To allow users to use the windows available via the Administration - Profiles - Reports menu on the Portico Explorer Bar, you must assign one of the pre-defined security groups or a credit union-defined security group to your Portico users.

1. On the Portico Explorer Bar, click Security from the **Administration** menu. On the Security menu bar, click User Maintenance, then click **Users**. The Users – List window will appear.

2. On the Users - List window, select the users that will be using the functionality. Then, click the security groups button. The Security Groups window will appear.

3. On the Security Groups window, select the desired security groups from the *Not a member of these user groups* list box, then click the left arrow. Click the **Save** button to save your changes.

4. The users must now log off and log back into Portico.

The pre-defined security groups contain the following list of permissions. You can also create your own security group using any of these permissions.

Permission	Security Groups
Portico - Explorer Profiles Menu Option	Portico - Profiles - Report Schedules - Maintain Portico - Profiles - Report Schedules - View
Portico - Reports (Profiles) - Menu Option	Portico - Profiles - Report Schedules - Maintain Portico - Profiles - Report Schedules - View
Portico - Reports (Profiles) - All Reports - Menu Option	Portico - Profiles - Report Schedules - Maintain Portico - Profiles - Report Schedules - View
Portico - Reports (Profiles) - Report by Number - Menu Option	Portico - Profiles - Report Schedules - Maintain Portico - Profiles - Report Schedules - View
Portico - Reports (Profiles) - Report by Subject - Menu Option	Portico - Profiles - Report Schedules - Maintain Portico - Profiles - Report Schedules - View
Portico - Reports (Profiles) - Credit Union Scheduled Reports - Menu Option	Portico - Profiles - Report Schedules - Maintain Portico - Profiles - Report Schedules - View
Portico - Reports - User Can View All Reports	Portico - Profiles - Report Schedules - Maintain Portico - Profiles - Report Schedules - View
Portico - Reports - User Can Maintain 280 Report	Portico - Profiles - Report Schedules - Maintain Portico - Profiles - Report Schedules - View
Portico - Reports - User Can Maintain 282 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 285 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 290 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 295 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 300 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 305 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 307 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 308 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 367 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 411 Report	Portico - Profiles - Report Schedules - Maintain

Permission	Security Groups
Portico - Reports - User Can Maintain 413 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 414 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 415 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 416 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 417 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 500 Report	Portico - Profiles - Report Schedules - Maintain
Portico - Reports - User Can Maintain 501 Report	Portico - Profiles - Report Schedules - Maintain

Viewing the Report List

The Portico Reports window displays the list of Portico reports. To access the Portico Reports window, click **Profiles** from the Administration menu on the Portico Explorer Bar. On the Profiles menu bar, click Reports, then click **All Reports**.
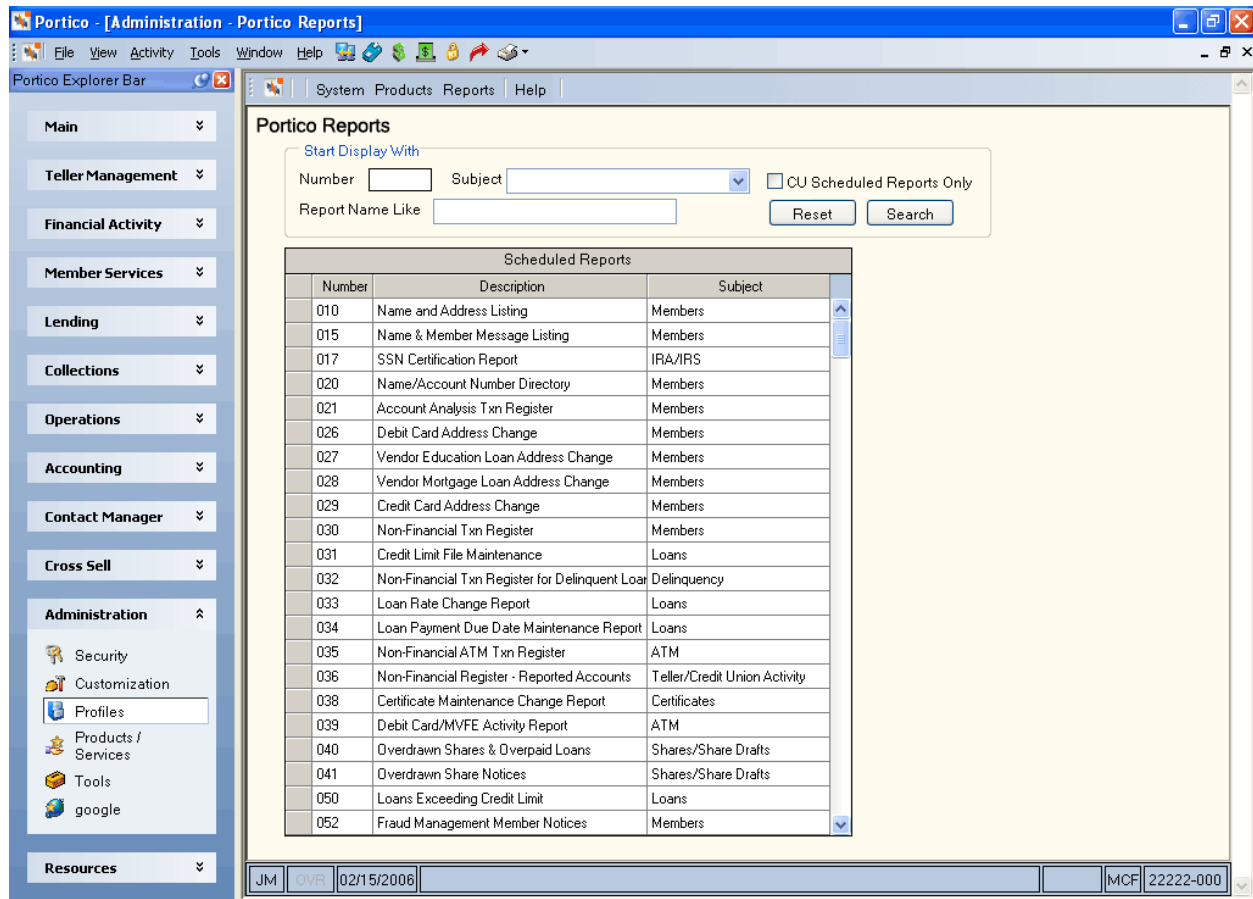
To display the report list beginning with a specific report number, enter a report number in the *Number* field.

To display the report list for a specific subject, select a report subject from the *Subject* drop-down list.

To display the report list beginning with a specific report name, enter the report name in the *Report Name Like* field.

To view only the reports that the credit union can schedule without the assistance of Portico Customer Service, select the *CU Scheduled Reports Only* check box.

Click **Search** to view the reports based on the display criteria. Click **Reset** to clear the display criteria.

The Scheduled Reports grid displays the following information. Click the report to access the report rules for the report.

Column Heading	Description
Number	The unique report number used to identify the report.
Description	The name of the report.
Subject	The subject category associated with the report.

Accessing Report Rules

The Report Rules window displays the report rules for the specified report. To access the Report Rules window, click **Profiles** from the Administration menu on the Portico Explorer Bar. On the Profiles menu bar, click Reports, then click **All Reports**. On the Portico Reports window, click the report to access the report rules for the report.

Enter the report number and branch, then click the green arrow to view the report rules for the specified report. Click the left and right arrows to scroll through the reports. Click the Adobe PDF icon button to display the report documentation. Many of the report options must be set up by the Customer Service Team, but there are some report options that you can define. Modify the options as needed and click **Save** to schedule the report.

The following table provides a description for each of the standard fields on the report rules for each report. Descriptions for the additional report rules are included in the specific report documentation.

Field	Description
Frequency / Freq	The frequency at which the report will be produced. The entire list of valid options are:
	W - Weekly
	B - Biweekly
	E - Semimonthly
	M - Monthly
	If the *Day* field is 00, the report is produced on month-end. If the *Day* field is not 00, the report is produced on the day of the month specified in the *Day* field.
	5 - Every Friday and on month end
	6 - Every Friday and on month end; the month-end report being cumulative for the month.
	Q - Quarterly

Field	Description
	S - Semiannually R - On request D - Daily A - Annually Blank - Only valid for non-Portico reports Note: Refer to the specific report documentation to determine which frequencies are supported on each report.
Last Date	The last date the report was produced. This field is non-maintainable except on reports that allow a date range selection or when the report rules for a specified report are being added. The default is 000000.
Next Date	The next date the report is scheduled to be produced. The report is automatically rescheduled based on the frequency. Reports produced on request will be updated to 999999, which indicates the report is not scheduled to be produced. Note: The system does not always update this field. For example, the 450 Report runs daily, but the system does not update the *Next Date* field. The date displayed in this field may be the original run date or all nines
Day	The day the system should produce the report. The value chosen for this field works in conjunction with the value chosen for the *Frequency* field. The valid options are: 00 - Month-end cycle. System default. 01-31 - Annually, semiannually, quarterly, semimonthly, monthly, and on request reports require the calendar day of the month. 01-05 - Weekly and biweekly frequencies require the day of the week as follows: 01 - Monday 02 - Tuesday 03 - Wednesday 04 - Thursday 05 - Friday
Level/BR/CU	Indicates if the report is generated at the branch or credit union level.
Produced/Prod-YTD	The number of times Portico has produced this report since the first time the report was scheduled to run. This is not the number of times the report has been produced year-to-date.
Last Changed	The last time Portico Customer Service or the credit union maintained the scheduling information for the report
Sequence/ Seq	The sequence in which the report will be produced. Only the supported sequences for the specified report will be allowed. The valid options are: 1 - Account number sequence, or default sequence option 2 - Secondary ID sequence 3 - Member name 8 - ZIP Code Options 4-7, A-F, L, P, S, and T, as well as the above values, vary by report.
Billing/Bill Code	The invoice billing codes. These codes are for Portico use only. The valid options are: Blank - Normal billing 0 - Normal billing 1 - Charge for report 2 - Not currently supported 3 - Online financial package 4 - No charge. The report number prints on the invoice to identify the activity.

Field	Description
	5 - Not currently supported 6 - No charge. The report number does not print on the invoice.
Branch Name and Address/ BR-Name	Indicates whether the credit union name and address should be pulled from the Credit Union Profile - Credit Union tab in branch 000 or from the branch that the member resides in when printing member notices.
Hard Copy Options Copies	The number of hard copies to produce for this report, ranging from 00 to 08. System default is 00.
Remote Print	If selected, the system should print this report using the remote print feature. The *Hard Copy Options Location* field must specify P.
Print Logo on Report	If selected, the credit union logo will print on the report.
Laser Print	If selected (Y), the report will be printed at the credit union on a laser printer.
E Delivery	If selected (Y), the notice is available for Electronic Notices and should be sent to Virtual Branch for the member to view.
E Group	Indicates the electronic notice group code for the notice. The valid options are: 00 – System default. 01 – Certificates 02 – NSF/Overdraft 03 – Tax Forms 04 – Lending 05 – Member
CD Options Copies/CD Copies	The number of CD copies to produce for this report, ranging from 00 to 99.
Group	The group code of the report.
Label/CD Label	The label or name on the CD.
Report Imaging Level	The level of Report Imaging selected on the Credit Union Profile - Products & Services tab.
LU Group	The Report Imaging logical unit (LU) group associated with the device to which the report is to be transmitted.
Priority	The priority sequence for this report to be distributed to Report Imaging. The valid options are 01 - 99 (01 = Highest priority; 99 = Lowest priority).
Location	The Report Imaging location code where this report will be routed. Length: 8 alphanumeric
Overrides	Indicates if the credit union has overridden the Report Imaging Management System options for the report.
Create	Indicates if the host system should distribute the report to Report Imaging.
Last Changed	The last time Portico Customer Service or the credit union maintained the media specifications for the report.

Portico Host: 980

Generic Report Fields

Each report document lists and describes the report headings (fields) appearing on the report. The individual report documents describe the unique fields that appear on the report.

Descriptions for the following fields may not appear in the specific report documentation:

Field	Description
RUN DATE, REPORT DATE, or CYCLE DATE	The date of the back-office cycle that produced the report or the through-date of the processing. For example, when the system produces the report during the Friday back-office cycle but processes the information through Sunday, Sunday's date appears on the report.
MEMBER or ACCOUNT NUMBER	The individual's account number at the credit union
MEMBER NAME	The member's name as specified on the Contact Information tab. Either the member's long name or the member's short name appears, depending on the report.
JOINT NAME	The name of the joint owner as specified on the Contact Information tab.
MEMBER ADDRESS or ADDRESS LINE 1 and 2	The member's address as specified on the Contact Information tab
BRANCH	The credit union branch number associated with the member. The number 000 appears if the credit union does not have branches.
SHARE TYPE	The code identifying the type of share account.
SHARE DRAFT TYPE	The code identifying the type of share draft account.
CERTIFICATE TYPE	The code identifying the type of certificate of deposit account.
CERTIFICATE NUMBER	The unique number assigned by the credit union that identifies the certificate
LOAN TYPE	The code identifying the type of loan.
NOTE or LOAN NUMBER	The unique number assigned by the credit union that identifies the loan.
CAN	The computer assigned posting sequence number.

Viewing the Notice Message List

The Notice Messages window displays the list of messages you can customize.

To access the Notice Messages window, on the Portico Explorer Bar, click **Tools** under the Administration menu. On the Tools menu bar, click **Messages**, point to Notices and click the type of notice.
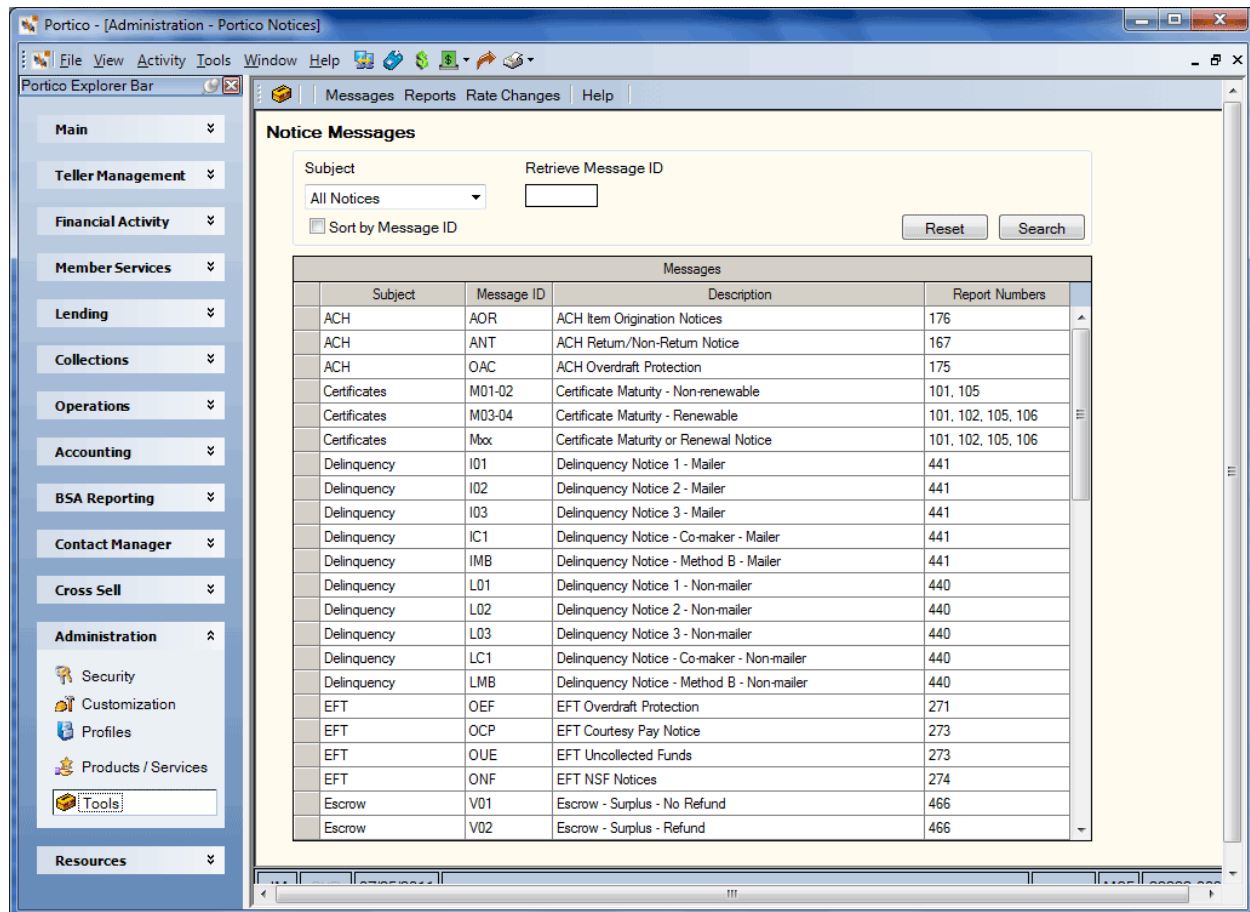
You can search for a message by subject and/or message ID.

Click the *Subject* down arrow to select the subject. In the *Retrieve Message ID* field, enter the 3-character message ID. Select the *Message ID Order* check box to display the list in message ID order. Click **Search** to display the message list. Click **Reset** to clear the search criteria.

To customize the message, click the message.

Column Heading	Description
Subject	The subject indicating the type of notice.
Message ID	The message ID associated with the notice message.
Description	The report name associated with the notice.
Report Numbers	The report number associated with the notice.

Creating Notice Messages

You can customize many of the messages that appear on your member notices. On the Portico Explorer Bar, click **Tools** under the Administration menu. On the Tools menu bar, click Messages, point to **Notices** and click the type of notice. Click the message to edit the message.

Some notices contain system-generated message. These messages indicate the amount of fees assessed and appear above the message detail.

Messages can consist of alphanumeric characters. The system printer allows the following special characters:

@ At Sign

 $ Dollar Sign

% Percent Sign

& Ampersand

* Asterisk

(Left Parenthesis

) Right Parenthesis

 - Hyphen

= Equal Sign

+ Plus Sign

! Exclamation Point

; Semi colon

: Colon

 ' Apostrophe

" Quotation Mark

< Less Than

> Greater Than

, Comma

. Period

? Question Mark

/ Slash

The following lists the message details by report number:

Report Number	Message Detail	Source Detail
091	C01, C02, D01	091 Report
105	M01, M02, M03, M04	100 Report
106	MXX	Certificate Profiles window
175	OAC	170 Report
176	AOR	173 Report
271	OEF, OSD	Credit Union Profile - Shares tab
390	S, J	390 Report
391	S02, J	391 Report
440	LC1, L01, L02, L03, LMB	440 Report
441	KC1, K01, K02, K03 KMB	440 Report 450 Report
453	ASF	450 Report
455	O01	Loan Profiles window
456	ASR	450 Report
461	KXX, QXX	461 Report
464	NXX	464 Report
466	V01-V07	466 Report
469	R01, RIN, RXX, QXX, UXX	469 Report
510	A01, A02	510 Report
520	P	520 Report
610	Z	610 Report
646	R02	646 Report
648	R03	648 Report
650	N01	650 Report
ATM Teller Location	T$X	None
CU Fee Message	F	None
System Fee Message	E	None
GL History Message	G, H	Basic Journal Voucher window
Marketing Message	B	None

To create a customized notice message, enter the message in the Message Text grid.

Column Heading	Description
Clear	Select the *Clear* check box to clear the text line. Click the **All** button to select all the check boxes. Click the **All** button again to clear all the check boxes.
Line	The line number of the text.

Column Heading	Description
Number	
1-6	The character number of the text

Select the *Apply Changes to All Branches* check box to change the message in all the credit union branches.

Click **Save** to save the message. The *Last Changed* field indicates the date the message was last changed.

Click **Clear** to clear the Message Text grid. Click **Delete Message** to delete the message.

Click **New** to create a new message. Click **Copy** to copy the message text to another branch.

To select another message, click the *Message* down arrow to select the message.

Click the *Branch* down arrow to select a different branch. Then, click the green arrow.

Click the PDF icon to view the report documentation.

To access the menus and windows, users must be assigned to the Portico - Tools - Messages security group or you can add these permissions to a credit union-defined security group using the Security Group Permissions – Update window.

- * Portico - Messages - Menu Option
- * Portico - Messages - Notices - Menu Option
- * Portico - Messages - Notices - User Can View Notices
- * Portico - Messages - Notices - User Can Maintain Notices
- * Portico - Messages - Notices - User Can Delete Notices

If a notice is setup for Laser Notices or Electronic Notices, and you belong to a security group with the Print - Print - Laser/Electronic Notices - View Only security permission, a **Preview** button will appear on the Notice Messages window. Click the **Preview** button to preview the message.

The Print - Print - Laser/Electronic Notices - View Only security permission is included in the following security groups: Portico – Customization – Administrator, Portico – Customization – View Only, Print – Administrator, and Portico – All Functions – View Only.

Portico Host: 910

Electronic and Laser Notices

Your credit union can choose to have Electronic Notices only or to have Electronic Notices and Laser Notices. To support either option, menus, window titles, and icon tool tips throughout Portico will indicate Electronic Notices or Laser/Electronic Notices.

Laser Notices
With Laser Notices, you can print notices using your laser printer.

* Prints ACH and share draft return and non-return notices and NSF and Courtesy Pay notices for your EFT exception items on any type of standard 8-1/2" x 11" paper, including credit union letterhead.
* Allows mixed case text and more items per page than existing notices.
* Saves money by eliminating custom printing of notice paper by a third-party vendor.

Electronic Notices for Portico
Electronic Notices provides electronic delivery of certain notices currently produced on paper by the Portico system. With Electronic Notices, your members can access Portico notices electronically via Virtual Branch and Nautilus Essentials, or Corillian Online and Electronic Document Delivery (EDD). Members can also choose to receive e-mail notifications when Electronic Notices are available online.

Your credit union can select between the two eNotice enrollment options.

* Electronic Only – The member receives electronic notices for the enrolled group. The member will not receive a hardcopy notice in addition to the electronic notice.
* Both – The member can select to receive both electronic and hardcopy notices for the enrolled group. If your credit union offers both notice options, you will be billed for the electronic notice and the hardcopy notice. Corillian Online and Electronic Document Delivery (EDD) do not support a combination of printed and electronic notices.

The following Portico notices are available for electronic delivery. Notices have been grouped to allow easy setup, enrollment, and maintenance:

Group 1 - Certificates

* Certificate Maturity Mailers Report 101 (eNotice only)
* Certificate Renewal Mailers Report 102 (eNotice only)
* Certificate Maturity Notice Report 105
* CD Automatic Renewal Notice Report 106

Group 2 - NSF/Overdraft

* ACH Reject Notices Report 167
* ACH Overdraft Protection Notice Report 175
* Online Overdraft Notice Report 271 (notice is produced in the back-office cycle)
* EFT Courtesy Pay Notices Report 273
* EFT NSF Notice Report 274
* Share Draft Non-Return Notices Report 453
* Share Draft Overdraft Protection Notice 455
* Share Draft Return Notices Report 456

Group 3 - Tax Forms

* 1099-OID Notices Report 107
* 1099-INT Notices Report 108
* IRA Partial and Total Dist. 1099R Notices Report 109
* 1099-C Cancellation of Debt Notices Report 123
* 1042-S Foreign Person's U.S. Source Income Subject to Withholding Report 124
* Mortgage Interest - 1098 Notices Report 198
* Back-Up Withholding W-9 Notices Report 209
* 1099SA HSA Distributions Report 493
* 5498SA HSA Contributions Report 494
* Fair Market Value (FMV) Form Report 496
* IRA Contributions - 5498 Notices Report 498
* Coverdell ESA Contribution Information (Form 5498-ESA) Report 499
* Payments from Qualified Education Programs (Form 1099-Q) Report 502
* Required Minimum Distribution Notices Report 503

Group 4 - Lending

* Delinquency Notice Report 440
* Delinquency Notices Report 441 (eNotice only)

Group 5 - Member

* Overdrawn Share Notices Report 041
* Closed Account Notices Report 091
* EFT Item Origination Notice Report 176
* EFT Confirmation Notice Report 275
* Safe Deposit Box Renewal Notices Report 436
* Safe Deposit Box Past Due Notices Report 437

From the groups of notices listed, your credit union can select which groups of notices to offer electronically, and then which notices within each group to offer.

Using online banking, your members choose to enroll or un-enroll from Electronic Notices. Only those users that have authority can enroll and maintain the electronic notice information. For Virtual Branch, the *Demographic Update* check box on the Online Banking Maintenance dialog box indicates if a member has authority to enroll or un-enroll in Electronic Notices.

From the notice groups offered by your credit union, members can select which groups of notices to receive electronically. Depending on the credit union option, members can choose to receive electronic notices only or hardcopy and electronic notices.

When a member enrolls in electronic notices through Corillian online banking, the delivery method will be changed to E-Electronic for all notice groups. Corillian Online and Electronic Document Delivery (EDD) do not support a combination of printed and electronic notices. Enrollment and un-enrollment in Electronic Notices can only be completed from Corillian Online. Enrolling and un-enrolling members using the Stmts/Reporting/Notices tab is not permitted with Electronic Document Delivery (EDD). As a result, the fields in the Notices group box are disabled when the *CoASP/EDD* field is Y on the 945 Report Rules.

Members can also select the groups of notices for which they want to receive e-mail or text alerts and define which e-mail address/phone number to use for those alerts. Your credit union must offer Mobile Money to provide electronic notice text alerts to your members. Portico notifies Virtual Branch 4 times a day that new electronic notices have been generated. Then, Virtual Branch sends an e-mail alert to your members containing the notice title and date.

For Virtual Branch and Nautilus Essentials, you can increase electronic notice adoption for existing members by enrolling members directly using the Notice Delivery Method group box on the Stmts/Reporting/Notices tab. Once your credit union electronic notice options have been set up in Portico, you can maintain the fields in the Notice Delivery Method group box on the Stmts/Reporting/Notices tab. For example, if your credit union offers Certificate Notices electronically, but NSF/Overdraft Notices are offered as hard copy only, you will be able to change the Certificates field to E - Electronic for a selected member, but you will not be able to change the NSF/Overdraft field from the default value of H - Hard Copy.

To view notices, members must log into online banking and select the notice and date. Then, click the notice to view the image. Virtual Branch retrieves the notice from Nautilus Essentials and displays the notice to the member. Corillian Online will retrieve the notice from Electronic Document Delivery (EDD). Members can choose to print notices or save the notices to their personal computer.

You can customize your Electronic Notices by adding your credit union logo (max size of 244 x 88 pixels), creating credit union-defined messages, and specifying your credit union address. If you are currently using Laser Notices, you will use the same templates created for Laser Notices for Electronic Notices.

Electronic notices will be stored on the History - Notice History tab. If the member receives both hardcopy and electronic notices, the electronic notice will be accessible via the History - Notice History tab.

Setting Up Electronic and Laser Notices

The Laser/Electronic Notice Settings window lets you define the credit union information, customized message and logo that should appear on the notices. To access the Laser/Electronic Notice Settings window, click **Products/Services** within the Administration menu on the Portico Explorer Bar. On the Products/Services menu bar, click Print, then click **Laser/Electronic Notices**.

Complete the following steps to define the laser/electronic notice settings:

1. From the *Print Servers* drop-down list, select the print server.

2. Select the printer where the notices will be printed from the *Printers* drop-down list.

3. In the *Credit Union Information Name* field, enter the name of the credit union that should appear on the notice. (Length: 50 alphanumeric)

4. In the *Credit Union Information Address* fields, enter the credit union address that should appear on the notice. (Length: 50 alphanumeric per line)

5. In the Miscellaneous Fields group box, enter additional messages that should appear on the notice. (Length: 50 alphanumeric per line)

6. From the *Member Number* drop-down list, select how the member number should appear on the notice. The valid values are: No Member Number, Member Number, Secure Member Number - Suffix, or Secure Member Number - Prefix.

7. From the *Draft Label* drop-down list, select how a share draft/check should appear on the notice. The valid values are: CHECK, DRAFT, or SERIAL.

8. In the Logos group box, click **Browse** to select the credit union logo and/or NCUA logo that should appear on the notice.

9. Click **Save** to save your changes.

Select the *Delete Credit Union Logo* check box to remove the credit union logo from the notice.

Select the *Delete NCUA Logo* check box to remove the NCUA logo from the notice.

Click **Cancel** to disregard your changes.

The Notice Delivery Method group box on the Stmts/Reporting/Notices tab reflects the member's notice options. For each notice group, the member can choose if the notices will be delivered via:

H – Hardcopy. System default.
E – Electronic
B – Both

For Laser Notices, once you determine which notices will be printed on a credit union laser printer, the Automated Short Report Print Schedule window must be updated. The report number and branch where the report is scheduled must be added to the Automated Short Report Print Schedule window before notices can be set up to be printed on a credit union laser notice printer. To access the Automated Short Report Print Schedule window, on the Portico Explorer Bar, click **Products/Services** within the Administration menu. On the Products/Service menu bar, click Print, then click **Automated Short Report Print Schedule**. The following needs to be added for each back-office notice that will be printed on a credit union laser notice printer:

* Report number
* Report branch
* Number of copies that will either print automatically or become the default on the Laser Notices window.
* Indicate if the report will print automatically by selecting the Print PM check box
* The printer ID set up to print the laser notices.

Click the Laser/Electronic Notices icon button on the Automated Short Report Print Schedule window to access the Laser/Electronic Notices window.

The *Laser Print* field on the report rules for the notices indicates if the notice should be printed by Personix or using the credit union laser printer. This field must be changed by Portico Customer Service after the Automated Short Report Print Schedule window has been updated. The *E Delivery* and *E Group* fields on the report rules of the reports support Electronic Notices. The *E Delivery* field indicates if the notice is available for Electronic Notices and should be sent to Virtual Branch or Corillian for the member to view. The *E Group* field indicates the electronic notice group code for the notice. The valid options are:

00 – System default.
01 – Certificates
02 – NSF/Overdraft
03 – Tax Forms (future)
04 – Lending
05 – Member

The following permissions and security groups support access to the Laser/Electronic Notices window.

Permissions	Security Groups
Print - Print - Laser/Electronic Notices - Menu Option	Portico - Customization - Administrator Portico - Customization - View Only Print - Administrator
Print - Print - Laser/Electronic Notices - View Only	Portico - Customization - Administrator Portico - Customization - View Only Print - Administrator
Print - Print - Laser/Electronic Notices - Maintain	Portico - Customization - Administrator Print - Administrator

Printing Electronic and Laser Notices

The Laser/Electronic Notices window lets you view which electronic and/or laser notices were created during the back-office cycle. You can choose to print select back-office notices on your credit union laser printer. You can even reprint a single notice for a member.

Laser notices are designed to print on credit union letterhead or standard 8-1/2 x 11 stock paper. You can add a logo by branch (if the report can be scheduled at the branch level and the notices are printed on different printers for different branches). You can also add a credit union-defined marketing message and a credit union-defined notice message to your notices using the Notice Messages window. Notices support both upper and lower case letters and Portico's secure member number option. The name and address is formatted to fit in a standard #10 window envelope allowing you to use the same envelope type for mailing all laser notices.

To access the Laser Notices window, on the Portico Explorer Bar, click **Tools** under the Administration menu. On the Tools menu bar, click **Reports**, and click **Laser/Electronic Notices**.

On the Laser/Electronic Notices window, click **Search** to display all the notices available. You can refine your search by defining a branch, date, and/or report range in the Selection Criteria group box.

* To search for notices in a specific branch or in a range of branches, enter the beginning branch number in the *Begin Branch* field. Then, enter the ending branch number in the range in the *End Branch* field.

* To search for notices for a date or in a date range, click the *Begin Date* down arrow to select the beginning date from the pop-up calendar or enter the date in MM/DD/YYYY format. Then, click the *End Date* down arrow to select the ending date from the pop-up calendar or enter the date in MM/DD/YYYY format.

* To search for a specific notice or a range of notices, enter the beginning report number associated with the notice in the *Begin Report Number* field. Then, enter the ending report number associated with the notice in the *End Report Number* field.

  * To search for hardcopy notices or hardcopy and electronic notices, select the *Hardcopy/Both* check box.
  * To search for electronic notices, select the *Electronic* check box.

Click **Search** to display the list of notices. Click **Reset** to clear the Selection Criteria group box.

The Laser/Electronic Notices grid displays the electronic and/or laser notices that were created during the back-office cycle.

Column Heading	Description
Print	Select the *Print* check box next to the notices you wish to print. Click the **All** button on the grid column header to select all the notices.
Copies	The number of copies if the value being displayed is not the quantity that should be printed.
Date	The date the notices were generated.
Report	The report number associated with the notice.
Branch	The branch where the notices were generated.
Name	The report name associated with the notice.
Media	The *Media* column indicates if notices were produced in hardcopy and/or electronic format. The valid values are: H/B – Hardcopy or Both. Hardcopy notices and/or both hardcopy and electronic notices were generated for the specific notice if the member was enrolled for both hardcopies and Electronic Notices. E – Electronic. Only electronic notices were generated for the specific notice if the member was enrolled for Electronic Notices.
Status	Indicates if hardcopy notices have been printed, not printed or partially printed. The *Media* column must be H/B. If the *Media* column is E, notices will not automatically print. You can print electronic notices by clicking the **Print** button.
Printer ID	The printer ID where the notices will be printed.
Notices	The number of electronic notices generated for the notice. If the *Media* column is H/B, the *Notices* column indicates the number of hardcopy notices generated for the notice. If the member is enrolled for both hardcopies and Electronic Notices, the member's hardcopy and electronic notice would be counted once. If the *Media* column is E, the *Notices* column indicates the number of electronic notices generated for the notice.
Details	Click the icon button in the *Details* column to display the Laser/Electronic Notice Details View dialog box. You can view and/or select individual notices to print that were generated during a specific back-office cycle.

If multiple pages of notices appear, select a page from the *Page* drop-down list to view the desired page. Click the left and right arrows to scroll through the list.

You can view and/or select individual notices to print that were generated during a specific back-office cycle. To print a notice, complete the following steps:

1. In the Print Options group box, enter the printer ID in the *Printer ID* field.
2. Select the *Print* check box next to the notices you wish to print.
3. In the *Copies* field, enter the number of copies if the value being displayed is not the quantity that should be printed.
4. Then, click **Print**. The Notice Processing Status message appears. If notices are printing but not complete, the *Status* column displays the number of notices completed out of the total number of

notices. If the notices have not started printing, the *Status* column displays Pending. When notices have completed printing, the *Status* column displays Complete followed by the number of notices printed. After all the selected notices have printed, the Laser/Electronic Notices window reappears.

To print all notices for a specific date where the *Status* field is either Not Printed or Partially Printed, click the *Print Remaining Reports* down arrow to select a notice date from the pop-up calendar or enter the date in MM/DD/YYYY format and print the remaining notices for that date. Select the *Print* check box on the grid column header to print all the notices.

Click the View Automated Short Report Print Schedule icon button to display the Automated Short Report Print Schedule window.

View or Print Individual Notices

The Laser/Electronic Notice Details View dialog box lets you view and/or select individual notices to print that were generated during a specific back-office cycle.

To access the Laser/Electronic Notice Details View dialog box, on the Portico Explorer Bar, click **Tools** under the Administration menu. On the Tools menu bar, click **Reports**, and click **Laser/Electronic Notices**. On the Laser/Electronic Notices window, click **Search** to display all the notices available. You can refine your search by defining a branch, date, and/or report range in the Selection Criteria group box. Click the icon button in the *Details* column to display the Laser/Electronic Notice Details View dialog box.

Print	Copies	Member Number	Name	Certificate Number	Print Status	Delivery Method
☐	1	1105	TAFFY WALENJUS	4455585	Not Printed	Hardcopy
☐	1	1120	TOM TIMMINS	0123498	Not Printed	Hardcopy
☐	1	1202	TAFFY WALENJUS	1111111	Not Printed	Hardcopy
☐	1	1553	SHARON C MARTIN	0000004	Not Printed	Hardcopy
☐	1	8235	JANICE MEYERS	0000169	Not Printed	Hardcopy
☐	1	97000	AMY HUGO	3121300	Not Printed	Hardcopy
☐	1	103000	AMY HUGO	0027247	Not Printed	Hardcopy
☐	1	103000	AMY HUGO	5058258	Not Printed	Hardcopy
☐	1	363000	JOHN SMITH	0000051	Not Printed	Hardcopy
☐	1	518000	HOWIE DEASY	0000031	Not Printed	Hardcopy
☐	1	651000	MISS JANICE M FLORES	0123503	Not Printed	Hardcopy
☐	1	2853399	AISLING BEATTY	0000033	Not Printed	Hardcopy

Selected Criteria — Number 105, Branch 000, Name Certificate Maturity Notices, Date 09/28/2013. Printer ID: P22222P7 - HP LaserJet P3005 - Other. Page 1 of 1. Records Found 12. The notices may print in a different order than listed.

To print a notice, click the *Printer ID* down arrow to select the printer ID. Then, select the *Print* check box next to the notices you wish to print. In the *Copies* field, enter the number of copies, if the value being displayed is not the quantity that should be printed. Then, click **Print** to print the notices.

Click the **All** button on the grid column header to print all the notices. Click the export icon to export the list of notices to Microsoft Excel. Click **Close** to close the dialog box.

Select a page from the *Page* drop-down list to review a specific page. Click the single left and right arrows to scroll through the results page by page, or click the left and right double arrows to go to the first and last page of the results.

You can print multiple copies of the notices. If you elect to image the notices they will be stored in the Notices repository in Nautilus Essentials and appear on the History – Notice History tab.

Note: Notice images stored in Nautilus Essentials and Electronic Document Delivery (EDD) will look like the paper copies produced, except for the Loan Delinquency Notice. The Loan Delinquency Notice will store a credit union version as the second page where only the member version page 1 will be printed.

Creating Statement Messages

The Statement Messages window displays the list of messages you can customize. To access the Statement Messages window, on the Portico Explorer Bar, click **Tools** under the Administration menu. On the Tools menu bar, click Messages, point to **Statements** and click the statement type.

To create a customized message, enter the message in the Message Text grid.

Column Heading	Description
Clear	Select the *Clear* check box to clear the text line. Click the **All** button to select all the check boxes. Click the **All** button again to clear all the check boxes.
Line Number	The line number of the text.
1-6	The character number of the text

Click **Save** to save the message. The *Last Changed* field indicates the date the message was last changed.

Click **Clear** to clear the message text.

Select the *Apply Changes to All Branches* check box to change the message in all the credit union branches.

Click **Copy** to copy the message text to another branch.

Click **New** to create a new message.

Click **Delete Message** to delete the message.

To select another message, click the *Message* down arrow to select the message.

Click the *Branch* down arrow to select a different branch. Then, click the green arrow.

Click the PDF icon to view the report documentation.

To access the menus and windows, users must be assigned to the Portico - Tools - Messages security group or you can add these permissions to a credit union-defined security group using the Security Group Permissions – Update window.

* Portico - Messages - Menu Option
* Portico - Messages - Statements - Menu Option
* Portico - Messages - Statements - User Can View Statement Messages
* Portico - Messages - Statements - User Can Maintain Statement Messages
* Portico - Messages - Statements - User Can Delete Statement Messages

Portico Host: 910

Defining the Statement Return Address

The Statement Return Address window lets you maintain the credit union's return address on member statements. To open the Statement Return Address window, under Administration on the Portico Explorer Bar, click **Profiles**. On the Profiles top menu bar, click System, then click **Statement Return Address**.

Click the *Branch* down arrow to select the branch number, then click the green arrow. Specify the credit union name and address. Click **Save** to save the address and close the window. Click **Cancel** to close the window without saving your changes to the address. Click **Delete** to delete the address.

To access the Statement Return Address window, users must be assigned to the pre-defined Portico - Profiles - Administrator or Portico - Profiles - View Only security groups or you can add these permissions to a credit union-defined security group using the Security Group Permissions – Update window.

* Portico - System - Menu Option
* Portico - System - Statement Return Address - Menu Option
* Portico - System - Statement Return Address - View Only
* Portico - System - Statement Return Address - Maintain

General Ledger Effects: none

Related Reports:

* Member Statements Report 390/390E
* Share Draft Statements Report 391
* IRA Statements Report 393/393E

Field	Description
Branch	Click the *Branch* down arrow to select the branch number, then click the green arrow. The statement return address for the branch appears. Keyword: BR
Credit Union Name 1	The first line of the credit union name that will appear as the statement return address for the branch. Length: 25 alphanumeric
Credit Union Name 2	The second line of the credit union name that will appear as the statement return address for the branch. Length: 25 alphanumeric
Address Line 1	The first line of the street address that will appear as the statement return address for the branch. Length: 25 alphanumeric
Address Line 2	The second line of the street address that will appear as the statement return address for the branch. Length: 25 alphanumeric
City	The city that will appear as the statement return address for the branch. Length: 18 alphanumeric
State	Click the down arrow to select the state that will appear as the statement return address for the branch.
ZIP	The ZIP code that will appear as the statement return address for the branch. For domestic addresses, the ZIP code must be either 5 or 9 digits. The first five digits equal the ZIP Code. The last four digits are used for the ZIP+4 suffix. A valid ZIP Code must be entered without the dash. Alpha characters are not allowed. Length: 9 numeric

Portico Host: 909

Member Statements Frequently Asked Questions

Question: If the *Option (s) Requestd* field is 3 on the 390 Report Rules, why does a member who does not have share draft account receive a monthly statement?

Answer:

* If the *Produce if EFT Activity* check box is selected in the Statement Options section on the Credit Union Profile – Member tab, review the history for the share account to see if the member had any EFT activity, such as an ACH payroll.
* If the *ID Statement* check box is selected in the EFT Options section on the Credit Union Profile – Self Service tab, and the member has a Debit Card Maintenance, ATM Card Maintenance or Audio ID Maintenance dialog box built, the member will get a statement regardless of activity on the account.
* The *Receive Monthly* check box in the Member Statement Information group box on the Stmts/Reporting/Notices tab is selected.
* The *Force at Month End Because of EFT/Misc Activity* check box in the Member Statement Information group box on the Stmts/Reporting/Notices tab is selected. This field can be maintained by the credit union as well as changed by back office.

Question: A member, who does not have a share draft account and is supposed to receive quarterly statement, did not receive a quarterly statement. Why?

Answer:

* The member did not have any activity throughout the quarter and the *Year-End Statements* field is Y on the 390 Report Rules.
* If the *Min Amt To Prod* field is 0 on the 390 Report Rules, then the system looks at the activity and the *Year-End Statements* field. If there is no activity and the *Year-End Statements* field is Y, then the member will not receive a statement until the end of the year. If the *Min Amt To Prod* field is greater than 0, then the system will not look at the activity or the *Year-End Statements* field. The system will produce a statement if the aggregate balance is greater than the value in the *Min Amt to Prod* field.

Question: Why did a member who has share draft account not receive a monthly statement?

Answer:

* The balance in the share draft account was $0.00.
* The member is set up to receive electronic statements.

Question: How do I stop a member's statement from producing?

Answer: A member will receive a statement if there is any activity as per the options on 390 Report Rules. There is no flag at the member level to stop the statement from being produced. The credit union can set up a mail code and sort the statements by mail code so the statement can be pulled when generated. If closing a member account, be sure to clear the *Receive Monthly* check box on the Stmts/Reporting/Notices tab to prevent a statement from producing monthly after the member account has been closed.

Question: If credit union has 'Bulk' statements, how can certain members' statements be printed and sorted so CU can locate and pull them instead of being mailed out to the members?

Answer:

* A credit union-defined code can be entered in one of the following fields on the Stmts/Reporting/Notices tab: *Mail Code*, *Special Handling*, *Special Use*, *Statement Media*, or *Statement Sort*. We can then sort their statements by that field. These statements will be sorted at three to four specific places within the stack.
* You can also make the member's address invalid on the Contact Information tab. The statements float to the top only if the ZIP code has an invalid value, like all 9's, all zeroes or letters for foreign

addresses. Make sure to enter all X's in the *City* field if the ZIP code is made invalid. If the *Multi-Page Sort* field is Y on the 390 Report Rules, all single page statements print first, followed by multiple page statements. Within each stack, statements without a delivery bar code (from the 505 Report) print first, followed by the ones with barcode. They need to look at the end of each stack for the statements with the *No-Mail* code. In other words, the statements could be in the following four places:

- ▪ At the end of single page non-barcoded.
- ▪ At the end of single page barcoded.
- ▪ At the end of multiple page non-barcoded.
- ▪ At the end of multiple page barcoded

Question: The credit union is having an annual audit or a special mailing done and would like to have statements produced for all members.

Answer: The *Year-End Statements* field must be N and the *Min Amt To Prod* field must be 0 on the 390 Report Rules. If the *Option (s) Requestd* field is 3, Portico Customer Service must change it to 2. If the *Option (s) Requestd* field is 1, then Portico Customer Service must add option 2. (i.e. 1 2). Portico Customer Service will change the fields back to the original settings after month-end.

Question: How do I check where a credit union's statements are processed?

Answer: Check the *Mail Type* field on the 390 Report Rules. The only valid options are:

- * P - Fiserv Output Solutions (formerly called Personix).
- * X - The statement file is transmitted to a third-party vendor including Microdynamics
- * M - Microdynamics.

📒 **Note:** This field must not be changed without consulting Portico Customer Service - Level 2 Support. In most cases, the recipient of the files has to be notified in advance and may require testing.

Question: A credit union would like to get an additional hard copy of their member statements.

Answer: Regardless of the Hard Copies field on the 390/391 Report Rules, the system generates one copy. A respool request must be submitted to the appropriate statement processor.

Question: A credit union has Nautilus Essentials and would like to receive member statements on CD as well for back up.

Answer: CDs are no longer available. To set up a temporary access to Nautilus Essentials for examiners, submit a request by e-mail to Portico Customer Service.

Question: Due to an annual audit or some other reason, a credit union would like their member statements to be processed different than normal.

Answer: Prior notification must be sent to the statement processor. Fiserv requires all changes be submitted no later than the 20th prior to the month-end. If a change to the 390 Report is required, please consult Portico Customer Service - Level 2 Support.

Question: A member's statement had a different address printed other than what is on the Contact Information tab.

Answer:

1. Check to see when was the last non-financial activity performed on this account and that the address has not been changed since the production of statements.
2. Look at the Contact Information tab for the standardized address.

Question: The credit union would like to have a different return address printed on the statements either one time only or permanently.

Answer: The credit union return address comes from the Statement Return Address window, if an address is specified. If an address does not exist on the Statement Return Address window, then the address comes from the Credit Union Profile – Credit Union tab (Portico Host: 901 Transaction). If it is one time change, then have the credit union create an address on the Statement Return Address window. Remember any changes made to the credit union address on the Credit Union Profile – Credit Union tab (Portico Host: 901 Transaction) will affect all notices as well.

> **Note:** If the credit union has 'Plus' statements, then have Portico Customer Service - Level 2 Support verify or add an address to the Statement Return Address window.

Question: The credit union would like to offer E-statements to their members.

Answer: There are two electronic statement products that Fiserv offers: Portico feed and FOS feed. Contact your client partner for pricing. No changes in the report rules or processing rules are required. Members must enroll from Virtual Branch or the credit union can enrolls members via the Admin site. The credit union should not maintain the Stmts/Reporting/Notices tab as the "pick list' overrides this field.

If the credit union decides to use a third party, then please contact Portico Customer Service - Level 2 Support to change the *Produce Electronic Statements* field in the Statement Options section on the Credit Union Profile – Member tab. There is a questionnaire on www.porticousers.com that must be completed and sent to XRoads. By changing the *Produce Electronic Statements* field, system will automatically create a separate file for electronic statements at the end of the month that will be sent to XRoads.

Question: How can a credit union have delivery point bar codes printed on their statements?

Answer: When the 505 Report runs on a specific day every quarter, an address file is sent from Phoenix to FOS. FOS interfaces the file with the USPS-provided software to standardize the addresses. After standardization, FOS sends the file back to Phoenix. Phoenix updates the Contact Information tab and generates the 505 Report for the credit unions. The addresses that are standardized by this process will automatically have a bar code on the member statements. The credit union can refer to the 505 Report for exceptions.

> **Note:** The 505 Report can be scheduled to run only on the first Friday of March, June, September and December.

Question: How do I set up a credit union for separate IRA statements (393 Report)?

Answer: Separate IRA statements can only be set up starting the first quarter of the year. The processing rules must be set up in January. The *Produce Separate IRA Statements* check box in the Statement Options section on the Credit Union Profile – Member tab must to be selected by the Portico Oncall SE. You must also set up the 393 Report Rules and inform Phoenix. Contact Portico Customer Service - Level 2 Support for assistance.

Question: Currently a credit union has separate statements – Share Draft Statements (391 Report) and Regular Share Statements (390 Report). Now, they would like to combine the statements.

Answer: The statements can only be combined in the first month of the quarter. Prior to changing the report rules, Portico Customer Service must make the necessary changes so that every member will receive a statement at quarter-end (see question 6). Year-end is ideal to start this process. After quarter-end, in which all members will have statement produced, Portico Customer Service will screen-print the 390 and 391 Report Rules. Then, delete the 391 Report Rules and make necessary changes on the 390 Report Rules. Portico Customer Service will change the *Option (s) Requestd* field from 1 to either 2 or 3. Then, run a Reporting Analytics query to see if there are few members who did not have statement produced the quarter-end before and inform Phoenix.

Question: The credit union is not satisfied with the layout out of the Share Draft statements. What are the other options available in Portico?

Answer: There are five options available in Portico for the Share Draft Summary: Y, S, N, A and V. Portico Customer Service can access examples in Nautilus Essentials and fax them to your customer (with the credit union and member information masked). This change can be made any time before the month end. If

the credit union does not like any of the formats, contact your client partner for more information on customized statements.

Question: A member has a charged off loan type and the credit union does not want a statement printed for the member.

Answer: If the member has activity on other accounts, the system will generate a statement. Do not select the *Exclude from Statement* check box in the Statement Exclusion group box on the Loans – General tab to prevent printing history of that particular loan type on the statement. The *Statement Print* field in the Account Definitions group box on the Loan Profiles – Account Information tab also controls this option.

Question: How many statements were produced in a specific month-end?

Answer: Portico Customer Service can check the *Mail Type* field on the 390 Report header in the Nautilus Essentials Customer Service folder:

* For mail type P, check report CK012.
* For mail type M or X, check report CK013.

Question: How do I update the message that prints on the bottom of the statements?

Answer: Use the Statement - Regular/Combined, Statement - Share Draft Only, and Statement - IRA Only windows and message IDs:

* S – Combined statements (Option 3)
* S02– Share Draft statements (Option 1)
* S03– IRA Statements

Question: If credit union is on Fiserv Output Solutions (FOS) (formerly Personix) mail service, how can certain members' statements not be mailed to the members?

Answer: A credit union-defined code can be entered in one of the following fields on the Stmts/Reporting/Notices tab: *Mail Code*, *Special Handling*, *Special Use*, *Statement Media*, or *Statement Sort*. Portico Customer Service can then sort their statements by that field and FOS can either print these statements and mail them to the credit union flat in one envelope or suppress the printing. These statements still go in Nautilus Essentials.

Question: How can I have loan details printed or removed on statements like payment amount, number of payments remaining, next payment due date and credit limit?

Answer: Refer to Statement Disclosures group box on the Loan Profiles – Account Information tab in Portico.

Question: How can I have member numbers masked on the statements?

Answer: This option is only available if a credit union has their member statements printed at Fiserv Output Solutions (FOS) (formerly Personix). The credit union can have all digits of the member number with the exception of last 4 digits replaced by X's. If a credit union decides to choose this option it would be for all their statements. If a member number is 4 digits or less then it will not be suppressed. There is a one time set up fee of $100 with no recurring fee. If the credit union is interested in taking advantage of this option, send the request to Portico Implementation.

Question: My credit union statements are printed and mailed by Fiserv Output Solutions (FOS) (formerly Personix), when and where can I send the inserts?

Answer: Complete the Insert Form available on www.porticousers.com by the 15th of the month and fax it to FOS. The fax number and shipping address are on the form. Inserts must be delivered to FOS by the 25th of the month in order to mail the statements on time. Please let a FOS or Portico representative know if the inserts are going to arrive late so the statements can be held.

Question: My credit union statements are printed and mailed by Fiserv Output Solutions (FOS) (formerly Personix) and I need to send inserts. What are the specifications and the deadlines?

Answer: The specifications and deadlines are available on www.porticousers.com.

Question: I changed the *Statement Media* field in the Member Statement Information group box on the Stmts/Reporting/Notices tab from Hardcopy to Electronic but the system changed it back to Hardcopy?

Answer: Members must enroll in Virtual Branch or the credit union must enroll members via the Admin site to receive an electronic statement. The credit union should not maintain the *Statement Media* field in Portico. Every day after the Portico back-office cycle, Statement Express sends a list of all members for all credit unions that are set up to receive electronic statements. This list is called 'Pick List'. If a member is on the 'Pick list' and the *Statement Media* field in Portico has H-Hardcopy, this will be changed to E- Electronic Statement in the following Portico night's back office cycle and vice versa.

Revision History

Date	Version	Revision
5/2017	4.36	Updated Receive Monthly check box information for closing a member account.