



Improve Your Communication to Debtors for Faster Collections

The Accounts Receivable Management/Credit & Collections industry strives to collect more debt, more efficiently, at the lowest cost. For more than 25 years, PSC Info Group has coupled its industry expertise with state-of-the-art technology to provide value-added print, mail and electronic services to our ARM clientele. As a member of ACA, Debt Buyers and NARCA, our company has been named a Top 100 Collection Technology Products winner for the past several years by *Collection Advisor*.

Whether your organization is a traditional collection agency working on a contingency basis or servicing accounts from a purchased "debt portfolio" or managing accounts receivable for a hospital or credit department, we can provide you with effective, customized solutions for collection letters, statements and document management as well as other tasks that enhance communication for faster collections.

Our full suite of services for the Accounts Receivable Management/Collections industry includes:

DATAExpress™

When it comes to accounts receivable, time is money. PSC Info Group understands the time-sensitive nature of debt collection. With *DATAExpress*, our superior technology enables us to work with your data in any format. Our flagship *Express* solution offers the efficiency of the latest high-speed printing and mail management technology, including presorting and bar-coding to increase postage savings. And with processing centers in Oaks, Pennsylvania and Reno, Nevada, letters and statements are processed and mailed within 24 hours of receipt of data. Our customized letters include OCR coding and posting to account applications and offer the flexibility of optional logos or graphics.

DATAExpress™ VIEW

DATAExpress VIEW is PSC's secure, online archival and storage solution for viewing actual letters, statements, correspondence, invoices or any documents produced by PSC online and in real time, 24/7. *DATAExpress VIEW* creates an electronic repository of your letter library as well as any data generated from your system including reports, documents and more. Search functionality can be customized, with permissions assigned on a need-to-know basis to control access. Reports of specific jobs – such as number of pieces mailed, postage reports and job history reports – can be viewed on demand.

ADDRESSExpress™

To enhance the efficiency of mailings and ensure documents reach debtors the first time, PSC Info Group uses the latest technology available for address correction and demographic verification. In addition, our expertise in the field of debt collection gives you the edge in developing and delivering the resources that can dramatically enhance your collection efforts. Our value-added solutions for address correction offer clients the power to actively manage their resources spent on address hygiene and to maximize productivity. *ADDRESSExpress* features include address correction software that is CASS™ (Coding Accuracy Support System) and DPV® (Deliver Point Validation) certified; Address Change Service (ACS); Address Element Correction (AEC) with Dual Address Cleansing (DAC); Locatable Address Conversion Service (LACS); and NCOALink® service.

IDENTITYExpress™

PSC Info Group's expertise in the field of debt collection gives us the edge in developing and delivering the skip tracing resources that can dramatically enhance your efforts. IDENTITYExpress offers a variety of powerful skip tracing services for optimal results. PSC's comprehensive collection support services are divided into two complementary modules. The first component, IDENTIFY, includes telephone number confirmation/append, demographic data enhancement, Electronic Directory Assistance (EDA), deceased notification and bankruptcy alerts. The LOCATE service provides additional critical features resulting in maximum possible "find" rates and the return of useful information including social security number search, surname-only search, address-only search and nearbys. Additional services include Planet Code Tracking Service, Mailstream Confirmation Online, Destination CONFIRM® and Origin CONFIRM®.

RETURN-MAILExpress™

PSC Info Group's return mail management service is the most robust solution for handling returned mail after the USPS has attempted delivery. RETURN-MAILExpress reduces the costs and delays associated with undeliverable mail, reduces costs associated with mailing additional notices to invalid addresses and enhances processing of returned mail. The result? Improved collections efficiency due to timelier processing of undeliverable mail and reduced cost related to labor resources spent on managing return mail internally.

As part of the RETURN-MAILExpress service, the undelivered mail is sent to a PSC-hosted, but client-specific, post office box. PSC scans the returned mail and captures your account number data using our Return Mail Scanning Service program. The file containing this data is transmitted back to you in an agreed upon format so you can use this information to update your address files on your internal computer

SAS 70 Type II Certification

PSC Info Group has achieved SAS 70 Type II certification, an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). The SAS 70 process assures our clients that the company meets the highest standards for security and has the appropriate controls and safeguards in place to effectively manage and protect its clients' data.

If you want to improve response rates, save time, and reduce costs in your Account Receivable Management/Credit and Collections business, partner with PSC Info Group.

For more information about PSC Info Group and their *Express* suite of services, contact Stephanie Kaster at 866-693-7660 or skaster@pscinfogroup.com.