
A woman with short dark hair, wearing a dark tank top and athletic pants, is climbing a thick rope. She is looking up with a determined expression. The background is a warm, golden-brown color with several white, torn pieces of paper floating around her, suggesting a dynamic and energetic environment.

BANK ONE CORPORATION lifts itself  
onto a national platform and looks  
toward Standard Register's Less-Paper  
Strategy™ for continued success.

***Documents  
and  
Determination***





# Your Strategic Source.

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- Print-on-Demand
- Secure Document Solutions
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## UpFront

If you want to do something right - OUTSOURCE IT!

Advantages gained through strategic sourcing are helping more businesses than ever edge out their competition through streamlined operations and greater focus on core competencies. Just ask Bank One. The corporation's movement to a national platform is getting a leg-up from Standard Register's expertise in delivering an Integrated Print Management program geared toward swift, cost-efficient growth.

You're reaching new heights and we're turning on lights... ideas, that is, as our experts advise how to keep your frontline performance at the highest levels with Standard Register at your side.

Standard Register is also backing you with 100 percent guaranteed Xerox Certified Products. Trustcompany Bank New Jersey helps explain Xerox Certification's unique value in raising document processing standards industry-wide.

New products and more fill this issue of *P.S. Magazine*.



On the cover:

*Bank One Corporation reaches for the industry's top spot.*

### 2. News of Note

### 4. Bookends

### 6. Innerviews

Expert advice on document programs and planning for enhancing your customer transactions - from a cost-competitive statement billing to bank contingency plans for Y2K.

### 8. Xerox Certified Products

They're cut above the rest and 100 percent guaranteed. Find out what Xerox Certification means to you.



### 10. Documents and Determination

Bank One goes national and with strategic partner, Standard Register, is resolved to grow with less paper.

### 13. Product Showcase

SMARTworks™ 4.0

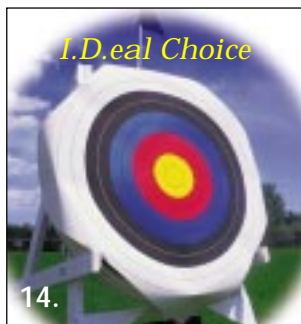
I.D.eal Choice™

StatementLink™

DTS2200

TellerSelect® II

LinkUp® 4.2



## When things break

While tossing a broken item can feel wasteful, not every breakdown of a large appliance, electronic item, or lawn mower or tractor merits a repair, according to a recent *Consumer Reports* reader survey. If the cost of fixing a product equals or exceeds half the price of a replacement, and you can afford the replacement, the magazine recommends that you don't proceed with the repair.

According to the survey results, which account for 27,000 reader experiences with product failures, about 40 percent of the time respondents chose not to fix a problem with a major appliance, electronic item, or lawn mower or tractor, especially if the products were more than five years old.

Several factors influence whether consumers are willing to abandon a costly

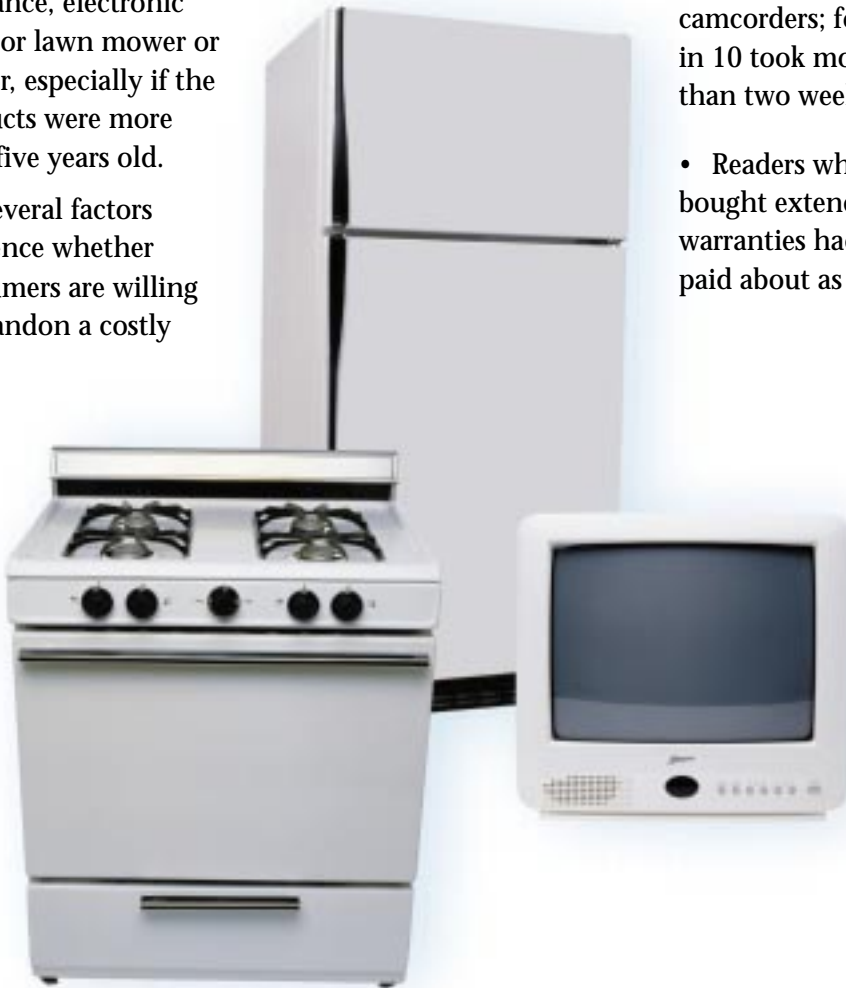
product when it fails or live with the item when it is working less than perfectly. Purchase prices are dropping while repair costs are rising. Many items can be replaced more rapidly than they can be repaired—and with less fuss. Additionally, there is a dwindling availability of parts, since repairers of major appliances no longer stock parts for at least 10 years, as they once did.

Some of the survey's findings:

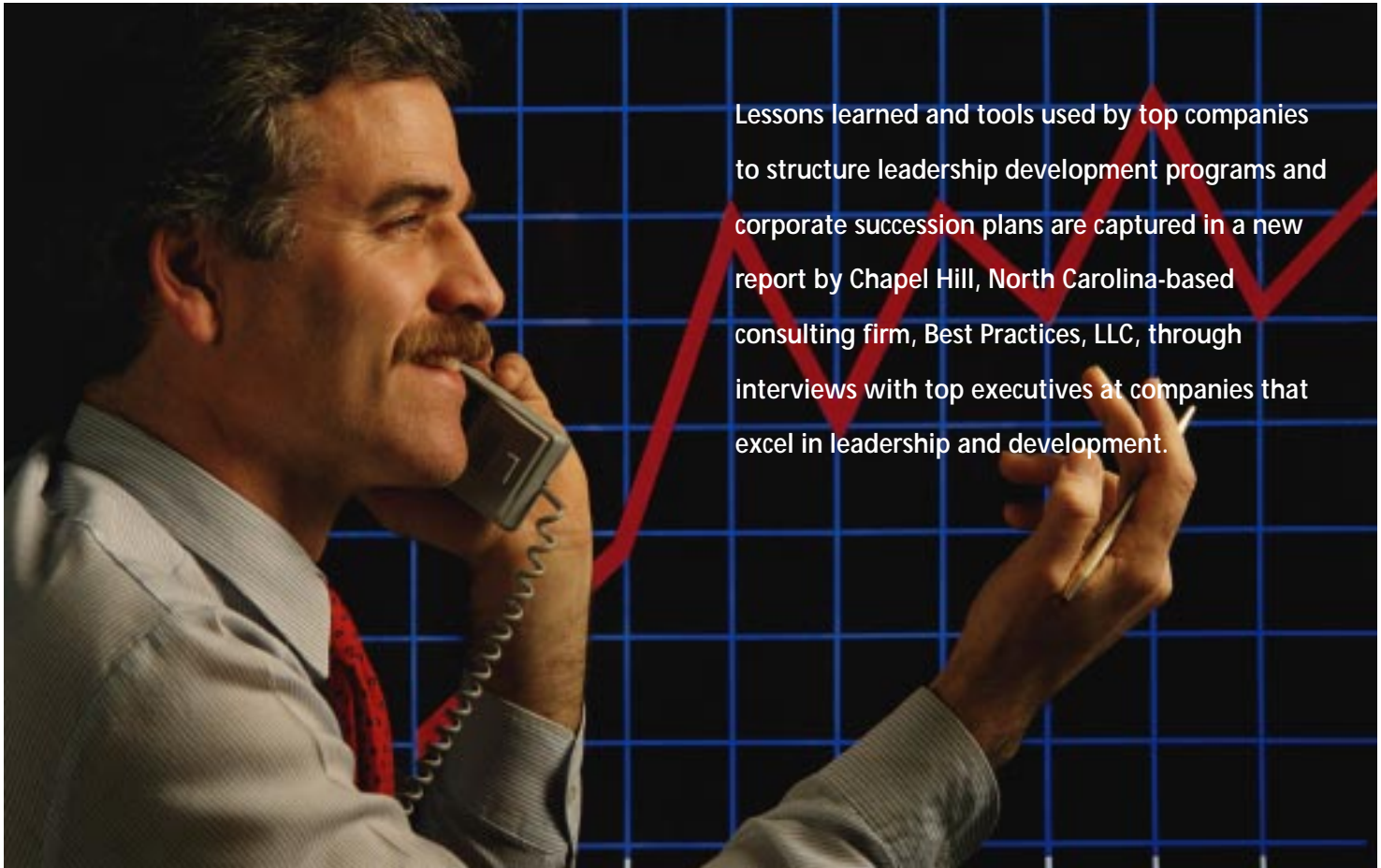
- One in four readers who had electronic goods or lawn equipment fixed had to wait for more than two weeks for the repair. The highest incidence of slow repairs was with camcorders; four in 10 took more than two weeks.
- Readers who bought extended warranties had paid about as

much for them, by the time the item broke, as the average repair cost for the item.

- Of the readers who decided not to repair broken electronic items, half cited the high cost of repair as a factor in their decision and one-third cited the low cost of replacement. For example, it typically costs between \$50 and \$100 to repair a CD player - a brand new replacement will cost from \$75 to \$300.
- Half of the breakdowns readers reported made the item non-functional. But one in four appliance breakdowns and one in five lawn mower and tractor failures, for example, were only minor.
- Readers in the survey who initially called the manufacturer for assistance were often frustrated by the experience. However, nearly one in 10 readers who called the company about an out-of-warranty repair received an offer to fix or replace the item at no charge. Such offers are sometimes part of a program or "secret warranty" to quietly appease purchasers of a model the maker knows to be trouble-prone.
- Broken lawn tractors/riding mowers, large TV sets (31" to 35"), gas ranges, and side-by-side refrigerators were the most often repaired products - probably because repairs were much cheaper than replacement costs.



# Keys to leadership and development excellence



Lessons learned and tools used by top companies to structure leadership development programs and corporate succession plans are captured in a new report by Chapel Hill, North Carolina-based consulting firm, Best Practices, LLC, through interviews with top executives at companies that excel in leadership and development.

The report – “Best Practices of Succession Planning and Leadership Development” – identifies winning strategies for matching the right executive to the right position; identifying and developing potential leaders; structuring mentors and mentoree relationships; measuring the success of leadership programs; and matching succession plans with an organization’s culture and goals for growth.

According to the report, top companies employ the following strategies to develop integrated systems of leadership development:

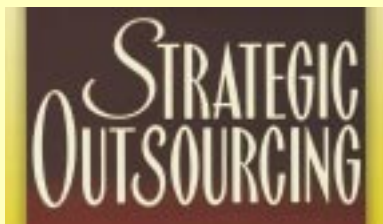
- Align succession planning with corporate culture to ensure that company executive structure reflects corporate values.
- Assign multi-level, cascaded ownership and responsibilities for succession planning process design, execution and refinement.
- Select a set of key leadership criteria and provide an outstanding development process to help leaders meet the requirements for advancement.
- Screen effectively to identify high potentials and to concentrate development resources on future leaders.
- Measure the results of the succession planning process for individuals and the corporation to ensure alignment with goals.

Visit [www.benchmarkingreports.com/humanresources](http://www.benchmarkingreports.com/humanresources) to view the executive summary and benchmark class of companies referenced in the report. Contact Jason Richardson, Senior Project Manager at 919/403-0251 x226 or [jrichardson@best-in-class.com](mailto:jrichardson@best-in-class.com) for more information.

# Strategic Outsourcing:

## A Structured Approach to Outsourcing Decisions and Initiatives

Of all the restructuring tools available to today's executives, outsourcing is most important and controversial. When it works, it works wonders. Naturally, businesspeople want to know that it's going to work *before* they use it. Maurice F. Greaver II, an acknowledged expert in the area, provides a step-by-step look at this powerful business tool in his new book, *Strategic Outsourcing: A Structured Approach to Outsourcing Decisions and Initiatives* (AMACOM). This book shows executives how to avoid the pitfalls of outsourcing, alleviate doubts and fears, and reap the full benefits they hope to achieve.



Concentrating on process, this definitive guide proves that outsourcing is one of the most valuable tools in a capable manager's toolbox, making it possible to obtain expertise, skills, and technologies not otherwise available. Outsourcing also helps focus in on a company's core competencies, and lets it free up assets (human, cash, equipment, and other) for the most effective use. And, outsourcing can turn high fixed costs into lower variable costs – Greaver shows how to pick and choose which of these costs can go out of house... and which are wiser to keep inside.

All of this strategic re-thinking of what a company does, how it does it, and why, involves some tricky questions – and *Strategic Outsourcing* provides expert risk management advice to guide the

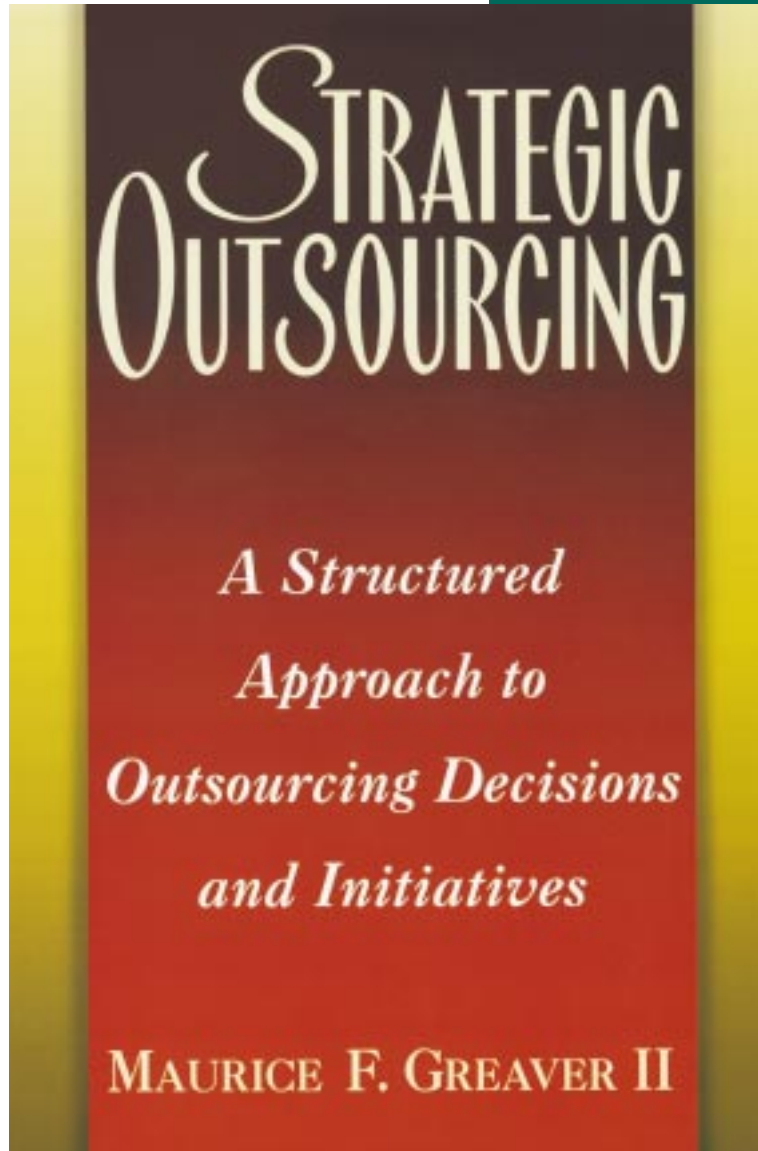
process from idea through implementation through results analysis.



At the heart of *Strategic Outsourcing* are the seven steps to successful outsourcing, which form an in-depth, foolproof planning and implementation methodology. From the initial choice of which functions to outsource, to building and maintaining a strong, committed relationship with the outsourcing provider... this proven methodology allows the executive to focus on core competencies, improve operating performance, gain market access using the provider's network, and reduce costs.



With specific tools for measuring benefits and risks, guidelines for implementing the process, and tips for helping employees make the transition, the book provides everything needed to effectively outsource any activity, function, or process in the organization. Checklists on nearly every page, tables and other at-a-glance graphic features enhance the presentation and make the book easy to follow and use.



This book shows executives how to avoid the pitfalls of outsourcing, alleviate doubts and fears, and reap the full benefits they hope to achieve.

Maurice F. Greaver II is a former corporate CFO and CPA at Haskins & Sells. He now heads his own financial and management consulting firm and teaches the American Management Association's course on strategic outsourcing.

# Y2K: Prepare For Increased Transactions Through 1st Quarter 2000



*By: Kyle M. Grogan, Manager,  
Financial Markets, Standard Register*

If you watch television, listen to the radio, surf the Internet or read the paper, you're aware of the profound impact non-compliant, date-sensitive computer systems may have on many businesses' abilities to function after January 1, 2000.

Fortunately, commercial banks have actively addressed the compliance issue. Earlier this year federal regulators reported to a congressional committee that 97 percent of U.S. Banks appeared to be well on their way to eliminating the Y2K computer glitch long before it could cause trouble. Banks under the direction and supervision of regulatory agencies such as the FDIC and the Office of Thrift Supervision are in the best position to provide a smooth transition into the next century.

But while the U.S. financial system is generally considered to be compliant, contingency plans are nevertheless critical to ensuring

minimal business interruptions due to customer or supplier non-readiness and potential public reaction to uncertainty surrounding Y2K. Anticipated reaction to Y2K prompted the U.S. Government to print additional currency; the National Guard to train for chaos resulting from power and telephone outages; and consumers to stock up on food and water.

Concern for one's bank account has also increased, generating high volumes of customer transactions which are expected to continue through first quarter 2000 as customers seek confirmation of unchanged account balances at the beginning of the year.

*The Federal Emergency Management Agency (FEMA) and the FDIC have encouraged concerned consumers to obtain copies of statements for every type of account prior to the end of the year. Both organizations also urged consumers with investments to ask their banks and brokerages to issue special account statements that verify investment value as of Dec. 31, 1999. Additionally, customers have been advised to save all transaction-related bank information such as ATM and transaction receipts.*

When determining your strategy for analyzing, planning and ordering critical banking documents, review your current base of vendor providers to determine if your providers have the capacity and resources to meet your bank's requirements.

While every institution is different, here are some general guidelines that will help you better serve customers before and after 2000:

- Evaluate the effectiveness of your current response to Y2K-related demands placed on your bank.
- Identify the documents that your customers currently require. Most likely, these include DDA statements, envelopes, ATM receipts, secured documents, teller transaction receipts, withdrawals, etc.
- Determine typical usage patterns if they are unknown, basing your estimates for product demand on customer activity.
- Establish a document reorder point that reflects usage and anticipated demand through the first quarter of 2000.
- Ensure that warehousing and storage requirements for these products are part of your plan.

While none of us can predict the future, we should all be prepared to successfully address any challenges that may impact our ability to serve the customer. The key is to thoroughly plan, prepare and execute.

*Kyle M. Grogan has devoted 15 years to helping financial services professionals simplify information flow, increase operational efficiency and improve bottom-line performance.*



# Statement Billing Simplified



*By: Doris Shepherd, Manager-Training and Implementation, Imaging Services, Standard Register*

Thousands of healthcare provider groups and hospitals, franchise operations, credit unions and other small-to medium-size businesses are looking for a better, more cost-effective way to bill customers. Quick turnaround on billing is critical to their cash flow and a key to providing better service. For many, however, outsourcing this activity has not been an attractive option. Startup costs (such as forms design and programming) and fulfillment costs (such as forms imaging and handling) can be prohibitive; and setting up a custom-designed program can be a lengthy process. That's where Standard Register's Stock Statement Billing Program shines.

We've designed a special statement billing program for small to medium size companies that want to put professional-looking documents in the mail, and yet have too little statement billing volume for a totally customized outsourced program.



The attractive base package consists of a single-page, two-color imaged form and two stock window envelopes, as well as fulfillment support required for producing personalized customer statements.

Included in the total package price are printing, folding, inserting, sorting, first-class presorted postage and mail forwarding services. Multiple pages and additional inserts are also available as options.

Stock Statement Billing is a very cost-competitive, turnkey program that can be implemented efficiently in two to three weeks. Normally your customer bills will be in the mail within 24 hours from the time the billing data is received at our processing centers.

Although standardized, the Stock Statement Billing Program offers flexibility and a number of customizing options. Two-color imaging including red, blue or green plus black gives your forms a unique, professional appearance. Additionally, we provide the necessary data processing to accommodate all imaging requirements for your logos and special messages.

Companies mailing between 500 and 10,000 statements per billing cycle will find the Stock Statement Billing program an ideal solution. There are no startup or programming fees, pricing can be done on the spot, and above all, the program is easy to understand and implement.

Normally your customer bills will be in the mail within 24 hours from the time the billing data is received at our processing centers.



## Documents and Processing Reach New Levels Through Xerox Certification

Trustcompany Bank New Jersey delivers effective, timely communications to its more than 200,000 customers, thanks in part to Xerox Certified cut sheets, one of many new high-end custom products available through Dayton, Ohio-based document management company, Standard Register.

Combining document expertise and cutting-edge technology, Standard Register and Xerox established the Xerox Certified Product line in April to optimize customer business performance through a new level of quality standards for forms, document processing and service. Moreover, the first co-marketing alliance of its kind

in the industry backs Xerox Certified Products with a 100 percent guarantee to minimize downtime when using the products with Xerox equipment.

*"We require the highest level of reliability and confidence in the printing of bank statements, which serve as our focal point for customer communications," states William Lipp, Trustcompany Bank's first vice president of information services. "It's imperative not only that each statement runs well through our equipment to meet deadlines, but the processed documents generate minimal dust, don't curl and resist jamming."*

Established in 1896, Trustcompany Bank fashions itself as a "people" bank that strives to provide superior personalized service to customers, large and small. Fittingly, the bank emerged as one of the first businesses to capitalize on value associated with Xerox Certified Products upon purchasing high-speed Xerox Delphax laser printers.

"Xerox Certified cut sheets offer the highest level of functionality," adds Lipp, "and the 100 percent guarantee serves as an added benefit that optimizes productivity while ensuring continued quality in customer communications."



*Todd Pegler, Marketing Manager,  
Xerox Certified Products*

## Superior Product, Superior Service

Manufacturing excellence and stringent quality standards are the basis for Xerox certification. This, in addition to a strong mutual commitment to quality customer service, is the foundation for the unprecedented 100 percent guarantee.

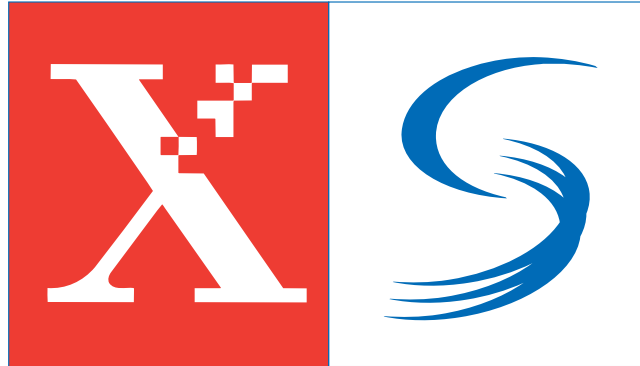
"We understand that for many businesses every minute of production counts," states Todd Pegler, Standard Register's marketing manager for Xerox Certified products. "When an operation is down, regardless of whether its due to equipment or document performance, that business is losing money." Xerox Certified Products are engineered to process better and faster through Xerox equipment, resulting in fewer equipment jams and less downtime.

"The bottom line is that customers are using improved paper and higher quality documents to increase throughput and enhance the printed image," states Pegler.

### Value Proposition

Pegler emphasizes that Standard Register's ability to customize Xerox Certified Products is a distinct customer advantage. Top-of-the-line paper and specialized Xerox Certified Product manufacturing standards result in higher quality products, which substantially improve the printed image over cheaper brands.

## XEROX CERTIFIED PRODUCT



## 100% GUARANTEED

"In addition to quality products, we're offering businesses peace of mind," adds Pegler. Should a problem arise, whether it be forms or equipment related, customers operating under the Certified guarantee may call their Standard Register or Xerox representative or service technician for seamless service, eliminating the conflicts that commonly occur between document and equipment suppliers. "Both companies act as a single unit, providing fast, convenient customer service," Pegler explains.

Naturally, businesses running Xerox Certified Products through Xerox equipment receive the greatest value, given minimal downtime and seamless service. Of those businesses, however, the operations that consistently process high volumes of documents, whether at quota per minute or hour, will find Xerox Certified Products to be their company's greatest advantage.

This is certainly the case with Trustcompany Bank. "Outstanding customer service is critical in today's highly competitive banking industry," says Lipp. "Our approach to our communications reflects the quality of our service. Xerox Certified Products support Trustcompany Bank's effort to provide superior service."

Xerox-Certified Products are available exclusively through Standard Register. Product lines include business forms and custom items such as ID cards, ThermoSeal® and Image Seal® self-mailers, roll stock, carbonless paper, custom cut sheet, Ring Tuff paper, security paper and tabstock.

For more information about the advantages of Xerox Certified Products, and the 100 percent guarantee, call 800/755-6405.



## Documents and Determination



*Linda Cummings,  
Bank One vice president*

Bank One Corporation invested two years transforming itself from a highly decentralized company to one organized nationally by lines of business and has spent the last year on the integration of merger partner First Chicago NBD Corporation.

Now the country's fifth-largest bank holding company – with assets of more than \$260 billion – Chicago-based Bank One is capitalizing on Standard Register's Less-Paper Strategy™. Comprehensive printing and document management provided nationwide via Standard Register Integrated Print Management Program complements Bank One's efforts to centralize purchasing and establishes organizational consistency needed for cost-efficient operation.

Standard Register is helping transition Bank One's business lines and newly acquired companies to the corporation's national platform. Documents ranging from mortgage loan and credit card applications to personnel and product requisition forms are being consolidated and standardized for broad applicability. As a result, Bank One establishes greater print production control and document usage efficiency corporate-wide.

"Efficiently integrating new companies is instrumental to the success of our growth plan," states Linda Cummings, Bank One vice president. "By standardizing our forms and document management processes, we establish consistency throughout our operation and eliminate time-consuming, convoluted transactions."

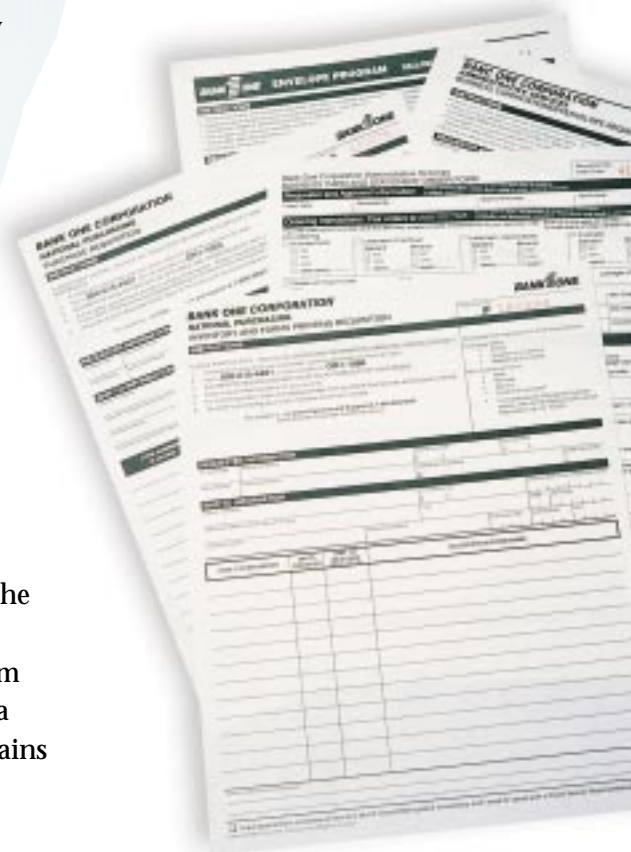
The number of individual standards that must be consistent across Bank One's national enterprise is enormous, ranging from maintaining integrity of the company logo and graphic identity standards to document designs and formats.

"As the number of our documents increased through company acquisitions, so too did the costs to maintain that consistency and difficulty in ensuring a uniform corporate identity and presenting a single face to our customers," explains Cummings. "Standard Register is helping us address these kinds of challenges through the blending of its

many specialized printing services and document management capabilities."

### One Bank, One Source

Driven by Organize, Manage, Migrate, The Less-Paper Strategy™, Standard Register's Integrated Print Management program is aggressively eliminating paper and associated printing, distribution and transaction costs incurred by Bank One's 90,000-plus employees.





*Combining the talents of Bank One and Standard Register, the Columbus, Ohio document management team improves business efficiency and positions Bank One for growth. From left: Stacia Lacure, Standard Register; Kristie Roberts, Bank One; Emily Thackery, Standard Register; Lennie DiGiandomenico, Standard Register; Linda Cummings, Bank One; Randy Boyer (center), Bank One; Maggie Patterson, Bank One; Bill O'Shea, Standard Register; Pamela Moles, Standard Register; Chris Watkins, Standard Register; David Clark, Bank One*

Standard Register currently operates two on-site document management centers – one in Columbus, Ohio, and the other at Chicago headquarters. As a single-source provider, Standard Register serves each major Bank One business line, ensuring corporate-wide document consistency, consolidation and the cost-effective control of printing, warehousing and distribution. Through Integrated Print Management, Standard Register delivers commercial printing, forms design and manufacturing in

addition to the on-demand printing through a network of more than 30 Stanfast® digital print centers.

Engaging its Less-Paper Strategy, Standard Register is analyzing approximately 60,000 documents through a Comprehensive Document Audit (CDA)®. The audit provides Bank One with an accurate inventory of its existing paper forms organized according to specifications such as function, volume usage and various designs and printed features. The CDA serves as a basis for implementing an

effective forms management program through which Bank One is migrating to less paper via forms standardization and movement from paper to electronic documents.

Standard Register's Forms Audit Standardization Today™ (FAST) program complements the CDA results. The software program automatically captures and reports savings to Bank One. In one week, Standard Register standardized 1,000 Bank One forms using the CDA and FAST programs combined.



### Programmed for Growth

In addition to standardizing its forms, Bank One is reducing obsolescence through process improvements and print on demand.

Obsolescence in revenue-generating commercial print documents exceeds approximately 20 percent across all business industries. Recognizing the opportunity to substantially reduce Bank One's printing costs and maximize the corporation's return on investment, Standard Register is identifying Bank One documents best suited for conventional off-set printing and digital print on demand.

Documents that have a high rate of versions, alterations and/or short-life spans are no longer preprinted in high volume, only to be discarded before the entire quantity is used.

Additionally, electronic forms are printed on the desktop and filled out manually or filled out electronically on the computer and then printed. In some cases, Bank One even automates routing forms for approval and updates its databases automatically.

Supporting Bank One's transition to a national platform, Standard Register has absorbed all warehousing and distribution. As the single-source provider, Standard Register requisitions and releases warehoused forms corporate-wide from Bank One's document management center.



*In conjunction with its Chicago document center, Bank One's Columbus document center, above, consolidates and standardizes 60,000 forms resulting in corporate-wide consistency and cost-effective printing. Pictured from left: Chris Watkins, Standard Register and Randy Boyer, Bank One.*

Bank One chose Standard Register's SMARTworks™ service for monitoring document inventories. Combining document management and electronic commerce via a single website, SMARTworks provides Bank One with inventory and production reports, user and group workflow management information, and comprehensive document assessment by feature, function, improvement code and manufacturing method. Through SMARTworks, Bank One's inventory is presented in real time and closely monitored. Data is readily available to make the best decisions on order quantity, production method and timing of production, including planned back-order production to minimize storage costs, obsolescence and its associated costs.

Standard Register's Integrated Print Management program positions Bank One for timely and effective integration of subsidiaries and acquired banking centers.

Says Cummings, "Since expanding our forms management effort corporate-wide in 1998, we've achieved a 30 percent hard-dollar savings by significantly reducing our cost to print and distribute documents and by minimizing the cost of obsolescence. Less paper means fewer transactions, resulting in improved efficiency across the corporation – both up front with our customers and behind the scenes. Nationwide, we have a uniform approach to managing our documents and are optimized for growth."



# SMARTworks™ 4.0

SMARTworks™ 4.0 is the next generation of the only comprehensive Internet-based document management and electronic commerce service of its kind on the market. From a single website, SMARTworks 4.0 combines management and procurement of printed and electronic documents, emphasizing print-on-demand and online product viewing and ordering from Standard Register and third-party vendors.

Typical SMARTworks users can decrease their company's annual paper usage by 25 percent the first year and reduce costs by 40 percent over three years.

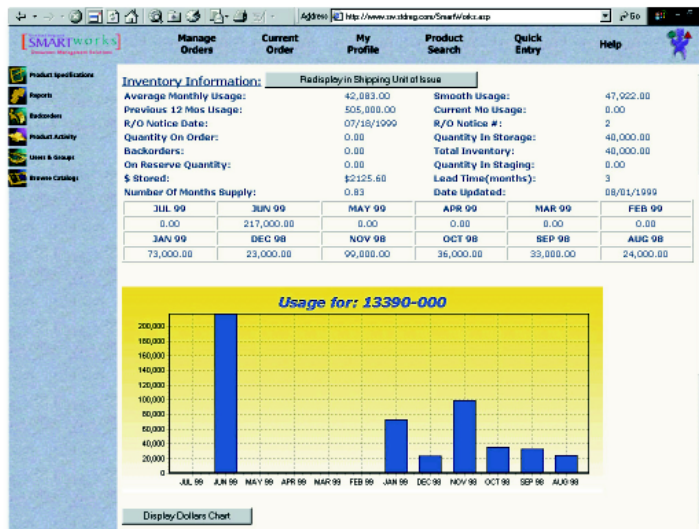
Broadening opportunities to increase business efficiency, aggressively reduce transaction and printing costs, and migrate to less paper, SMARTworks enables organizations to coordinate all aspects of document management and print production. SMARTworks users can initiate and track every step in the paper and electronic document production process—from design and order through invoicing—whether produced in-house or externally by Standard Register and third-party suppliers. Customers can track UPS® shipped orders by linking from SMARTworks to the UPS package tracking system.

SMARTworks 4.0 provides customers and Standard Register with distinct competitive advantages in addressing the complexity of integrated print management. The easy-to-use technology platform tracks and manages pressure-sensitive

labels, envelope and commercial print production, e-forms, on-site copy center functions and more. Customers easily access all document-related information while Standard Register associates analyze usage patterns and identify and help customers capitalize on opportunities to further streamline efficiency and reduce costs.

SMARTworks 4.0 provides standard and ad hoc inventory and production reports, user and group workflow management information, and comprehensive document assessment by feature, function, improvement code and manufacturing method.

For increased accuracy, SMARTworks 4.0 enables customers to proof personalized documents such as business cards and stationery online. Ensuring the fastest delivery of documents, orders are sent to the nearest Standard Register facility, including commercial or digital print facilities, a network of more than 30 print-on-demand centers, rotary production plants, or distribution sites. For immediate production, users can print electronic documents on demand at the desktop from the SMARTworks website.



SMARTworks™ 4.0 is the next generation of the only comprehensive Internet-based document management and electronic commerce service of its kind on the market.



## I.D.eal Choice™

I.D.eal Choice™, the first completely flat integrated plastic laser card and paper carrier, enhances color quality and improves the efficiency and accuracy of printing personalized cards and related information.

Designed for issuers of identification, membership and loyalty cards, I.D.eal Choice offers unique color, composition and construction for maximum flexibility in the design, development and implementation of a card program.

I.D.eal Choice features a thin, durable plastic card that is smudgeproof, water-resistant, and accommodates both four-color and spot process images.

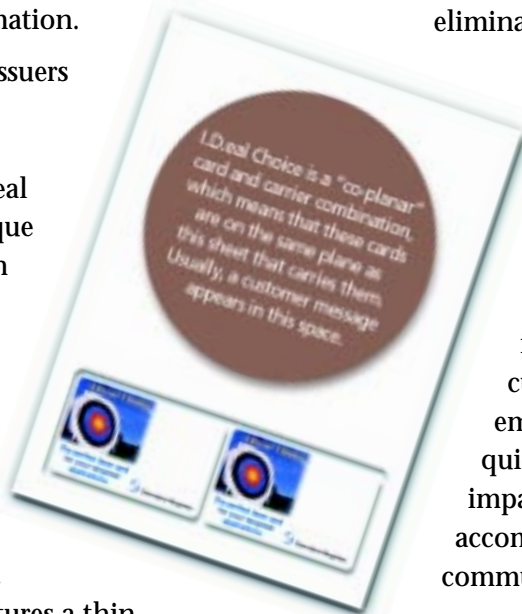
Once printed by Standard Register, cards are combined with a paper carrier into a single flat sheet to form the industry's only true co-planar (flat) card. Personalized

information is then imaged onto the integrated card and carrier using a high-speed or desktop laser printer, without pack buildup or special form-feeding equipment. I.D.eal Choice's simultaneous imaging process also

eliminates the possibility of mismatched cards and associated information.

I.D.eal Choice enables issuers targeting individual customers or employees to quickly produce impactful cards and accompanying communications.

In addition to offering products such as I.D.eal Choice, Standard Register serves as an outsourcing services provider for entire card programs, handling design, programming, imaging, folding, inserting, packaging and distribution for issuers of all types of card applications.



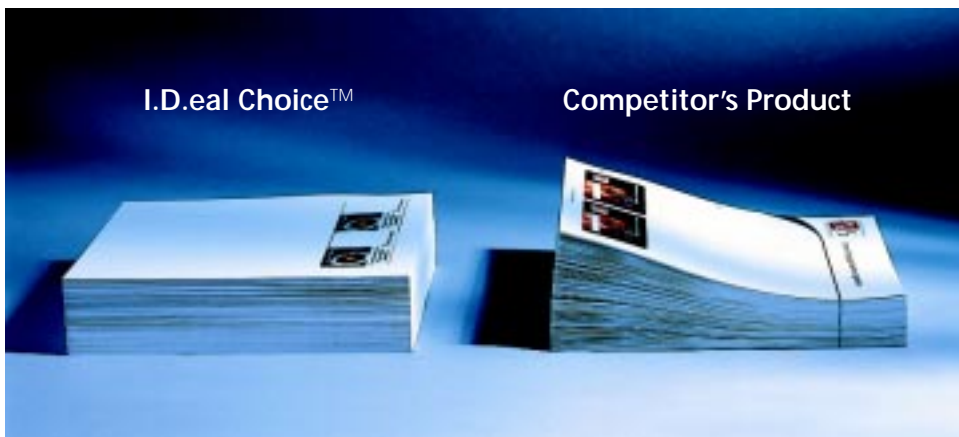
## StatementLink™

Businesses may now send customized banner ads, interactive messaging and loyalty reward programs to customers online when using Standard Register's StatementLink® service to present bills and statements via the Internet.

StatementLink's expanded online marketing capabilities, enable companies to send highly-targeted customer communications, enhancing efforts to increase revenue and loyalty.

The ability to send targeted, interactive marketing messages to customers is one of the key benefits for companies that make statements and bills available online. This enhancement to StatementLink provides companies with expanded options for quickly and easily taking advantage of this unique marketing opportunity.

Serving as an extension of Standard Register's document outsourcing services, StatementLink complements efforts to migrate documents to electronic formats through Standard Register's Less-Paper Strategy™. StatementLink delivers comprehensive and easily understood information, offers convenient worldwide access to statements, and makes it easy for customers to archive bills and download information into financial software programs.



# DTS2200 Image Capture Remittance Processing System

Businesses processing 25,000 to 130,000 customer payments per month may increase productivity and enhance service using Standard Register's new image-enabled DTS2200 remittance processing system.

Image capture, coupled with Standard Register's proven remittance application, enables businesses to deliver enhanced customer service through timely access to document images and transaction details, eliminating the need for microfilm.

DTS2200 document processes include reading and sorting checks and payment stubs, endorsing and Magnetic Ink Character Recognition (MICR)-encoding checks with relevant financial information for improved accounting accuracy and timely bank deposits.

Easily adaptable to any remittance environment, the DTS2200 balances customer transactions, generates reports, processes checks and provides data to update accounts receivable systems.



The DTS2200 employs the popular Windows NT operating environment and incorporates a sleek flat-screen monitor. The system's straight document path minimizes document jams, increases throughput, and improves overall system efficiency and reliability.

## TellerSelect® II



Financial institutions striving to enhance customer service and efficiency will find distinct, competitive advantages using Standard Register's TellerSelect® II.

The on-demand disbursement solution integrates company logos, authorization signatures and security features within electronic forms and prints personalized documents instantly.

TellerSelect II supports up to 20 document designs including cashier's checks, money orders, counter checks, starter kits, deposit/withdrawal slips and general ledger tickets. Multiple documents may be formatted on a single printed page to meet each customer's exact needs. Printing related documents such as a money order, receipt and general ledger ticket

together on the same page enables swifter transactions and enhances customer convenience via an all-in-one user-friendly sheet.

Ideally suited for banks, credit unions and savings and loans, TellerSelect II consists of a PC controller, application software and a laser printer. The solution automates manual processes and eliminates the need to purchase and inventory preprinted forms. Additionally, TellerSelect II prints Magnetic Ink Character Recognition (MICR) and non-MICR documents and tracks all disbursements via a daily audit trail for ease in reporting.



## LinkUp® 4.2

LinkUp® 4.2 merges variable data with electronic forms and improves document security via unique add-on encryption and positive pay modules.

Companies seeking to increase control and confidence in securely printing sensitive information may use the encryption module before printing. Encryption occurs after data merges with an electronic form, allowing documents to be printed only by special encrypted secure printers.

The positive pay module enables businesses to generate electronic audit files of data appearing on LinkUp 4.2 documents such as checks. Audit files are compatible with a wide range of bank technology platforms and document specifications. Uploading information to end-customer banks through positive pay assures the check issuer and bank that the proper number of checks is cashed for the correct amount of money.

LinkUp 4.2 eliminates risk of disclosing sensitive information when printing. Documents printed on non-specialized printers are illegible, maintaining the confidentiality of vital corporate and customer information. The encryption module serves as an added control measure for network printing among branch offices enterprise-wide.



The LinkUp 4.2 software solution runs on a Windows NT Platform and merges data with electronic forms to produce secure, laser-printed documents in real-time, controlled environments. The solution produces and processes Magnetic Ink Character

Recognition (MICR) and non-MICR documents (often printed as self-mailers) such as checks, direct deposit notices, tax statements and other confidential and negotiable documents.



## *Providing the Nation's Top Businesses With 87 Years of Innovation*

Standard Register is the industry leader in document management and print production. Working together with organizations in healthcare, financial and general business markets, Standard Register offers a full spectrum of technology-based services to transition businesses from paper to electronic documents, combat fraud and streamline document workflow. To meet customers' global needs, we have associates in over 29 countries.

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