

# ***Getting Started with Hyosung ITM integration with CU\*BASE***

So you're looking to get started with a Hyosung ITM. Whether you have already purchased your machines or you're just beginning to research your options, this document is intended to answer most of your questions.



**See inside for more information**

## The Players & Timeline

**CU\*Answers** – Specifically the Imaging Solutions team will work with you as your project manager at CU\*Answers. They will attend the meetings and answer any questions from the core side of the equation. Further, they will assist with getting the integration enabled and assist with setting up the supplemental vaults to support the ITM's in CU\*BASE for accounting purposes. Lastly, they will enlist any additional resources at CU\*Answers as needed.

**Hyosung** – They will provide a Project Manager to drive your project and coordinate the meetings with all the parties, they are the overall project manager. They will also provide a professional services representative to work with your reseller to implement your solution whether that's just adding integration to an existing machine or if it's a part of new machine installation.

**Your Hyosung reseller** – They will attend the meetings, and work with you and Hyosung's professional services person onsite to perform any configuration changes to your machines, such as changing cassettes for different denominations, testing the integration with the network, and installing any new products like Active teller.

**Your C21 processor** – This person(s) is important to work with the other teams to manage any questions, changes or new implementations that may need to happen to support capturing of checks at the ITM and forwarding them for collection.

**Your Network team** – Early on this team is very key to get ITMs "talking" to CU\*BASE and to get the ITM communicating with the workstations. As the installation progresses, they may be engaged further if issues are discovered and for troubleshooting.

## The Pieces and Parts

**The ITM** – Models 7800 or higher are supported with this integration.

**Active Teller Server** – if using teller assisted video transactions this manages the traffic between the ITM member requests and the teller workstations.

**Active Teller Workstation** – This contains the software that allows tellers to run the ITM remotely to service members, and to video conference with them.

**ATM Network** – This will service transactions for non-members and members if CU\*BASE should become unavailable due to network issues or stand in during nightly processing etc.

**CU\*BASE Integration** – This is the middleware/API's that make it all possible to allow members to process transactions directly against CU\*BASE from the ITM.



We are working on utilizing our ITMs to serve other areas at a much lower cost while still taking care of our cash transaction members (and to some extent check). This integration will extend RVAs transaction hours in the eyes of our members too, giving shift workers the opportunity to bank when they want not just when we are open. RVA did not let the pandemic emergency opportunity go to waste and closed its indoor teller lines during COVID and remodeled to support ITMs instead.

**Rick Preble**  
RVA Financial

## The Costs

**CU\*Answers** – CU\*Answers charges a onetime \$10,000 project fee. Further there is a \$50/mo. Monthly fee for each ITM for support of the integration.

**Others** – You will need to collect bids from each of the above organizations for their respective services, CU\*Answers cannot speak to their costs.

## How to get Started/Timing

**CU\*Answers** – Go to the store <https://store.cuanswers.com> and order the integration it's in the Imaging Solutions store. Also reach out to your reseller and tell them what you're looking to do. If they have questions, you can refer them to the Imaging Solutions team. [Imaging@cuanswers.com](mailto:Imaging@cuanswers.com). This is where it all starts a reach out to them and CU\*Answers Imaging Solutions team. You should plan on a 120 day lead time but once you are actually on the project schedule for all parties, more accurate timing can be provided which could be longer or shorter depending upon the current schedule.

## The Integration Feature Set

**Authenticate with card and pin** – Authenticates the member against the ATM network, then they are relinquished by the ITM to our integration with CU\*BASE to perform transactions directly against their accounts.

**Inquiries** – Members can see their balances on their accounts as well as payment amounts and dates due on their CU\*BASE loan accounts.

**Deposits** – Can be cash, checks or a mix of both. No Coin.

**Withdrawals** – Supported against share accounts, not special accounts like IRA, HSA. No Coin.

**Cash a check** – Up to a limit you set. Over the limit will launch Active Teller's Teller Control if available or deny the transaction as you specify.

**Advance on a line of credit** – Allows member to withdraw against their CU\*BASE line of credit.

**Make a loan payment** – A member can make a payment to their:

- Closed end loans.
- Credit cards.
- Mortgage if not a 360 Mortgage.



### Note Regarding Payments

Payments may be made...

- With a check for the exact scheduled payment
- With cash – Any amount
- By members via depositing a check to an account and transferring it to their loan for a different amount other than the exact payment however normal check holds and funds availability apply to deposited checks.



**See back for Frequently Asked Questions**

## Frequently Asked Questions

**Q:** Do you have references of others using this that I can speak to?

**A:** Sure, reach out to the Imaging Solutions team they can connect you.

**Q:** What happens if a non-member uses the machine?

**A:** They would be authenticated by their card/pin and able to perform transactions against the ATM network only. They also could engage a teller if you are using Active Teller and perform any transaction you permit via a teller for non-members.

**Q:** What happens if CU\*BASE is in "Stand In" or offline?

**A:** In this case members would be only able to leverage the transactions available via the ATM network. This would also be true if there were networking issues or any other reason the ITM could not communicate to CU\*BASE via the API integration.

**Q:** How can I tell what % of my current teller transactions are addressed by this integration?

**A:** Reach out to our Asterisk Intelligence team for information on how to determine this.

**Q:** What if the member wants to do a transaction other than what's listed above in the integration?

**A:** If you are utilizing Active Teller, they can push the button to talk to a teller and the teller can assist them with their transaction provided it's permissible with the credit unions policies for teller assisted ITM transactions.

**Q:** What if I want or have coin on my ITM?

**A:** Today the integration feature set does not support coin. See the FAQ question below, "What if I want to do more".

**Q:** Can a member do a distributed deposit between accounts?

**A:** Yes! It will however be treated as a deposit to one account then transfers to the others.

**Q:** What if I want to do more, something not supported yet?

**A:** If there is something more you need, you can perhaps champion a project to build it. Reach out to the Imaging Solutions team to discuss we'd love to hear about your business needs!



### Getting Started / Questions?

No matter which solution is right for you, we have experts that are here to help. We will work with you to find a solution that meets your needs. Below is contact information for the experts that can help you get started!

For questions about the solutions available to you or any other aspect of your imaging strategy, contact:

#### Imaging Solutions

6000 28th Street SE, Grand Rapids, MI 49546  
(800) 327-3478

[cuanswers.com/products/imaging-solutions](https://cuanswers.com/products/imaging-solutions)