

# DialAmerica Upgrades to Electronic Remittance Processing for Cost Savings and Efficiency

DialAmerica, one of the nation's largest teleservices companies, is recognized for its expertise in providing comprehensive, cost-effective customer acquisition and care solutions for consumer and business-to-business marketers. Serving the marketing and fundraising communities for over 50 years, DialAmerica has a diverse portfolio of clients in multiple industry sectors.

## OBJECTIVE

### A More Efficient Way to Process Deposited Checks

On a daily basis, DialAmerica would manually encode paper checks on two outdated proof encoding sorters prior to physically depositing the paper checks with a couple of banks in New Jersey. Although encoding checks internally helped DialAmerica offset some costs, it ultimately was more expensive in terms of maintenance fees (\$20,000/year) and lost employee productivity.

## SOLUTION

### Electronic Internal Remittance Processing System

Chase realized the challenges faced by DialAmerica in implementing a companywide process to electronically transmit check deposits into an image cash letter (ICL) program and worked with The DRS Imaging Group to offer a dynamic solution.

Upon understanding the goals of the organization, The DRS Imaging Group proposed replacing the two large encoders with three tabletop Canon CR 190 scanners and utilizing remittance processing software to output two custom files.

## Previously

- Paper checks received on a daily basis and:
  - deposited daily with two banks
  - manually encoded to save money
- Used two older proof encoding sorters costing \$20,000 per year
- Required several hours and several people to process

## Today

- Three tabletop Canon 190 scanners
- Remit32™ remittance processing software (from C&A Associates)
- Two custom output files to:
  - update DialAmerica's accounting software via the remittance notice
  - deposit all checks from DialAmerica electronically with Chase via an ICL output file

## RESULT

### Immediate Return On Investment

As a result of Chase working with The DRS Imaging Group, DialAmerica is benefitting from a more economical and efficient way to manage the processing of its deposited checks.



According to Jim Sheridan, executive vice president of The DRS Imaging Group, "The savings on the sorter maintenance and the ICL deposit capabilities helped DialAmerica see a ROI within one year's time."

To learn more about Chase's solutions and how we can help you, please e-mail us or contact your local commercial banker.