

## Covered Topics

- Merchant Capture resources at your fingertips... Reach Your Business Members With Our Ready Made Merchant Capture Web site
- Disaster Recovery ReCap
- Extraction Complete versus Transmission Complete
- Miscellaneous Information

## New Members!

- Bay Gulf CU
- Gulf Coast Shared Services, Inc.

## Latest Stats!

- 133 Credit Union Members
- 637 Branches
- 11 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

## Merchant Capture resources at your fingertips... Reach Your Business Members With Our Ready Made Merchant Capture Web site

The Internet is one of the best ways to get the word out to potential users of your Merchant Capture service, but building a web site can be expensive. Not to worry, we've done it for you. We offer a brandable web site for merchant capture that can become part of your credit union's web page.

The site automatically generates leads to your credit union on existing and potential business members interested in products such as Merchant Capture. We know you want to make it easy for your business members to learn about this innovative technology, and more importantly, make your credit union aware of their needs in an instant! Check out a sample of our brandable web site at [www.cumerchantdeposit.org/abc](http://www.cumerchantdeposit.org/abc)



For more information about our Merchant Capture solution visit [www.secorp.org/merchant](http://www.secorp.org/merchant) or contact your Member Relationship Manager today!

## Disaster Recovery ReCap

Southeast Corporate conducted a planned test of our Disaster Recovery (DR) infrastructure on Friday, August 21, 2009. In an effort to minimize service disruptions for member credit unions, we prepared and distributed correspondence to all member credit unions notifying them of the planned event. The correspondence included information specifically addressing potential connectivity issues related to the propagation of DNS changes and suggested actions on the part of the credit union to avoid loss of connectivity.

All of our applications failed-over seamlessly and, as expected, some credit unions reported problems with connectivity to the virtual deposit product.

Southeast Corporate IT staff provided assistance to resolve connectivity issues with credit unions as needed. In working through these issues, many were resolved by having the credit union flush DNS entries cached on their proxy server while others required changes to their firewall rules to correct the problem.

The purpose of this DR exercise was to test our ability to process from the DR facility and to surface problems prior to a real disaster. Our goal was for a perfect test. We did not meet our goal this time, however, we successfully failed-over 31 critical systems and infrastructure components involving hundreds of applications and utilities. We have learned a lot, we know what we need to do and will be addressing the remaining problems as quickly as possible.

Our IT staff is following up with those sites that experienced connectivity issues to ensure they have all the necessary configuration information in the event of a real disaster. If you have additional suggestions on how to improve our IT DR program or you would like to be included in future IT related communication, please send an email to [Servicedesk@secorp.org](mailto:Servicedesk@secorp.org). Thank you.

## **Extraction Complete versus Transmission Complete**

**Definition:** Extraction complete indicates the file has been created on your system and is ready to transmit to Southeast Corporate. The file is still located on your machine. Transmission complete, indicates the file has been transmitted to Southeast Corporate for processing.

### **Batch Status**

The work status screen inside the supervisor application (3rd icon from the right looks like a graph) provides information to assist in monitoring the status of each batch. If you are in balance, the batch will automatically be submitted to Southeast Corporate and the batch status will change to extraction complete inside the work status screen. This will **automatically** generate an ECL file to be sent to Southeast Corporate. The file should automatically be sent to Southeast Corporate. Once the file has **transmitted** to Southeast Corporate, the status will change from extraction complete to transmission complete. This may take up to 15 minutes to occur.

Once all files have changed from extraction complete to transmission complete, you are ready to perform your end of day processes. If the batch status does not change from extraction complete to transmission complete, you should contact Southeast Corporate Branch Capture/Virtual Deposit department for assistance.

Once the Southeast Corporate Central Site receives and processes a batch from a branch, it will generate and send an e-receipt through email. The purpose of the e-receipt is to provide the supervisor or person responsible for balancing with confirmation that the batch was received.

## **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).