

Product Brief—Payment Receivers

# MasterCard RPPS Electronic Exceptions Service



MasterCard  
**RPPS**

### Your business objectives

- Help your biller clients receive as many payments as possible electronically.
- Reduce biller clients' transaction and operational costs associated with unpostable payments.
- Find new tactics that can enhance customer satisfaction and loyalty.

### Ways we can help

- Deliver exception payments electronically for your billers.
- 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 billers' 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.<sup>1</sup> But to help your billers take full advantage of this opportunity, you need a more efficient way to process transactions—particularly exception items returned due to incorrectly entered biller information (e.g., account number).

The MasterCard RPPS Electronic Exceptions Service meets that need by helping reduce the number of payments that billers reject and that the bill-payment originator must drop to check. That means billers receive more payments electronically, which ensures faster posting and receipt of funds. Billers 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.

### **Take customer satisfaction to new heights**

Faster posting of payments gives billers’ customers peace of mind, which 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. To find out more, contact your Account Support Team at 800-207-7605 or [rpps\\_helpdesk@mastercard.com](mailto:rpps_helpdesk@mastercard.com).

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