



RTP® Bill Pay

Production Launch Planning Guide

Apr 2021



Tools to Help FIs and Billers Launch their RTP® Bill Pay Product

FOUNDATIONAL MATERIAL *

Design Document

Module 1

[Bill Pay at a Point of Disruption](#)

*This module can aid the FIs to understand the **overall bill pay market** and associated **pain points** (both customer and biller)*

Module 2

[Bill Pay Experience Re-imagined with RTP®](#)

*This module can be used by FIs to understand how RTP® can **improve the Bill pay experience** for their customers*

Module 3

[RTP® Bill Pay Implementation Guide](#)

*This module can assist FIs to understand **bill pay requirements** and **field level data**, and seek **guidance** on different **positive** and **exception scenarios***

*Published on TCH website

ADVANCED MATERIAL

[Customer Inquiry Management Playbook](#)

To be leveraged by FIs **customer service / ops teams** to better address customer concerns; *Final draft distributed on 08/20/2020*

[Biller Playbook](#)

To be leveraged by FIs **sales teams** to distribute to billers and help them understand RTP®, RfP

[Production Launch Planning Guide](#)

To be leveraged by FIs and Billers to understand the typical **phased approach to Production Launch** for RTP® Bill Pay

[Document Services Guide](#)

To be leveraged by FIs to assist with a seamless transfer of **full bill details** from the biller to the bill payer (WIP document)



Identify the Right Tools based on where you are in the RTP® Bill Pay Journey

	Bill Pay Journey	Awareness	Implementation	Production Launch
		Identify challenges with current bill pay experience and understand the capabilities offered by RTP® that can be leveraged to improve it	Implement RTP® capabilities and develop operational readiness	Introduce RTP® bill pay in a phased manner and prepare for full scale production launch
Customer FI	Tools	<ul style="list-style-type: none"> Bill Pay at a Point of Disruption Bill Pay Experience Re-imagined with RTP® 	<ul style="list-style-type: none"> RTP® Bill Pay Implementation Guide Customer Inquiry Management Playbook 	<ul style="list-style-type: none"> RTP® Bill Pay Production Launch Planning Guide Customer Inquiry Management Playbook
Biller FI		<ul style="list-style-type: none"> Bill Pay at a Point of Disruption Bill Pay Experience Re-imagined 	<ul style="list-style-type: none"> RTP® Bill Pay Implementation Guide Document Services Guide 	<ul style="list-style-type: none"> RTP® Bill Pay Production Launch Planning Guide
Biller		<ul style="list-style-type: none"> Bill Pay at a Point of Disruption Bill Pay Experience Re-imagined with RTP® Biller Playbook 	<ul style="list-style-type: none"> RTP® Bill Pay Implementation Guide Biller Playbook Document Services Guide 	<ul style="list-style-type: none"> RTP® Bill Pay Production Launch Planning Guide



Purpose and Objectives of Production Launch Planning Guide

Purpose and Objectives:

- The **Production Launch Planning Guide** outlines a recommended **phased approach** for **RTP® Bill Pay Production Launch**. FIs may leverage this document along with existing RTP® documentation (Foundational and Advanced) to launch RTP® Bill Pay and provide a consistent Bill Pay experience to their customers and billers
- The document is meant to be a guide and Financial Institutions **may add / remove / modify steps as they see appropriate** to match their organization's project management processes

Audience:

1. Biller FIs

2. Billers

3. Customer FIs

- This document can be used for one or more of the following purposes –
 - ❑ Create a roll-out plan for the RTP® bill pay product
 - ❑ Conduct phased launches and plan for a full-scale production launch and general availability by leveraging the templates and samples (e.g., text/email communication) designed for use by different teams at the FIs and Biller organization

Note: This is an iterative document based on the learnings/findings captured from RTP® Bill Pay Production Launch activities. This does not cover an exhaustive list of all activities that need to be completed by FIs. As with any new product or service, FIs should consult with their own legal and compliance representatives to review the risks and legal issues the service may raise.



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1. Phased Approach for Production Launch



1. An Option - Phased Approach for RTP® Bill Pay Production Launch

	Production Validation	Controlled Production Launch	Full Scale Production Launch	General Availability
Description	Test the basic RTP® Bill Pay functionalities by conducting a round trip transaction over the RTP® network in the production environment	Test the end-to-end flow in a controlled production environment with a small/limited customer cohort to test positive and exception scenarios. May still involve some manual operational processes (e.g., payment posting, customer query management, etc.)	Launch of the RTP® – RfP capability to all customers in a segment on the RTs enabled by the Customer FI to receive RfPs and send credit transfers. All processes are expected to be automated to support a large volume of transactions	Launch of RTP® Bill Pay capabilities to all customers across different business segments available to receive RfPs and send credit transfers
Potential Customer Cohorts	Participants from Customer FI, Biller FI and the network	Friends and Family or employees with active account with Customer FI and existing relation with the biller	All RTP® enabled Customer FI customers in a segment	All RTP® enabled customers across all the segments
Customer Cohort Identification	Biller to identify customers based on the list of enabled routing numbers	Biller to review enabled Customer FI routing numbers to identify a potential customer population	NA	NA
Customer Onboarding Process	NA	E.g., ‘Push or opt out’, OR ‘Pull or opt in’	Refined communication and onboarding process based on outcomes from Controlled Production Launch	Same as Full Scale Production Launch

Potential Timeline	
Production Validation	1-2 Weeks
Controlled Production Launch	4-8 Weeks

Note: This approach is for reference only; it is recommended that FIs and their biller partners take an informed decision on the timelines and the set of activities for each phase (e.g., scale up Full scale Production Launch if required). FIs should consult with their own legal and compliance representatives to review the risks and legal issues the service may raise.



Key Milestones



Go/ No-Go Decision



Interim Review



2. Production Validation – Prep work and Testing Before Controlled Production Launch



2.1 Snapshot of Production Validation Activities



Complete Biller Onboarding



Complete Testing with the Biller



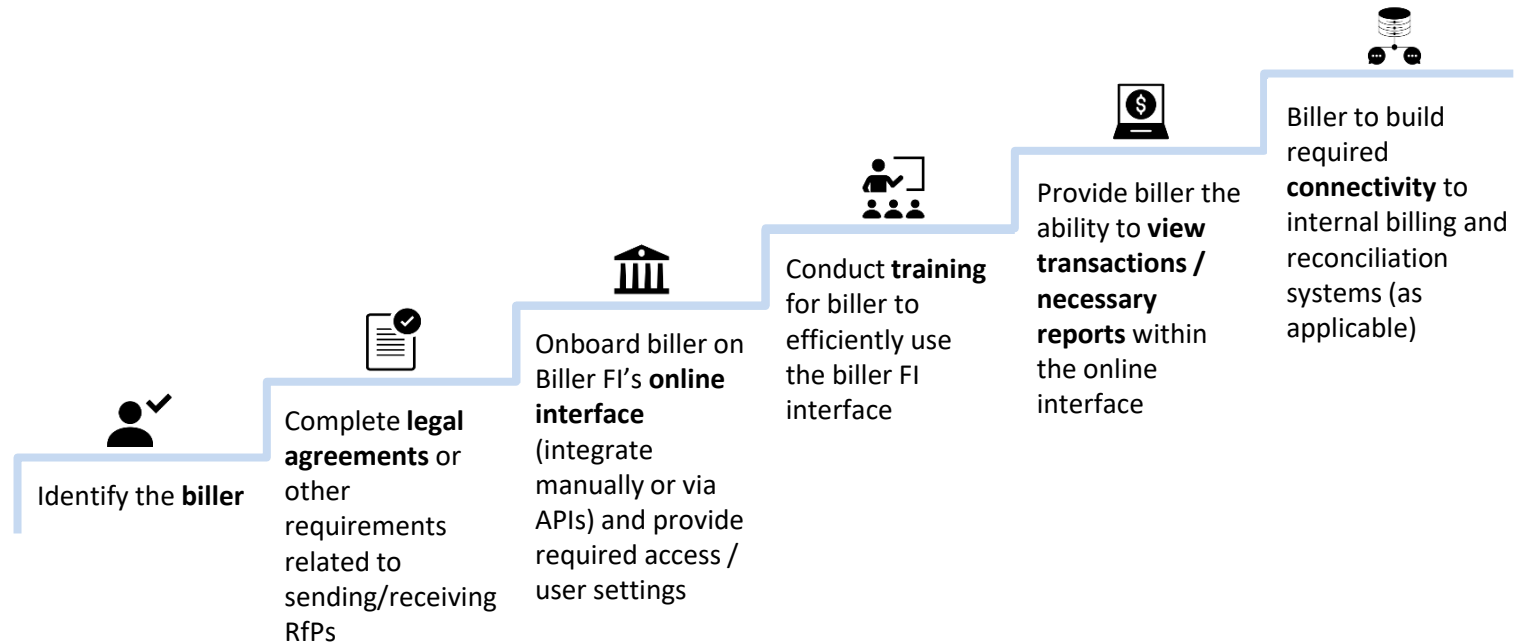
Go/No Go

decision for the next phase is taken
after the completion of all Production
Validation activities

Note: These activities are for reference only; it is recommended that FIs and their biller partners take an informed decision on the timelines and the set of activities to complete. FIs should consult with their own legal and compliance representatives to review the risks and legal issues the service may raise.



2.2 Onboard the Biller (to be completed by the Biller's FI)



Activity Owner

Biller

Biller FI

— Biller Involvement
 — Biller FI Involvement

2.3 Conduct Production Validation Testing with the Biller

Objective of Production Validation : Test all the positive and exception scenarios with the biller and a small customer cohort over RTP® network in the production environment. Production validation test helps all participants identify any showstopper or critical defects that must be fixed before the RTP® Bill Pay is available to a larger set of customers

Use case for launch

Customer Bill Pay

	Scoping Elements	In Scope for Production Validation?	Comments
Positive Scenarios	RfP received and viewed (pain.013)	<Yes/No>	<>
	Credit Transfer (full/partial) (pacs.008)	<Yes/No>	<>
	Acknowledgment received (camt.035)	<Yes/No>	<>
	Credit Transfer successfully scheduled (pain.014)	<Yes/No>	<>
Exception Scenarios	Customer ineligible to receive an RfP (pain.014 or pacs.002)	<Yes/No>	<>
	Customer ignoring/declining an RfP (pain.014)	<Yes/No>	<>
	Payment rejection/failure (pacs.002)	<Yes/No>	<>
	Ability of biller to cancel a RfP (camt.056)	<Yes/No>	<>
	Request for Return of funds (camt.056)	<Yes/No>	<>

Positive scenarios can be tested with a few **customer/employee participants** and do not need network support

FIs can work with their billers to **simulate** exception scenarios and these may not be network driven. These can be tested with **1-2 customers**



3. Controlled Production Launch – With select group of Friends and Family participants to test End-to-End flow



3.1 Snapshot of Controlled Production Launch Activities



Complete Customer Onboarding and Communication for participants



Align on Success Metrics and Reporting for Controlled Production Launch



Go/No Go

decision for the next phase is taken after the completion of all Controlled Production Launch activities

Note: These activities are for reference only; it is recommended that FIs and their biller partners take an informed decision on the timelines and the set of activities to complete. FIs should consult with their own legal and compliance representatives to review the risks and legal issues the service may raise.



3.2 Customer Onboarding and Communication (to be completed by the biller)



1. Identify number of customers (friends and family or employees) for Controlled Production Launch



2. Determine and fulfill onboarding requirements (e.g., compliance/legal requirements for customer participation such as customer consent)



3. Identify billing cycle dates (e.g., Testing for 1 or 2 billing cycle- billing cycles may vary for different industries)



4. Develop the communication for the Controlled Production Launch customers to make them aware about the functionality



5. Determine the customer support model to handle customer queries (e.g., biller customer service number)



6. Conduct trainings for customer service representatives (if applicable, dependent on decision regarding support model)

*Refer the Toolkit and Templates section for communication Samples



3.3 Recommended Metrics / Reporting for Customer FI

Mode of reporting PoCs from participating FIs may consolidate information Below list is illustrative and not exhaustive

Participant	Recommended Metrics that can be Measured during each Test Cycle	Recipient of the Report
Customer FI	<ul style="list-style-type: none"> ▪ RfP and transaction related metrics: <ul style="list-style-type: none"> ○ No. of RfPs received ○ No. of RfPs declined along with split by reason code ○ No. of RfPs not responded to by the customer ○ No. of RfPs scheduled ○ No. of Request for Return of Funds sent ○ No. of credit transfers sent ○ No. of credit transfers failed (with reason codes) – received from the network ▪ SLAs: <ul style="list-style-type: none"> ○ Time for Customer FI to send pacs.008 to Biller FI (Credit transfer) ○ Time for Customer FI to send pain.014 to Biller FI (Response to RfP) ▪ Customer feedback (through a survey): <ul style="list-style-type: none"> ○ Is the customer able to understand what is an RfP, and how it works? ○ Are notifications (push, e-mail, etc.) effective at getting customers to respond to RfPs? ○ Top 3 RfP related issues faced and any other feedback 	<All Participants>



3.4 Recommended Metrics / Reporting for Biller and Biller FI

Mode of reporting		PoCs from participating FIs may consolidate information	Below list is illustrative and not exhaustive
Participant	Recommended Metrics that can be Measured during each Test Cycle		Recipient of the Report
Biller FI	<ul style="list-style-type: none"> ▪ RfP and transaction related metrics: <ul style="list-style-type: none"> ○ No. of RfPs sent ○ No. of declined RfPs received from Customer FI along with reason code ○ No. of RfPs not responded to by the customer ○ No. of Request for Return of Funds received ○ No. of credit transfers received ○ No. of credit transfers failed (with reason codes) 		<All Participants>
	<ul style="list-style-type: none"> ▪ SLAs: <ul style="list-style-type: none"> ○ Time for Biller FI to credit the biller account after receiving incoming pacs.008 ○ Time for Biller FI to deliver pain.014 message information to Biller (Response to RfP) 		
Biller	<ul style="list-style-type: none"> ▪ RfP and transaction related metrics: <ul style="list-style-type: none"> ○ Transaction Success % ○ No. of RfPs cancelled 		
	<ul style="list-style-type: none"> ▪ Biller Feedback: <ul style="list-style-type: none"> ○ Top RfP related issues faced 		



4. Full Scale Production Launch – For eligible customers in a particular segment



4.1 Snapshot of Full Scale Production Launch Activities



Complete any additional Onboarding and Communication for customers



Align on BAU (people, process, technology)










Launch RTP® Bill Pay for All Customers Within the Segment Enabled

Note: These activities are for reference only; it is recommended that FIs and their biller partners take an informed decision on the timelines and the set of activities to complete. FIs should consult with their own legal and compliance representatives to review the risks and legal issues the service may raise.



4.2 Biller and Customer Onboarding and Communication




	Activity	Biller	Biller FI / Payee FI	Customer FI / Payer FI
	Introduce customers to a new bill payment experience featuring the ability to make payments in real time, delivered through their online banking service	✓		✓
	Send out customer communication / or marketing campaign to educate customers on RTP® and capture payment preferences at the biller website	✓		
	Provide detailed steps on the website to start receiving RfPs (e.g., provide bank account information, sign up for RTP®, etc.)	✓		
	Send out customer communication / or marketing campaign to educate customers on how to activate RTP® service via their bank portal			✓
	Provide FAQs/tools/tips on the website to respond to most commonly asked questions	✓		✓
	Update Terms and Conditions to onboard billers (e.g., biller agreements); update Biller pricing tables		✓	
	Consider appropriate updates to customer terms and conditions	✓		✓

Refer the Toolkit and Templates section for communication samples

✓ Applicable



4.3 Align on BAU Activities (People, Process and Technology)

	BAU Activities	Biller	Biller FI / Payee FI	Customer FI / Payer FI
People 	Develop guidelines for customer support teams handling RTP® bill pay queries	✓		✓
	Provide training to educate the back-office teams on RTP® bill pay to enable them to guide customers appropriately	✓		✓
Process 	Align on SLAs, metrics and exception processing workflows to ensure FIs and Biller can handle all possible scenarios (positive and exception cases) successfully	✓	✓	✓
	Define the rollout and rollback procedure for the larger customer cohort (e.g., customer communication and onboarding)			✓
	Create and share tools/ tips/ FAQs on the bill pay page of biller website and customer FI bill pay portal	✓		✓
Technology 	Integrate Biller FI and Biller systems using APIs for safe and secure direct connections	✓	✓	
	Enable payment transaction reporting (e.g., dashboards) for billers to view payment statuses and upcoming receivables	✓	✓	



5. General Availability










6. Lessons learned from Production Launch Activities and Best Practices for Bill Pay



6.1 Lessons learned from Production Launch Activities and Best Practices for Bill Pay (1/3)




The below list captures some of the key considerations that FIs should keep in mind to ensure that the production launch is conducted smoothly within the pre-defined timelines

Lessons learned and Best Practices	Billers FI / Payee FI	Customer FI / Payer FI	Billers
 Review customer terms and conditions to determine if updates are necessary	✓	✓	✓
 Build a common process to onboard billers to ensure smooth and fast ramp up	✓		
 Focus on educating the customer on various aspects of RTP® and identify any pre-requisites for customer participation		✓	✓
 Provide proactive notifications (e.g., push notifications, email, SMSs etc.) to the customer whenever a new RfP is received		✓	
 Billers Identification is a desired feature requested by billers (e.g., display biller name and logo within the RfP/on the bill pay portal, with biller name as a separate line item) [Solutions to be discussed further]		✓	
 Preserve the case and the structure of the billers name while displaying in an RfP i.e., no case, structure modification should be made by the Customer FI		✓	
 Make user navigation intuitive to easily find an outstanding RfP within a FI's web/mobile bill pay portal e.g., utilize page banners to direct to RfP hyperlink, etc.		✓	

✓ Applicable






6.1 Lessons learned from Production Launch Activities and Best Practices for Bill Pay (2/3)

Lessons learned and Best Practices	Biller FI / Payee FI	Customer FI / Payer FI	Biller
 <p>Provide a well-defined FAQs on the FI website / app and add a hyperlink to the FAQs in customer communication for an RFP [FAQs in the Biller Playbook and Design Document Module 2 can be leveraged for this purpose]</p>		<p>✓</p>	
 <p>Use Rmtid field (35 char) corresponding to 2.862 field in pain.013 and 2.1317 field in pacs.008 message to capture biller ID. This biller ID will act as a unique identifier for the biller. As best practice:</p> <ul style="list-style-type: none"> ○ A leading indicator (BID) should be used to denote the usage of this field for biller ID ○ The FI sending credit transfer in response to pain.013 should also provide biller ID in pacs.008 message ○ FIs using these fields (2.862 and 2.1317) to capture biller ID will not be able to use remittance with pain.013 and pacs.008 	<p>✓</p>	<p>✓</p>	
 <p>Ensure End to End ID remains consistent throughout the round trip (i.e., for both pain.013 and pacs.008) to avoid any reconciliation error for the billers</p>	<p>✓</p>	<p>✓</p>	

✓ Applicable



6.1 Lessons learned from Production Launch Activities and Best Practices for Bill Pay (3/3)

Lessons learned and Best Practices	Billers FI / Payee FI	Customer FI / Payer FI	Billers
 Send customer communication (text/email notification) when an RfP is received by the customer FI, but it can't be presented to the customer e.g., if a customer is not digitally enabled [based on expectation shared by billers]		✓	
 Build intuitive user experience on billers platform e.g., provide required information/attributes on the biller interface to help them identify duplicate payments [based on biller experience]	✓		✓
 Determine an appropriate alert frequency to notify the customer about different events related to an RfP – RfP received, approaching due date, due date past, etc.		✓	

7. Toolkit and Templates



Sample Communication for Controlled Production Launch Participants that can be leveraged by the Biller

Sample text for Biller –

Dear Customer, we've teamed up with 'XYZ' Bank to offer you an easy to use and instant bill payment experience. With RTP® Bill Pay, you can keep your bills organized, pay 24x7x365, track payments – all through your XYZ web portal. Log into your XYZ banking account to start using RTP Bill Pay today!

Please note that <Biller Name> will not ask for sensitive information like bank account details as part of this new service over text message.

Note: Communications should indicate that customers will not be asked for their account number by email or text message



Draft email that billers can leverage to introduce RTP® to their customers

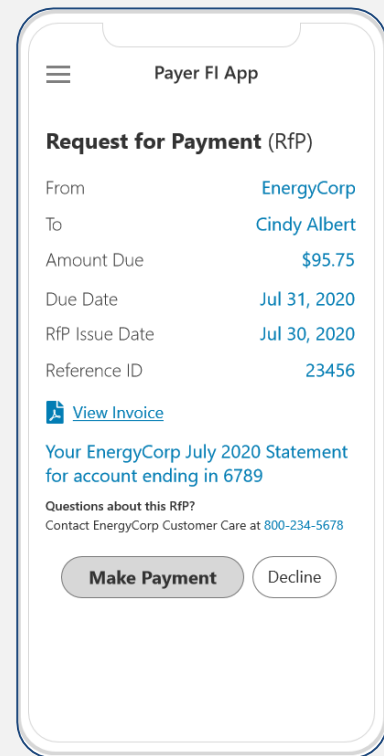
Dear Customer,

We've teamed up with innovative FIs to offer you a bill payment experience that is intelligent and immediate. RTP® will make your life better, starting today:

- **Stay on top of bills and payments.** Keep your *total* bill status organized – including scheduling, reminders, a reference of what's due by when, and the funds available in your account to pay them.
- **Pay with precision.** We'll send a request for payment to your device and you can respond with precisely the amount to pay, and *exactly* when you want to pay, 24x7 – even on weekends and holidays.
- **Know where you stand.** With RTP®, we immediately confirm that your payment has been received and posted. You can track it.
- **Part of your banking service.** For your convenience and security, information about your bills, payments, and accounts are consolidated and integrated into your FI service.

To enroll in RTP®, go to our website and follow the steps – and be on your way to a less stressful, more efficient way to manage and pay your bills.

Warm Regards,
<Biller>



Sample Communication for Controlled Production Launch Participants – Sample email that Customer FI can leverage to introduce RTP® Bill Pay to their customers

Dear Customer:

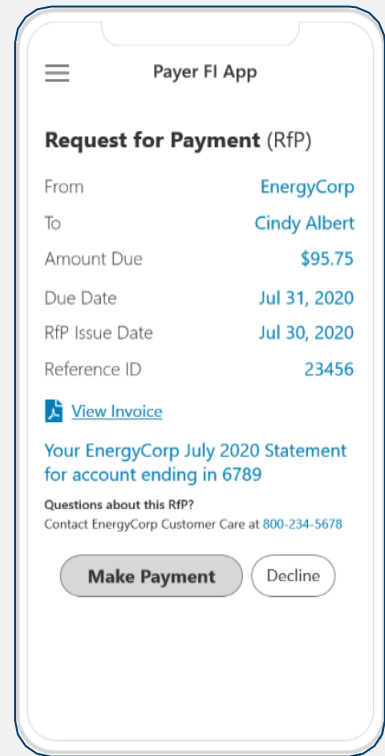
It's not just you – paying bills online or by mobile phone can be a tedious chore. That's why we've worked with customers to reimagine a bill payment experience that is intelligent and immediate. RTP® Bill Pay will make your life better, starting today:

- **Stay on top of bills and payments.** Keep your *total* bill status organized – including scheduling, reminders, a reference of what's due by when, and the funds available in your account to pay them.
- **Pay with precision.** Remove the uncertainty about when payments will hit your account. You decide precisely the amount to pay, and *exactly* when you want to pay, 24x7 – even on weekends and holidays.
- **Know where you stand.** With RTP® Bill Pay, you will receive an immediate confirmation that your payment was received by the biller. You can track it.
- **Part of your banking service.** For your convenience and security, information about your bills, payments, and accounts are consolidated and integrated into your FI service.

Log into your Customer FI banking account to start using RTP Bill Pay today, and be on your way to a less stressful, more efficient way to manage and pay your bills!

In case of any billing related issues, please contact your biller. In case of any payment related issues, please contact us at <TBD@xyzbank.com>

Warm Regards,
<Your FI>



Recommended Defect Management Process

- It is proposed that the defects be captured by the **Customer FI** and **Biller POCs** and the info can be consolidated into the **Defect Management log** where defect owners can be assigned, and **status** and severity can be tracked:
 - ❑ Failed scenarios can be re-tested / re-executed in subsequent sprints/test cycles after an assessment of severity
 - ❑ Severity level of each defect can be discussed as a group; Internal IT team can provide a resolution and re-test / re-execution timeline to participants

Recommended Defect Status

1. Open

Test leader can assign defects to appropriate team member for a resolution

3. Retest

Defect has been resolved and can be retested / re-executed based on this resolution

2. Research

Team is researching on a particular defect for resolution

4. Rejected

Test leader rejects a defect after analysis and assigns back to the participant to be re-executed

Severity	Assessment	Explanation	Action Expected	Examples
1	Showstopper	No further transactions can occur until this incident is resolved	Appropriate development team will take IMMEDIATE action for resolution	<ul style="list-style-type: none"> - Application crashes - Participant unable to login - Substantial Views/Applets missing thereby making it impossible for a participant to action
2	Critical	A test case that cannot continue, but other test cases are unaffected	Appropriate development team(s) will resolve defects for the next scheduled build	<ul style="list-style-type: none"> - Major functionality not in place and stops execution of dependent functionality - Major system errors
3	Workaround Available	Actual results during test case execution are not as expected, but does not prevent the continued execution of the test case	Appropriate development team will resolve for inclusion in an appropriate build after joint discussion with Test Lead	<ul style="list-style-type: none"> - Incorrect functionality - Incorrect navigation
4	Cosmetic	Execution results do not indicate a lack of or deviation from required functionality, but cosmetic fix is needed for resolution	Fix expected based on bandwidth of development team responsible for fixing and discussion with Test Lead	<ul style="list-style-type: none"> - Missing/incorrect labels on screen



Recommended Template for POCs to Capture Defects

Open defects can be captured by the Customer FI and Biller POCs in the below format:

End to End ID (Biller FI Cust. Reference ID)	Ref ID. On Payment Success Screen (Cust will have that on their UI)	Date Identified	Defect Summary	Steps to Recreate the Defect	Screens for Reference (Yes/No)	Expected Resolution Date
XX	XX	XX	XX	XX	XX	XX



Go To Market Checklist

#	Checklist	Billor FI	Customer FI	Billor
1	Complete MOU between FI and Billor (if applicable)	<Yes/No/NA>	<Yes/No/NA>	<Yes/No/NA>
2	Complete Customer FI - Billor FI - Billor Production Validation testing	<>	<>	<>
3	Ensure all Controlled Production Launch participants have necessary login details and access	<>	<>	<>
4	Sign off on success metrics	<>	<>	<>
5	Identify Point of Contacts for defect resolution	<>	<>	<>
6	Sign off the defect logging and resolution process*	<>	<>	<>
7	Sign off on participant onboarding process and communication approach	<>	<>	<>
8	Send the communication to Controlled Production Launch participants*	<>	<>	<>
9	Resolve all defects	<>	<>	<>
10	Define mitigation plan for unresolved defects	<>	<>	<>

*Refer the Toolkit and Templates section for defect management process and communication samples



Appendix



Proposed Implementation Approach for FIs



	1. Build a Strategic Case for RTP® Bill Pay	2. Design the re-imagined Bill Pay Experience with RTP®	3. Implement required features and functionalities	4. Prepare for Full Scale Production Launch
Objective	Identify customer/biller pain points and build a case for change	Understand the capabilities offered by RTP® that can be leveraged to improve Bill Pay experience	Implement RTP® capabilities and develop operational readiness	Launch the RTP® capability in a phased manner
Activities	<ul style="list-style-type: none"> Customer FI to identify pain points throughout the customer bill pay journey Biller FI to identify pain points throughout the biller bill pay journey Identify the value/benefits offered by RTP® to address the pain points Build a strategic case for RTP® Bill Pay and socialize it internally to gain buy in from relevant stakeholders 	<ul style="list-style-type: none"> Design a reimagined (future state) Biller and Customer bill pay experience Draft the value proposition offered by RTP® for your customers and conceptualize the solution 	<ul style="list-style-type: none"> Capture requirements for the reimagined bill pay experience and classify them for MVP vs. target state Identify the required changes in internal technology systems and processes Implement the require tech changes and prepare for operational readiness to offer RTP® Bill Pay to your customers (billers and end customers) 	<ul style="list-style-type: none"> Conduct production validation (with a biller) to test the basic functionalities between both FIs Conduct Controlled production launch with a limited customer cohort and refine the process based on learnings Work with the biller to ramp up volume and prepare for Full-Scale Production Launch (marketing, internal training, etc.) and roll out to full customer segment
Reference Documents	<ul style="list-style-type: none"> Design Document Module 1 “Bill Pay at a Point of Disruption” 	<ul style="list-style-type: none"> Design Document Module 2 “Bill Pay Experience Re-imagined with RTP®” 	<ul style="list-style-type: none"> Design Document Module 3 “RTP® Bill Pay Implementation Guide” Document Services Guide 	<ul style="list-style-type: none"> RTP® Bill Pay Production Launch Planning Guide Customer Inquiry Management Playbook



Strategic Case for RTP® Bill Pay for Customer FIs

Challenges in current Bill Pay experience for the customers



Difficulty in Making Payments anytime

Customer cannot pay bills over weekends/holidays using traditional payment methods and must track multiple due dates; 73% of customers find it challenging to remember different due dates for different bills¹



Managing last minute / late payments

46% of customers pay at least some of their bills after the due date² and incur penalties for late payments



Longer payment processing time

65% of customers are frustrated by the length of payment processing² associated with traditional payment methods



Difficulty in managing multiple bills

71% customers find it difficult to navigate hard-to-understand bills²; 6 in 10 Americans are anxious about the mismanagement of their different bills³

Value Proposition offered by RTP® Bill Pay



Control

Make/schedule payments **anytime** 24x7x365, even during weekends and holidays



Immediate Confirmation

Enables customers to make bill payments and receive confirmation in **real time** (within few seconds), so that they do not have to worry about penalties due to late payments



Real-time Processing

Online bill pay through secure banking channels where Payment processing is done **immediately** (within seconds)



Informed

Provides a **clear, organized** and **centralized** view of all bills, including information on those that have been paid, and/or are coming due

As a **Customer FI**, you can offer your customers an RTP® bill payment experience within your banking interface so that they can:

- ✓ Send, track and get confirmation of payments in real time, 24/7, all in an online or mobile bill pay experience with bank grade security
- ✓ Make partial payments / in full, now or later
- ✓ Access tools for planning monthly bill pay with an organized view, along with reminders to stay on track

Source: 1. Deloitte Customer interviews; 2. [ACI Worldwide Study](#); 3. [Aite report- U.S. Consumer Payment Experience: A Blueprint for Creating Positive Behaviors](#)



Strategic Case for RTP® Bill Pay for Biller FIs

Challenges in current Bill Pay experience for the billers



Poor Bill Pay Experience for End Customer

Cumbersome bill pay processes associated with traditional payment methods and inability to make payments anytime, result in a poor experience for end customer



Inefficient Funds Management

Lack of visibility in bill payments leads to need for higher cash reserves, thus resulting in inefficient working capital management



Long Payment Processing Timeline and Exception handling

Inability to receive the payments immediately after the completion of service, make emergency payments, or handle exceptions due to long processing time



High Contact Center Costs

Billers incur \$20-30 per hour for calls made by their customers to contact center to seek clarifications on issues such as balance due, payment status, etc.¹

Value Proposition offered by RTP® Bill Pay



Superior Customer Experience

Customers can make **payment anytime** with ease and receive the confirmation in real-time resulting in **improved bill pay experience**



Visibility and Control

Real-time visibility into payables and receivables, **reduces the need** to maintain **high cash reserves**



Real-time Processing

Immediate processing and settlement (within a **few seconds, 24x7x365**) allows for the availability of usable funds and faster exception handling



Efficiency

Achieve efficiencies by offering a **cost-effective payment method**, and provide bill details and real time visibility into payment status **eliminating customer issues** and reducing contact center costs

As a **Biller FI**, you can enable RTP® capabilities for your business customers so that they can:

- ✓ Receive usable funds immediately
- ✓ Get better visibility into payables and receivables, and achieve improved cash flow predictability
- ✓ Achieve cost and process efficiencies by offering a cost-effective payment method, and automated reconciliation

Source: 1. [The Ultimate Outsourced Call Center Pricing Guide \(2021\)](#)

