

Product Brief—Billers

# MasterCard RPPS Account Conversion Technology



MasterCard  
**RPPS**

## Your business objectives

- Increase the speed of posting and receipt of funds.
- Reduce customer service calls.
- Minimize the cost of exception items.

## Ways we can help

- Avoid payment-posting and routing issues that stem from incorrect consumer account information.
- Improve customer satisfaction and loyalty, thereby cutting down on customer service calls.
- Reduce transaction and operational costs associated with unpostable payments that originate from billing platform conversions or the buying and selling of portfolios.

## Proof point:

In a recent pilot program, MasterCard RPPS Account Conversion Technology demonstrated 100% accuracy,<sup>1</sup> successfully converting more than 600,000 electronic payments that would otherwise have been rejected.

### **An exploding category—and a growing problem**

The number of U.S. households paying bills online now stands at 30.5 million.<sup>2</sup> That makes unpostable payments—bill payments you receive but are unable to credit, or post, to the correct customer accounts—a dramatically growing problem for consumers, bill-payment originators, payment receivers, lockbox service providers, and billers. In fact, it costs everyone involved over a half-billion dollars annually.<sup>3</sup> Furthermore, when consumers experience unpostable payments, customer satisfaction plummets.

Unpostable payments are particularly costly to high-volume billers in areas where account change events are common, such as the telecommunications, utility, loan processing, and credit card industries. Mergers, acquisitions, and conversions can all derail the accounts receivable process, and matching old account numbers to new numbers is often slow and resource consuming.

### **A proven solution**

Account Conversion Technology from MasterCard RPPS helps you dramatically reduce the number of unpostable payments that drop to check by automatically identifying and converting account numbers when they change. It lets you process more electronic payments accurately, inexpensively, and quickly.

### **Enjoy rapid posting and receipt of funds**

MasterCard RPPS Account Conversion Technology lets you avoid payment-posting and -routing issues that stem from incorrect consumer account information. It enables the MasterCard RPPS network to automatically identify incoming payments that require account number conversion, convert them to the new account numbers, and reroute payments to the appropriate receiver.

The service can also improve your cash collection significantly because not only will you receive funds faster, but those funds are guaranteed.

### **Watch customer satisfaction soar**

The service prevents the disenchantment of consumers who expect that online equals electronic. It also helps eliminate service disruption, late fees, and credit impact to consumers—all of which can lead to improved customer satisfaction—and minimizes costly calls to customer service.

By converting account numbers within the MasterCard RPPS payment-processing cycle, prior to payment delivery, MasterCard RPPS Account Conversion Technology keeps the processing electronic, ensures correct posting, and prevents payment rejection and return to the bill-pay originator. The MasterCard RPPS database maintains the account number conversion information to continually convert recurring bill payments, eliminating any payment defects indefinitely. The mechanism is entirely invisible to consumers—all they see is smooth, seamless online banking bill payment, without disruption.

### **Drastically cut the costs associated with unpostable payments**

Billers who manage billing platform conversions or the buying and selling of portfolios suffer significant hard costs managing unpostable payments and associated customer service calls. Those payments also cost time and money in manual research and resolution, and if they aren't caught quickly, future exception payments require a manual scrub file exchange with bill-pay originators. When exception payments are eliminated, so are the costs involved in resolving those problems.

MasterCard RPPS Account Conversion Technology also delivers Automated Notifications of Change—a feature unique to MasterCard RPPS—to inform the bill-pay originator of account number changes. This allows bill-pay originators to proactively correct future payments and saves you the time and expense of following up on unpostables.

In addition, an integrated stop-payment service spares you the expense of returning payments that you cannot accept (e.g., due to special handling, such as collections, bankruptcy filings, or written-off accounts). The service automatically checks payments against your stop-payment file and prevents designated payments from reaching you, and it automatically alerts the bill-pay originator to the stopped payment.

### **For more information**

To find out more, please contact your Account Support Team at 800-207-7605, or [rpps\\_helpdesk@mastercard.com](mailto:rpps_helpdesk@mastercard.com).

1. Perfect account number translation, flawless payment routing, seamless funds settlement.  
2. Forrester Research, *EBPP Trends: 2006 to 2011*, 1/25/07.  
3. TowerGroup Research, *Unpostable Bill Payments: How Much Are They Costing You?* 9/06.