

STAR Materials Order Form – CUNA & CAP ADMIN STATES

Ship To Address: Street/UPS Shipping Address			
ID#	Credit Union:		
Attention:		E-Mail:	
Street Address:		Phone Number:	
City:	State:	Zip:	

Bill to Address: ID#
 CU Name:
 Address:

Contact:
 Phone: Fax:
 City/State/Zip:

QTY	STK#	DESCRIPTION	PRICE	TOTAL \$
	SSAS	UNIVERSAL SCANNABLE ANSWER SHEETS (EXTRAS ONLY)	\$26.00	
	S10M	**Cu Orientation – Discontinued (Replaced with S1304M)		
	S20M	Member Relations	\$47.50	
	S30M	Security	\$47.50	
	S100M	**Money & Negotiable Instrument– Discontinued (Replaced with S1322M)		
	S110M	Member Services	\$47.50	
	S120M	Cross-Selling	\$47.50	
	S200M	The Lending Process	\$47.50	
	S210M	Lending Products & Regulations	\$47.50	
	S220M	Collections	\$47.50	
	S300M	Basic Accounting	\$47.50	
	S310M	Accounting For Cu's	\$47.50	
	S320M	Cu Financial Analysis	\$47.50	
	S400M	Bankruptcy & Court Proceedings	\$47.50	
	S410M	Mortgage Lending	\$47.50	
	S420M	Loan Marketing	\$47.50	
	S500M	Improving & Maintaining Quality Service	\$47.50	
	S510M	**Successful Sales Techniques - Discontinued (Replaced with S1305M)		
	S520M	Interpersonal Skills (Understanding Your Impact On Members Mod)	\$47.50	
	S600M	Credit Union Technology	\$47.50	
	S620M	Serving Members With Technology	\$47.50	
	S630M	The Critical Role of Technology in CU's	\$47.50	
	S700M	Loan Interviewing	\$47.50	
	S710M	Loan Underwriting	\$47.50	
	S720M	Loan Servicing	\$47.50	
	S800M	Opening New Accounts	\$47.50	
	S810M	Individual Retirement Accounts	\$47.50	
	S820M	Investment Choices For Members	\$47.50	
	S900M	Preventing Fraud	\$47.50	
	S910M	Security Issues	\$47.50	
	S1000M	Develop A Career Plan	\$47.50	
	S1010M	Write Effectively	\$47.50	
	S1020M	Make Work Manageable	\$47.50	
	S1100M	Working Effectively With Difficult Members & Staff	\$47.50	
	S1110M	Helping Members Understand & Solve Problems	\$47.50	
	S1120M	Using Tech to Improve Member Service 1	\$47.50	
	S1200M	Financial Management Made Easy 1	\$47.50	
	S1210M	Financial Management Made Easy 2	\$47.50	
	S1300M	Member Service Exceeding Expectations	\$47.50	
	S1301M	Financial Counseling for Members	\$47.50	
	S1302M	Transitioning from Staff to Management	\$47.50	
	S1303M	Communication & Telephone Skills	\$47.50	
	S1304M	Introduction to Credit Unions	\$47.50	
	S1305M	CU Sales Courses	\$47.50	
	S1306M	Business Math: Lending & Credit	\$47.50	
	S1307M	Share & Deposit Accounts	\$47.50	
	S1308M	Professional Member Services	\$47.50	
	S1309M	Security Procedure Protocol	\$47.50	

	S1310M	Successful Collections	\$47.50	
	S1312M	Servicing Mortgage Loans	\$47.50	
	S1313M	Preparing Loan Document	\$47.50	
	S1314M	Maintaining Loan Document	\$47.50	
	S1315M	Reconciling Records	\$47.50	
	S1316M	Applying Collections Practices	\$47.50	
	S1317M	Recognizing Emerging Fraudulent Practices	\$47.50	
	S1318M	Encouraging & Instilling Member Service	\$47.50	
	S1319M	Aligning Your Department W/CU Strategy	\$47.50	
	S1320M	Robbery Prevention & Preparation	\$47.50	
	S1321M	Managing Member Accounts	\$47.50	
	S1322M	Money & Negotiable Instruments	\$47.50	
	S1323M	Frontline Basics	\$47.50	
	S1324M	Managing Member Accounts	\$47.50	
	S1325M	Call Center Service Skills	\$47.50	
	S1326M	Serving Credit Union Members	\$47.50	
FREIGHT & HANDLING WILL BE ADDED			TOTAL	

**FAX ORDERS TO: CUNA CUSTOMER SERVICE FAX#: (608) 231-1869
DO NOT SEND PAYMENT WITH ORDER, YOU WILL BE INVOICED**