

Covered Topics

- **Non Imageable Cash Letters: Savings Bonds and Unreadable Items**
- **Purging Old Data**
- **Start of Day/Purge Data**
- **Miscellaneous Information**

New Members!

- Jacksonville Firemen's CU
- Pompano Beach City ECU
- Mutual Savings CU
- Gulf States CU
- McComb FCU
- VanGuard Community CU
- Mississippi EFCU
- Buckeye Community FCU

Latest Stats!

- 128 Credit Union Members
- 539 Branches

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

Non Imageable Cash Letters: Savings Bonds and Unreadable Items

U.S. Savings Bonds are not covered by Check 21 and not eligible for Branch Capture or image exchange. Savings bonds should be captured under Image Only - Bonds and the paper bond may be forwarded to Southeast Corporate for processing and collection.

Non presentable items are typically items that are too dark or are mutilated thus will not create a qualified readable image. If the image of the bad item can not be improved, then it can not be presented electronically. In this case, the physical item must be mailed to Southeast Corporate for processing and collection.

Southeast Corporate has separate fees for processing bonds and other non imageable items. Please refer to our fee schedule for individual processing fees. If you have any questions about processing non imageable cash letters, please call the toll free number at 1-800-342-0203 and press Option 4 for our Branch Capture staff.

Is Your Branch Capture Workstation 3 Years Old?

When you purchased your Branch Capture PC through Southeast Corporate, you received a three year maintenance warranty. If your PC is over three years old, we recommend purchasing a new PC to decrease the risk of downtime, as well as renewing your warranty. We are offering our members the option to order a new Branch Capture PC through Southeast Corporate. Please contact your Member Relationship Manager for more details.

Important New Phone Information for Southeast

Members are now able to reach staff at both our Tallahassee and Jacksonville offices through one central 800 number, 800-342-0203. Please note that the phone extensions for all employees have changed to four digits.

In an effort to ensure uninterrupted communication for you, we have put together a phone guide of frequently called numbers. Please visit our website www.secCorp.org where you may download a copy for distribution within you organization. We hope you find this guide useful.

Please note that the fax number for Branch Capture is 904-861-6962. You can also reach Branch Capture by calling our main number and pressing Option 4.

Merchant Capture Now Live

Is there opportunity for Merchant Capture at Your Credit Union? -- Learn how your credit union can cut costs, attract more business members regardless of your branch location and better compete with banks by using Southeast Corporate's Merchant Capture. Attend one of our free webinars to see the product in action and learn how to evaluate if it is right for your credit union. The webinar will cover:

- Features and benefits of Merchant Capture
- Merchant Capture process

Merchant Capture Now Livecontinued

- Live product demo
- Review of a sample business case using our cost analysis template that computes the earning potential for this product at your credit union

Please check out our website for webinar dates. If you are interested in more information, please contact your Member Relationship Manager.

Purging Old Data

Important Information -- It is important to purge old data each morning when performing the start of day function. If the database has not been purged for a calendar year, it is possible that batches from the previous year could be inadvertently resubmitted for collection.

If the daily purge task has not been consistently performed at your credit union, please take immediate action to ensure the importance of this daily procedure is communicated to your staff.

Start of Day/Purge Data

This is a Supervisor Operation -- Opening the current business day is required before processing can begin. If processing is attempted without opening the day, an error message will appear that will restrict the operator from capturing any items.

To open the current business day, use the following procedures:

1. Double click the "Supervisor" icon and log in.
2. Click the "Business Date" icon.
3. Click the drop down box next to the "Business Date" if necessary to select the correct date.
4. Verify the correct business day and select the "Start of Day" option.
5. Click "OK."
6. The Virtual Deposit machine is designed to automatically delete old branch capture data during the start of day function. SECORP recommends maintaining only 60 business days of data on the database at all times. After clicking "OK" to perform the Start of Day, a question should appear. "Do you wish to initialize the data prior to MM/DD/YYYY?" The date displayed will default to 60 business days prior to the current business date.
7. Click "Yes."
8. A second question will appear. "Are you sure you wish to delete?" By selecting "Yes" this will initialize the database and keep only 60 business days of Branch Capture data on your computer.

Miscellaneous Information

Please note that our phone numbers and extensions have changed. Southeast Corporate's main toll free number is 800-342-0203. You may reach the Branch Capture support area by selecting Option 4 when you call Southeast Corporate. ***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.