



Advance Your Reputation and Accelerate Your Cash Flow

Cash flow is the lifeblood of a company's financial bottom line. The only way to make sure yours is healthy is with billing and payment processes that are secure, fast, cost-effective and relevant to your customers' needs. Are you looking for ways to send your bills faster, get paid faster and connect with your customers in ways that inspire confidence and loyalty? With Standard Register's **Integrated Statement and Billing Solutions**, you'll have everything you need — from bill creation to bill payment — in order to improve your payment process and cash flow.

Whether you're looking for print, electronic delivery or online presentment and payment, we offer the most comprehensive solutions for creating, compiling, distributing and accepting payments for statements, bills, invoices, checks and related letters. Our consultants — experts in statement and billing, with a clear understanding of the issues you face — will work with you to help you identify the best solution for your business, combining our industry-leading technology, professional services and extensive supply chain to help you:



- Provide **targeted, effective messaging** to customers
- Ensure **accuracy and quality** in billing presentment
- Streamline operations and simplify collections coupled with lower overall print/mail costs
- **Increase your billing speed and cash flow** — and how quickly you get paid — through online bill presentment and payment capabilities
- Ensure the **security** of hosting and storing billing information

Dynamic and Personal Customer Messages

Our composition and design services produce dynamic, personalized, visually impactful documents that can be presented via print, the Web, email and more. You can turn ordinary monthly bills and statements into highly interactive and efficient customer service, communication and retention tools ... tools that not only simplify your customer's life, but give you a mechanism for targeted marketing and messaging and online customer self-care.

With Standard Register's Integrated Statement and Billing Solutions, you can blend targeted messaging — including personalized account data — with the ability to customize message length and define who receives which specific messaging on their billing statements. By incorporating personalized content and targeting common billing questions, you'll not only reduce the volume and duration of customer service calls, but the associated costs as well.

Accuracy and Quality

Errors on billing statements or inaccurate inserts can drastically impact your bottom line. As data is the main driver of any efficient workflow process, we take our extensive technology experience with a variety of formats and systems to determine the best data integration methods and secure practices, building a system that feeds accurate information into and out of the pipeline.



As the demand for data-driven documents grows, Standard Register can help you maintain the confidentiality of your data and the accuracy of your mailings. To ensure package integrity, Standard Register's Automated Document Factory verifies that each inserted mail piece corresponds to the print file you supply, and also employs 2D bar coding and optical scanners that literally read data from every page within a package to ensure quality, integrity and security before entering the mail (print or electronic) stream.



Efficient Print and Mail Capabilities

With Standard Register, you don't need dedicated resources or expensive equipment to fulfill your billing print and mail needs. Within our nationwide supply chain we offer best-in-class 24/5 SAS 70* compliant print and mail centers. We effectively manage and deliver your billing documents using our expertise in data processing, distribution, print and mailing services. Duplex printing capabilities save you paper and reduce postage costs. And as mailing costs skyrocket, our USPS experts help identify postage savings and decrease UAA and return mail. The result? Shortened mail delivery and processing times with reduced associated expenses.

E-Delivery and E-Payment Services

Technology innovations are transforming the way you communicate with your customers. Delivering your bill, invoice or statement to your customer electronically is the first step. The next is to eliminate the annoyances of check writing, mailing and finding stamps by allowing your customers to pay that bill online. More companies are moving to electronic bill/invoice payment and presentment (EBPP/ EIPP) in order to:



- *Meet customers' growing preference for electronic presentment and payment processing*
- *Broaden marketing capabilities and enhance customer service quality*
- *Reduce costs — with electronic services, print and postage expenses are eliminated and storage and distribution fees are drastically reduced*
- *Significantly reduce Days Sales Outstanding and accelerate cash flow*
- *Maintain a commitment to environmental responsibility and company-wide green initiatives*

Standard Register's suite of services spans the spectrum of capabilities from simple PDF push-back to full electronic presentment with online bill payment and reconciliation reporting. Our technology, resources and secure environment support:

- *Document conversion from print to PDF*
- *Online document presentment*
- *Email, fax, SMS and other electronic delivery*
- *Electronic payment*
- *Comprehensive document indexing, archival and retrieval — including automated CD-ROM/DVD production and archiving services*

Whether you're just beginning to connect electronically with customers or are reinventing your business in the digital age, Standard Register provides the practical experience and technological know-how to help you cross the threshold to interactive communications — smoothly, economically and confidently.

Physical and Digital Security

Regardless of the level of Integrated Statement and Billing Solutions implemented, you need assurance that your customer information is safe. Standard Register employs layered security protections and protocols you expect from a trusted partner handling and storing your confidential data, while ensuring your information is available, reliable and fundamentally secure every hour of every day.

We don't just take pride in our security messages ... we back it up by following the Statement on Auditing Standards (SAS) 70 Type II*, the industry-standard audit that demonstrates we follow effective internal controls, the highest security standards and the tightest quality procedures to process sensitive, customer data. In addition, we:



- *Equip facilities with inventory access controls, restricted production areas and 24/7 surveillance of the entire facility*
- *Assess organizational risk related to current bill and payment processing choices*
- *Pay close attention to handling of credit card, ACH and PINless debit payments*
- *Recognize that business continuity is critical to every organization in order to reduce risk, so our nationwide network of production facilities supports your needs with total redundancy and backup throughout the system and a documented business continuity plan*

At Standard Register, being a one-stop solution for your integrated statement and billing needs doesn't mean one-size-fits-all. As your partner, we'll work to understand your current operations and future needs, and tailor our integrated solutions to empower you with the tools you need to improve your overall payment process and cash flow, and ultimately, your bottom line.

Contact Standard Register today to get started.

**Transitioning to SSAE 16 in June 2011*

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