

# STAR Materials Order Form

| Stk#   | Course Title   | Qty |
|--------|--|-----|
| S20M   | Member Relations   |     |
| S30M   | Security   |     |
| S100M  | Money and Negotiable Instruments                           |     |
| S110M  | Member Services  |     |
| S120M  | Cross-Selling  |     |
| S200M  | The Lending Process  |     |
| S210M  | Lending Products and Regulations                           |     |
| S220M  | Collections  |     |
| S300M  | Basic Accounting   |     |
| S310M  | Accounting for Credit Unions                               |     |
| S320M  | Credit Union Financial Analysis                            |     |
| S400M  | Bankruptcy and Court Proceedings                           |     |
| S410M  | Mortgage Lending   |     |
| S420M  | Loan Marketing   |     |
| S500M  | Improving and Maintaining Quality Service                  |     |
| S520M  | Interpersonal Skills: Understanding Your Impact on Members |     |
| S600M  | Credit Union Technology                                    |     |
| S620M  | Serving Members with Technology                            |     |
| S630   | The Critical Role of Technology in Credit Unions           |     |
| S700M  | Loan Interviewing  |     |
| S710M  | Loan Underwriting  |     |
| S720M  | Loan Servicing   |     |
| S800M  | Opening New Accounts                                       |     |
| S810M  | Individual Retirement Accounts                             |     |
| S820M  | Investment Choices for Members                             |     |
| S900M  | Preventing Fraud   |     |
| S910M  | Security Issues  |     |
| S1000M | Develop a Career Plan                                      |     |
| S1010M | Write Effectively  |     |
| S1020M | Make Work Manageable                                       |     |
| S1100M | Working Effectively with Difficult Members and Staff       |     |

| Stk#   | Course Title  | Qty |
|--------|---|-----|
| S1110M | Helping Members Understand and Solve Problems                               |     |
| S1120M | Using Technology to Improve Member Service                                  |     |
| S1200M | Financial Management Made Easy: Financial Statements and Budgeting          |     |
| S1210M | Financial Management Made Easy: Sources and Uses of Money                   |     |
| S1300M | Member Services: Exceeding Expectations                                     |     |
| S1301M | Financial Counseling for Members  |     |
| S1302M | Transitioning from Staff to Management                                      |     |
| S1303M | Communication and Telephone Skills  |     |
| S1304M | Introduction to Credit Unions   |     |
| S1305M | Credit Union Sales  |     |
| S1306M | Business Math: Lending and Credit   |     |
| S1307M | Business Math: Share and Deposit Accounts                                   |     |
| S1308M | Professional Member Service   |     |
| S1309M | Security Procedure Protocol   |     |
| S1310M | Successful Collections: Balancing Member Service and Credit Union Interests |     |
| S1312M | Servicing Mortgage Loans  |     |
| S1313M | Preparing Loan Documents  |     |
| S1314M | Maintaining Loan Documents  |     |
| S1315M | Reconciling Records   |     |
| S1316M | Applying Collections Practices  |     |
| S1317M | Recognizing Emerging Fraudulent Practices                                   |     |
| S1320M | Robbery Prevention and Preparation  |     |
|        | <b>TOTAL Courses</b>  |     |
|        | <b>TOTAL Courses X \$45.50/course</b>                                       |     |
| SSAS   | <b>Universal Scannable Answer Sheets<br/>\$26.00 (Extras only)</b>          |     |
|        | <b>TOTAL Answer Sheets X \$26.00/each</b>                                   |     |
|        | <b>GRAND TOTAL</b>  |     |

FREIGHT & HANDLING WILL BE ADDED

**Ship to:**

ID# \_\_\_\_\_ Credit Union: \_\_\_\_\_

Attention: \_\_\_\_\_

Street Address: \_\_\_\_\_ Phone: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Bill to:**

ID# \_\_\_\_\_ Contact: \_\_\_\_\_

CU Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip: \_\_\_\_\_