



Standardized Specifications  
Exclusively for FIS  
Remittance Processing Clients



***Standard Remittance Processing Specifications***

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**Standard Form Specifications – 8.5” x 11”**

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- 1. Address Correction Box** – 0.25" clear zone required on 4 sides. Allow enough white space inside the box. Box must be no less than 0.2 width and height. Frame no less than 3 point.

**Preprint Drop Out Ink:** Preprint is preferred usage. Box only required for preprint (PMS offset printing). A preprinted screen of 15% or less with a 3 point frame is required. Percentage may vary based on hue density. Pre-testing and approval is required from FIS Remittance Processing before job runs live. A light pink color is preferred, as blue and colors containing black are more difficult to drop out, but the following PANTONE® colors (see figures 1 & 2, pages 5 & 6) should drop out under many threshold /sensitivity settings. Due to variations in image camera setup, paper and printing variations, results may fluctuate— please contact FIS for color selection approval before your printer proceeds with the production run. FIS Remittance Processing requires a preprint test run of a minimum of 500 pieces before total preprint run is ordered. Lasering during testing is recommended. Final sign-off of preprint percentage values will occur following test verification. The type “Check here and see reverse ...” can be preprint or lasered in black.

**Lasered Drop Out Ink:** A lasered box is normally used with multi-page bills or bills requiring multiple versions. Lasered boxes will reduce the amount of preprint paper versions and associated costs while adding flexibility to the form. Lasered screen boxes range between 5% and 9% ink value. A 3 point frame is required. Percentage values vary by site location and equipment. Pre-testing is required on lockbox equipment before job runs live. Site locations for Remittance and Document Processing, along with what laser equipment the job is to run on, is to be submitted to FIS Design prior to any and all form redesigns.

- 2. Perf Line** – Position at the lower third of the page to fold on perf. Y = 7.332" from top of page or 3.666" from bottom. Remittance Stub Dimensions: 8.5" w x 3.666" h. Fold on perforation is preferred.

- 3. Remittance Address** – Based on FIS standard #9 right window envelope.

Envelope: 8.875" w x 3.875" h (8 7/8" w x 3 7/8" h)

Right window: 3.25" w x 1.25" h (3 1/4" w x 1 1/4" h)

Type: All upper case, sans serif font, no punctuation, two spaces between the state and ZIP+4 code. Standard size: 8.5 point. Maximum size: 9 point type. Standard 2 points leading (space between lines).

**8.5 point type** -3 line address + POSTNET barcode + PLANET barcode. 34 character field maximum.

**9 point type** -3 line address + POSTNET barcode + PLANET barcode. 32 character field maximum.

- 4. Amount Enclosed Box\*** – Refer to the FIS lockbox guidelines for additional information. The dollar sign (\$) and decimal point must be preprinted in solid black and have a single vertical bar. Italics are not recommended. Allow at least 0.125" space between the dollar sign and the border of the box. A minimum of 0.25" clear zone on the top and bottom of the white boxes are required. Box border, if any, should not have rounded corners. Preprinted drop out ink is preferred for the box. The verbiage, “Dollars” and “Cents” is not mandatory for lockbox

equipment and can be eliminated based on client preference. (Refer to “Pantone Colors for ICR”, figures 1 & 2, pages 5 & 6.)

**Preprint example\***



**Amount Enclosed \$**

**Lasered Drop Out Ink:** A lasered box is normally used with multi-page bills or bills requiring multiple versions. The dollar sign (\$) and decimal point must be lasered in solid black and have a single vertical bar. Italics are not recommended. Allow at least 0.125" space between the dollar sign and the border of the box. A minimum of 0.25" clear zone on the top and bottom of the white boxes are required. Box border, if any, should not have rounded corners. Lasered boxes will reduce the amount of preprint paper versions and associated costs while adding flexibility to the form. Lasered screen boxes range between 5% and 9% ink value. Percentage values vary by site location and equipment. Possible loss of readability for “Dollars” and “Cents” may occur. When lasering drop out ink areas, “Dollars” and “Cents” is to be omitted to alleviate the non-readability of the type. Pre-testing is required on lockbox equipment before job runs live. Site locations for Remittance and Document Processing, along with what laser equipment the job is to run on, is to be submitted to FIS Design prior to any and all form redesigns.

**Lasered example\***



**Amount Enclosed \$**

**See figure 3a & 3b for box diagram and specifications.**

\* Percentage values shown above for red and black drop out boxes are shown darker for PDF viewing purposes only and is not intended for reproduction.

- 5. 2D Code** – 2D (two dimensional) symbologies are extremely dense codes that look like a crossword puzzle or a honeycomb-like matrix that encrypts and stores data. A 0.29" square with 1/4" (0.25") clearance top, right, bottom and left is required. Position from left edge of page to left edge of 2D Code is 1/4" (0.25"). Baseline of code sits 5/8" (0.625") from bottom of page.

*NOTE: 2D Code position shown is based on a portrait format. For landscape, or dual landscape and portrait format usage, contact FIS for additional requirements.*

- 6. OCR Scan Line** The preferred font for Remit Processing is OCR-A extended, size: 12 pt. (10 CPI-Characters Per Inch). Other fonts can be accommodated, but please consult with FIS if you are not using OCR-A. Any “New” customers (not currently processed in the FIS remit network), should use OCR-A. Existing remit network clients requiring form redesigns must adhere to prior existing specifications.

- A clear band of 0.5" across the entire page width is required, front and back. Be sure not to print backer information within this area. Note: If you provide areas for your customer to write in the payment amount or address changes, position these fields away from the OCR scan line area.



- A 12 pt. font holds 70 characters maximum. The OCR baseline must be no more than 0.25" from the bottom edge of the page. If the OCR line is any higher, it will show through the driving window of the #10 standard envelope.
- Use multiple check digits in the OCR scan line. If FIS can perform a check-digit calculation on the entire scan line and component fields it will reduce the possibility of capturing incorrect data through misreads or keying errors. At a minimum, check digits should be calculated for the account number and the entire scan line. It is recommended that the weighting factor in the check digit routine be reversed for the calculation on the scan line and the account number. For example, use a weighting scheme of 2-1-2-1 on the account number, and 1-2-1-2 for the scan line. This further reduces the possibility of capturing incorrect data. Placing check digits in the scan line does not mean that the check digit must be in your account file. These digits can be stripped off from the file that is transmitted to the client. All fields contained in the scan line should be duplicated elsewhere on the document and clearly labeled so that operators can easily correct or key fields if necessary.
- If possible, use all numeric values in the scan line. Alpha characters are acceptable but the read rate is better for an all-numeric scan line. For samples of a very simple IBM MOD 10 Check Digit routine and a more complex MOD 11 routine see figures 4a & 4b, pages 9 & 10.

**Non-standard positioning:**

- If the remittance document is part of a larger invoice, make sure the perforated edge is away from the scan line and positioned on the top of the remittance document or on the left side.
- The OCR scan line can be positioned anywhere on the remittance stub providing a 0.5" clear band is allocated across the entire page width. Non-standards would require a custom converted envelope or a single window outbound envelope. The FIS standard double window envelope may not apply. Verification of positioning is determined in coordination of outbound and remittance envelopes.

**Paper Weight:** 24 lb. white laser compatible paper works best for high-speed document and remittance processing.

**REMITTANCE COUPON LOCATION**

**STANDARD:** FIS standard positioning for a remittance coupon is the bottom third of an 8 1/2" x 11" form. This positioning enables the form to be easily ripped along the perf line — located on the fold — and eliminates cause for exception mail processing. Positioning the remittance coupon at the bottom of the form provides a smooth clean edge for OCR scan reads on FIS remittance processing equipment.

**NON-STANDARD:** Position of the remittance coupon at the top of the form. Non-standards must always fold on the perf to avoid tears on the remittance coupon. Tears and rips on the remittance coupon will interfere with the readability of the OCR scan line when processing through remittance equipment, increasing exception mail processing. A minimum of 500 test samples is required for testing prior to job running live.



## Form guidelines

### USPS Postal Regulations

#### Required Clear Zone for Windowed Envelopes:

- Minimum vertical spacing between address block and barcode
  - 1/25" Minimum
  - 5/8" Maximum
- Minimum horizontal and vertical spacing between address block, barcode and other printing to window or label edges. Clearance required on all four sides of the window, and when tap tested left, bottom and right.
  - 3/16" Minimum

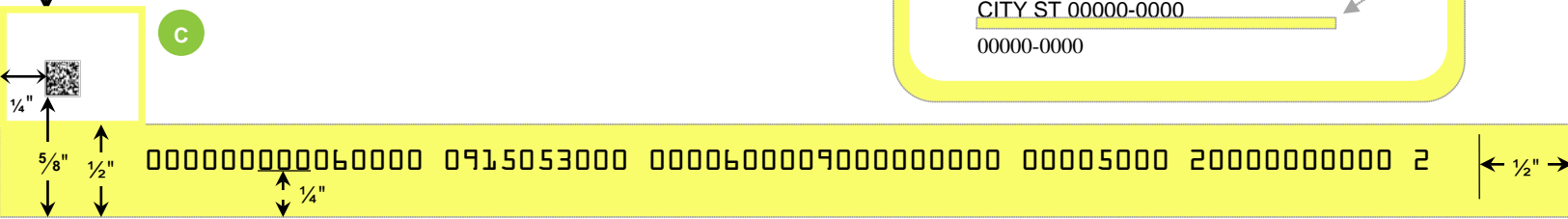
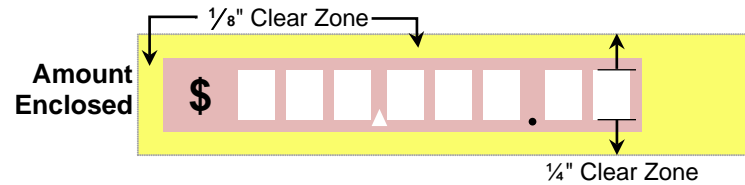
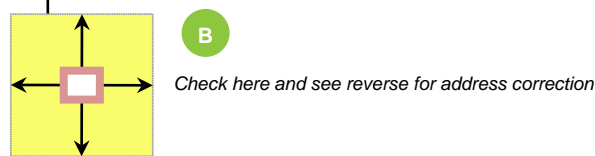
#### Window Clear Zone shown below for #9 Remittance window envelope

- Data Position tap test right in an FIS #9 Standard CRE
- Change of Address
  - 1/4" Clear Zone – Top, right and bottom;
  - 5/16" Clear zone from edge of page

#### 2D Barcode Placement Guidelines:

- 9.875" (9 7/8") from top of page to start of clearance area.  
10.125" (10 1/8") from top of page to top of 2D barcode

**Do not measure off of this document.**  
Please contact FIS Design for Acetate template







### Suggested Remittance Processing Drop-out Inks

Figure 2

PANTONE® Pastels			PANTONE® (standard)	
0131 U	9200 U	9400 U	Yellow U	600 U
	9201 U	9440 U		601 U
9020 U	9202 U	9460 U	100 U	602 U
9021 U		9480 U	101 U	603 U
9022 U	9220 U	9500 U	102 U	614 U
9023 U	9221 U	9520 U	106 U	
9040 U	9240 U	9521 U	107 U	
9041 U	9241 U	9522 U	113 U	
9042 U	9260 U	9540 U	120 U	
9043 U	9261 U	9541 U	1205 U	
9060 U	9280 U	9560 U	1215 U	
9061 U	9281 U	9580 U	127 U	
9062 U	9282 U	9581 U	134 U	
9063 U			1345 U	
9080 U	9300 U	9600 U	148 U	
9081 U	9320 U	9601 U	155 U	
	9321 U			
9100 U	9340 U		372 U	
9101 U	9341 U		379 U	
9120 U	9360 U		386 U	
9121 U	9380 U		393 U	
9122 U			3935 U	
9140 U			394 U	
9141 U			3945 U	
9142 U			395 U	
9160 U			3955 U	
9161 U				
9162 U				
9180 U				
9181 U				
9182 U				

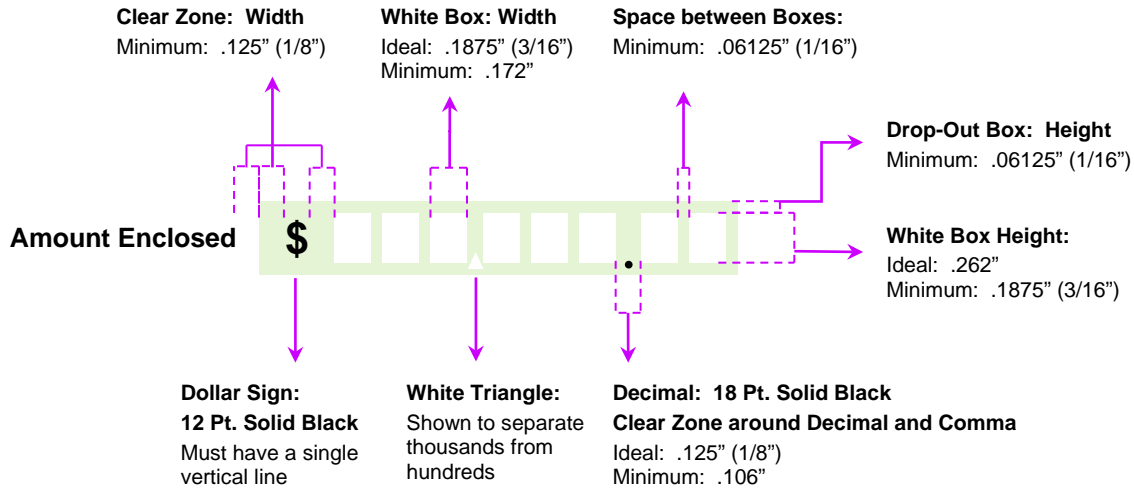




## Drop-Out Box Guidelines

### Diagram clearance specifications for Preprint and Lasered Drop-out Boxes

Figure 3a



#### Alternate Acceptable Examples:

- Text setup for 'Amount Enclosed'
- Comma can be shown as a white triangle

#### Decimal Places:

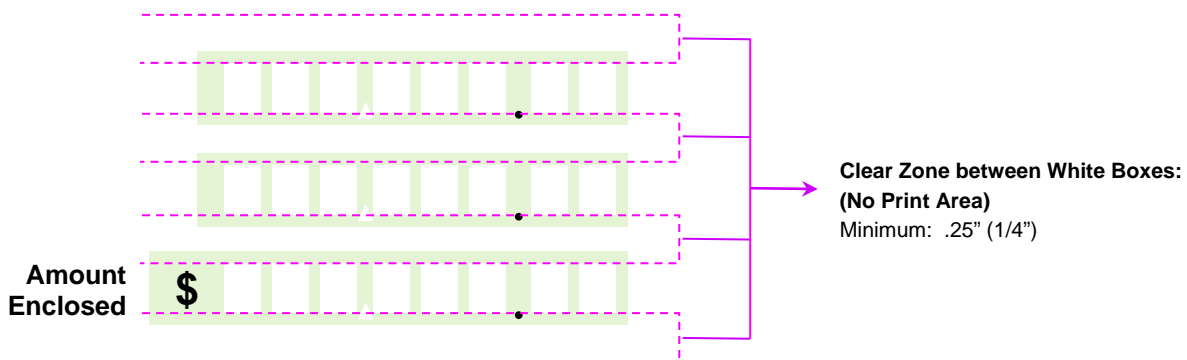
To assist the remitter when entering the amount paid in the correct positions it is recommended you allow for a wider space between the dollars and cents input boxes and print a scannable decimal point within that area



#### Thousands Separator:

To separate thousands from hundreds for the remitter's benefit, it is recommended you use a wider separator bar with a 'cut out' triangle, as shown to the left.

- **Do not** print commas in scannable print as they may be read as digits.



#### Acceptable Design Styles

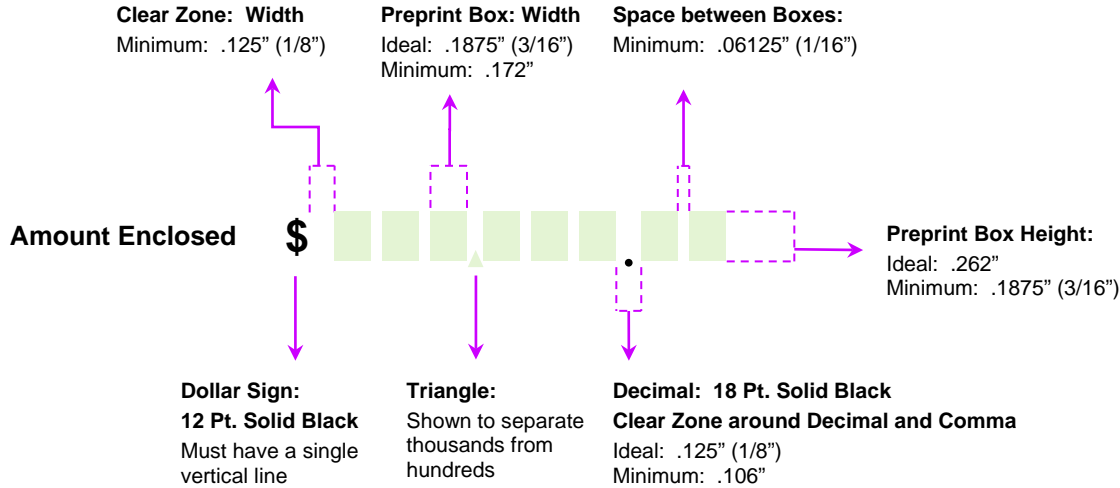
#### Multiple Box Usage





*This Design version is for Preprinted Boxes Only*

Figure 3b



**Alternate Acceptable Examples:**

- Text setup for 'Amount Enclosed'
- Comma can be shown as a triangle



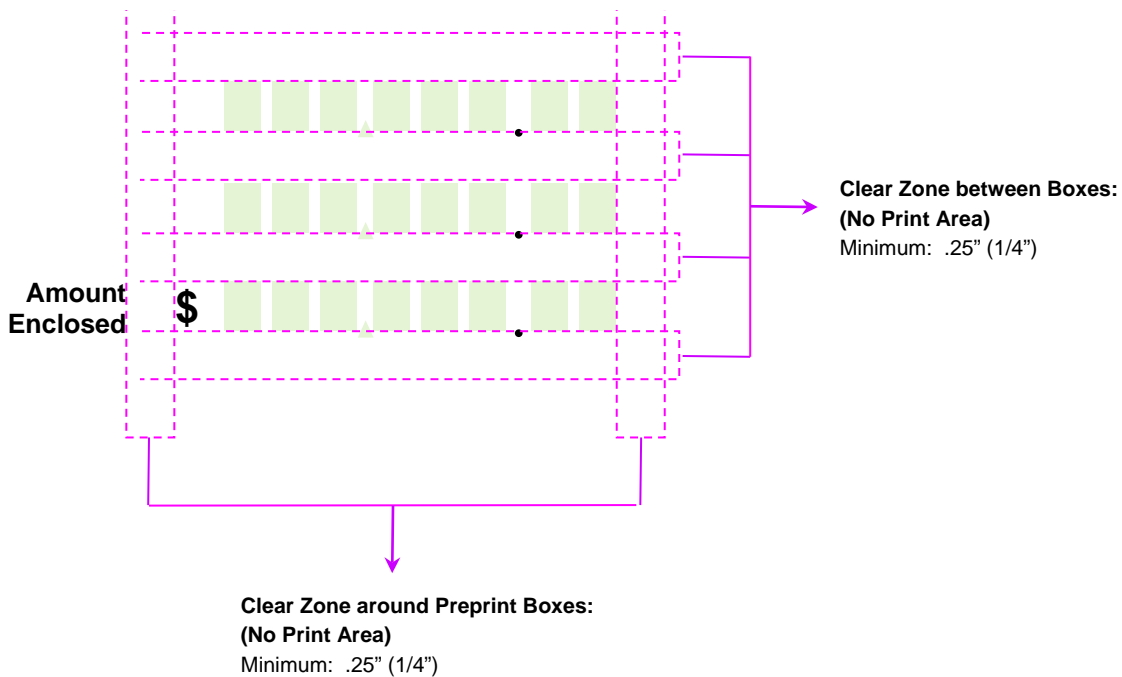
**Decimal Places:**

To assist the remitter when entering the amount paid in the correct positions it is recommended you allow for a wider space between the dollars and cents input boxes and print a scannable decimal point within that area

**Thousands Separator:**

To separate thousands from hundreds for the remitter's benefit, it is recommended you use a wider separator bar with a 'cut out' triangle, as shown to the left.

- **Do not** print commas in scannable print as they may be read as digits.





## Check Digit Routine – IBM MOD 10 (Sample)

### Alpha Character Conversion

Alpha characters are converted to a numeric value by assigning 1 through 9 to each letter in the alphabet using the scheme outlined in the table below. The check digit would then be calculated on the numeric value.

Figure 4a

Numeric Values	Alpha Value		
1	A	J	S
2	B	K	T
3	C	L	U
4	D	M	V
5	E	N	W
6	F	O	X
7	G	P	Y
8	H	Q	Z
9	I	R	

### Example:

The field A999B999C999 would be converted to 199929993999 for check digit calculation.

### Standard IBM MOD 10, Simple, Check Digit Routine

- Weights are applied left to right (alternate values of 2 and 1)
- Spaces are ignored (no weight applied)
- Multiply the weighted digit by the applied weight value
- Add any double-digit results before adding the sum of the entire field or line (“add the carry” method)
- Add the results of the multiplication to produce the sum
- Divide the sum by the modulus (10)
- Subtract the remainder from the modulus (10)
- The result of the subtraction is the check digit

### Example for the field “0123456789”

Test Field	0	1	2	3	4	5	6	7	8	9
Weights	2	1	2	1	2	1	2	1	2	1

Result	0	1	4	3	8	5	<b>12</b>	7	<b>16</b>	9
--------	---	---	---	---	---	---	-----------	---	-----------	---

Add the Carry	(value <b>12</b> )	1 + 2 = 3		(value <b>16</b> )	1 + 6 = 7
---------------	--------------------	-----------	--	--------------------	-----------

Result	0	1	4	3	8	5	3	7	7	9
--------	---	---	---	---	---	---	---	---	---	---

Add the line	0	+	1	+	4	+	3	+	8	+	5	+	3	+	7	+	7	+	9	=	47
--------------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	----

Divide result	47 / 10 = 4,	Remainder = 7 (i.e. 47 MOD 10 = 7)
---------------	--------------	------------------------------------

Subtract Remainder	10 - 7 = 3
--------------------	------------

Check Digit Value	3
-------------------	---



## Check Digit Routine – Standard ISBN MOD 11 (Sample)

### Product Addition: Weights of 3, 7 and 1

Figure 4b

#### Standard IBM MOD 10, Simple, Check Digit Routine

1. Weights are applied left to right (alternate values of 3, 7 and 1)
2. Spaces are ignored (no weight applied)
3. Multiply the weighted digit by the applied weight value
4. Add the results of the multiplication to produce the sum
5. Divide the sum by the modulus (11)
6. Subtract the remainder from the modulus (11)
7. The result of the subtraction is the check digit

#### Example:

The field A999B999C999 would be converted to 199929993999 for check digit calculation.

#### Example for the field “0123456789”

Test Field	0	1	2	3	4	5	6	7	8	9
Weights	3	7	1	3	7	1	3	7	1	3

---

Result            0   7   2   9   28   5   18   49   8   27

Add the line    0 + 7 + 2 + 9 + 28 + 5 + 18 + 49 + 8 + 27 = 153

Divide result    153 / 11 = 13,    Remainder = 10

Subtract Remainder\*            11 – 10 = 1

**Check Digit Value**                1

\* If a remainder of 1 is subtracted from 11 (11 – 1 = 10), yielding a result of 10, the check digit is zero.



- **ACH (Automated Clearing House)**

A computer-based clearing and settlement facility for the interchange of electronic debits and credits among financial institutions. Basically acts as an intermediary that clears transactions through two or more financial institutions, similar to the Federal Reserve System.

- **BAI**

Bank Administration Institute is the leading professional organization devoted exclusively to improving the performance of financial services companies through strategic research and information, education and training. BAI provides a comprehensive range of end-to-end solutions to address strategic and operational problems facing financial services organizations.

- **BAI Standards**

The quality standards that many third-party providers and banks are held to in providing cash management services such as lockbox. Each year, BAI surveys third-party providers and financial institutions regarding their quality of processing for several cash management services. The survey averages often become the “de facto” quality standards for the coming year.

- **Bank Routing Number**

The first nine digits that appear across the bottom of a personal check; they identify the financial institution.

- **Batch**

The accumulation of captured (sale) transactions waiting to be settled. Multiple batches may be settled throughout the day.

- **Batch Processing**

A type of data processing and data communications transmission in which related transactions are grouped together and transmitted for processing, usually by the same computer and under the same application.

- **Bill Payment Service Provider (BPSP)**

A financial institution or non-financial entity acting as an intermediary between the biller and consumer for the exchange of electronic bill payment information.

- **Bill Service Provider (BSP)**

An agent of the biller that provides an electronic bill presentment and payment service for the biller.

- **Biller**

A company or organization that sends a bill or statement to a consumer, usually requesting payment for a product or service.

- **Biller Direct**

One of four models of Electronic Bill Presentment and

Payment (EBPP). A biller establishes an electronic billing capability on its own Web site and provides its consumers with their billing information and the capability to make payments directly from the site. Other models include: Thick Consolidator, Thin Consolidator and Customer Consolidation.

- **Call Center**

A functional area within an organization or an outsourced, separate facility that exists solely to answer inbound or place outbound telephone calls; usually a sophisticated voice operations center that provides a full range of high-volume, inbound or outbound call-handling services, including customer support, operator services, directory assistance, multilingual customer support, credit services, card services, inbound and outbound telemarketing, interactive voice response and Web-based services.

- **Capture**

Converting the authorization amount into a billable transaction record within a batch. Transactions cannot be captured unless previously authorized and the goods or services have been shipped or transmitted to the consumer.

- **Capture Date**

The date on which a transaction is processed by an acquirer.

- **CAR**

Courtesy Amount Recognition is the technology that reads and recognizes the handwritten or typed courtesy (numeric) amount on checks.

- **Check-and-list Payments**

Payments received from bill consolidators, home banking systems and/or insurance companies that contain a paper listing of multiple payers and one check.

- **Check-only Payments**

Payments received without a remittance coupon or payment document.

- **Consolidator**

A Bill Service Provider (BSP) that consolidates bills from other BSPs or billers and delivers them for presentment to the customer service provider. Also referred to as a Bill Consolidator.

- **Customer Consolidation**

One of four models of Electronic Bill Presentment and Payment (EBPP). Bill content and payment instructions and/or a payment mechanism are sent to the customer via email. Other models include: Biller Direct, Thick Consolidator and Thin Consolidator.

- **Customer Transactions**



Outbound invoices, statements and bills from clients to their customers and inbound payments received from customers to clients.

### ▪ **Cycle Billing**

The preparation of monthly cardholder statements by group (cycle) for the purpose of evenly distributing the workload and receipt of cardholder payments.

### ▪ **Data Encryption**

The scrambling of sensitive information, such as account numbers or access codes, to prevent unauthorized use. The Data Encryption Standard (DES), the encryption format adopted by the financial industry, requires that information scrambling take place in a computer or terminal before transmission.

### ▪ **Direct Payment**

A method of collection used in the ACH network for certain claims, generally those that are repeated over a period of time, under which the debtor gives the originator a standing authorization to debit his or her account.

### ▪ **Document Processing Solutions**

The delivery of business-critical information to consumers or business-to-business customers by drawing data from disparate sources. The composed documents may contain billing data, customer service information, marketing messages or other types of content. FIS clients manage this process through i-View! tools, which empower them to control this critical information flow to customers.

### ▪ **Dunning Letter Service**

Service that distributes “Dunning” or collection letters to customers that have paid for clients’ services with NSF (Non Sufficiently Funded) checks.

### ▪ **E-Cash**

Electronic cash is a payment mechanism designed for the Internet. It is electronic money that can be passed along from person to person like cash. It is anonymous like cash, and has value immediately – it’s cash, not a promise to pay later.

### ▪ **E-Check**

The electronic equivalent of a paper check.

### ▪ **Electronic Banking**

A form of banking in which funds are transferred through an exchange of electronic signals between financial institutions, rather than an exchange of cash, checks or other negotiable instruments.

### ▪ **Electronic Bill Delivery**

A bill delivery system offered by Visa Interactive that allows banks to send consumers their bills through their personal computers or via telephone lines. This system now allows consumers to transfer funds through their bank

to the billing agent itself.

### ▪ **Electronic Bill Payment (E-pay)**

An alternative to paper checks for paying bills. Consumers can use PCs, telephones, screen phones or ATMs to send electronic instructions to their bank or bill payment provider to withdraw funds from their accounts and pay merchants. Payments may be made either electronically or by a paper check issued by the bill payment provider.

### ▪ **Electronic Bill Presentment and Payment (EBPP)**

The process by which companies bill customers and receive payments electronically over the Internet.

There are two types of presentment models:

- Direct model: a biller delivers the bill to customers via its own Web site, or via a third party’s site.
- Consolidator model: bills from multiple billers are delivered to a single Web site, to be presented in aggregate to the consumer for viewing and payment.

### ▪ **Electronic Check Acceptance<sup>SM</sup> (ECA<sup>®</sup>)**

A system which captures banking information off a paper check and converts it into an electronic item processed through the Automated Clearing House network. With ECA, checks are processed similarly to credit cards, and the paper check is returned to the consumer at the point of sale.

### ▪ **Electronic Commerce (E-commerce)**

The transacting of business electronically rather than via paper.

### ▪ **Electronic Data Interchange (EDI)**

The electronic communication of business transactions; specifically the exchange of trade-related documents, such as purchase orders, invoices and corporate Electronic Funds Transfer (EFTs) in a standard format. With EDI, electronically transmitted data replaces paper documents in the business accounts receivable cycle.

### ▪ **Electronic Financial Services (EFS)**

Financial services that are provided via electronic delivery channels (e.g. PCs, telephones, screen phones and ATMs). These services may be transaction and/or information oriented and may be provided by bank and non-bank providers.

### ▪ **Electronic Funds Transfer (EFT)**

A transfer of funds between accounts by electronic means rather than conventional paper-based payment methods. EFT is any financial transaction originating from a telephone or electronic terminal, or from a computer or magnetic tape.

### ▪ **Electronic Statement Presentment (ESP)**

The process by which companies bill customers over the Internet.



### ▪ **Enveloping**

A process whereby documents of the same type or purpose are grouped together, bound and sent to the same destination into an electronic envelope. This is done by an electronic data interchange management software function.

### ▪ **Extranet**

A Web site that links businesses to consumers, suppliers, etc., for electronic commerce. These sites usually provide more consumer-specific information than public sites and may have security devices such as passwords for a user to gain access to more sensitive information.

### ▪ **Financial EDI**

Electronic exchange of payments, payment information or financially related documents in standard formats between business partners.

### ▪ **Host(ing)**

An Internet Service Provider (ISP) that stores Web sites on a server. ISPs generally charge a monthly fee to “host” a Web site.

### ▪ **HTML**

Hypertext Markup Language is the set of markup symbols or codes inserted in a file intended for display on a Web browser page. The markup tells the Web browser how to display a Web page’s words and images for the user.

### ▪ **ICR**

Intelligent Character Recognition is the technology that reads and recognizes text on a document (e.g., check, payment coupon, etc).

### ▪ **Internet Bill Delivery and Payment (IBDP)**

An Internet-based service that securely and reliably delivers richly formatted bills, statements, invoices, notices and associated advertising to any online consumer or business, and returns payment, remittance instructions and related information to the biller and/or designated payee.

### ▪ **Internet Check Acceptance<sup>SM</sup>**

A payment system that allows consumers to enter their checking information online; electronic items are created and processed through the Automated Clearing House network.

### ▪ **Internet Service Provider (ISP)**

A company that provides a connection to the Internet. Service providers sell access to the network. Services offered differ between ISPs.

### ▪ **LAR**

Legal Amount Recognition is the technology that reads and recognizes the handwritten or typed legal (written) amount on checks.

### ▪ **Matched Payments**

Payments that equal the amount due. The amount due can be either a minimum payment amount or a total balance due (e.g., in the case of a credit card account). This term is typically used in retail lockbox processing. Also known as “full payments.”





### ■ **MICR**

Magnetic Ink Character Recognition is the technology that uses high-speed magnetic and/or optical recognition equipment to recognize magnetic ink printed characters. Usually associated with reading, routing, transit and demand information from checks.

### ■ **MICR Number Method**

A check authorization procedure which uses the bank routing/transit numbers, checking account numbers and check number encoded along the bottom of the check.

### ■ **National Automated Clearing House Association (NACHA)**

The national association that establishes the standards, rules and procedures that enable depository financial institutions to exchange ACH payments on a national basis.

### ■ **Non-Bank**

In a payment system, a financial institution not offering retail banking services.

### ■ **OCR**

Optical Character Recognition is the technology by which characters and symbols imprinted in non-reflective ink are optically read by remittance processing workstations. The OCR system reads characters by detecting differences in the reflected light from the document as it passes through the processing workstations. These differences are interpreted by OCR electronics, converted to a binary code, and transferred to the system processor. This term is usually associated with retail lockbox processing.

### ■ **Operating Rules**

Rules and business practices meant to increase consistency and interoperability among the various financial service providers that will interact with each other and end-users. Examples of operating rules include:

- Authorization procedures
- Settlement timing requirements
- Audit and accounting rules
- Credit limits

### ■ **Originator**

A financial institution that initiates a wire transfer or automated clearing house (ACH) payment.

### ■ **Outsourcing**

The procuring of services or products from an outside supplier or manufacturer in order to cut costs.

### ■ **Payment System**

A set of instructions and procedures used for the transfer of ownership and settlement of obligations arising from the exchange of goods and services.

### ■ **PDF**

Portable Document Format is a file format that has captured all the elements of a printed document as an electronic image that you can view, navigate, print, or forward to someone else. PDF files are created using Adobe Acrobat, Acrobat Capture, or similar products. To view and use the files, you will need Adobe Acrobat Reader, which you can easily download for free at [www.adobe.com/products/acrobat/readermain.html](http://www.adobe.com/products/acrobat/readermain.html). Once you've downloaded the Reader, it will start automatically whenever you want to look at a PDF file.

### ■ **Remittance Information**

Information required by the biller to post customer bill payments effectively.

### ■ **Remittance Processing**

A collection and processing service provided to clients by third-party providers, such as FIS or a bank. These providers collect payments from a dedicated postal box, to which clients have directed customers to send payment. To minimize mail, collection and availability float, remittance providers make several mail pick-ups per day, process the payments immediately, deposit the funds and provide information to update clients' receivables.

### ■ **Remittance Processing Service**

An electronic routing and settlement service that accepts previously captured and authorized payment transactions from members for delivery to other financial institutions.

### ■ **Retail Lockbox**

A collection and processing service provided to clients by third-party providers, such as FIS or a bank. These providers collect business-to-corporate (B2C) payments from a dedicated postal box to which clients have directed customers to send payment. (See Remittance Processing.) The payment stream is typically low dollar and high volume, with a high incidence of OCR scannable coupons and bar-coded return envelopes.

### ■ **Settlement**

As the sales transaction value moves from the merchant to the acquiring bank to the issuer, each party buys and sells the sales ticket. Settlement is what occurs when the acquiring bank and the issuer exchange data or funds during that function.

### ■ **Telephone Bill Payment**

A service that permits a customer to pay bills electronically. The customer gives a corporation the authority to debit his or her account for a specific amount or within a specified range of amounts.

### ■ **Thick Consolidator**

One of four models of Electronic Bill Presentment and Payment (EBPP). The biller sends all of its billing data to a





central service provider that consolidates electronic bills from different billers so that the consumer has a single site of access for viewing billing information and making payments electronically. Other models include: Biller Direct, Thin Consolidator and Customer Consolidation.

### ■ **Thin Consolidator**

One of four models of Electronic Bill Presentment and Payment (EBPP). The biller sends summary billing data to a central service provider that consolidates electronic bills from different billers so that the customer has a single site of access for viewing billing information and making payments electronically. The customer may access full billing data through the billers Web site. Other models include: Biller Direct, Thick Consolidator and Customer Consolidation.

### ■ **Transaction**

Any event that causes a change in an organization's financial position or net worth, resulting from normal activity. Advance of funds, purchase of goods at a retailer or when a borrower activates a revolving line of credit. Activities affecting a deposit account, carried out at the request of the account owner. One example of a transaction is the process that takes place when a cardholder makes a purchase with a credit card.

### ■ **Unmatched Payments**

Payments that differ from the amount due. The amount due can be either a minimum payment amount or a total balance due (e.g., a credit card account). This term is typically used in retail lockbox processing. Also known as "partial payments" or "unequal payments."

### ■ **USPS**

United States Postal Service

### ■ **Wholesale Lockbox**

A collection and processing service provided to clients by third-party providers, such as FIS or a bank. These providers collect business- to-business (B2B) payments from a dedicated postal box to which clients have directed their customers to send payment. (See Remittance Processing.) The payment stream is typically high dollar and low volume, with a high incidence of non-standard invoices and check-only payments.

### ■ **Whole-tail Lockbox**

A collection and processing service provided to clients by third-party providers, such as FIS or a bank. These providers collect business- to-business (B2B) payments from a dedicated postal box, to which clients direct their customers to send payment. (See Remittance Processing, Wholesale Lockbox and Retail Lockbox.) This service is designed for customers who have higher-dollar receivables and a lower volume of payments than typical of traditional

"retail lockbox." Payments are usually accompanied by a standard invoice that contains OCR scannable data. Property management and leasing industries typically have payment characteristics that fall into this category.

### ■ **XML**

Extensible Markup Language, allows the author to extend and customize basic HTML formatting by creating proprietary tags and text behaviors. XML is meant to emphasize intelligent and logical formatting within technical documents in order to streamline searching and categorizing, and to ensure total cross-browser compatibility.