

## ePresentation & Payment

Optimizing the customer experience through electronic interactions

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### eDelivery

In today's society, consumers expect the convenience of 24/7 access to information. Online account management through PCs, smart phones and now tablets has become second nature as consumers control when, where, and how they choose to interact.

Recognizing that a bill or statement is often the most frequent point of contact, opportunities to enhance the customer experience may result when these interactions take place through channels that satisfy consumer preference. Moreover, customer loyalty is strengthened through the establishment, convenience and security of the online relationship.

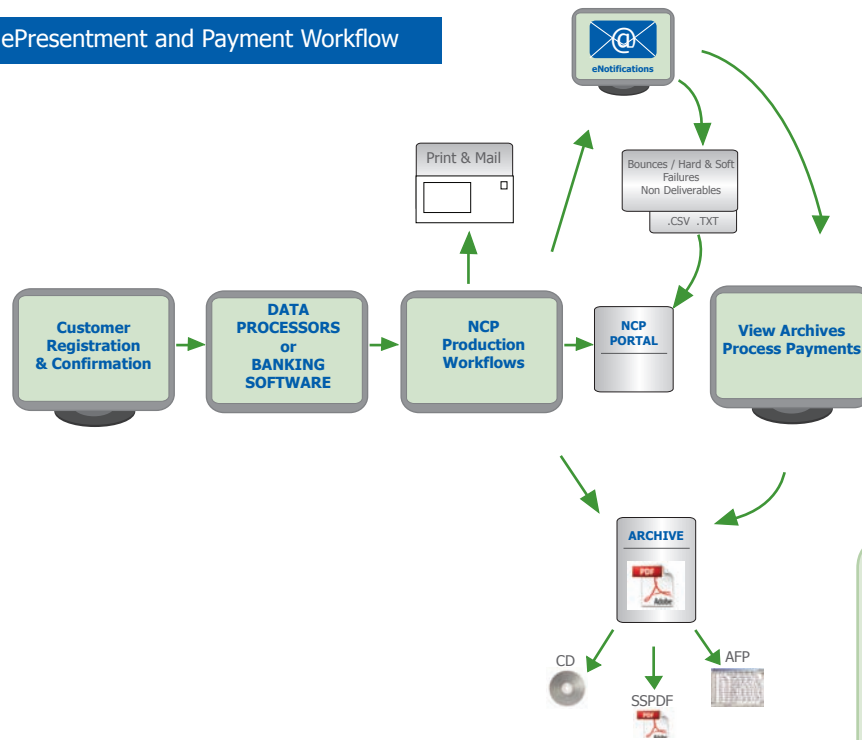
### About Our Solutions

NCP's ePresentation and Payment solutions have been developed based on the needs of consumers and with an emphasis on the requirements of the organizations generating the documents, statements, bills and invoices. Understanding that each organization may have slightly varying requirements with respect to features, functionality and integration, NCP offers a modular approach that can be tailored to meet your specific needs.

### Privacy and Security

NCP takes extensive measures to protect the privacy and security of customer data. Our annual SAS 70 Type II audit demonstrates our commitment to providing our clients with the highest level of data safeguards through isolated systems, encryption, disaster recovery and overt/covert security features.

## ePresentation and Payment Workflow



### Value-Added Service

ePresentation not only supports sustainability initiatives, but also delivers value to consumers and organizations. Consider its impact on the following:

### Customer Satisfaction

- ✓ Convenient 24/7 access
- ✓ Online account management
- ✓ Portable to any device with Internet access
- ✓ Control and schedule payments

### Cash Flow

- ✓ Speed delivery of invoices
- ✓ Real-time payment processing
- ✓ Automatic, recurring payments

### Operational Efficiencies

- ✓ Automate billing processes
- ✓ Reduce collections
- ✓ Reduce paper and postage
- ✓ Streamline call center operations

### Choose the configuration that is right for you

The flexibility of NCP's ePresentation platform makes statements or bills available for view or download through the following: direct access to NCP hosted site, client-provided portal interface to NCP hosted site, or export of efiles into client's archiving system.

Our notification, presentment and payment services can be configured in four ways to support your business needs while engaging consumers at their point of preference.

- **Notification** utilizes the email channel to inform customers that documents, statements, bills and invoices are available
- Add **HTML Presentment** to retrieve and present documents on-demand via NCP's archive services
- Complete the offer with **Payment** options whereby clients manage complete transactions via the web
- Or simply couple electronic **Notification** and **Payment** options

### About Us

For over 35 years, clients across various industries including financial services, insurance, healthcare, utilities, hospitality, telecommunications, and the public sector have relied upon our industry-leading expertise to optimize the effectiveness of their critical business communications. At NCP Solutions, accuracy, security and reliability serve as the cornerstone of service delivery; freeing clients to focus on core business needs. Let us demonstrate how our advanced solutions can adeptly address your communications challenges.

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