



# GET PAID. FASTER.

Turning your data into the personalized communication that keeps you connected to your customers and gets you Paid. Faster.

### billOnline:

*Dramatically increase efficiency within your organization, while you get paid faster.*

Empower your customers to take charge of their financial responsibilities. Provide them with a secure bill presentment, web-based platform and take payment immediately. Communicate seamlessly what your customers owe and stay engaged with them in the payment process.

### Empower your customers by allowing them to:

- › Enroll in paperless billing
- › Receive eMail or SMS Text notifications when a new bill is ready to view and pay online
- › Link multiple accounts with a single web log in
- › Store payment profiles for credit, debit and ACH payment methods
- › Make one-time payments, schedule one-time future payments, or enroll in recurring payments (Auto-pay online)
- › Pay multiple accounts in a single transaction
- › View current and historical utility bills
- › Submit online customer service forms such as high consumption inquiries or change of mailing address

### Empower your customer service representatives by allowing them to:

- › Stay engaged with all pending transactions with realtime tracking
- › Easily edit account information and void transactions
- › Seamlessly integrate newsletters or other marketing, effectively promoting your brand
- › Customize and manage the FAQs, significantly decreasing customer inquiries
- › Manage important announcements on the billOnline welcome screen, ensuring delivery of messaging to your customer

### AccelPayOnline

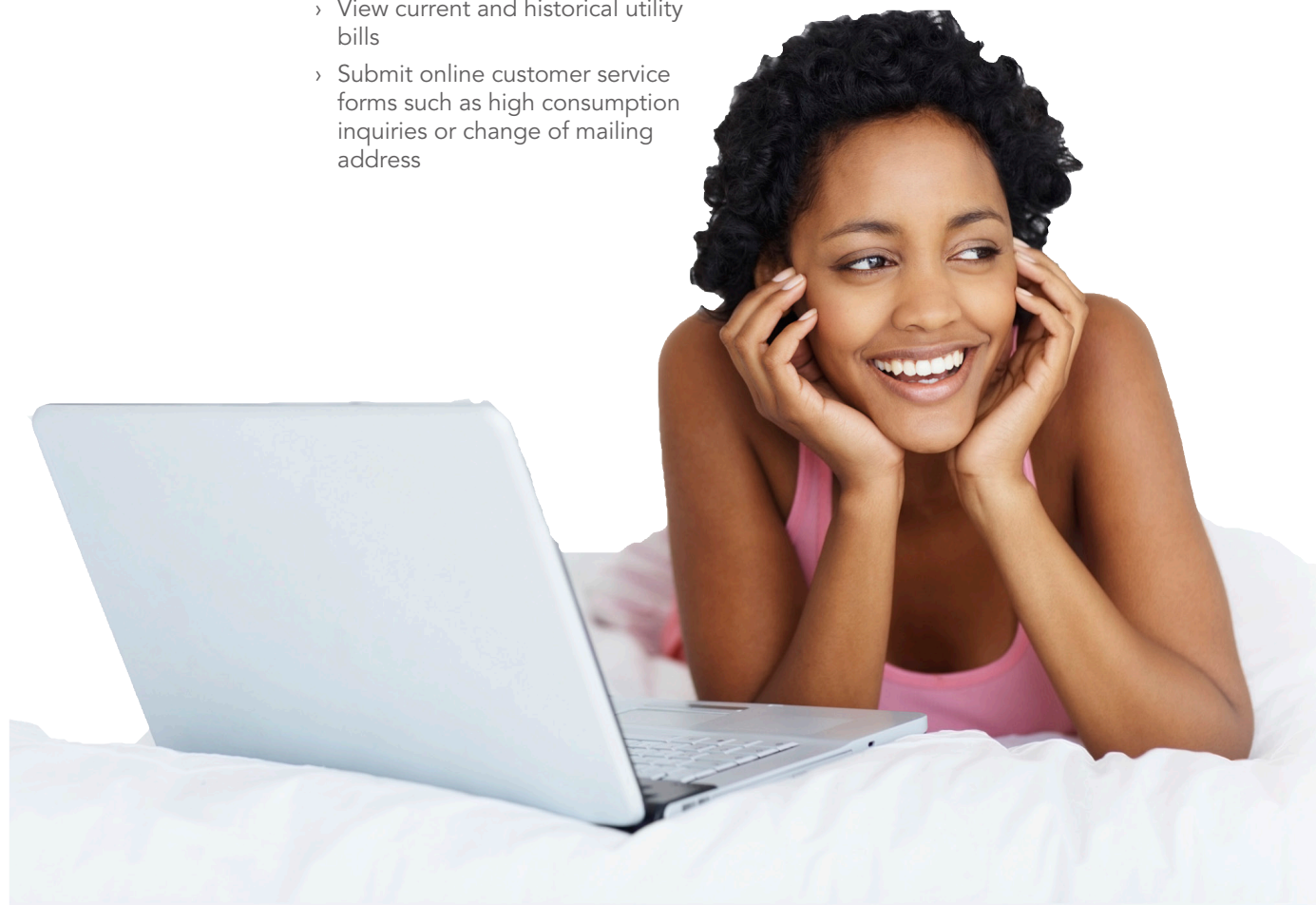
*The epitome of (payment ease)*

AccelPayOnline is a web-based payment solution specifically designed for clients who seek a simple online payment channel and do not necessarily need archiving and historical data presentation offered in the billOnline platform. AccelPayOnline is a streamlined solution that features robust payment processing through four simple steps with minimal development cost and implementation time.

### Interactive Voice Response

Stay connected to your customers and offer them the convenience of paying their bills over the phone.

- › Through push button prompts, payments are processed and confirmed securely and efficiently
- › IVR systems available in English or Spanish
- › Customers can choose to pay their bills over the phone with ACH, debit or credit card
- › Notify customers about past due balances and other information about their account
- › Personalize the messaging you use to communicate with your customers
- › The same system that is used to support your inbound payment calls is also used for automated outbound calling for your Broadcast Voice Messaging needs.



DIVDAT has been providing innovative data solutions for over 40 years. Our comprehensive preferential communications help our clients get paid faster with efficient and effective data processing services.

To learn more visit [www.DIVDAT.com/utilities](http://www.DIVDAT.com/utilities) or call 800-356-8561.

Produced and Printed by DIVDAT



#### Print and Mail

*Present your customers with bills that clearly communicate what they owe.*

DIVDAT has two print facilities in the US that enable the most efficient delivery of client statements by USPS. DIVDAT offers a variety of data cleansing and mail tracking services to ensure addresses are correct and that your mail gets to where it needs to be.

#### Payment Processing

DIVDAT offers PCI compliant payment processing services for ACH, Debit Cards (PinLESS and Card Present) & Credit Cards. DIVDAT's web, phone and kiosk payment solutions are fully integrated offering our clients a seamless user experience with the most secure processing and cost-effective solution today.

#### Broadcast Messaging: Text, Voice, and Email

DIVDAT has integrated the ability to send variable messages to your customers via text, voice and email. Broadcast messaging finds many uses within the industry, including but not limited to: payment reminders, late payment notifications, impending disconnections, and more.

#### eDocument Delivery

DIVDAT provides our clients the ability to send invoices and letters directly to their customers email inbox

#### Bill Payment Kiosks

*The easiest way to process self service, walk-up payment.*

Kiosks are available in various configurations, accept all methods of payment (cash, check, credit, debit) and are available 24 hours a day.

- › Payment data is uploaded in real time to the biller account receivables system.
- › Can be strategically placed for underserved or underbanked customers
- › Several models available with various functionalities
- › Design your own customer experience based on your company's rules and regulations
- › English and Spanish configurations available
- › DIVDAT monitors all aspects of the Kiosk payment process
  - » Integration
  - » Hardware
  - » Software
  - » Processing
  - » Maintenance

The DIVDAT kiosks are also capable of dispensing and reloading prepaid products (e.g. gift cards and prepaid long distance cards), check cashing, money transferring services, including cash disbursement for over payments and normal ATM functions.



We Know Data. And we're using it to make really big things happen.