

CU Learning: Bill Pay



Bill Pay Training

Credit unions seek to deliver exceptional member service to gain members' loyalty in return. A well-trained credit union staff helps reduce the risks of potential mishaps during day-to-day tasks.

PSCU's CU Learning offers Bill Pay Training that can be initiated for a variety of reasons. Perhaps, you've hired new staff that needs to be brought up to speed, need to help existing staff members learn a new role, or maybe your existing team is in need of a simple boost in overall job performance. PSCU's CU Learning Team offers Bill Pay courses in a variety of formats to suit your needs.

The Power of Progressive Training

- **Productivity Gains**— Improve the overall level of service and support offered to your members with a more informed staff. Spend less time fixing mistakes, and more time focusing on members and crucial operational duties.
- **Increased Member Satisfaction** — When staff are properly trained, they know how to solve problems efficiently and field member inquiries with a greater level of success.
- **Improved Staff Morale** — The more engaged and involved your staff is in working for the credit union's overall success, the more nurtured and motivated they will feel.
- **Return on Investment** — When taught the skills needed to use systems to their full potential, your credit union staff will improve your institution's bottom line investment.

Solution Summary

CU Learning's Bill Pay Training provides Member-Owner Credit Unions a wide variety of courses and training resources that are effective in enhancing the performance, effectiveness and productivity of credit union staff.

Bill Pay Operational Courses:

- *Bill Pay Basics*
- *Bill Pay Features and Functionality*
- *Bill Pay Payment Processing*
- *PartnerCare*
- *Bill Pay Reports*
- *Business Bill Pay*

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Effective Training to Suit Your Needs

The courses and training resources within CU Learning are effective in enhancing the performance of credit union staff. Several forms of training are available to choose from.

- **Self-paced Learning Modules:**
Self-paced learning modules are digital forms of content delivery that are voice enhanced, interactive, and engaging for all learners. Self-paced learning modules can be accessed 24/7 through PSCU's credit union learning portal, Momentum.
- **Instructor-Led Virtual Training Sessions:**
These training sessions, also referred to as Distance Learning, are led interactively by an instructor and take place over the Internet. Virtual training sessions eliminate the need for travel and can easily be scheduled to meet a credit union's learning needs.
- **Face-to-Face Instructor-Led Training:**
Face-to-Face training sessions are scheduled regularly around the country at host credit unions and at both of PSCU's Florida and Arizona Service Centers. Additionally, PSCU Learning Professionals are available to visit credit union facilities for customized training needs, when available.

Become a Training Host Site

The CU Learning team is always looking for credit unions willing to host training sessions for other Member-Owner Credit Unions. This provides an opportunity to have more employees attend the training and to network with other members in your area to share best practices.

CU Learning Professionals Make a Difference

Our certified learning professionals are specially trained to help you meet business challenges and grow. With an average tenure of 12 years, our CU Learning professionals have provided training to over 600 Member-Owner Credit Unions across the country; receiving an Average staff satisfaction rating of 4.5 out of 5.0 stars.