Meet the New and Improved ACI Speedpay®

Customer Experience Enhancements

Text and Email Notifications

Speed customer communications and drive more on-time payments with ACI Speedpay® notifications. Through your website or a customer service representative (CSR), customers can sign up to receive text and email message notifications regarding upcoming bills and payments.

Using the ACI Speedpay client portal, customers can gain greater control of their experience with the ability to set their notification preferences and select which notifications they wish to receive.

Give your customers a simpler, safer and more convenient billing and payments experience with innovative new offerings from within the ACI Speedpay solution. This enhanced solution gives you the power to deliver a first-class customer experience that takes advantage of the latest technological breakthroughs, while providing a new level of security and compliance to reduce your PCI exposure.

CONVENIENT SECURE

- Notifications quickly and easily alert customers of bills and due dates

- Dynamic eBills replace paper and seamlessly connect customers to statements

- Multi-account functionality simplifies billing with a single "parent" account to make multiple payments

SECURE

- Agent-IVR masks card information to reduce PCI scope at call centers

- Configurable Speedframe technology ensures PCI compliance by removing access to full PAN card or account numbers

Dynamic eBills

The new dynamic eBills offering allows you to save on paper costs and deliver bills right to your customers' inboxes through a pull or push feature, or a combination of both.

The ACI Speedpay "pull" feature enables customers to register, turn off paper billing, configure notification preferences and view a PDF of each eBill on the ACI Speedpay-hosted website. Once enrolled, customers will receive emails notifying them when a new bill is available for viewing and payment.

The ACI Speedpay "push" feature delivers a secure link to the customer's bill directly to the customer via email. This option ensures customers can open eBills directly from their favorite devices.

CSRs also have the power to view and edit customer eBill preferences using the ACI Speedpay client portal, creating a simple way to update customer information.

The dynamic eBills capability is proudly offered in both English and Spanish.

Payments to Multiple Accounts

Simplify the task of making payments for multiple accounts with this innovative feature, giving customers the ability to pay several accounts from a single customer profile.
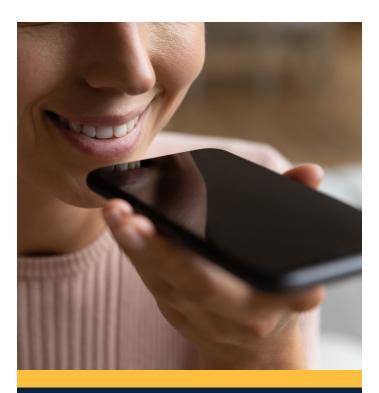
Whether it's a single borrower with multiple loans or a head of household with more than one cell phone bill, customers can pay from one main "parent," ensuring efficiency and ease.

ACI Speedpay can support different business rules for different accounts and lines of business, helping you achieve a more efficient solution for your particular needs.

Deliver a first-class customer experience that takes advantage of the latest technological breakthroughs.

Compliance and Security Enhancements

Agent-IVR Conference

Reduce PCI scope at your call centers with Agent-IVR (interactive voice response) Conference. This solution works by masking customer card information from your employees. After the CSR identifies the customer and pulls up their account information, the CSR establishes a conference call with the IVR and the customer and stays on the line in a three-way call. The customer then provides their card payment information by following the IVR prompts.

The customer's wallet entry is then created, and the CSR then refreshes the ACI Speedpay client portal page. The customer's card information is automatically populated on the client portal in masked form, and the CSR then completes the payment.

Speedframe Guest Experience

Reduce your PCI exposure when using a payments entry form with Speedframe. This solution ensures compliance through ACI's hosting of the payments entry form and the passing of a unique token back to you with the last four digits of the card or account number. At no point do you have access to the full PAN of the card or account number.

Speedframe sits on your organization's site and is configurable to deliver a consistent customer experience. The seamless integration means that your customers won't even know ACI is hosting Speedframe when capturing payments information.

For more information on how ACI Speedpay can help you raise customer satisfaction by 25%*, visit **aciworldwide.com/solutions/aci-speedpay**.

Third-party survey of ACI Speedpay solution clients

ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure and scalable software solutions enable leading corporations, fintechs and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

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