

# Bill Delivery

Lower your cost-to-serve with our integrated paper and e-billing solutions.

## What Makes First Data Bill Delivery Different?

- Whether paper or electronic, we offer you a fully integrated, end-to-end solution for delivery of your statements
- Unprecedented economies of scale improve efficiency and reduce cost
- E-billing fulfills regulatory and security requirements as a paper replacement and outsourced model requires minimal upfront costs
- Single cross-channel bill design process

## Drive Down the Cost of Bill Delivery by More Than 50 Percent

Many companies already reap the benefits from outsourcing their bill delivery function with over 60 percent already using external partners for paper bill generation. However, only half that many outsource their e-billing function, and fewer still have discovered the rewards of working with a single outsourcing partner for both paper and e-bill delivery.

## First Data Bill Delivery

First Data offers a multi-channel bill generation solution which enhances the effectiveness of communications with your customers, increases loyalty and reduces operating costs. State-of-the-art paper and e-billing capabilities allow you to build a highly efficient integrated process for:

- Account cycling, posting and updating
- Incorporating marketing messages, promotions and inserts

- Archiving and accessing historical bill statements
- Migrating customers from paper to paperless billing
- Consolidating communications by including additional alerts, notices and messages on the bill

## Paper Billing

First Data's paper bill generation combines advanced one-to-one communication technology with unparalleled economies of scale to improve effectiveness and reduce costs of your paper statements.

### Economies of scale

- Our economies of scale are unparalleled; we produce 1.9 billion pieces of paper mail each year
- We are one of the largest customers of the Postal Service ensuring excellent postal rates for mailing
- We have a USPS® office in our print facilities which allows for later mail cutoff times, more accurate addressing and faster processing as mail goes directly to the airport

### Flexibility

Our solution puts you in control of the process with flexible, advanced statement generation:

- State-of-the-art document composition
- Sophisticated layout capabilities
- Variable messaging
- Weight and white space management
- Full-color variable-data printing
- Dynamic charting
- Intelligent inserting and messaging
- Print checks, coupons and inserts on the fly

### **Superior quality**

First Data employs organization-wide Six Sigma quality controls to ensure accurate production and delivery:

- Mail Preparation Total Quality Management (MPTQM) certified
- In-production and post-production job monitoring

### **Improved delivery rates**

Our solution assists your collection efforts to ensure your correspondence reaches the intended audience:

- Return correspondence services
- Locate debtors with NCOA<sup>Link™</sup>/ZIP + 4<sup>®</sup> processing

### **Integrated archiving**

Our archival services allow you to save storage space:

- Mass storage capabilities
- Full text retrieval search capabilities
- Integrated paper and e-bill archives for simple retrieval

## **e-Billing**

First Data's fully integrated electronic bill presentment provides end-to-end electronic messaging and delivery of your statements.

### **Regulatory compliance**

- Secure e-bill delivery fulfills all regulatory requirements for paper bill replacement
- Our marketing support can assist migration of your customers to paperless billing

### **Improved customer interactions**

- Reach your customers depending on their preference with secure e-mail delivery, via an HTML page on your website or downloaded as a formatted PDF
- Easily capture customers' consent for paper bill suppression

- Customers can access archived bills up to a year old
- If an e-bill is undeliverable, a paper replacement is automatically generated
- E-bill is formatted identically to paper bill so that it is easier to follow
- CSRs view customer bills in original presentation and format-assisting customer inquiry

### **e-bill security**

With secure delivery, our solution protects the safety of your customers' information:

- All information is protected by SSL encryption
- All data sits inside First Data's firewall and is encrypted
- Digital signatures ensure mail correspondence is tamper-proof
- Captures document delivery status and proof-of-delivery

**Take advantage of First Data's integrated statement-to-cash outsourcing solutions to simplify your company's transition from paper to electronic payment processing.**

## **A Global Leader in Electronic Commerce**

First Data powers the global economy by making it easy, fast and secure for people and businesses around the world to buy goods and services using virtually any form of payment. Serving millions of merchant locations and thousands of card issuers, we have the expertise and insight to help you accelerate your business. Put our intelligence to work for you.

**For more information, contact your First Data Sales Representative or visit [firstdata.com](http://firstdata.com).**