

Credit Union Solves Member Online Payments Problem



Overview

Through ProPay, Sharetec offers credit unions an online portal that is secure, user-friendly and affordable. This is a great solution for members who are increasingly mobile and demand the use of technology to perform their financial transactions.

“We process an average of 21 transactions each day on non-Laramie Plains FCU debit cards and credit cards. Before using ProPay with its tight integration to Sharetec, this was a manual process handled mainly by front-line staff over the phone. The time saved is now focused on building deeper relationships with members,” comments Tyler Valentine, President of Laramie Plains FCU.

Members like that they can input payments from their computer or smartphone at a time that is convenient for them. Payments can be scheduled to reoccur instead of calling the credit union and potentially waiting for someone to process the payment manually. Time is saved for both the credit union and the member.

Tyler adds, “We have transitioned all payments made by non-Laramie Plains FCU debit cards or credit cards to this portal. Additionally, members that don’t sign our form for ACH payments can use this portal to pay from a savings or checking account at another financial institution. We processed 488 transactions through ProPay in January, 2016.”

Keane Kulak, Regional Director for Sharetec System, comments, “Members can simply enter their credit/debit card information to make their payment and the transaction will post automatically to the loan, instead of coming in as an ACH item individually. Members want the convenience and credit unions want the time saved. It’s a win for both sides.”

About

Located in Laramie, Wyoming, Laramie Plains FCU currently serves Albany, Carbon and Platte Counties in Wyoming, and Jackson County, Colorado.

Problem

Laramie FCU wanted to find an affordable solution that would streamline operations for the credit union and create a self-service, online portal for members.

Solution

Offers members an online portal that is secure, user-friendly, and affordable for the credit union.

Benefit

Allows members to process transactions on their own and at their convenience. It also enables credit unions to compete with much larger financial institutions with minimal investment.

Results

- Easy for members
- Time saved
- Helps build deeper member relationships
- Live integration