IDS, Inc. has a long history of serving credit unions. Our first client was a credit union and today they are a significant part of our active customer base.

As a result, our software has many features that optimize the doc prep process in ways unique to the credit union. From our HELOC products to eSign to customizable and unique docs, we strive to help credit unions serve their members at maximum efficiency.

"We're circling back to our roots," Mark Mackey, IDS Vice President, said. "We want to show just how much we value some of our oldest clients."

In an effort to connect and share ideas with our credit union clients once again, IDS will be a gold sponsor at the ACUMA Annual Convention in Maryland this September. Meet us there and let us know your thoughts on idsDoc.
Conference season. Last minute flights, catching taxis, racing to make it to the first meeting. We get it, it's enough to drive a person crazy.

In an effort to make things a little easier, we've compiled a few tips and tricks from our most travelled employees to help smooth the way through your toughest travel plans.

First, double-check when and where you're travelling every time you book a flight or hotel.

Second, book transportation and lodgings early! The best locations and rates will sell out early, along with the conference room block. For example, we booked our hotel rooms and flights for a large conference in September nearly three months in advance. Instead of car rental, try UBER or Lyft.

Third, wear comfortable clothes to travel in. While it may feel professional to walk onto a plane with a briefcase and a nice jacket, travelling will be easier in your favorite shorts. Change when you arrive, and save your suit from wrinkling.

Finally, plan for delays. Twenty minutes from the hotel to the airport? Plan for at least thirty in case of traffic. Flight gets in at noon? Have a plan in case of weather delays. Everything will run much more smoothly if you give yourself plenty of time to get where you're going.

We hope these tips help with travel this conference season. We can't wait to see you at the upcoming conferences, including ACUMA and MBA Annual. Safe travels!
Implementing a new software or system can be overwhelming. There are timelines to construct, training to conduct, tests to run, and a lot of questions to ask.

Our implementation team works hard to personalize the process to fit each client's needs. By assigning a single implementation specialist as the direct contact for a single client, we accelerate the entire implementation and make sure that the process doesn't get caught in email limbo.

"The Implementation Specialists at IDS are professionals in the mortgage document space. They know what questions to ask, and how to craft the idsDoc solution in a manner that uniquely suits a client's business practices," said Travis Carroll, Director of Implementation Services. "Everything we do keys in on optimizing efficiency, and celebrating the successful outcome with our clients."

To that end, we assign a specialist to each client. That specialist will then help our clients develop an effective timeline for their implementation. They will schedule regular calls and/or email check-ins, and ensure that there is always an available contact in the implementation department for the client, even when an individual has to be out of the office, to keep the timeline on-track.

Our specialists help get even the smallest details worked out during implementation. Working with an implementation specialist, clients can eliminate duplicate data entry, automate fulfillment, and even customize the eSign Room to their branding style, maximizing the efficiency of a client's doc prep from the earliest point of using our software.

Check out our YouTube channel for an overview of the implementation process from Carroll himself!