

Remittance Processing

Customer Contact Management

Experian's Customer Contact Management division delivers outsourced remittance processing services to an extensive client portfolio.

Our three processing centres in Preston, Bolton and Widnes annually process over £10 billion worth of cheques and manage correspondence handling, document imaging and direct customer contact services.

'Remittance processing' describes the array of processes and technology that converts postal payments into money in the bank. From mail sort and opening through to end of day reconciliation and data transmission, a highly controlled environment delivers a guaranteed same day service and client service targets.

Bespoke client requirements for payment and exception processing are managed with tailored solutions for each individual client.

The solution

Mail opening

Our enhanced partnership arrangements with Royal Mail secure early deliveries. Envelopes are delivered into swipe access and camera controlled areas where they are opened using Opex 50/51 extraction machines with enhanced thickness detectors to ensure that all content is removed.

Each clients mail is worked on separately and is removed from the envelopes, verified and sorted into appropriate categories eg postal orders, multiple cheques, single cheques etc. Following categorisation, the content is then batched, given an appropriate batch header and passed to the payment processing team. Any queries encountered at the mail opening stage of the process are resolved by a skilled administration team, before being passed for payment processing. Any correspondence sent with the cheques is sent to our customer service clerks and is scanned for reference purposes.

Payment Processing

All payments are processed via the latest image based BancTec 9500 and 5300 machines. Bank Giro credit slips plus cheques are fed down the machine and all relevant data is captured and fed to the system. The relevant data consists of customer account number, cheque number sortcode, client bank account number, payment value from the bank giro credit slip and payment value from the cheque. Where the cheque amount is unclear or the verified amount differs from the scanline data, the amount is exception keyed and payments are balanced at an individual transaction level. The cheques will be encoded, endorsed and audit trailed.

Postal orders and cash are processed from an exception sheet, their details are captured and the batch is passed to the reconciliation team.



Reconciliation

During payment processing, all items are captured onto the system and a series of reports are produced to enable the reconciliation of the clients work.

Once reconciliation is complete, data is transferred to the clients enquiry system to update customer accounts. Transfer links for payment data can vary dependent on client requirements - ie. FTP on a ISDN, lease line or frame relay circuit.

On a daily basis, the cheques are prepared for distribution by courier to the relevant clearing bank. The postal orders and cash are dealt with on behalf of individual clients. With the exceptions returned by courier to the respective clients.

Benefits

Our remittance processing capabilities have successfully delivered the following benefits for an extensive client base:

- Fully automated payment processing
- Improved service levels
- Multi-currency processing capability
- Scalable system to grow as client volumes increase
- Comprehensive management reporting functionality
- Availability of 3 remittance processing sites allows for disaster recovery options
- Payment enquiry databases for easy customer query resolution

Customer Contact Management

Remittance processing services are integrated into Experian's Customer Contact Management solutions, which comprise of customer contact centres, data management for application processing, data capture, document imaging i.e. scanning, storage and retrieval, remittance processing and print and communications services including billing services, letter and statement printing and mailing.

For further information about remittance processing, Customer Contact Management and its range of outsourcing solutions, please contact us on **0161 277 4867**, by e-mail at ccmsales@uk.experian.com or visit www.uk.experian.com

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