

Product Brief—Billers

MasterCard RPPS Electronic Exceptions Service



MasterCard
RPPS

Your business objectives

- Receive as many payments as possible electronically.
- Reduce transaction and operational costs associated with unpostable payments.

Ways we can help

- Deliver exception payments electronically.
- Cut processing costs through a faster, more economical routing mechanism for online banking bill-payment transactions.
- Provide faster posting and receipt of funds, making life easier for your customers.

Proof point:

Reduce days sales outstanding by up to three days.

Take advantage of a fast-growing category

Online banking is the fastest-growing channel—by transaction volume—for U.S. retail banks today. In fact, by 2011, 63 percent of online households will pay online, or roughly 60 million households, up from only 38 percent who paid bills online in 2005.¹ But to take full advantage of this opportunity, there needs to be a more efficient way to process transactions.

The MasterCard RPPS Electronic Exceptions Service meets that need by helping reduce the number of payments that the bill-payment originator must drop to paper check, thereby allowing you to receive more payments electronically. You can then create a Notification of Change with the corrected payment information and route it to the bill-pay originator electronically through MasterCard RPPS, so future payments can be processed seamlessly.

Dramatically reduce the cost of exception payments

Manual exception resolution is a slow, laborious, and expensive process. The MasterCard RPPS Electronic Exceptions Service can reduce your “check only” processing costs and help you receive funds faster. Plus, those funds are guaranteed, as opposed to payments by check, which average a 5 percent return rate.

The cost savings come from other areas, too. There’s the savings from eliminating paper lockbox exception item fees and reduced research costs because you’ll do away with future exception payments that would have required a manual scrub file exchange.

Take customer satisfaction to new heights

Faster posting of payments gives your customers peace of mind, and that can encourage greater loyalty. The MasterCard RPPS Electronic Exceptions Service, in short, offers a simple, automated solution to eliminate paper-based exception processing that can cause customer service issues.

For more information

Participation in this service is easy. All you have to be able to do is accept exception payments and generate a Notification of Change. To find out more, contact your Account Support Team at 800-207-7605 or rpps_helpdesk@mastercard.com.

1. Forrester Research, *EBPP Trends: 2006 to 2011*, 1/25/07