What is NextGen ATM by CO-OP?

NextGen ATM by CO-OP™ is a product offered exclusively by CO-OP Financial Services that gives credit unions the ability to support both traditional ATM transactions and shared branch transactions on mainline ATMs.

What is the advantage of NextGen ATM by CO-OP?

This product adds a powerful dimension to standard mainline ATMs by:

- Giving credit union members full access to their accounts, and the ability to perform transactions that traditionally would have required waiting in a teller line
- Generating acquirer revenue by extending service to the 1,800+ credit unions and 44 million members in the CO-OP Shared Branching Network
- Leveraging existing investments in fleet hardware through a software-only solution

How will NextGen ATM by CO-OP benefit credit unions?

NextGen ATM by CO-OP is an affordable, innovative solution that leverages existing ATM technology on capable Diebold ATMs (and other ATM types in the future). It enables credit unions to:

- Offer expanded, self-service shared branch transactions to members, giving them more options, convenience and time savings
- Integrate both ATM and shared branch self-service transactions into the existing channel-management process with CO-OP, utilizing all of the current ATM reports, monitoring, management, etc.
- Expand branch reach without the expense of brick and mortar. This product differentiates credit unions from big banks by expanding shared branch options for credit union members

How will credit union members benefit from NextGen ATM?

This option will offer more convenience and options to members, giving them the ability to quickly perform transactions at an ATM, instead of having to visit a branch and wait in teller lines.
How does NextGen ATM allow member access through Shared Branching?

All transactions originating from the NextGen ATM will flow through an IFX terminal handler (TH). The base ATM transactions are processed as they are today, whereas the shared branch transactions flow through the TH to the CO-OP EFT switch and out to CO-OP Shared Branching over a new processor interface (PI).

What is the member experience for enrollment?

Enrollment and authentication will initially be required before a member is able to perform shared branch transactions. The enrollment process is as follows:

- Member identifies their credit union
- Member enters their account number at the terminal
- Member swipes any card with a magnetic stripe that has the member name (debit/credit card or drivers license)
- Member answers challenge questions
- Member establishes PIN Components

Why did we build NextGen ATM using an IFX Terminal Handler?

- IFX is an open messaging specification that transmits financial data to allow ATMs and other devices, such as teller stations and POS terminals, to speak the same language
- The introduction of IFX gives the industry a standard messaging protocol that will simplify and reduce software development and maintenance
- IFX uses a client/server conceptual framework which will facilitate a move away from the traditional states-and-screens environment
- CO-OP and FIS partnered in the development of the IFX Terminal Handler
- CO-OP will be the first in the United States to offer this leading technology

What are the benefits of IFX?

- IFX will have the ability to use off-the-shelf development tools for ATM applications. This offers increased flexibility, faster time-to-market, multi-vendor and multi-channel capabilities, and the industry-wide reduction of proprietary message formats and their associated software development and maintenance
- XML has been widely accepted as a standard intersystem language. It therefore provides a possible foundation for development towards interoperability and can be supported by engineers who are familiar with the XML Internet-based protocol
How Do We Get Started?

Does a credit union have to participate in CO-OP Shared Branching to operate a NextGen ATM by CO-OP?

Yes. If credit unions want to serve members of other credit unions at the CO-OP NextGen ATM and generate the associated interchange revenue, they will need to become shared branch issuer participants.

What are the general requirements to support NextGen ATM by CO-OP?

ATMs must meet the following general requirements:

- CO-OP driven, direct attached
- CO-OP Shared Branching
- TCP/IP
- CO-OP ATM Check Imaging
- CO-OP ATM Visual Control
- CO-OP Network and CO-OP Deposit Sharing
- Diebold Managed Services (Software Management and Opteview at a minimum)

What are the software requirements to support NextGen ATM by CO-OP?

Minimum ATM software requirements include Diebold Agilis 3 IFX with Shared Branch Plug-in 2.0 or above.

What are the minimum hardware requirements to support NextGen ATM by CO-OP?

The NextGen ATM by CO-OP solution can support Diebold Opteva ATMs, including Diebold In-Lobby Teller, with the following minimum specifications:

- Processor: Pentium 4 1.8 GHz
- RAM: 2 GB
- Hard Drive: 80 GB
- Touch Screen: Required for virtual keyboard