Lockbox Processing Services
Outsourced Lockbox Processing Services Help You Build Revenue and Strengthen Relationships With Business Customers

Generate new revenue by offering lockbox processing services without a capital investment. The RemitStream® suite of solutions from Fiserv offers capabilities for collecting and processing payments received by all types of businesses – quickly, accurately and securely.

Lockbox processing offers another opportunity for your organization to gain fee-based revenue and attract new business customers. Businesses that receive frequent payments and documents by mail use these services to reduce expenses and ensure timely updates to accounting systems.

Partner with Fiserv, and you can take advantage of the most sophisticated lockbox technology and processing capabilities on the market – all without capital investment. Choose from a full range of outsourced solutions designed to serve the needs of nearly any type of business, including financial institutions, corporations, professional practices, government offices, healthcare organizations, property management firms, utility companies and schools.

Comprehensive Lockbox Capabilities

Through our RemitStream suite of solutions, Fiserv offers options for wholesale, retail and wholetail lockbox processing, as well as specialized lockbox solutions for the property management and healthcare markets.

What Is a Lockbox?

Lockbox processing services offer businesses the option to outsource the collection and processing of payments. Incoming checks and documents are mailed directly to a lockbox, where third-party staff members use image-based technology to speed data capture, reduce errors and eliminate paper. Payments are processed and posted to accounts more quickly and efficiently, saving considerable time and labor.

There are four basic types of lockboxes:

- Wholesale lockbox – typically processes high-dollar, low-volume payments
- Retail lockbox – used for low-dollar, high-volume payments often accompanied by machine-readable coupons
- Wholetail lockbox – receives both wholesale and retail types of payments
- Image lockbox – wholesale lockbox where the customer receives images of checks and documents
Remote deposit capture capabilities can help expand the market reach of your lockbox services. And an accounts receivable matching service simplifies the time-consuming cash application processes for insurance companies and other businesses.

Robust online capabilities provide your customers with time-saving convenience and all the benefits of a paperless work environment. With the RemitStream Receivables Online image viewing and reporting application, your customers have online access to checks and documents the same day they are received.

Any exception items are handled quickly and efficiently with our online exception management solution. Customers can review potentially unbankable items and submit same-day decisions online. These and other online lockbox capabilities are available through a single sign-on to Remittance Manager, a Web portal customers can access directly from your website.

**Technology and Quality**

Technology costs are often a barrier for financial institutions considering in-house lockbox processing. By outsourcing your lockbox operation to Fiserv, you gain access to our state-of-the-art imaging technology at a minimal cost. We also maintain a nationwide network of lockbox processing sites, which speeds the collection of remittance items. Most important, Fiserv consistently delivers high quality and nearly 100 percent accuracy on major production measures.

** Strengthen Your Brand **

The RemitStream suite of solutions can be customized with your colors and logos. These flexible customization options ensure that your brand is prominent on all statements, documents and remittance solutions accessed by your customers.

** True Partnership **

Organizations that choose Fiserv for their lockbox processing have all the benefits of working with a highly engaged and experienced team. Our knowledgeable professionals take an active role in helping clients increase fee-based revenue, strengthen customer relationships and attract new customers.

** Connect With Us **

For more information about lockbox processing services from Fiserv, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.

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