



# Retail Image Remittance BPO

Offshore the labor-intensive, manual data entry functions related to retail remittance processing/lockbox operations to achieve dramatic cost savings and improve work accuracy.

Through its world-class facility in Mumbai, India, Carretek gives financial institutions access to a highly skilled, highly trained workforce that specializes in a range of image-based back office functions. Proven to reduce operating costs while increasing process efficiency, off-shoring also allows critical bank resources to be redirected toward core, mission critical initiatives.

We tailor our remittance processing services to the unique needs of every client. Through an analysis of your current environment by our U.S.-based consultants, we identify all processes that can be successfully outsourced. Benefits are quantified, risks measured and a complete business case delivered prior to your decision to take the work offshore.

As Carretek's client, you retain complete control of your policies, workflow processes, reporting, systems and data via a secure, 24-hour connection to our offshore facility. Our web-based project management tool, which offers real-time visibility into your offshore processes, typically delivers more performance data than bank management receives about on-site activities.

## Why Carretek

- Reduced operating costs without increased risk.
- Domain expertise: Carretek was formed by Carreker Corporation, a leading provider of payments consulting and technology services for than 25 years, and Mastek, a global offshore outsourcing leader.
- Flexible SLAs ensure the performance you currently demand from your on-site operations.
- Local account management and superior project management for day-to-day accountability and a strong client relationship.
- A seamless, proven on-site/offshore delivery model.
- Reporting tools for high visibility into offshore performance and productivity.
- Double redundant back-up facilities in remote locations.
- Services tailored to your needs, rather than formulaic agreements.

## Image-Based Remittance Processing

Retail remittance processing is a high-volume, low-margin business, with work that is both labor intensive and time critical. Maintaining a large data entry staff, which often includes a night shift, is necessary to meet processing deadlines.

Through Carretek, a range of image-based remittance data entry processes can be offshored to reduce operating costs and improve productivity.

Our highly educated, English-speaking staff can perform the same complex tasks as your on-site staff. Lower turnover and reduced error-rates help to keep your risk low and quality high.

## Follow-the-Sun Benefits

Time zone differences between the U.S. and India allows night shift work to be performed overnight by Carretek and delivered the next morning, without premium night shift rates being incurred. Our facility, which is available 24 hours a day, 7 days a week, can complete a typical batch of data entry from image in under 10 minutes.

In addition, offshoring remittance data entry through Carretek allows your organization to streamline operations while still offering high quality data entry services to customers.

## Retail Remittance Processing Services Include:

- MICR Correction
- OCR Scanline Correction
- Check Amount Entry
- Invoice Amount Entry
- Double Verification
- List and Key Monetary Data Entry
- Balancing
- Other Non-monetary Data Entry

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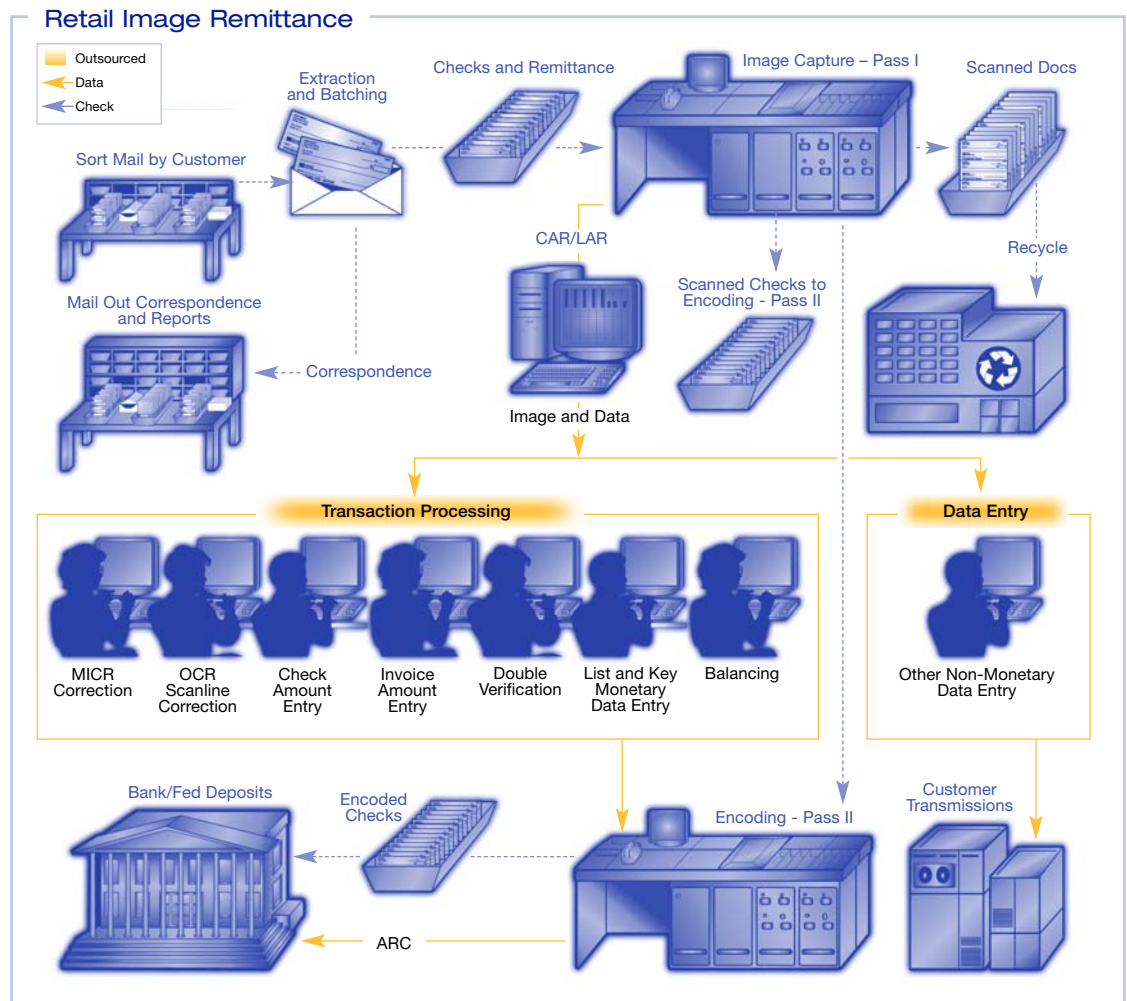
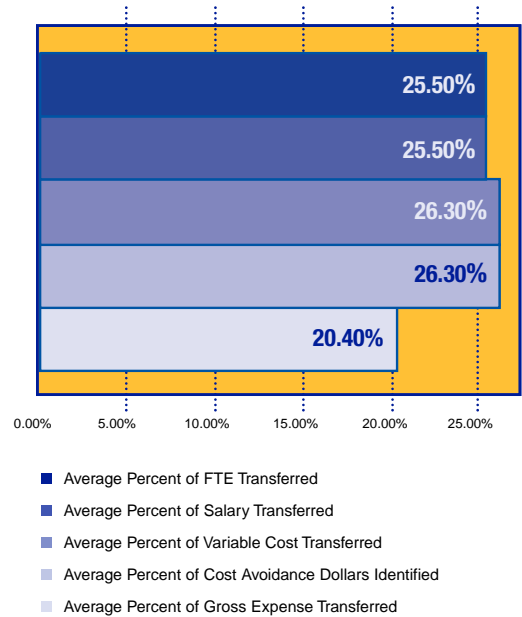
Offshore  
Business  
Process  
Outsourcing  
Tailored to  
the Needs  
of Financial  
Institutions

Organizations can achieve significant cost savings, increased productivity and improved accuracy by outsourcing the manual data entry related to retail remittance processing.

To minimize your risk, we seamlessly blend the outsourced and on-site processes, optimizing them for maximum efficiency. Necessary application interfaces can be developed, working with your vendor, to ensure the success of the outsourced functions.

As shown here, the transaction processing activities that are ideally offshored in a retail lockbox environment include MICR correction, OCR scanline correction, check amount entry, invoice amount entry, double verification, list and key monetary data entry, balancing, and other non-monetary data entry.

Remittance - Financial Indicators



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