

Request for Emergency Lockbox and Remittance Processing Services

This District processes approximately 4,000 customer check payments per day. These payments are scanned using Expert RPS remittance processing software and an image cash letter file is created for deposit to the bank, and payment records are also uploaded to our customer billing system.

We are looking for emergency payment processing services to handle this work in the event that our internal remittance operation is inaccessible or inoperable. Services to be included are lockbox and check processing, data capture and transmission, and deposit and balance reporting.

Requirements:

1. Provide a lockbox location and remittance processing services for District water bill payments.
2. Supply a single electronic data record file in ASCII format for daily transmission to EBMUD. This file is to include all payments processed that day. The file will contain the EBMUD 11-digit account number, and the corresponding amount paid for each item.
3. An example of the District's current file format is shown below. The second field column is the amount and the third field is the account number.

10000000000000000000000006111409270094000APS EAST BAY MUD
60000000000000000000000000 0000012053 42467800001 0000000001
60000000000000000000000000 0000004770 23650080001 0000000002

4. Bank must deposit/ACH funds (credit only) to EBMUD bank account by the next business day.
5. A sample EBMUD payment stub is attached.
6. Back-up lockbox and remittance processing services should be tested twice per year.

Remittance Processing:

1. Describe your lockbox and remittance processing services and locations.
2. Will you process and deposit all EBMUD payments on the same day received?
3. What controls do you have in place to ensure accurate processing per customer specifications?
4. What back-up arrangements do you have for lockbox processing?
5. Describe how you handle exception items (no payment stub provided, no account number provided, etc.)
6. Can you provide daily images of all checks and remittance advices? If so, in what formats?
7. Do you provide online exception processing?
8. How do you handle reject items?
9. Coupons and other payment documents must be retained for 14 days. How do you dispose of these documents?