

## Fern Software - *Getting Started with FaaSBank* Guide

Fern Software are currently in the process of identifying the work required to update their FaaSBank software to meet the needs of the wider AFI user base; for example, determining the changes that need to be made to the software to make it capable of generating the ABFP and ADLA reports with the minimum of fuss.

While this process is underway, the AFIs are more than welcome to test the software in its current state: after all, an Ontario AFI has been live on FaaSBank for over 18 months, so there is a chance that that the software is already capable of handling a lot of your AFI's everyday loan and client functionality needs.

The steps below outline how you and your colleagues can get involved and acquainted with the software.

### 1. View the FaaSBank introductory videos on the [NACCA AFI Members Portal](#)

These short overview videos introduce new users to the FaaSBank software. They cover:

- The basics of the software's intuitive navigation and how the interface is pieced together;
- CRM - Client Relationship Management: adding people and businesses to the system, and recording the interactions you have with your clients;
- Loan Origination: adding new loan applications, creating amortization schedules, and posting a loan's initial disbursement; and
- Transaction Processing: posting manual payments, fee charges, and bulk transaction processing.

### 2. Hungry for more? View these two detailed webinar recordings

Two webinars that delve into more detail on the loans management and transaction processing side of FaaSBank were recently held with an AFI from Saskatchewan. Both video recordings can be accessed on the [NACCA AFI Members Portal](#).

### 3. Interested in trying out a demo of the software? Let us know

You've watched all the videos and now you want to get your hands on a working demo? Let's do it!

First, you'll need to determine whether your office has a **static or dynamic IP address**. Your IT contact should be able to clarify this for you.

If **static** - excellent! Then the FaaSBank installation ought to be simple.

If **dynamic** - a bit more work is required to get you up-and-running with a demo, but it's no problem :)

If your IP address is **static**, simply go to Google and search for **what is my IP address**. Take note of the number that gets displayed on screen, then send it to [mis@nacca.ca](mailto:mis@nacca.ca) accompanied by a note saying that you'd like a demo copy of FaaSBank installed. A Fern representative will then get in contact with you to arrange the install of the software and a test database.

If your IP address is **dynamic**, we will need to be put in touch with your IT contact to plan the FaaSBank installation. Have them email us at [mis@nacca.ca](mailto:mis@nacca.ca) and we will work together to get the ball rolling.

When the software has been installed, feel free to jump in and get comfortable with it: now - while Fern are still planning the updates to be made to the software for the AFIs - is the perfect time to get acquainted with what it is currently capable of. **There are no repercussions!**

#### 4. Are you a TEA 10 user?

If the answer is yes, and if you'd like to see how your own data looks in Fern's FaaSBank software, then **feel free to send them a backup copy at [support@faasbank.ca](mailto:support@faasbank.ca)** (after completing step 3 above).

After receiving your data, Fern can **quickly and easily convert your TEA 10 data backup into their software** and provide you with access to it. This means you'll be interacting with familiar data when you come to play around with the software for the first time (which is much handier than working with a set of anonymized dummy data).

If your office **doesn't use TEA 10**, you can still gain access to the demo version of FaaSBank populated with the dummy data. Fern will address **TEA 9 and LMS** data conversions when the FaaSBank work required to meet the needs of the AFIs has been fully scoped and evaluated.

## Preparing for Transition

As mentioned above, an AFI in Ontario has been using the current version of FaaSBank in a live environment for over 18 months.

Like them, once you get in and play around with the software, **you may feel that it is already capable of meeting the needs of your office** i.e. your office could transition onto FaaSBank before the various updates for the AFIs have even been added.

When this is the case - the software meets your needs - your organization will then undertake a period of **parallel testing**. During this time you and your staff will enter information into both FaaSBank **and** your incumbent software solution, to ensure the behavior of FaaSBank is suitably comparable to that of your existing system e.g. you would post payments to a subset of your loan portfolio in both pieces of software to ensure interest is calculated as anticipated.

This period of parallel testing also gives your office additional time to verify the accuracy of all converted data, and provides a safety net should any data issues be uncovered. The length of the parallel testing period is not fixed and will likely vary between offices.

## Project Updates

Together, Fern and NACCA will ensure that all relevant parties are kept in the loop with regard to the progress of the project.

As AFIs begin to have the demo version of the software installed, Fern will organize training webinars for the users: these will begin with high-level overviews of the software, before delving into more detailed areas of functionality. **All webinar sessions will be recorded** and placed on both the NACCA Members Portal and [Fern's Knowledge Base Help site](#) for download.

Users will also be kept updated as to the development of **the functionality being added to the software specifically for the AFIs**. Webinars to introduce the new features will be held before the functionality is actually published to the live version of the software, ensuring everyone is kept informed of all the changes that will be made to FaaSBank.

If you have questions regarding the FaaSBank project, or are seeking further information, please email us at [mis@nacca.ca](mailto:mis@nacca.ca).