

# STAFF TRAINING AND RECOGNITION PROGRAM

## ORDER FORM

### Ordering Instructions

1. Complete number of modules/tests needed for each product.
2. Complete shipping address, include person at credit union placing order.
3. Make copy of order form and retain for your records to compare when order is received.

### Quantity Ordering

	Module & Test (\$45 ea)	Test Only (\$26 ea)	Total Dollar Amount
<b>Core Track (required)</b>			
S20 Member Relations	_____	_____	_____
S21 Serving CU Members	_____	_____	_____
S30 Security	_____	_____	_____
<b>Member Services Track</b>			
S111 Frontline Basics	_____	_____	_____
S120 Cross-Selling	_____	_____	_____
<b>Consumer Lending Track</b>			
S200 Lending Process	_____	_____	_____
S210 Lending Products and Regulations	_____	_____	_____
S220 Collections	_____	_____	_____
<b>Accounting Track</b>			
S300 Basic Accounting	_____	_____	_____
S310 Accounting for Credit Unions	_____	_____	_____
S320 CU Financial Analysis	_____	_____	_____
<b>Advanced Lending Track</b>			
S400 Bankruptcy and Court Proceedings	_____	_____	_____
S410 Mortgage Lending	_____	_____	_____
S420 Loan Marketing	_____	_____	_____
<b>Credit Union Sales Track</b>			
S500 Improving and Maintaining Quality Service	_____	_____	_____
S520 Interpersonal Skills: Understanding Your Impact on Members	_____	_____	_____
<b>Technology Track</b>			
S600 Credit Union Technology	_____	_____	_____
S620 Serving Members with Technology	_____	_____	_____
S630 Critical Role of Technology	_____	_____	_____
<b>Loan Officer Track</b>			
S700 Loan Interviewing	_____	_____	_____
S710 Loan Underwriting	_____	_____	_____
S720 Loan Servicing	_____	_____	_____
<b>Savings Plus Track</b>			
S800 Opening New Accounts	_____	_____	_____
S810 Individual Retirement Accounts	_____	_____	_____
S820 Investment Choices for Members	_____	_____	_____
<b>Credit Union Security Track</b>			
S900 Preventing Fraud	_____	_____	_____
S910 Security Issues	_____	_____	_____
<b>Professional Development Track</b>			
S1000 Developing a Career Plan	_____	_____	_____
S1010 Writing Effectively	_____	_____	_____
S1020 Making Work Manageable	_____	_____	_____
<b>Member Services Level 2 Track</b>			
S1100 Working Effectively with Difficult Members and Staff	_____	_____	_____
S1110 Helping Members Understand and Solve Common Problems	_____	_____	_____
S1120 Using Technology to Improve Member Service	_____	_____	_____
<b>Financial Management Track</b>			
S1200 Financial Management Made Easy: Financial Statements and Budgeting	_____	_____	_____
S1210 Financial Management Made Easy: Source and Uses of Money	_____	_____	_____
		Shipping and Handling \$	5.00
		Total Order \$	_____

~ More ~

Please make your share draft payable to Credit Union Association of Oregon. Call Linda Churchill of CUAO at (503) 350-2250 or (800) 688-6098 with questions. Mail orders to: STAR, Credit Union Association of Oregon, PO Box 1900, Beaverton OR 97075-1900; or fax to (503) 644-7234/ATTN: STAR.

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Ship to: Attention (Coordinator's Name) \_\_\_\_\_ (Participant's Name - Optional) \_\_\_\_\_

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Credit Union Street Address \_\_\_\_\_ City \_\_\_\_\_ State/Zip \_\_\_\_\_

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Credit Union Name \_\_\_\_\_

