



Covered Topics

- Annual Disaster Recovery Test Results
- Branch Capture Best Practices
- Coming Soon - Deposit Return Chargebacks
- Miscellaneous Information

Latest Stats!

- 132 Credit Union Members
- 680 Branches
- 12 Merchants

New Members

- Singing River FCU
- Broward Healthcare FCU



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

Annual Disaster Recovery Test Results

On Friday, May 21, we tested the Disaster Recovery (DR) portion of our business continuity plan by failing over our primary data center to our backup facility. The purpose of this exercise was to test our ability to process from our DR facility and to identify problems that could occur during an actual DR event. The exercise started early Friday morning and concluded with the completion of our end-of-day processing.

While the DR test was successful, a few of our members experienced problems connecting to our DR infrastructure. We have identified the root cause of this problem and will be working with individual credit unions to resolve them going forward.

Our ability to continue to serve your needs in an emergency situation is very important to us. We have dedicated time and resources to ensure our systems are available to you when you need them. We thank you for your support during our annual test and look forward to providing you continued and uninterrupted service in the future.

Branch Capture Best Practices

Check Destruction

We strongly encourage your credit union to reconcile all deposit items before scheduling their destruction. Timely comparison of your processed deposit items to your Southeast Corporate statement ensures you have received credit for the respective item before it is destroyed. Otherwise there is no way to recreate a missing cash letter if there is a discrepancy. Also, if items are returned non-imageable, please retain a copy of the front and back of the item for your records before mailing to Southeast Corporate.

Transmission Complete

Don't forget to monitor the work status screen throughout the day to make sure the job status of all batches show "Transmission Complete." The status should change from "ECL Submitted" to "Transmission Complete" within 15 minutes of completing the batch. If it does not change, please contact Southeast Corporate Product Support at 800-342-0203, option 3 for assistance. Monitoring the work status throughout the day can save your branch time at the end of the day.

Coming Soon

Deposit Return Chargebacks

We are currently in the testing phase of an automated chargeback solution with two alternatives for processing. Under option one, you would receive a daily email from Southeast Corporate with a PDF file of your chargeback items, in lieu of the physical items. We will also offer a second option with built-in decision functionality and automatic redeposit which can be customized based on predefined dollar thresholds. Some of the benefits include faster receipt of deposit returns resulting in faster chargebacks to your members, online access to chargeback images, streamline decision process for deposit returns, and elimination of manual redeposit handling. Both of these options will require printing of substitute checks using MICR toner. Your credit union will be able to purchase the printer through Southeast Corporate.

Southeast Corporate continues to research trends, look for operational efficiencies and cost savings by providing products and services that meet your needs, and allows you to better serve your members. More details on Deposit Return Chargebacks will be forthcoming in future issues of *Virtual Deposit Update*.

Miscellaneous Information

Email Communications

Email is now one of our primary means of member communication at Southeast Corporate, including this newsletter. We continue to update our email database and encourage you to pass this newsletter on to your staff responsible for branch capture processing. Additional staff can sign up to receive the newsletter electronically directly from us. Send an email including the staff member's name, email address, their job title, and your credit union name to: communications@secorp.org. *Virtual Deposit Update* can also be viewed at our web site at www.secorp.org.

Contacting Us

You may reach the branch capture support area by calling Southeast Corporate toll free number at (800) 342-0203, 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 including the primary and secondary contact names, phone numbers, fax numbers, and complete email addresses. Send updates of your contact information to: cwittine@secorp.org.