

Covered Topics

- **Holiday Schedule**
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New Members!

- Anchor Seven FCU

Latest Stats!

- 132 Credit Union Members
- 672 Branches
- 12 Merchants

Contact Us

Virtual Deposit Support Line

800-342-0203, Option 4
904-861-6800, Option 4

Additional Information

Southeast Corporate
8400 Baymeadows Way, Ste. 18
Jacksonville, FL 32256



Seasons Greetings

Holiday Schedule

The entire staff of Southeast Corporate would like to wish you and your family a Happy Holiday season! We will be closing our offices at 12 noon on Friday, December 24, and will reopen at 8:00 a.m. Monday, December 27.

Virtual Deposit/Merchant Capture Deposits should be received by 12 Noon EST

If your credit union uses Southeast's Share Draft Processing or Virtual Deposit services and you will be closed on Friday, December 24, please notify our Member Services Department in advance at 800-342-0203, option 1.

Single Sign-On Update

The Single Sign-On will allow our members to access all their Southeast Corporate web based applications by securely logging in just one time to the "Members Only" portal. On December 11th, the first phase of the Single Sign-On project will be implemented for the following applications:

- ALMonitor Internet based ALM tool
- CorpCash coin and currency ordering system
- File Transfer (FTP)
- On-Demand

We will also begin a pilot for APEX-ACH and expect to be fully transitioned to Single Sign-On with that system on January 21, 2011.

Early in 2011, we will implement phases two and three with more applications scheduled to go live, including Member\$MART, Image Depot and eDesk Research. Our goal is to have all web based applications tied to Single Sign-On by March 31, 2011

For more information, or questions please contact our Product Support Team at 800-342-0203, option 3.

Electronic Deposit Return Chargebacks Update

On October 25th we began rolling out our new Electronic Return Chargebacks product that allows your credit union to receive deposit returns (chargebacks) electronically. Our solution offers two options for receiving chargebacks:

Option A - eDesk Deposit Return Chargebacks Software (Decisioning Model)

The Deposit Return Chargebacks Software is an online decisioning platform that offers built-in decision functionality and automatic redeposit of select chargeback items through desired thresholds. These thresholds define the dollar amount level and applicable return reason codes, thus streamlining your work-flow and saving precious time processing deposit return chargebacks. The Decisioning Model also allows for the printing of substitute checks that are returned to your member.

Option B - Deposit Return Chargeback PDF File (Basic Model)

With this option, your credit union receives a PDF file of your daily deposit return items. You can print the substitute checks to be given back to your member(s) or manually redeposit.

You will find valuable information about these new electronic Deposit Return Chargebacks services in the Payment Systems tab of our website at www.secorp.org.

Please contact your Member Relationship Manager to discuss the best option for your credit union.

Miscellaneous Information

You may reach the Branch Capture support area by calling Southeast Corporate on our toll free number (800) 342-0203 and select option 4. We encourage you to pass this newsletter on to your tellers and staff responsible for branch capture processing.

Please help us keep your contact information current. This should include the primary and secondary contact names, phone numbers, fax numbers, and complete e-mail addresses. Forward the information to: cwittine@secorp.org.