



Covered Topics

- **Single Sign On**
- **Deposit Return Chargebacks Launch is on the Horizon!**
- **Reminders!**
- **Miscellaneous Information**

Latest Stats!

- 129 Credit Union Members
- 669 Branches
- 13 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

Single Sign-on

Over the next few months Southeast Corporate will be completing the development of our Single Sign-on project. Single Sign-on will allow authorized users to login to the Members Only area of our website securely one time. Multiple logins and passwords will be replaced with one user ID and one password that authorized users will have to access all Southeast Corporate web based applications.

You will begin to see the benefits of Single Sign-on before the close of 2010 as we employ a phased approach to transition the various applications. By year end our plan is to have moved the following applications to Single Sign-on: Apex-ACH, our CorpCash coin and currency ordering system, the ALMonitor Internet based ALM tool, and item processing applications for file transfer and returns.

Early in 2011 we will implement phases two and three with more applications scheduled to go live, including Member\$MART, during the early months of the year. Our goal is to have all web based applications tied to Single Sign-on by March 31, 2011.

Deposit Return Chargebacks Launch is on the Horizon!

The pilot phase of Southeast Corporate's Deposit Return Chargebacks solution is on the horizon. Two credit unions will soon be conducting tests to ensure the successful launch of this latest product!

Enrollment for Deposit Return Chargebacks is now available!

Detailed product information and service agreements were recently mailed to our members that currently use our existing paper chargeback service to announce open enrollment of Deposit Return Chargebacks.

Our solution offers two alternatives for processing: the Basic model and the Decisioning model. Under the Basic model, your credit union 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 the Decisioning model 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 credit unions to print substitute checks using an IRD printer, MICR toner, and special IRD paper. Your credit union will be able to purchase a printer starter package through Southeast Corporate.

For more information, contact your Member Relationship Manager (MRM) or Member Services at 1-800-342-0203, option 1.

Reminders!!

Update eDesk User Profiles

Keep your eDesk authorized users up to date. When an employee leaves your organization, their user profile should be deleted from eDesk.

eDesk Cutoff Times

All credit union deposit files must be transmitted and received by Southeast Corporate for processing on the current business day by the following cutoff times.

1. Monday-Thursday: 7:00 p.m. Eastern / 6:00 p.m. Central
2. Friday: 8:00 p.m. Eastern / 7:00 p.m. Central

NOTE: Deposit items (files) received after the cutoff times will be processed the following business day.

Miscellaneous Information

You may reach the branch capture support area by calling Southeast Corporate on our toll free number (800) 342-0203 and selecting 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.