

# ELECTRONIC RECEIVABLE PAYMENT SERVICES OVERVIEW

As global competition increases, your clients demand a broader range of products and services and a variety of convenient payment options. But offering such services requires an investment of time and resources that many companies cannot afford. BNY Mellon Electronic Receivable Payment Services are designed to not only to address these dynamic changes in consumer payment preferences and reduce costs, but also to help accelerate processing times while enhancing data security.

Our services are designed to utilize proven, reliable and secure technologies to process electronic check (ACH), credit and debit card transactions (signature and PINless) in an end-to-end, electronic solution. We offer you the ability to:

- receive and capture customer payment information;
- automatically process payments with your financial institutions;
- combine payment data from multiple channels in a single posting interface; and
- effectively manage your receivables with comprehensive reporting and audit controls.

## Receivables Payment Portal

Our Receivables Payment Portal is a client-facing product offered as a hosted Web site for payment processing of electronic checks (ACH), credit and debit cards. This service provides the basic functionality of handling one time or scheduled payments, bill presentment, enrollment and recurring transactions.

## Electronic Bill Presentment and Payment (EBPP) Solution

Our EBPP service enables you to provide your customers with electronic presentment of bills and invoices that can then be paid securely over the Internet via ACH or credit/debit card, and can update your Accounts Receivable billing system in real time, batch or via lockbox. You retain complete control of bill payment presentation and branding online, while we deliver the bill via e-mail or SMS Text and manage the secure payment process. Using our EBPP infrastructure, you can collect funds faster, reduce exceptions and returns, and enjoy more efficient payment posting while reducing operating costs.

## Integrated Voice Response (IVR) Solution

Our “self-service” IVR payment processing solution is available to accept electronic check (E-check/ACH), credit and debit card transactions from your clients via the telephone. The IVR solution leverages our voice recognition and recording technology, Web service and customer import capabilities with industry-leading telephony hardware to provide you with consolidated payment processing and reporting. There is no equipment for you to buy, own or maintain – we host and maintain the IVR platform as well as your client profiles and balance information database on your behalf. In addition, we provide you with a toll-free telephone number that your clients can access 24 hours a day, 7 days per week.

## Call Center Solution

This solution enables employees in your call centers to process E-check, paper check, credit and debit card payments from your clients over the telephone. The service provides: configurable option settings, advanced security control (including multiple user log in and security controls), comprehensive audit trail reports and system edits; quality monitoring and escalation capabilities for trainers, supervisors and all manager levels; and accounting system integration, with real-time and batch accounts-receivable-posting files updated directly to your accounting systems or through BNY Mellon Lockbox Operations. Multiple standard reporting formats and flexible filter search functions, as well as custom reports, are also available.



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### ASP/ Web Service Solutions

We offer a Web Service integration platform that enables users to begin processing payments almost immediately. We manage all systems, databases and other requirements, eliminating the need for up-front investment in these areas. Individual users receive access according to specified security levels, and all users benefit from our redundant processing systems and high bandwidth connectivity.

### Third-party Collection Solutions

We provide your third-party collection agencies with a secure and easy-to-use payment processing solution, where the money they collect will be deposited into your company's bank account by that evening. Simply called, "Groups," this feature, when activated, allows one or more of your third-party collection agencies to assist you in your collection efforts by collecting and depositing your money in your bank account each evening. In most cases, access is given to the same database that your staff uses for your own internal collection efforts for consolidated payment processing and reporting. It is important to note that each group can only view and access their group's transactions and reports, and does not have access to any other information within the database.

### Mobile Solutions

We offer several mobile solutions that can be used in conjunction with our suite of services:

- **EBPP** – provides SMS text and e-mail invoice presentation and payment services by delivering "your bill is ready to be viewed" notifications to your customer's mobile device
- **In Person Payments** – leverages our existing call center browser technology to facilitate ACH and card payment acceptance by field personnel or other mobile workforce employees via a mobile device
- **Optimized Web** – optimizes your Web site to accept payments via a mobile device

### Why BNY Mellon?

We provide one of the most comprehensive electronic payment acceptance solutions in the industry that help clients from a variety of fields, including financial services, healthcare, insurance, mortgage, telecommunications, utilities, and Web-based retail. We currently process billions of dollars annually on behalf our clients, and provide a single comprehensive solution that offers:

- one payments database, license and administration;
- one process for deposits;
- one process for accounts receivable posting;
- one process for settlement and reconciliation; and
- consolidated reporting that reflects the entire enterprise.

### Contact Us

As part of BNY Mellon Treasury Services' comprehensive suite of consumer receivables solutions, BNY Mellon's Electronic Receivable Payment Services provide a range of flexible installation and configuration options to fit virtually any payment processing environment. Let us build a customized solution for your business and industry needs. To learn more, contact your BNY Mellon Treasury Services officer, send an e-mail to [treasury@bnymellon.com](mailto:treasury@bnymellon.com) or visit us at [www.bnymellon.com/treasuryservices](http://www.bnymellon.com/treasuryservices).

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