

iN THE NEWS

Solutions you bank on!

Business Builder™ Edition

**Many CITATION™ solutions' users utilize
Business Builder™ services on a frequent basis; Do You?**

Here is a reminder of the services you have available to you...

Technology Management Resources (TMR) recognizes that financial institutions do not always have the luxury of dedicating an individual to one specific product for expertise. That is why TMR provides *Business Builder™*... A valuable clearinghouse of information regarding successful ways to market, contract and process the wide variety of customer types encountered in low and medium volume payments processing. TMR's *Business Builder™* services assists each financial institution in identifying target markets, training bank sales staff, and contracting commercial accounts. Once an account is sold, *Business Builder™* services takes responsibility for new account setup, remittance document design, and training the operator on efficient processing of each new customer.

The *Business Builder™* team provides a wide range of marketing support services, free of charge, to solution users. Services include personalized marketing assistance with:

- Lead generation
- Advertising and promotion
- Prospect qualification
- Pricing of services for your customers
- Transaction document design and production (i.e. payment coupons)
- New customer set up



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In This Issue:

- ~ The TMR Website and how to get your unique Customer Center login information
- ~ New Programming Fees for 2008
- ~ A brief overview of TMR's newest product, *CITATION™ i-Deposit*, Remote Deposit
- ~ Check 21, TMR can help!
- ~ New *CITATION™ e-Remit 5.14* features

INTRODUCTION TO TMR'S NEWEST PRODUCT *CITATION™ i-Deposit*



*YOUR NEWEST BANK LOCATION
JUST BECAME YOUR CUSTOMERS OFFICE!*

Benefits of Remote Deposit to
YOUR bank:

- Expand the geographical reach of your bank
- Reduce courier costs
- Retain clients
- Increase deposits

Remote Deposit helps you protect your existing customer base and broaden your market. TMR's *CITATION™ i-Deposit* allows your customer to

1. Scan checks
2. Review the deposit
3. Submit the deposit for outbound file generation.

TECHNOLOGY MANAGEMENT RESOURCES INTRODUCES NEW WEBSITE

WHY NOT DO IT ONLINE?

TMR has created a new **Customer Center** available to all of our solution users that provides tools for everything from coupon layout guidelines to sample reports.

You can also submit a **New Account Setup Form** or a **Programming Request Form**. All of these documents are sent directly to the *Business Builder™* department at TMR.

The newly re-designed website also provides information on:

- TMR Products
- Trade shows TMR will be attending
- Archived Press Releases and Newsletters
- Success Testimonials

For access to the TMR Customer Center contact the Business Builder department for your bank's assigned User ID and Password.



Stop by www.TMRSolutions.com to see these new features and many more!

PROGRAMMING FEE CHANGES FOR 2008

Taking into consideration increased operational costs as well as the complexity of custom reports and data files, effective January 1, 2008, TMR is adjusting fees as follows:

	Programming Fees	Estimated Programming Time
New Print Report	Flat \$750 rate	3-4 Weeks
New Data File	Flat \$750 rate	3-4 Weeks
Existing Report Modifications	\$150 per hour	3-4 Weeks
Existing Data File Modifications	\$150 per hour	3-4 Weeks
Application Software Enhancements	\$250 per hour	4-6 Weeks

*The above per hour rates can be estimated by the *Business Builder™* and development staff after each project has been reviewed.

TMR will honor all quoted outstanding custom programming orders thru the end of the year.



DID YOU KNOW?

TMR can format and help you test a Check 21 file to generate from the *CITATION™ e-Remit* lockbox system. Taking advantage of Check 21 allows the check to be truncated reducing time spent at the bank imaging the check for other departments. In most cases the Check 21 file can also be imported into the bank's core system to aid in Analysis Reporting. For questions regarding Check 21 please contact TMR Support Department at 1-800-867-2249 ext.225.

**INTRODUCING
TMR'S NEW
BUSINESS BUILDER™
REPRESENTATIVE...**

You all know her as your friendly and knowledgeable support technician, now Kim Lynch is moving to our *Business Builder™* team. Kim brings with her all her intimate product knowledge and customer relationships to provide even more experience to an already outstanding *Business Builder™* team.



More specifically, Kim will be assisting our customers with their new account setups and processing procedures, remittance document design and testing, data file and custom reporting development and testing, new product demonstration web casts and other sales support activities for our clients in 40 states now including Hawaii!

You can reach Kim Lynch at her new extension 1-800-867-2249 ext. 226

**CITATION™ e-Remit
NEW 5.14 RELEASE**



**Here's a sample of the enhancements included in the
newest release of *CITATION™ e-Remit*
now available to all image based solution users:**

Check Pocketing Errors are displayed in Preview.

- This new Preview function indicates when a check is sorted to the wrong pocket (the pocket containing remittance coupons/stubs).

New Image Quality Assurance (IQA) tests have been added for the Canon CR180 scanner.

- *CITATION™* will automatically analyze check images and identify those that are too light or too dark.

MICR Scan Line Repair functionality has been added.

- This feature allows the operator to repair a MICR machine read error. The repair function includes symbols as required for the X9.37 Image Cash Letter for Check 21 processing.

CITATION™ now has the flexibility to customize the output of the X9.37 file per your Banks requirements.

- A TMR support representative will assist the Bank in determining the settings required to generate the X9.37 file to meet the needs of the receiving application.

MICR coupons can now be processed when scanned on the Canon CR180 scanner.

- MICR encoded coupons can now be directed to a pocket separate from the checks. The MICR information is read and parsed based on the transaction requirements.

Please call TMR if you have any questions on these new features.
1-800-867-2249 ext.225

