

PayData is Flexibility at it's best

REMITTANCE, LOCKBOX AND DOCUMENT PROCESSING

PAYDATA allows **Banks, Insurance, Government, Utilities, Churches, Non-Profits** and **Medical** companies as well as many other business sectors to process with unprecedented ease and efficiency.

Lower your Management, Operations and IT costs and know the complete history of all processed transactions.

Key Benefits:

- **Try It For Yourself** — You can run a no risk *PayData* pilot
- **Fully Audited** — Audit & Timeline of all transactions for operational and audit purposes
- **Efficient** — Eliminate manual pulls and other workarounds
- **Smart Investment** — Immediate Return on Investment with 'Software as a Service'.
- **Connected** — Interface with your Accounts Receivable system to provide immediate access to payment information
- **On Your Screens, Not on your Desk** — Use built in imaged-based Workflow system to process Exceptions
- **Easy to Adopt** — Easy to install, train on, & even easier to use
- **Builds Value** — *PayData* features are never out of date
- **Streamline Operation** — With Paid-as Billed transactions about 94% do not require operator attention
- **Simplify Exceptions** — Process specialized transactions within the system without the need of paper or other work-arounds
- **Use Existing Forms** — No changes in forms are required (i.e., OCR lines). Therefore, no need for Core Provider changes
- **We will hear you**— and act in your be-half.

CHECK 21	LOCKBOX	EOB AND PATIENT PAYMENTS
DEPOSITS	RDC	HOA
FORMS	REMITTANCE & DOCUMENT PROCESSING	BILLS
TAXES	RETURNS	DONATIONS
TUITION	POSITIVE PAY	DOCUMENT PROCESSING

RenovoPay advantages, Business Sectors and Key Benefits

The Processabilities are Endless!



Small Business



Insurance



Banks



Charity

*Industries
Served*



Utilities



Government



Medical



Large Business

PAYDATA SOLUTION SERVICES

PayData is the most automated system for processing Wholesale, WholeTail, & Retail payments for all types of corporate, governmental, and financial institutions. It requires very little manual input and no operator or system work-arounds.

RenovoPay hosts ***PayData*** for customers. Customer scans transactions and performs any other Operator functions they choose. Customer has complete site monitoring. RenovoPay performs all IT, Site Management Operations, and any functions (i.e., Amount Entry) not chosen to be processed by the customer. Workflow decisions are presented in real-time for resolution by the Customer.

RenovoPay hosts the entire ***PayData*** solution for the purpose of disaster recovery. In the event an RenovoPay customer is unable to operate at their site, they switch over to continue processing.

RenovoPay hosts the entire ***PayData*** solution for the customer. RenovoPay scans and performs any or all Operator functions not chosen by the customer. They perform all IT and Site Management Operations. The customer has complete site monitoring capability. ***PayData*** presents any workflow decisions in real-time to the Customer for resolution.

You capture remotely, ***PayData*** process (using your business rules in **RDC**), and you submits your balanced work for deposit for your bank in one step.

Use ***PayData*** to eliminate all those paper storage boxes. Search and find information with full text search and delegate any follow up with ***PayData*** 's Exception Management workflow System.

PayData provides exceptional EOB and Patient Payment processing.

PayData's Comprehensive Collection of Services

MAXIMIZED ACCEPT RATES AND CONFIGURABLE EXCEPTION MANAGEMENT SYSTEM

PAYDATA AUTOMATICALLY PROCESSES YOUR CLEAN AND PROVIDE AND EASY WAY TO PROCESS YOUR SPECIALIZED WORK

RenovoPay's solution gets the highest read rates and includes an advanced Exception Management system to process specialized transactions; all with complete detailed audit information without having to shuffle paper around offices

Charlotte									
Batch Id	Run Id	CAR Kill Rate	Trans. Count	Statement Count	Payment Count	Statement Amount	Payment Amount		
00116	196	97.3%	37	37	37	\$ 5,081.48	\$ 5,081.48		
00115	193	100%	1	5	1	\$ 20,666.50	\$ 20,666.50		
00114	182	96%	25	0	25	\$ 0.00	\$ 7,279.21		
00113	189	100%	3	3	3	\$ 504.65	\$ 504.65		

PAYDATA 'S EXCEPTION MANAGEMENT (EM) MANAGES SPECIALIZED TRANSACTIONS

Special Transactions can be assigned to EM by an Operator or by **PayData**'s hot file system. If the initial Operator assigned can reconcile the transaction, enter an electronic note and clear the transaction. Otherwise, the clerk can enter an electronic note and assign it another category which specializes in the transaction. The process continues until the transaction is either reconciled, suspended or deleted. All activity of all Operator operations are recorded into **PayData**'s audit TimeLine. The EM system entries are definable by any Operator you authorize.

CATEGORIES ARE CONFIGURED ACCORDING TO SPECIFIC NEEDS:

- E.g., Type A—Special Balancing criterion known by two people.
- Lookups – Look up account numbers from previously processed transactions.
- Payers who historically or habitually write bad checks are identified by a Hot File.
- Late payments which require clerical review (may have been mailed before the cutoff date where calendar is very close to the cutoff date).
- Correspondence – Hand Writing on the bill.

SAMPLE EM CODES ARE SIMPLE TO MANAGE

Custom Codes (3 items)				
<input checked="" type="checkbox"/>	Account Not Found	2024	✗	
<input checked="" type="checkbox"/>	Payment Across Accounts	2051	✗	

Get High Accept Rates and Simplify Exception Processing

PROCESSING WITHOUT FORM CHANGES

COUPONS AND ASSOCIATED BILLING FORM ARE PROCESSED INTERMIXED

Statements sent are 8.5 by 11 inches. The bottom portion of the statement is designed to be torn off and returned with a payment (checks, money orders and/or cash) for processing. The top portion is designed to be kept for records. Sometimes the entire document or the upper part of the bill is returned with the payment. Also payment or payments are returned without any part of the bill.

The diagram below shows the different ways bills can be processed with a check. **PayData** does not require scanlines on bills to process them. The dispersed billing fields on the top portion or the tear off portion can be used by **PayData** in place of a scanline. Singles and Multiples are also processed together:

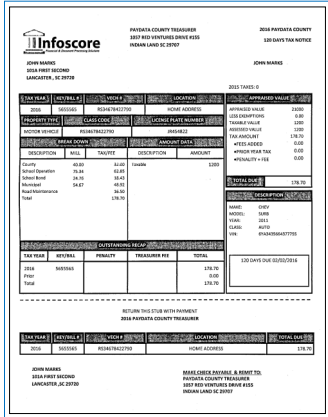
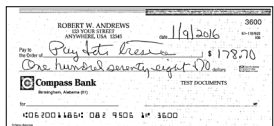
PAYDATA PROCESSES INTERMIXED TRANSACTIONS ON PAGE SCANNER WITHOUT HAVING TO SORT THEM. ALSO NOTICE THAT SCANLINES ARE NOT REQUIRED.

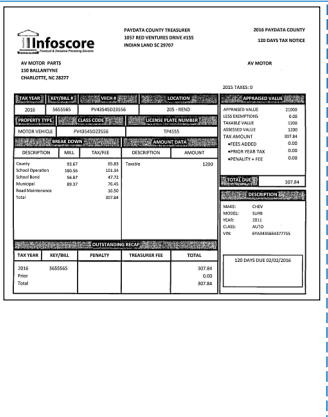
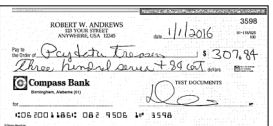
TRANSACTION 1

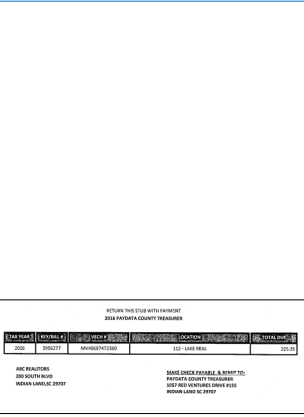
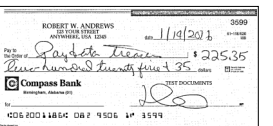
TRANSACTION 2

TRANSACTION 3

FULL, TOP, OR BOTTOM OF INVOICES

SELECTING A SCANNER

The payment only transactions can be scanned on the page scanner or a shoebox type scanner. The operator then uses the “action” tool in **PayData**’s workflow system to find the account numbers based **PayData** stored history. Whether the user uses the action tool or looks up the account number by another means **PayData** will make this account number available on subsequent transactions from the customer. An electronic sticky note is generated and made available for audit/research purposes.

MAINTAINING AR UPLOAD COMPATIBILITY

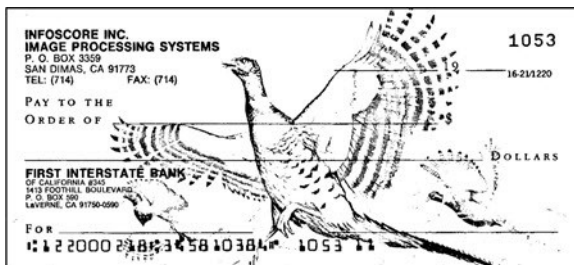
In all the scenarios above, **PayData** will make the host update file information look like they were all processed with the bottom portion, thereby allowing the update of the mainframe of diverse transactions types in the same simple format.

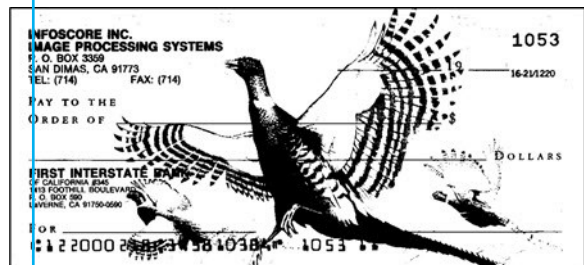
Simplicity in Processing Intermixed Forms and Coupons

High quality images and quality monitoring are provided for all scanners – Burroughs, Canon CR & DR, CTS, Digital Check, IBML, NCR, OPEX, Panini, TWAIN (Page Scanners) & PayData’s test/demo/ training scanner.

With PayData, no out-sorting or work-arounds are required. When scanning with OPEX Eagle scanners no Accept-logic is used, thereby improving recognition rates and scanner performance.

RenovoPay provides high quality images of busy/dark and lightly printed documents as well as fully readable gel-pen written documents.





RenovoPay’s Excellent Image Quality

MONITOR ALL OPERATOR & SYSTEM FUNCTIONS



MONITOR *PayData* ON ALL THESE DEVICES

AREAS OF MONITORING

- Monitor all System, Operator functions as well effectiveness of equipment
- Monitor System Wellness with complete Dashboard
- Monitoring of all system functions including IT related functions for all capture sites and data center functions.
- CAR/LAR/OCR/CHADD rates, total and per scanner
- Disk space available within the infrastructure
- Status of transactions and batches
- What users are logged-in and where
- Summary of item progress through workflow (e.g. captured and batched in current day, current exceptions, waiting to be keyed, suspended, etc.)
- CAR/LAR Rates, OCR from Image Rates, Accept Rates,
- Change of Address (CHADD) Effectiveness, Workflow Items, Bad Scanner Images, Bad Scanner Files, and more...

Complete Real-time Monitoring of Operator and System Functions

PAYDATA SATISFIES ALL AUDIT REQUIREMENTS

TRANSACTION TIMELINE AND AUDIT INFORMATION

- Provides a timeline of all the system and operator steps from Capture to Archive including complete audit info for all transaction.
- Transaction Timeline for a fully automated transaction
- The Payment (Check) Recognition \$ equal Statement (Coupon)
- Customer wrote a dollar amount in a box on the Statement
- No other written information (Change of Address or other Note was on the Statement), otherwise the transaction would have gone to an operator for review.

TRANSACTION TIMELINE WITH OPERATOR INTERACTION AUDIT INFORMATION

- Operator Keyed a Payment Amount of \$23.54 which equaled the Car/Lar Recognition amount.
- No other written information (Change of Address or other Note) was on the Statement, otherwise the transaction would have gone to an operator for review.

WORKFLOW SYSTEM OPERATIONS AUDIT INFORMATION

- Electronic Sticky Notes among WF Operators
- Delegation from and to all clerks/operators
- Some Electronic Sticky Notes are created automatically by the system (WF transaction was skipped)
- Transactions that rolled back to a previous processing step

PAYDATA IS EASY TO OPERATE WITH MINIMAL TRAINING

ENGINEERED TO BE SIMPLE TO OPERATE

The following attributes contribute to a Simple and Aesthetic Solution

- **INTUITIVE USER INTERFACE FOR ALL FUNCTIONS**

- Consistent themes
- Consistent ICONS
- Consistent Colors
- Consistent Operator Controls

Each screen is scalable to the Operator's preference, allowing for larger images of items for viewing, or allowing for a scalable data entry area per operator.

- **EASY TO TRAIN**

Three 2-hour training sessions are provided with every installation. In most cases the operator is ready within the first two-hour session.

How PayData Satisfies all Audit Requirement

Easy to Train and Operate

The Processabilities are Endless!

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LOW STARTUP AND OPERATING COST

MATCH CREDENTIALS TO OPERATOR SACCEPTSET

PayData addresses the needs of multiple locations with a varied operator Accepts set at each location. These sites may consist of one central site and multiple satellites. These sites can perform as little (e.g. the site just creates tape totals for each one of the batches of transactions that they receive) or as much (the site scans, enters amounts and balances the batches) or anything in-between (the site scans but does enter amounts or balances). **PayData** provides a Transaction Viewer (TV) which can be configured to review transactions performed at the satellite before they are batched.

PayData can also be shared among departments (e.g. Cities and Counties). In a sharing configuration, one department will not see work of other departments.

INVESTMENT AND RETURN ON INVESTMENT

RenovoPay provides its offerings as Hosted Software (as a Service), as a License plus maintenance, or as a hybrid. Pricing is based on items (where a transaction with one bill and one payment is two items). RenovoPay can spread startup fees over a 6-month period.

STARTUP CONFIGURATION

Below is a description of the startup configurations for business requirements :

- Accept Logic – **PayData** can be configured for amount due from the payer based upon a calendar date. One amount may be due before a cutoff date (e.g. tax date) and a penalty amount after a certain date. The penalty (delinquent) amount may also be a percentage of an amount on the bill. Each department can have its own unique Accept logic. The rules above are general; rules are implemented according to specified requirements.
- Configuration – Configuring the requirements of the Departments and its different bills.
- AR Posting – Update file for the core system (mainframe or other system) containing an account number and amount to be accredited to the account.
- Hot File – List of Customers that need attention if on a list, or not on a list.

EQUIPMENT:

All you need is a Scanner, Computer and Monitor

- Scanners
 - Existing scanner equipment
 - Check-Sized scanners range from \$900 (50 items per minute) to \$3,200 (200 items per minute).
 - Page Scanners range from \$900 to \$4,000.
 - All OPEX Openers/Scanners
- Computer
 - Windows 7 through 11
- Other Equipment
 - Monitors should be 1080P 27” screens

Low Startup and Operational Cost

PROCEDURE TO INSURE EXPECTED RESULTS

RENOVOPAY, NEW CUSTOMER, AND CURRENT CUSTOMER PROCEDURES

RenovoPay uses the following procedures to insure a successful implementation of new customers and current customer updates and work orders (training and Installation will have already been accomplished for current customers). Current customers can test at their location or RenovoPay's test site location.

- **CUSTOMER AND RENOVOPAY**

1. Sign Mutual Non-Disclosure Agreement

- **CUSTOMER GATHERED INFORMATION**

2. Provide test documents
3. Provide complete business rules in writing (see page 8).

- **RENOVOPAY REQUIREMENTS:**

4. Gather Customer's Information (above).
5. Configure *PayData* according to the Business Requirements and other Customer Information.
6. Training – Provide 1-hour training for testing
7. Install capture software at customer location.
8. Make System available online for testing.

- **CUSTOMER & RENOVOPAY TESTING:**

9. Perform online test.
10. Repeat any steps above with any necessary business requirement changes.

- **CUSTOMER REQUIREMENT:**

11. Test the system in preparation for signoff.
12. If unable to signoff, Repeat any steps above with any necessary business requirement changes.
13. Sign Agreement

- **RENOVOPAY REQUIREMENT (AN AGREEMENT IS IN PLACE):**

14. Support—RenovoPay keeps PayData operationally ready.
15. Training – RenovoPay provides three 2-hour online training sessions. One 2-hour session is normally more than sufficient. 'Train the trainer' is recommended for providers when several operator are to be trained
16. RenovoPay continues to improve *PayData* and upgrade customers accordingly. All RenovoPay customers in all industries, get all features.
17. PayData provides electronic storage of images and payment data and is maintained for 7 years or more.
18. DisasteriPro—RenovoPay hosts the entire *PayData* solution for the purpose of disaster recovery. In the event the main processing system is unavailable the operation of PayData can be over to **LockboxHostiPro** to continue processing.

Testing and Implementation Steps to Guarantee Success

ADVANTAGE OF PAYDATA IN PLACE OF BANK RDC DEPOSITS

WHAT IS THE DILEMMA?

Using a Bank RDC Deposit requires duplication of work which in turn requires more time and operators. Duplication can be eliminated using RenovoPay's PayData **RDCiPro** one step solution..

THE BANK RDC DEPOSIT PROCESS

Using the Bank RDC Deposit process requires a customer to use a two part method. This method is redundant. An operator must enter transactions into the Accounts Receivable (A/R) system AND the Bank RDC system. The totals for A/R and the Bank RDC totals must match. If the totals don't match a very time consuming process is involved.

The above scenario causes the following:

- ***RDC Stoppage*** - No further scanning can take place until the time consuming balancing process is complete.
- ***Incorrect Deposit Amount*** - A non-balanced deposit may inadvertently be submitted. Requiring contact with the bank to correct the deposit amount.

HERE IS THE SOLUTION

RenovoPay's PayData **RDCiPro** eliminates duplicate entry by updating the A/R accounts and preparing the deposit to the bank in one step.

The benefits of PayData's on step process are:

- ***Continuous Scanning*** - Scanning is unimpeded by balancing.
- ***Deposit Amount*** - Balancing is automatic for payments with invoices/coupons. Payment only balancing can take place anytime after scanning.
- ***Additional Bonus*** - PayData provides a full audit information (TimeLine) of all transactions.

Bank RDC Deposits Disadvantages

THE *PAYDATA* PRESCRIPTION FOR SUFFERING SITES

RenovoPay's *PayData* Solution Improves all aspects of a large Lockbox operation

CHALLENGE GIVEN

RenovoPay was contracted by a large financial institution with a task to improve the efficiency of their lockbox operation. Two site operations process 2.6 million items on peak days. Specifically, to improve Accept rates, improve the efficiency of personnel and equipment without adding any additional hardware.

The result is the foundation of today's version of *PayData*. Since this successful implementation of our solution, we have rolled it out to the industry and continue to add additional features and improvements in accordance with our strict development charter and customer-driven requirements as described on page 13 in this document.

THIS SITE WAS AND MORE SITES CONTINUE TO SUFFER FROM DISORGANIZATION

- Failed Audits
- Expensive updates
- High maintenance fees
- Poor image quality
- Re-Scanning Images on another scanner due to poor image quality on the primary scanner
- Low CAR/LAR / MICR read rates
- Low Accept rates due to low read rates
- Manually pulling items due to poor image quality and the need to process special transactions
- Manual exception processing
- Manual paper handing/shuffling
- Lost documents
- Different software versions among sites
- Post Office sorting errors Low Car/Lar rates
- The costly and mundane task of pulling and average 7,000 exception items per day due to poor image quality and manually processing exception items
- Missing Service Level Agreement criteria
- Excessive latency between scanning & deposit completion
- Excessive need of onsite and off-shore personnel
- Excessive physical space to process transactions.
- Obsolete internal infrastructure & expensive equipment for off-shore keying
- Multiple obsolete Databases and Programs
- Dedicated scanners to detect duplicates
- Incomplete and inefficient equipment, operation and personnel activity monitoring
- Little or no audit information of equipment, personnel, and transaction information.
- Inaccurate Change of Address detection

THIS SITE RECOVERED WITH OUR PRESCRIPTION

Our solution resolved all the issues above, reduced the staff, cut operating cost, eliminated equipment, eliminated obsolete databases, eliminated the need to install software on workstations and improved every aspect of the entire operation.

Now with RenovoPay's solution, the client operates an efficient and low stress operation with 10 OPEX Eagles and 84 OPEX 36/7200s over two sites.

PayData cleans up and organizes all Sites

PROVEN SCALABILITY AND RELATED INFORMATION

STRICT DEVELOPMENT PRACTICES AND PROPER INFRASTRUCTURE INSURES SCALABILITY

RenovoPay employs the best development practices (e.g. Multi-Threading, Profiling, Efficient SQL tables and indexes and other methods) to make sure that *PayData* is operating efficiently.

THERE IS NO VOLUME TOO LARGE OR TOO SMALL.

Our largest customer processes over 1.2 million items on peak days. Our smallest customer processes about 75 items per week.

WITH *PayData* YOU CAN MATCH FEATURES TO THE AVAILABLE OPERATOR SACCEPTSET

You can configure features according to the level of an individual operator's experience.

UNSURPASSED SECURITY

In addition to https operation, RenovoPay provides a unique layer of encryption for total security throughout the system.

RENOVOPAY'S PROPRIETARY SOFTWARE

- All software is developed and maintained by RenovoPay
- The only software licensed from a third-party is recognition software (e.g., CAR/LAR)

STRICT DEVELOPMENT METHODOLOGY PROTECTS YOUR INVESTMENT !

- Standardized non-custom software design incorporates functionality for 14 vertical markets
- All software except for third-party recognition software is developed and maintained by RenovoPay
- Designed for extensibility
- Built on Microsoft .NET Framework
- Solution is a combination of Windows services and browser-based applications
- All user interfaces are browser-based
- SQL back-end database (2012 or later)
- Windows Server (2012 or later)
- Flexible development practices for quick response to customer needs (e.g., a regulation change).
- Automated publishing with strict version controls.
- Automated installation and updates

Exceptional Scalability, Security and Employed Technology

***PAYDATA* IS FLEXIBILITY AT IT'S BEST**

DEVELOPMENT METHODOLOGY PROTECTS YOUR INVESTMENT

Category	RenovoPay's Solution	Customized Products
Features	All customers get all features. Multiple departments can operate independently on the same system.	Only those specifically migrated
Update Frequency	At least yearly	Hourly Cost – Expensive & Risky
Update Risk	Low to none	High (chance of loss)
Update Method	Automated	Individual source change and update (where is the source?)
Regulation Change	Automated Update	Individual source change for the update (where is the source?)
Feature Addition	Automated Update	Individual source update for the feature (where is the source?)
Product Advancement	Customer Driven Across Markets	Individual source change to add each advancement (where is the source?)
Stress	Low to none	High
Value	Increases	Loses Total Value (Expensive Replacement)
Next Generation	Automated Conversion	Start from beginning

RenovoPay's Strict Development Methodology Enables Progress

Document Summary

This document provides Evaluation, Guarantee, installation and other important information to Operations, Finance, 3rd Party Core Systems and Information Technology.

*This document also describes how **PayData** Lowers your Management, Operations and IT costs, increases operational efficiency is guaranteed with its features and RenovoPay procedures.*

Product Advantages, Market and Services

- *RenovoPay advantages, Business Sectors and Key Benefits*
- *PayData's Comprehensive Collection of Services*

Operations

- *Get High RenovoPay Rates and Simplify Processing Exceptions*
- *Simplicity in Processing Intermixed Forms and Coupons*
- *RenovoPay's Excellent Image Quality*
- *Complete Real-time Monitoring of Operator and System Functions*
- *PayData Satisfies all Audit Requirements*
- *Easy to Train and Operate*
- *Low Startup and Operational Cost*
- *Testing and Implementation Steps to Guarantee Success*
- *Advantages of PayData in place of Bank RDC Deposits*
- *Case Study of How PayData cleaned up a Messy Site*

IT Related Information

- *Exceptional Scalability, Security and Employed Technology*
- *RenovoPay's Strict Development Methodology*