Mission Federal Credit Union is the largest locally-owned financial institution based in and exclusively serving San Diego County. Mission Fed was founded in 1961 as Public Schools Federal Credit Union. In 1978, the credit union changed its name to Mission Federal Credit Union and in 2003 expanded its membership to include all San Diegans.

Number of locations	**30 branch locations**		**Services**	**Financial services**
Total assets	**$3 billion (2016)**		**Members**	**200,000 (2016)**
Number of employees	**500**		**Website**	**www.missionfed.com**

Challenge 1:

Managing 30 branch locations with ATM standalone locations, each lease had contractual obligation dealing with rent, lease options for expansion and renewals, Common Area Maintenance Expense calculations, annual CAM reconciliations, and Landlord notices. Tracking all the critical clauses within the contract were all done manually in various spreadsheets and utilized a hard copy filing system. Additionally, the Accounts Payable software to pay Landlords monthly was transmitted via spreadsheet email and re-entered into the AP Banktel software. This posed potential for manual entry errors; creation of various manual reports for upper management compiled from various spreadsheets and was a very time consuming process both for Lease Administration group and the AP team.

Challenge 2:

Tracking visitors and service vendors into and out of the 30 branch locations, many of which required access to secured locations within the bank locations. Centralizing the visitor badging process, confirming the entry and exit of visitors and providing a data log of visitors and vendors granted access to locations better handled by the Facilities Security team instead of the individual branch managers.

Solution:

Collectiveview's IWMS software suite- lease and work order/visitor badge module. Each branch lease was read by the CollectiveView implementation team in its entirety to cross-reference with the manual spreadsheet for accuracy and continuity. The leases were abstracted for critical dates, rent schedule escalations; CAM expenses, LL notices, and pdf versions of leases, amendments, letters and CAM reconciliation were uploaded to the lease digital library. Payment schedules to Landlords were input and the Banktel software data link was created for printing the monthly payments for rent and CAM expenses.

CollectiveView's work order/visitor badge module- Created a web interface with a wizard step by step user question form to enter the critical data such as branch location, visitor's name/company, MFCU point of contact, check in/out date, and description of visit. Upon completion of the badge request, the badge can be printed and a work order added to the queue. Facility security has complete oversight of the visitors entering the branches, and the local branch managers are securing their visitors with the check in/check out process.

Results:

Prior to CollectiveView's lease module, approx. how many hours were you dedicating towards managing the rent roll and payment to landlords on a weekly or monthly basis?
Answer by Lease administrator – Anywhere from 3-5 hours a month if I had all the correct info from my statements (more if I had to research items with our landlords).
Asst Facilities Manager: ~$58,000 salary**per year or ~ $27.88/hr translates to monthly savings of 5 hours /mth or $1,673 per year

Approx. how many hours were you dedicating to inputting the rents into the accounting software?
Answer – Our Accounts Payable team had many steps to their process, which included entering each line item from rent roll spreadsheet into the AP system, create a JV, get approved for each amount and then generate/print/stuff checks. They could spend 5-10 hours overall for the whole process depending on approver's schedules and following up.
Accounts Payable Rep: ~$ 43,127** per year or ~ $20.73 hr translates to monthly savings of 10 hours/mth or $1,866 per year

Quantified Annual saving = $3,539 per year for Lease Module

Prior to the centralized Visitor Badge / Work Order module with CollectiveView, how many visitors were entering your branch locations without prior notice or approval?

Answer- No way to quantify the number of visitors without contacting every branch manager. Vendors were entering multiple branches to perform work orders, and were billing for their time and materials but had no record of the check in / check out time.

How did MFCU protect the bank's branch with vendors that needed access to sensitive equipment or secured locations within the bank?

Answer- A bank employee would have to verify the vendor and escort the vendor to / from the location. It could take away the productivity of the employee as well as increase the time the vendor was on location with multiple trips to/from to get tools, parts, or order materials.

Quantified Annual Savings = Security of bank personnel and protection of credit union's assets-Priceless

** Salaries and hourly wages are estimates based on similar positions through the facilities management and accounting industries. Annual savings are estimates for illustrative purposes only.