

## Electronic Documents

### Introduction

Unlike other traditional CRM products on the market, ACE is unique in that it has built in documents functionality. ACE has powerful document management features –functionalities that are often sold by other companies as a separate software package.

One of the challenges in most credit unions is that of improving efficiency while operating in a competitive, multi-regulatory environment. Paper storage, time-sensitive retrieval demands and the expense of processing paper documents impede your organization's progress toward meeting that challenge.



You've received this printed communication because you're a leader at a credit union that is part of the family of users of Neocog software, especially ACE. Over the past few years, many new features have been added to ACE. We want to tell you about them if you haven't heard, remind you if you've forgotten, and clarify what you may have been left uncertain about. If there are other staff at your credit union who could benefit from this publication as a means of keeping up to date, please send email addressed to [info@neocog.com](mailto:info@neocog.com).

### Maximizing the Benefits

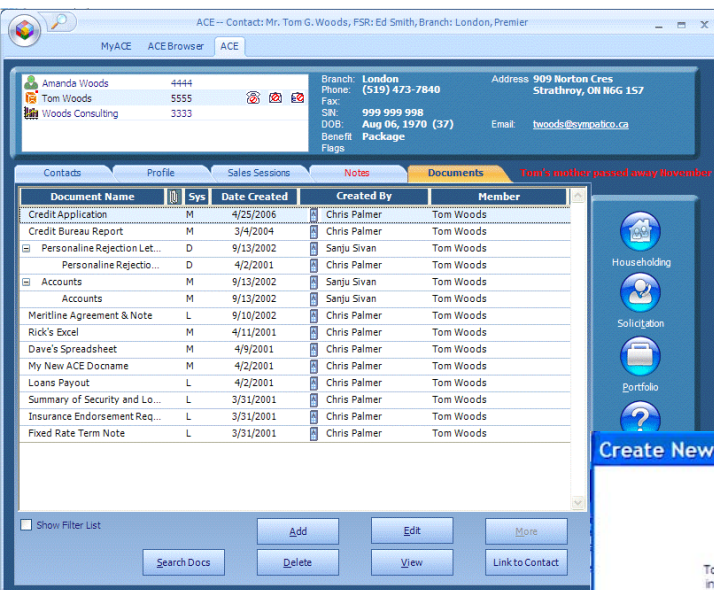
ACE helps in organizing, managing and keeping track of documents so you can find them when you need them. With ACE you can create and maintain a secure document repository, keep track of relationships between documents and quickly search and retrieve documents for a given member.

ACE provides:

- A centralized repository of all your documents
- Efficiencies through no time lost filing & retrieving documents
- Ability to convert paper documents into electronic form by scanning
- Ability to create and retain multiple version of the same document

### Document Generation

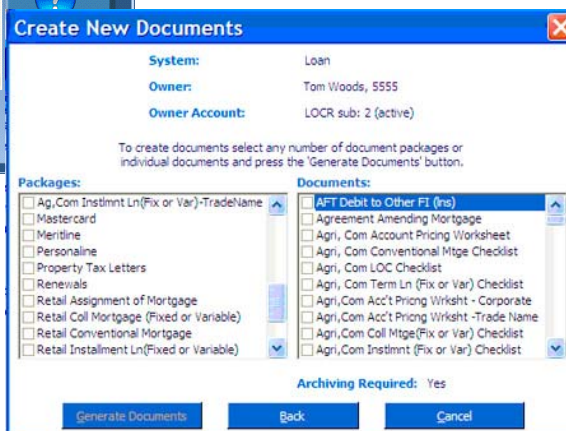
From the Documents Window in ACE, the user may link to a number of institution defined forms which are generated through Microsoft Word. Documents can be merged with banking system information to create applications, certificates and communications which are then filed in ACE's electronic archive.



Main Document Screen

### Generating New Documents and Packages

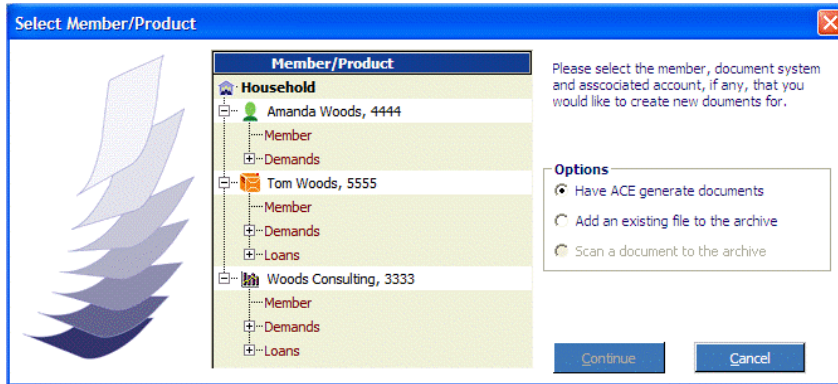
ACE's Document Administrator is used to define documents and packages. It is used to consolidate similar documents into packages for quick and easy retrieval. Creating packages also adds efficiency, for example, during the member application process, a user can generate all the required documents through an ACE documents package.



Main Document Creation Screen

### Adding External Documents

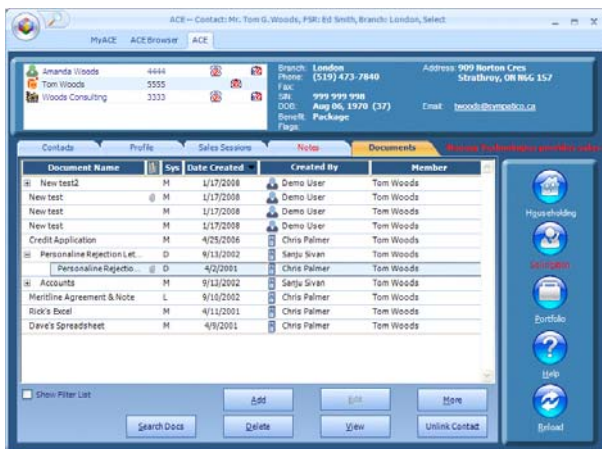
ACE users can scan any relevant paper document into ACE. For example, for a mortgage you may want to scan pictures of the property or for a car loan you can scan a picture of the car and maybe a picture of its VIN Number. Another example could be some stock certificates. The most common use for scanning documents is for signed loan documents.



**Tip #2: Adding Member Solicitations to a Campaign Contact**  
 When a campaign is created and loaded into ACE a campaign contact is generated for the targeted member. The documents functionality will also allow you to attach a copy of the exact solicitation the member received. Where this is particularly useful is if you are running multiple campaigns for the same product. For example, you run "pre-approved" and "invited to apply" Line of Credit campaigns. Say there are two members in a household that have been targeted for each of these campaigns, for this example a father and son. The father was "pre-approved" and the "son was "invited to apply". The son comes into the branch and says he was "pre-approved". The representative pulls up the contact record for that member and sees the marketing solicitation attached to that contact and opens it. That representative will then see that the member is in error and can proceed with an application.

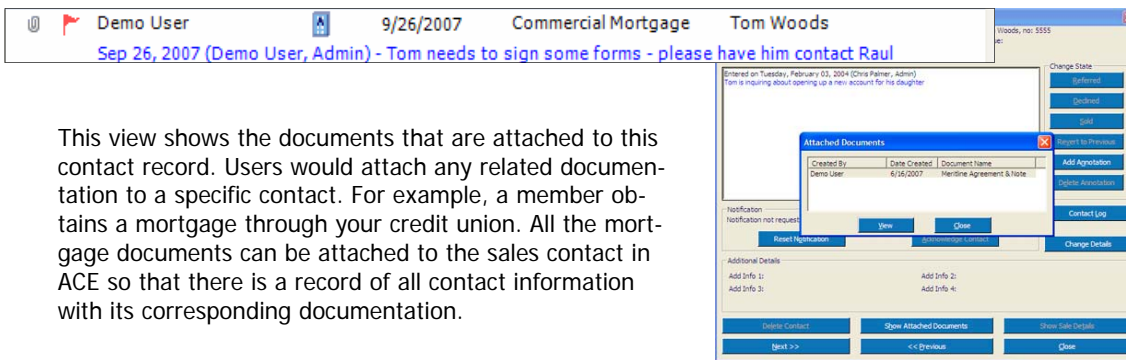
### Document Versioning

ACE users use this feature to create and retain multiple versions of the same document. You can easily access the older version of a document at any time and create an unlimited number of versions of each document. Example: An existing mortgage agreement can be adjusted by typing in the new numbers and other amended parameters to make it the basis of a new mortgage. ACE will automatically STORE that new version while also retaining the original in its file. In addition, ACE automatically records the name of the financial services representative who edited the document –thus providing ease of consultation in the ongoing customer relationship.



### Linking a Document to a Contact Record

ACE will allow users to attach a document to a contact record. The paperclip icon above tells users that there is a document attached to that particular contact record. More than one document can be attached to a contact record.



This view shows the documents that are attached to this contact record. Users would attach any related documentation to a specific contact. For example, a member obtains a mortgage through your credit union. All the mortgage documents can be attached to the sales contact in ACE so that there is a record of all contact information with its corresponding documentation.

### The Innovation Continues!

As the number of documents being archived in ACE is increasing, it has become necessary to make accessing these documents easier. Neocog is pleased to announce that a "Search" function will be added to the documents functionality in ACE 5.0. A tool will be created so that you will now have the ability to search by name for documents stored in ACE.

Neocog is committed to providing innovative solutions that help you to increase your efficiency in administration so that you can increase your time relating with your members. ACE creates these efficiencies by providing a centralized repository of all your documents. It also creates efficiencies through no time lost filing & retrieving documents. It gives you the ability to convert paper documents into electronic form by scanning them and assists in the audit trail through the ability to create and retain multiple version of the same document.