

## Covered Topics

- **Virtual Deposit Update Now Delivered Electronically**
- **Annual Disaster Recovery Test Important Information**
- **Duplicate Item Detection**
- **Miscellaneous Information**

## Latest Stats!

- 132 Credit Union Members
- 657 Branches
- 14 Merchants

**New Record:** New Record of 235,684 items processed in one day on December 28, 2009!!

## 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

## Virtual Deposit Update Now Delivered Electronically

We are happy to deliver your *Virtual Deposit Update* to you electronically. Email is now one of our primary means of member communication at Southeast Corporate. In our last issue of *Virtual Deposit Update*, we requested your email address and many of you responded. However, we continue to update our email database and encourage you to pass this newsletter onto your staff responsible for branch capture processing. Let them know they can receive the newsletter electronically from us. Sign up by emailing us at [communications@secorp.org](mailto:communications@secorp.org). Please include your name, email address and job title. *Virtual Deposit Update* can also be viewed at our web site at [www.secorp.org](http://www.secorp.org).

## Important Reminder: Annual Disaster Recovery Test

Southeast Corporate will be conducting Disaster Recovery (DR) testing between April 24 and May 22. In advance of these upcoming exercises, it is important that you check your FTP and outgoing firewall settings to ensure that you are using our DNS name in transmissions to Southeast Corporate. DNS address information is posted in the secure Members Only area of our web site.

It is IMPORTANT that you make these changes IN ADVANCE, prior to April 24 or certain applications may not be available to you when testing is performed. For questions or if you need assistance please contact our information technology staff at 800-342-0202, ext. 4357.

### Dates for our 2010 Disaster Recovery testing are as follows:

Dry Run Test, Saturday, April 24, 12:00 a.m. - 11:59 p.m. EST: We will conduct a dry run of our DR systems. During this time, you may experience intermittent latency issues when trying to access our website and application links. However there will not be any extended period of downtime during this event.

FULL DR TEST, Thursday, May 20, 11:00 p.m. - Saturday, May 22 11:59 p.m. EST: We will conduct a full DR exercise and run on our backup systems throughout the business day on Friday, May 21. During this time you may experience periods of latency in accessing our applications. We do not expect any down time.

If you have technical issues or questions during the two events listed above, please first consult your internal IT or technical representative. If you do not have an on-site technical resource, please contact us at 1-800-342-0203, ext. 4357.

## Duplicate Item Detection

In 2009, a new release of the branch capture software was released. One of the main highlights of this upgrade was Duplicate Item Detection. The Duplicate Item Detection feature allows the system to check for duplicate items being processed against the current day and also 3 previous days. Since this release, Southeast Corporate has seen a 64% decrease in duplicate batches, which translate to approximately \$9,500.00 in savings to our members.

Although Duplicate Item Detection has decreased the amount of duplicate batches, there are some items that still get processed twice. For items that are processed twice, you can request an adjustment through Virtual Deposit by completing the Virtual Deposit Adjustment

form available on our website at [www.sec corp.org](http://www.sec corp.org). To access the Virtual Deposit Adjustment form, choose Payment Systems and then select Virtual Deposit Adjustment Form on the bottom left. Virtual Deposit Adjustment forms cannot be used for ON-US items processed as “image only”, if scanned twice, or contain an amount error.

**NOTE:** Adjustments resulting from batches/items being processed twice, piggyback items or skewed images may result in additional fees as per the Branch Capture Services Agreement.

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<b>Correspondent/Settlement Services</b> <b>Cash Services</b> <b>Adjustment Forms</b> - Share Draft Adjustment Form - <a href="#">Virtual Deposit Adjustment Form</a>	<b>Automated Pmt Exchange</b> <b>Directo A México</b> <b>Item Processing</b> - Overview - Online Item Processing Tools	<b>Branch Capture</b> - Overview - Product Videos - Capture Newsletters - Scanner Maintenance	<b>Merchant Capture</b> - Merchant Home - Features & Benefits - System Requirements	- FAQ - Marketing Materials <b>Funds Transfer Services</b> <b>Contact Us</b>
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## 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](mailto:cwittine@secorp.org).