

---

## **Aptys Contingency System**

### *Frequently Asked Questions*

**Q: Will credit union users have access to the Aptys Contingency System?**

A: Yes. In the event the contingency system is activated, users will be notified via email of their credentials to access the system. The username will be the same as the username to access Premier View. The user access list is updated at the beginning of every month so some administration may be necessary to update user rights.

**Q: Will FTP file delivery be available in the Aptys Contingency System?**

A: Yes. The FTP process will be available. Sending and receiving files via FTP will not change.

**Q: Will payment sets be available in the Aptys Contingency System?**

A: A modified version of the payment sets will be available in the contingency system. Every Friday night, all payment sets that have been active during the last six months are extracted from Finastra's ACH Services system. In the event the contingency environment is activated, payment sets will be uploaded without the accompanying payment schedules. Users will have to manually initiate the payment sets.

**Q: If the payment schedules are not in the Aptys Contingency System, how will I know the next payment date?**

A: Alloya recommends keeping copies of the *Payment Set Reports* located in ACH Services under the *Reports* tab. The *Member Distribution Details Report* will have the information necessary to manually initiate the payment sets. Downloading and saving the report each Friday will coincide with the weekly extracts from Finastra.

**Q: Will work files be available in the Aptys Contingency System?**

A: Work files will not be available in the contingency system as they are normally used for one-time, non-reoccurring entries. The work file details are extracted every Friday night. The details can be provided in Excel upon request. Alloya recommends keeping copies of the *Work File Reports* located in the ACH Services under the *Reports* tab. The *ACH Work File Report* will have the necessary information to initiate additional work files.

**Q: Does the Aptys Contingency System warehouse future dated ACH Receipt transactions?**

A: No. In the event the contingency system is used, please work with your core provider to accept and process future dated items. Alloya is working to add this functionality soon.