



ADVISOR

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Want to save some time? Switch from *TNG* In-house to *TNG* Online!

By Bob Flanagan

Need more time ??? — FedComp can help. **No** — that doesn't mean that FedComp can add hours to your day....however, our *TNG* Online System can free up time during your work day allowing you to concentrate on serving your members **AND** you continue to use the *TNG* software that you have come to depend on daily.

How would you feel if all you had to do when you arrive in your office each morning was turn the power on at your PC? And at the close of business each night, just turn

off your PC and go home, knowing that all your credit union's system processing is being done, all your payroll, ACH items and direct deposits are being received and processed, all your daily work is posted and balanced knowing your reports are being done for you and will be at your desktop each morning? Sounds pretty good, doesn't it!

But there's more. In addition to the daily processing, your month end, quarter end, and year end processing is also done for you.

TNG Online will expand your service base, since almost all modules are

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FedComp Information Security Audit

By Mike Shiner

FedComp is dedicated to helping you do everything possible to serve your members. Your members trust you to protect their private information, and you trust us to do the same. In order to maintain this trust, it is necessary to periodically test our systems to ensure that they are properly secured.

FedComp contracted with m3ip, inc. to perform an ISO 17799 audit to test the security controls in place at FedComp and ensure that there were no issues that would place our clients at risk. After several weeks evaluating our systems, I am happy to report that they have found our network to be properly secured.

m3ip has provided FedComp with a report detailing the audit process for our clients, and we have posted this to the members' area of our website. If you wish to obtain a copy of this report, just go to www.fedcomp.com, log in to the members' area and then go to the downloads page.

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President's Message: FedComp TNG goes Platinum!

By Derrick Smith



FedComp has always been an innovative and forward thinking company — a company that is constantly looking for new ways to provide its valued clients and prospects with state-of-the-art technology. That legacy began in 1982 when we

installed our very first FedComp system. That first system ignited a revolution in credit union data processing and went “gold” with the release of *TNG* in 2002. *TNG* is now deployed in almost 1,200 credit unions across the U.S. and Caribbean — the most widely deployed system in credit unions today. **And this fall, FedComp will go “Platinum!”**

FedComp is nearing completion of our latest credit union data processing solution, code named, “*Platinum*.”

FedComp — *Platinum* is not a replacement for FedComp — *TNG*. *TNG* is based on an architecture and technology that is intended to grow and keep pace with industry and technology demands for years to come. *TNG* remains the number one in-house credit union system and the foundation for FedComp technology solutions.

...but if your credit union needs something with a whole lot more horsepower...when your credit union is ready to compete with the big boys, then you're ready for FedComp — *Platinum*.

Platinum is engineered for all sized credit unions seeking advanced technology to better serve their members in a cost effective manner. Based on the latest in system design and database technologies, FedComp — *Platinum* delivers value and functionality unlike any credit union system — ever! Rich with features, *Platinum* delivers enhanced performance such as:

MIS — Would you like to look at all your member's relationships quickly and easily? Our *Member Information System* (MIS) will provide you with a look at all the member's relationships on one screen. Non-Primary, Joint, Beneficiaries, Guarantors — it's all there. Navigating between persons and accounts is as simple as a mouse click! No more additional searching to find the information you need.

Power Teller — That's right. *POWER* Teller. The goal of every credit union is to serve its members as quickly and efficiently as possible. Now with Power Teller you can finish the transaction in a snap and get your member on their way. Enter a name or social security number, or account number, along with a transaction type, and BAM! — Done! All on one screen in a matter of seconds!

Loan Application Tracking — Want the ability to track an application from start to finish? You've got it! See what



stage the application is in, the credit score, who's working on it or maybe pass it on to a senior officer for approval. You can keep your staff and member informed on the progress of his/her loan application at any time. Never have a doubt concerning the status of any loan.

MRM — Member Relationship Management is the ability to put your member data to work helping you target services and improve credit union performance. With *MRM* you can

- Identify & retain profitable members and high-performance employees
- Track and organize valuable member leads and referrals
- More effectively service and market to each member and prospect at an individual and household level
- Predict and manage member retention
- Identify and act on profitable cross-selling opportunities
- Identify and alert appropriate personnel to important changes in member activity

User Definable Screen Themes — Tired of looking at the same screen day after day? THEN CHANGE IT!! Each individual will have the ability to make the screen a color scheme that fits their tastes. Have a preference for blue? Make it BLUE. Feeling rosy today? Paint it ROSE! Want to

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FedComp Contact Information:

Tech Support: 800-283-3326

Techsupport@FedComp.com

FedComp Supply 888-40-FORMS

FedCompSupply@cuink.com

Sales 800-733-3266

Sales@FedComp.com

Fax 703-383-3220

Web Site: www.FedComp.com
www.VirtualCU.net

FedComp Founder Launches Diamond Dream Foundation

By Marjorie Castro



Bob Duff, FedComp's Founder and Chairman, has long held two passions, baseball, and improving our communities. Over the past three years, Bob has supported the DCBaseball.org and Clark Griffith League youth baseball programs through his philanthropic efforts. His passion and love for the "Magic of Baseball" are the inspiration of the Diamond Dream Foundation.

The Diamond Dream Foundation's goal is to build ideological

values essential to the balance and growth of today's youth by promoting the passion, pride and integrity within our children and their communities by providing essential life skills through sports.

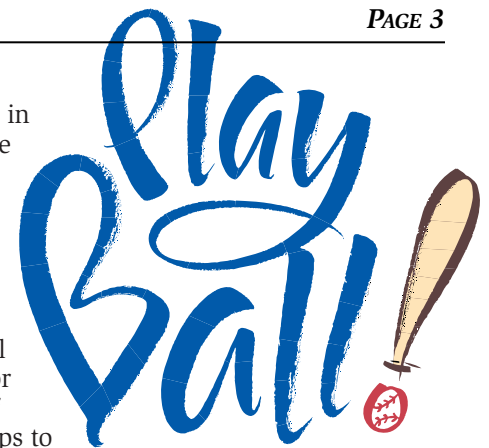
The Foundation is partnering with the Washington Nationals, Washington Senators and Baltimore Orioles to rejuvenate our youth's passion for the game. The Foundation will be teaming with local and national charities to promote the inherent values of baseball to our youth by providing the essentials for growth both on and off the baseball field.

The Diamond Dream Foundation has combined efforts with our community business leaders and professional athletes to build a unique partnership to inspire our youth. The Diamond Dream Foundation will be the leader in providing guidance and leadership for our youth.

Major League Baseball Hall-of-Famer Don Buford will join with proven baseball legends and business leaders to bring excellence to youth baseball programs. Together we will provide structured clinics, equipment, field maintenance, and the mentoring needed to improve our youth's pride and sense of accomplishment. Whether it is mentorship, a baseball glove for an afternoon game, or guidance through life's tough choices, the Foundation will be there for our youth.

The Foundation is a key element in the success of our youth. We will provide quality programs to advance baseball, academic and life skills. These efforts are a much needed component of the developmental infrastructure of youth baseball.

This year's focus, as in the past, will provide support to after-school programs and summer clinics for our youth. The organizations we work with will provide instructional training programs for youth in the form of clinics and workshops to numerous Fairfax County, VA, Montgomery County, MD, and DC youth; as well as provided resources (equipment, uniforms, etc.) to summer league teams.



Our Annual Golf Classic

We are proud to announce the Diamond Dream Foundation "Play with a Pro" Celebrity Golf Classic. The Classic Pro Staff will this year be lead by Don Buford, along with a full cast of baseball All-Stars and Hall-of-Famers. Don, a Baltimore Oriole Hall-of-Famer, is also an accomplished coach with both the Orioles and Nationals. He has extensive experience in baseball management, training and development.

The Foundation's "Play with a Pro" Celebrity Golf Classic has included legendary pros (including former Baltimore Orioles and Washington Senators) such as Frank Robinson, Frank Howard, Brooks Robinson, Jay Johnstone, Rocky Johnson, Floyd Rayford, Ken Dixon, Mike Young, Tim Nordbrook, Dave Johnson, Fred Valentine, Bernie Allen as well as the Washington Nationals coaching staff (e.g. Randy St. Claire, Don Buford, Tom McCraw, Bob Natal, Eddie Rodriguez, Dave Huppert, Jack Voigt, Mitchell Page and Aaron Beasley).

For more information on the Diamond Dream Foundation or the "Play with a Pro" Celebrity Golf Classic, visit the Foundation website at www.diamonddreamfoundation.org.



Ken Dixon & Frank Robinson pictured in last year's Celebrity Golf Classic.

TECH TIPS

Password Protection

By Mike Shiner



If you had a safe with \$3,000 in it, would you leave it unlocked?

Would you write the combination and stick it on the door?

Of course you wouldn't, but did you know: it is

estimated that recovering from identity theft can cost a person \$1500 and 175 hours? If you have only 200 members and you do not use passwords on your network (or you have them written on post-it notes stuck to your monitor), then you are essentially leaving \$300,000 of your members' money "unlocked"! Don't let this happen to your members. Use strong passwords, secure your passwords, keep your systems patched, and make sure that your internet connection is properly secured with an ICSA-certified firewall, such as SonicWALL, Checkpoint, or Cisco PIX.

Troubleshooting Networks

By Jim Murch

We get many calls from CUs that have lost a network connection. This is a common problem and there are many things that can cause it. When a CU gets their hardware from FedComp, assistance with their network is part of their annual support. Some CUs have technicians at their location. If you have more than one computer or are connected to others at the same site, you should consider contracting with a local network technician along with our Network Assistance option.

If you have neither, we will you will need to care for the network yourself. Listed here are steps for troubleshooting an ailing network:

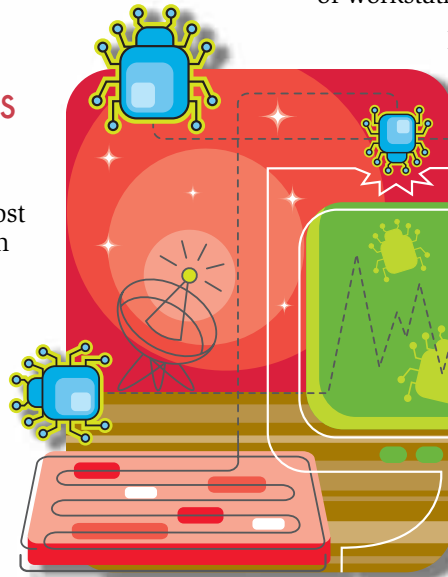
- 1) Check your Windows connection, remap the drive if necessary.
- 2) Check the hardware connection, reseal the cables.
- 3) Test the network connection over IP.

Step 1. Open **My Computer**, see if you can find the drive and the folders in it. You should see 3 sections, your local drive or drives, **Local Disk C:** and sometimes **D:**. Then, a section of removable drives, floppy and CD, usually **3 1/2 Floppy A:** and/or **CD-RW D:** and/or **E:**. Finally, there should be a network drive or drives, usually **FedComp on TNGSVR (T:)** (**TNGSVR** is the standard name that we use for the main PC where **TNG** is loaded). Each drive type will have an icon or small illustration, a small box with

removable media for the floppy and CD, a plain box for the local drives, and a box with connections for the network drives. If there is a red x on the connection to your network drive, this indicates the drive is disconnected. If there is a red x, go to step 2. If the connection on your network drive (probably **FedComp on TNGSVR (T:)**) looks good, double click on the icon, and you should see the folders **CU**, **DOCS**, **DOWNLOAD**, **SHDRAFT** and **TNG**. If you get this far, Windows is seeing your network drive, you can proceed to step 2. If not, in My Computer or Windows Explorer, go to Tools > Map Network Drive and use the drop-down to choose **T:** drive. Then use the dropdown to choose **\\TNGSVR\FedComp** or browse to your server's FedComp folder. That should get you up and running.

Step 2. If Windows says 'not connected', check cable from back of computer to switch and from switch to server.

Two or three station windows networks are generally set up as peer-to-peer networks, meaning each node or computer on the network is equal to all others, connected thru a hub or switch. MSDE and SQL Express, the database engines typically installed on peer-to-peer **TNG** networks use a Client/Server relationship which makes one computer superior to the others, called the Server. This computer holds most of the files that TNG uses, and controls rights of workstations to update the data on the server.



If the workstation cannot access the server thru the peer-to-peer network, the first thing to check is the hardware connection. This is based on each computer having a **Network Interface Card (NIC)**, with a cable to a central device, usually a switch. The switch is usually a small box with a connection for each of the computers on the network and one for the Internet connection. These connections may look familiar; they look like large phone jacks. The connector is called an RJ45, and the cable is usually CAT5 or CAT 5e, which is a grade of network cables. Each CAT5 cable should be connected to the computer at one end (the NIC), and the switch at the other. There should be a green light for each cable at the switch. At the computer end, should be a light on the Network Interface Card (NIC) to indicate it is on. Unplug the cable at

the computer and plug it back in. This is called re-seating the cable. At the switch, if there are any lights that are not green, unplug that cable, and plug it into an empty port. If there are no empty ports, swap the cable with another cable. If the yellow or red light follows the cable, you have a bad cable or a bad NIC. Swap out a cable from another computer, if the light goes green, replace the cable, if the problem persists, replace the NIC. They are inexpensive, but you will have to open the box on the computer to swap the expansion cards. If you are still not connected, shut down the computer and reseal (remove and insert) all the connections (including all power sources) at both ends of the cables. Reboot, and if you are still not connected, proceed with step 3.

Step 3. If you can see the server from the workstation in Windows, and there are no hardware issues but you still

cannot connect to *TNG*, the next step is to test the network protocols. This is a deep topic I will not go into here, but I will give some troubleshooting tips.

Go to the Start menu of Windows, and choose Run. Type in **CMD** and hit OK. An old fashioned black DOS screen will appear. Type in **IPCONFIG /ALL**. That will give you the computer name (HOST NAME) and the IP Address of this machine. Do the same thing on the server. The most common configuration would be the Server is named TNGSVR, with an IP of 192.168.0.10. For this example, the workstation is STATION1, at IP 192.168.0.20. Notice the IP addresses are the same for the first 3 phrases. For this group of addresses, this typically means they are on the same subnet, or local network. Finally, let's see if they can talk to each other. At the workstation, in the DOS screen, type in

```
PING 192.168.0.10
```

This sends a test message to the server. You should get 3 'pings' or test messages returned, with statistics to show how much data was sent and how long it took. If you get the response that the request timed out, try

```
PING 127.0.0.1
```

This is a loopback, to test your NIC. If this is not returned, replace the NIC. If it is, find the IP address of other workstations and see if you can ping them. Then, from the server, ping the workstations, to see if there is something blocking the workstation from getting out. That would most likely be a firewall issue. Firewall settings can typically be found in the Windows Security Center in XP.

Now, we need to test the name resolution. Computers know each other by their numbers, not names, but we remember names better. For example, if I want to see sports online, my computer would need to go to 198.105.192.70 to view espn.com. Since it is unlikely that people can remember this, the Domain Name System (DNS) was created. DNS translates the names that we remember into the numbers that computers can use. Now we need to see if the workstation has the right number associated with the name of our server.

From the workstation,

```
PING TNGSVR
```

If that returns packets, you are in good shape. If not, from the server, try

```
PING STATION1
```

That should return a message confirming the IP address of the workstation. If either or both of these do not work, but pinging by number (IP address) does, then name resolution is not working. For a small peer-to-peer network, name resolution is handled by a hosts file on the computers. You will need to add an entry to this file on each station to ensure that the names and numbers are resolving correctly. Also, make sure all the PCs are set to use a static IP address. At each PC, go to Network Connections in Control Panel, right click on Local Area Network and choose Properties. Click on IP (Internet Protocol) and choose properties. The IP address must be on Always Use This IP, if it is on Obtain An IP Automatically, the workstations may look for it where it was yesterday, and it has been assigned a different IP address today.

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1099, 1098, 5498 and 1099-R Processing for 2007 "Early Bird" Registration Form

By Donna Snell



It's that time of year again when you want to start preparing for the processing of your 1099, 1098, 5498, and 1099-R statements. FedComp provides an efficient and inexpensive way to handle all of the time-consuming aspects of processing these statements. Enclosed in this newsletter you will find the registration form insert.

There are several options for you to choose from, but the most popular is the "Complete Package Option". With this option you run your report to file and email it to us at irsprocessing@fedcomp.com.

Your \$40.00 registration deposit will be applied to your processing fees when you email your file to FedComp. If you choose to mail in your file on 3.5 diskette or CD, your \$40.00 registration deposit will be applied to the handling of your data on these types of media.

**That's it, you're done!
You now have the time to work on other important year end tasks.**

Don't delay register online at www.fedcomp.com or fill out the attached "Early Bird" registration form and mail it today!

If you have any questions on the price list or registration form, please call 1-800-283-3326 ext. 326.

**Want to save some time?
Switch from TNG in-house to TNG Online!**

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included as standard system features. This gives you the use of other system features that you may have considered purchasing in the past.

Unlike other online service providers, FedComp's *TNG Online!* does not impose system availability time frames, defined processing times, and other restrictions that inhibit your ability to serve your members. We believe that the data we store is yours to work with when you need it. In addition, there are NO extra charges. All costs are disclosed up front in your quote. There is a low one-time fee, a monthly processing fee and that's it.

You may even save enough valuable time to start a hobby!

Contact your FedComp Account Executive at 1-800-733-3266 for more details.

Thank you for your continued support of FedComp, Inc.

FedComp Family!

By Jackie Pettinelli

You speak with many members of our “Family” here at FedComp, whether it’s Technical Support, Sales or Administration. This corner of our newsletter will keep you up-to-date on the people you have come to know through the telephone and computer.



Ralph Smith retires

It is with mixed feelings that we bid farewell to Ralph after 16 ½ years with FedComp. While we know it’s wonderful for him to have time to spend with his “Bride” (as he always calls her) Anita, their children and grandchildren, we will

all miss him terribly. Ralph is a true “gentleman” and we wish him the very best of everything.

Diane Somerville returns

After two years managing credit unions we are happy to announce Di’s return to FedComp. Di has always been a very popular Tech, always calm and patient.



Vonnie Baucom returns

Many of you will recognize this name — FedComp is happy to welcome Vonnie back to the sales team as a sales executive.

Noujoud Mati leaves us

Family matters required Noujoud to return to her native Algeria, we wish her a successful and happy future. Bon voyage Noujoud!

David Breitag’s new daughter

Congratulations to David and Amy on their new daughter Rachel, born on June 3rd and Patrick is, believe it or not, now 4 years old.

Promotions

Congratulations to:

Luis Aroca to Installations Supervisor
 Karen Rys to Technical Support Supervisor
 Jim Murch to Tech IV — Tech Support/Hardware Specialist
 Jim Jessee to Director of Operations



2007 HOLIDAY SCHEDULE

FedComp’s corporate offices
 will be closed
 on the following holidays

Monday, September 3rd
Labor Day

Thursday, November 22nd
Thanksgiving Day

Friday, November 23rd
Day after Thanksgiving

Monday, December 24th
Close at noon

Tuesday, December 25th
Christmas Day

President’s Message: FedComp TNG goes Platinum!

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make a statement about the Environment? Show your GREEN! Your screen — your colors (wallpaper, graphics, and button styles....you decide!).

Operational enhancements — including advanced support for inventory control items, bankcard support, optical imaging, archiving and much, much more.

TNG Online! goes Platinum

You may have heard about *TNG* Online! FedComp’s Hosting service for *TNG* is now well into its second year of processing. With the release of *Platinum*, all current and future *TNG* Online! Clients will be based on this powerful new platform!

Whether you represent a small or moderately sized credit union, or your credit union has growing and complex needs, FedComp offers solutions that exceed your demands. From our world class support team, our outstanding programming team to our ever diligent management team — we want to thank you for your continued support. It is OUR honor to serve you. FedComp, the System for Credit Unions, today and into the future.

Visit our website (www.FedComp.com) or check your mail for information on FedComp *Platinum* as it develops. As always, call us anytime (800-733-3266) we can help you help your members!



Training Schedule

FedComp Training Schedule For September–November 2007

COURSE	DATE	LOCATION
Compliance Reporting (OFAC, FIDM, FinCen)	September 19, 2007 1:00 – 2:00 p.m.	Online
EFT Processing	October 17, 2007 1:00 – 2:00 p.m.	Online
TNG Advanced Training	October 2007 (Date & Time TBD)	**MDDCCU Assoc.
Period End Closing Procedures	November 21, 2007 1:00 – 2:00 p.m.	Online

***All sessions are offered at Eastern Time (ET)**

** Actual session date and specific location in conjunction with the Maryland League will be posted as soon as it is available.

Cost for each online session is \$79 per credit union. The cost for the League sessions will be determined when actual dates and locations are confirmed.

For online sessions, internet connectivity is mandatory and high speed connectivity is recommended.

Additional training and registration information can be viewed on our website at www.FedComp.com via the training button, or contact Jim Jessee via e-mail at JJessee@FedComp.com or by phone at 1-800-733-3266 x330.

Regional Sales Director Needed

FedComp is currently accepting resumes for the position of Regional Sales Director. The ideal person should be a highly motivated sales driven executive, who has skills in establishing and building long-term relationships with prospects and clients; possessing the ability to sell products and services that our credit unions need to serve their members. Knowledge of the FedComp TNG system is preferred. Must be organized and able to multi-task in a fast-paced environment, with excellent presentation and writing skills along with a pleasant telephone manner. Travel will be required. A competitive compensation and benefit package will be awarded to the successful candidate. For consideration please forward your resume and salary requirements to Bob Flanagan, Director of Sales & Marketing at bflanagan@fedcomp.com.



TECH TIPS

Troubleshooting Networks

Continued from page 4

Another reason a workstation may lose connectivity is if the server has been replaced, or changed names. In this case, it is best to call Tech Support to fix a setting with TNG.

In summation, to troubleshoot network connectivity; 1) check connection in Windows, remap network drive if necessary. 2) Check physical connections, power down and reseal all connections, reboot. Replace hardware if necessary. 3) Test IP and DNS connections with Ping commands. Correct IP and DNS settings if necessary.

I hope this helps you understand how computers talk to each other. If you are still having trouble, determine what changed since you were last connected, and that should help you discover what needs to be corrected to resolve the issue.

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ATTENTION!!!

VALUED FEDCOMP IRS PROCESSING CLIENT FedComp, Inc. 1099-INT, 1098, 5498 and 1099-R “EARLY BIRD” REGISTRATION FORM

(This form must be submitted in 2007 to insure your IRS reservation)

To register for 1099-INT, 1098, 5498 and 1099-R processing, return the completed registration form along with a **\$40 non-refundable registration fee**. The \$40 registration fee will be credited towards your processing fees, if you email your data file to FedComp. If you decide not to email your data, then the \$40 registration fee will be applied towards the handling of your data on diskette or CD. Duplicates are only available in a PDF format file and sent to you on a CD. FedComp will also report for states that allow combined federal and state reporting.

FedComp's Credit Union No: _____

Credit Union Name: _____

Contact Person: _____

Telephone Number: _____

Email Address: _____

Which service would you like?	Cost*	(Estimate # of forms processed in 2006)			
		1099	1098	5498	1099-R
Complete Package (Print, Mail & Report)	\$0.99/member reported				
Print & Report to IRS (CU Mails)	\$0.99/member reported				
Print & Mail (CU Reports to IRS)	\$0.89/member reported				
Print Only (CU Mails & Reports to IRS)	\$0.94/member reported				
Report to IRS (CU Prints & Mails IRS Forms)	\$0.74/member reported				
Duplicates Returned on CD only	\$50.00 per form type				

Save time and postage! Register online at www.fedcomp.com!

Please return this form, along with the \$40 registration fee to:

FedComp, Inc.
10300 Eaton Place, Suite 260
Fairfax, VA 22030
ATTN: IRS Processing
1-800-283-3326 X326

Registration forms postmarked after December 1, 2007 will be assessed an additional \$100.00 late fee. If interested in 1099-INT, 1098, 5498 or 1099-R forms only, contact FedComp Supply at 888-403-6767.

WE LOOK FORWARD TO SERVING YOU!!

The \$40.00 registration fee will not be applied to processing if you decide to mail data to FedComp on diskette or CD.