

Order Form

Name _____ Credit Union _____

CUID _____ Date _____ Phone _____ Fax _____

Shipping Address (No P.O. Boxes) _____

Billing Address (If different from Shipping) _____

◆ indicates Online ONLY

STAR Program

QTY	QTY	QTY
◆ S10 Exam only online, S1304 replaces	___ S620 Serving Members with Technology	___ S1301 Financial Counseling for Members
___ S20 Member Relations	___ S630 The Critical Role of Technology in CUs	___ S1302 Transitioning from Staff to Management
___ S30 Security	___ S700 Loan Interviewing	___ S1303 Communication and Telephone Skills
◆ S100 Exam only, S1322 replaces	___ S710 Loan Underwriting	___ S1304 Introduction to Credit Unions
◆ S110 Exam only, S1300 replaces	___ S720 Loan Servicing	___ S1305 Credit Union Sales
___ S120 Cross-Selling	___ S800 Opening New Accounts	___ S1306 Business Math: Lending & Credit
___ S200 The Lending Process	___ S810 Individual Retirement Accounts	___ S1307 Business Math: Share & Deposit Accounts
___ S210 Lending Products & Regulations	___ S820 Investment Choices For Members	___ S1308 Professional Member Service
___ S220 Collections	___ S900 Preventing Fraud	___ S1309 Security Procedure Protocol
___ S300 Basic Accounting	___ S910 Security Issues	___ S1310 Successful Collection
___ S310 Accounting for Credit Unions	___ S1000 Develop A Career Plan	___ S1312 Servicing Mortgage Loans
___ S320 Credit Union Financial Analysis	___ S1010 Write Effectively	___ S1313 Preparing Loan Documents
___ S400 Bankruptcy & Court Proceedings	___ S1020 Make Work Manageable	___ S1314 Maintaining Loan Documents
___ S410 Mortgage Lending	___ S1100 Working Effectively with Difficult Mbrs.	___ S1315 Reconciling Records
___ S420 Loan Marketing	___ S1110 Helping Mbrs Understand & Solve Problems	___ S1316 Applying Collections Practices
___ S500 Improve & Maintain Quality Svc.	___ S1120 Technology to Improve Mbr Svc	___ S1317 Emerging Fraudulent Practices
◆ S510 Exam only, S1305 replaces	___ S1200 Financial Mgmt. Made Easy: Part I	___ S1318 Instilling Member Service in Others
___ S520 Interpersonal Skills	___ S1210 Financial Mgmt. Made Easy: Part II	___ S1319 Aligning Your Dept with CU Strategy
___ S600 Credit Union Technology	___ S1300 Member Services: Exceeding Expectations	___ S1320 Robbery Prevention and Preparation
___ S610 Exam only, S630 replaces		___ S1322 Money & Negotiable Instruments

MERIT Program

QTY	QTY	QTY
___ M01 Fundamentals of Management	◆ M14 (online only) M38 replaces	___ M29 Providing Loans to Small Businesses
◆ M02 Exams Only, M37 replaces	___ M15 Interpersonal Skills	___ M30 Managing Financial Educ. Programs
◆ M03 On line only, M40 replaces	___ M16 Lead & Management CU Sales	___ M31 Budget & Acctg. for Non-Acct. Mgrs.
___ M04 Training & Orienting Employees	___ M17 CU Fin. Mgmt for Non fin. Execs.	___ M32 Community Involvement & Outreach
___ M05 Delegating For Results	___ M18 Asset-Liability Mgmt for Execs.	___ M33 Financial Analysis Tools for Decision Making
___ M06 Managing Employee Performance	___ M19 Managing Change	___ M34 Career Mapping for You and Your Staff
___ M07 Managing Teamwork	___ M20 Managing Technology	___ M35 Managing Through Motivation
___ M08 Process Improvement	___ M21 Credit Union Investments	___ M36 Online Security
___ M09 Dev Exceptional Leadership	___ M22 Home Equity Lending	___ M37 Business Communication Skills
___ M10 Strategic Thinking & Planning	___ M23 Loan Pricing	___ M38 Resolving Employee Conflict
___ M11 Compensation Systems	___ M24 Security Administration	___ M39 Transitioning to Trainer
___ M12 Workplace Diversity	___ M25 Managing the Problem Employee	___ M40 Recruiting Today's Employees
___ M13 Employment Law & Preventing Sexual Harassment	___ M26 Marketing Management	___ M41 Managing Today's Employees
	___ M27 Managing Advertising Guidelines	___ M42 Difficult Human Resource Issues
	___ M28 Developing Retail Marketing	

VAP Program

QTY	QTY	QTY
___ V01 History & Philosophy	___ V404 Strategic Planning	___ V419 CEO Compensation
___ V02 Financial Reports	___ V405 Board/CEO Relations	___ V420 Growth Strategies: Pathways to Success
___ V03 Managing Risk	___ V406 Directors' Liability	___ V421 Political Involvement
___ V100 BODs: Duties & Responsibilities	___ V407 Bankruptcy	___ V422 CEO & Board Succession
___ V101 Board Policies	___ V409 Financial Management	___ V423 Member Business Lending
___ V102 Planning	___ V410 CU Examinations	___ V424 Investment Essentials for Directors
___ V200 Credit Committee: Duties & Responsibilities	___ V411 Board Reports	___ V425 Budgeting Basics for Directors
___ V201 Loan Granting	___ V412 Developing, Writing & Implementing Policies	___ V426 Bank Secrecy Act for Volunteers
___ V202 Collections	___ V413 Marketing to Generations & Target Groups	___ V500 CU Technology
___ V300 Supervisory Committee Duties & Responsibilities	___ V414 Recruiting, Orienting & Retaining Board Mbrs.	___ V501 Planning for Technology
___ V301 Auditing I	___ V415 Asset-Liability Mgmt for Directors	___ V502 Electronic Fraud and Security
___ V302 Auditing II	___ V416 Understanding Regulations	___ V600 Introduction to Mortgage Lending
___ V303 Supervisory Comm. Role in Due Diligence	___ V417 CEO Performance Appraisal & Goal Setting	___ V601 Online Policies and Internet Use
___ V304 Supervisory Comm. Role in Finding Fraud	___ V418 Business Recovery Plans & Policies	___ V602 Offering CU Youth Programs
___ V305 Basics of Risk Assessment for Volunteers		___ V700 Strategic Credit Union Leadership
___ V403 Marketing		___ V701 Directing Effective Teams
		___ V702 Maximizing Board Performance

VLP Program

QTY	QTY
___ VL01 Successful Teamwork	___ VL07 CEO Performance, Appraisal & Accountability
___ VL02 Achieving Quality Through Process Improvement	___ VL08 A Director's Guide to Asset-Liability Management
___ VL03 Developing Leadership	___ VL09 Recruiting, Developing & Retaining Board Members & Volunteers
___ VL04 Advanced Strategic Planning	___ VL10 Effective Credit Union Boards
___ VL05 Business Communications for Directors	___ VL12 Developing Compensation Systems
___ VL06 Diversity for Credit Unions	

FirstCorp Authorization

FirstCorp is authorized to withdraw funds from the FCM account of _____ CU.

These funds are to be deposited in ACUL Services, Inc. FCM account for payment of VAP, STAR, MERIT, or VLP orders.

Authorized Signature** _____

**Must be currently authorized to transact business at FirstCorp.

**Additional _____ Universal Scannables
*1 Scannable comes with each guide.**

FAX: (602)241-9498
MAIL: ACUL, 10210 N. 25th Ave., Suite 211, Phoenix, AZ 85021
Please do not submit payment at this time, your credit union will be invoiced.
CALL: Debra Donaldson (602) 264-6701 or (800) 352-0387 ext 225

For ACUL use only

Date Received _____ Date Ordered _____ Order Number _____
Contact at CUNA _____