

# RESPONSE SOLUTIONS

THE GOVERNMENT MARKET



## Response Solutions for the Government Market

Today more than ever government entities require flexible lockbox solutions that allow payments to be processed accurately and deposited quickly. Unfortunately many traditional bank lockbox services are inflexible, don't offer a complete solution to effectively handle the exceptions that occur, and are often expensive to boot.

The good news is there is an alternative solutions provider that focuses specifically on the lockbox service needs of county and city governments....Merkle Response Management Group! Merkle Response is a leading provider of tax, ticket, and fine payments processing for city and county governments in the mid-Atlantic region. Our dedicated lockbox services department features leading-edge scanning/imaging technology, same day processing and depositing electronically via Check21/Image Cash Letter, and the ability to handle changes, look-ups, and other exceptions activity.

The Response Management Group was founded in 1983 and currently serves more than 185 government, nonprofit, and commercial organizations through its 125,000 square foot facility in Hagerstown, Maryland. In 2010 Merkle Response's staff of more than 575 well-trained and dedicated employees processed 36.4 million mail responses for our clients representing more than \$5 billion in funds deposited.

Over the years Merkle Response has earned a reputation for providing exceptional lockbox, scanning, and imaging services by combining the latest technology with the skills and talents of our highly trained staff. Our "High Tech, High Touch" approach ensures speed, accuracy, efficiency and attention to detail that allows us to consistently deliver a high level of service to our clients and their customers while minimizing costs. Strong and proactive account management ensures excellent communications and the application of our best practices experience to tailor the best service solution for each client's needs.

### *Our services include:*

- Secure Customized Caging
- Electronic Deposits via Check21/Image Cash Letter
- Accurate Scanning and Imaging
- Web-based Image Archive and Retrieval
- Complete Exceptions Handling
- Responsive Inbound Call Center
- Timely e-mail Customer Service
- Comprehensive Web Reporting

### *Merkle Response Management Group is committed to providing exceptional quality to our clients in the performance of all of our services. Our best practices include:*

- Dedicated Quality Team led by our Director of Quality Assurance
- Certification to ISO 9001:2008 standards that provides a framework for quality management and continuous improvement
- Annual SAS70 Type II audit
- Certification as a Tier I processor compliant with Payment Card Industry (PCI) standards

## Some of the clients we are proud to serve include:



We have found over the years that we are able to offer our clients a more flexible and comprehensive lockbox processing solution at significantly lower costs than those offered through a traditional bank lockbox. Simply put, no other company matches our ability to apply superior technology (high-tech) combined with attention to the details of handling exceptions (high-touch) to deliver exceptional service with competitive pricing as an integrated and cost-efficient payment processing solution.

Merkle Response has the experience, technology, facilities, staff, and commitment to excellence that drives us to provide exceptional service to our clients and their customers everyday. Let Merkle Response be a long-term partner in your success!

## Contact us today at:

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