

FRONTBURNER

Welcome to the August edition of **The FrontBurner**! It's HOT here! I'm ready for somebody to turn on the outside air conditioning, but it hasn't happened yet. Most years, I feel like we are frogs in a pot as it gets hotter and hotter gradually and we don't realize it. Then someone points it out and it hits me all at once just how hot it really is.

Do you ever feel like work is the same type of thing? You get so many plates in the air you don't realize how many are really spinning or, even better, how many things you have actually completed until all of a sudden it hits you. Each of the last two years, we have had that phenomenon at VolCorp as we have so many plates spinning, we lose sight of just how much is going on until...BAM!...it hits us how much we are doing and have done. In this month's edition of **The FrontBurner**, we aren't trying to toot our horns - we just feel, as *Trusted Strategic Partners*, you should know what your corporate is doing to make our service to you bigger, better, bolder. So, we decided to share...

With that, I hope you enjoy this month's edition of **The FrontBurner**.



Jeff Merry, President/CEO

VolCorp at 40+

In last September's edition of **The FrontBurner**, Karen Clabough, VP Project Management, provided an update on how VolCorp is diligently working to provide the tools our members need to serve them now and well into the future. She talked about the formation of VolCorp's CUSO, Symphony, LLC, the rebranding project, the modernization of the account statement, along with many other improvements to the product line.

Will Rogers once said, "Even if you're on the right track, you'll get run over if you just sit there." At VolCorp, we are on the right track and moving forward. In fact, when COVID-19 halted our lives in March 2020, we took an

aggressive stance and began a period of product development and product improvement as we had never experienced before. This month's edition of

The FrontBurner, will bring you up to date on all the improvements going on at VolCorp.

Payments

We announced our funding agent status on the RTP® network, the real-time payments system from The Clearing House (TCH) on June 17, 2022. As a funding agent, VolCorp will

facilitate liquidity management 24/7/365 for credit unions utilizing the RTP® network.

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Continued...

“Real-time payments are changing the way we look at the entire payments industry,” said Jeff Merry, President & CEO. “The adoption of real-time payments reflects the growing demand many credit unions and consumers have to move money instantly. This is a big step towards providing real-time payment access for our credit unions and their members.”

As a funding agent, VolCorp provides an efficient way for credit unions to manage funding for real-time payments by reducing the complexities associated with RTP funding requirements. When a credit union joins the RTP network and designates VolCorp as their funding agent, VolCorp will manage funding for the required joint account with the Federal Reserve Bank of New York and TCH on the credit union's behalf. This makes access to the RTP® network easier for many credit unions and helps to minimize the impact on current operations and available resources.

On-Demand Platform Upgrade

The new streamlined version of On-Demand, made available to member credit unions on May 23, 2022, included the following new features:

- **Now compatible with Microsoft Edge and Google Chrome**
- **Newly rebranded user interface**
- **New share draft return reports**
- **More robust security**

Web Adjustments Platform Upgrade

Available to credit unions on August 15, 2022, the newly enhanced version of Web Adjustments not only has a much more appealing interface, it also includes the following new features:

- **Microsoft Edge and Google Chrome compatibility**
- **Multiple adjustments can be keyed simultaneously**
- **Ability to key in check collection adjustments**
- **Ability to amend previously submitted adjustments before VolCorp submits the file**
- **Daily adjustment history report now available**

“As with Web Adjustments and On-Demand, VolCorp Online was completely rebranded. Users have noticed an improved interface, easier access to information, and more efficiency within the site.”

Improved VolCorp Online User Interface

As with Web Adjustments and On-Demand, VolCorp Online was completely rebranded. Users have noticed an improved interface, easier access to information, and more efficiency within the site. And as upgrades to other applications are introduced, you will notice a more seamless member experience and consolidated hub of the information most important to your credit union staff.

We have even more in store for our members in the future, from additional payment enhancements to data analytics and more. While “**40 Years Bolder**” was our theme for 2021, we continue to keep the “bold” in everything we do at VolCorp, living out our mission each and every day: *Inspiring credit unions to reach new heights by providing dynamic payment solutions, custom investment services, and unparalleled member service.*