

Ascensus – IRAdirect express™

IRAdirect express™ enhances Ascensus' IRAdirect® platform by giving frontline employees the ability to easily perform routine IRA transactions with a minimal amount of training.

Using layman's language and a logical step sequence, IRAdirect express easily guides the employee through IRA, ESA, and HSA transactions. Each transaction can be applied to both the IRAdirect and the Open Solutions systems in a single step, eliminating the need for any data re-entry. Completing a paper form, keying the transaction into the Open Solutions DNA™ system, and keying the transaction into IRAdirect are all done at once with IRAdirect express.

Major Features

- **Process Member Transactions Faster** – IRAdirect express can simplify employee training, speed up the new account process, and reduce the member's wait time.
- **Mitigate Risk** – Quality-control edits minimize the likelihood of common user errors associated with dual entry and eliminate the need for costly back-office audit processes.
- **Standardize the Process Across the Credit Union** – IRAdirect express can be used by tellers, member service representatives, or any other customer-facing employees who work with IRAs. A common process shared by all staff simplifies training and reduces confusion.
- **Minimize Fear of Working with IRAs** – Because IRAdirect express simplifies the process of handling IRA transactions, staff confidence will increase and the member experience will leave a positive impression.

Functional Overview

- **Data Entry** – Provides easy, user-friendly interface to enter data in one location
- **Manages IRA Process** – Supports IRA process with complete contributions and distributions management
- **Printing Forms** – Provides flexibility in creating, viewing, and printing partial or completed forms for Traditional and Roth IRAs, Coverdell ESAs, and health savings accounts (HSAs)

Planning/Implementation

The following responsibilities will make the use of IRAdirect express more successful. These responsibilities may vary with the particular products the credit union has purchased with both Open Solutions and Ascensus.

- **Open Solutions** – Completes the Compass Case tasks once IRAdirect express has been ordered by the credit union, establishes the real-time interface, completes verification of connectivity, and under certain circumstances delivers and installs the software. Contact your Account Executive for pricing or to order this product.
- **Credit Union** – Provides necessary hardware, operating systems, IP addresses, appropriate firewall rules for server setup, locked access to the web server, and configuration information for proper data import into Open Solutions
- **Ascensus** – Installs, trains, and supports the IRAdirect interface, and provides assistance with questions related to required fields and mapping data to DNA. **Contact Ascensus at 800-356-9140 for pricing or to order IRAdirect express**

Customer Support

- **Ascensus** – Provides support for all issues related to IRAdirect and Open Solutions interface
- **Open Solutions** – Provides support for all Open Solutions' DNA products

Functional Considerations

The following considerations will make the use of the IRAdirect express/Open Solutions more successful.

- This product set is intended for teller and new account applications.
- This product set is designed for use by frontline staff and is not meant to replace IRAdirect. Some transactions involving periodic payments and death beneficiary processing are only supported within IRAdirect.

Configuration Information

The following section defines the responsibilities of the various parties when configuring the interface.

- **Ascensus** – Provides configuration and setup of interface-specific parameters in coordination with the credit union during implementation
- **Open Solutions** – Provides a real-time interface between Ascensus' IRAdirect and Open Solutions' DNA (The real-time interface will be run through Open Solutions' Channel Management Center (CMC) using Open Solutions' Core API transactions. This real-time interface is the mechanism that creates accounts and process transactions.)

Appendix 2 – Hardware and Software Requirements

Open Solutions' Hardware and Software

- The IRAdirect express/Open Solutions' real-time interface is installed on an Open Solutions' real-time interface server. If no Open Solutions' real-time interface server exists or if all servers are near or at capacity, a new Open Solutions' real-time interface server will be required. Contact your Account Executive for server sizing and to order any necessary server hardware and software.
- The IRAdirect express real-time interface will need to be established. Contact your Account Executive for details and pricing.

Ascensus' IRAdirect express Hardware and Software

- Enrollment in either the *Fully-Administered* or *Self-Administered IRA* program
- Online processing with IRAdirect
- Web server provided and maintained by the credit union for communication from Ascensus to Open Solutions' real-time interface over SSL

Ascensus' IRAdirect express Recommended Settings

- We recommend a Microsoft® operating system of Windows® XP® or above with high-speed Internet access.
- We recommend a screen display resolution of at least 1024 x 768.
- IRAdirect is optimized for use with Microsoft Internet Explorer® 6.0 or above with 128-bit encryption. Internet Explorer 7.0 or higher is recommended.
- Adobe® Acrobat® Reader® is the preferred PDF (Portable Document Format) reader. A PDF viewer is required for IRAdirect to function correctly. For best results use Adobe Acrobat Reader 6.0 or above (8.0 or higher is recommended).

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