

Business payments information — ready and waiting

It's here. FedEDI Plus — the next generation FedACH electronic data interchange (EDI) translation service — provides online translation, reporting and delivery functionality and replaces the standalone Windows®-based CD translation software available since 1998. You can now conveniently access this online functionality via the FedLine Advantage and FedLine Web access solutions.

Convenient functionality benefits RDFIs

Now, RDFIs can generate reports automatically on a fixed schedule, without repeatedly entering requests. In addition, downloading files to search for EDI contained in customer addenda data is no longer necessary.

RDFIs need only set up EDI translation customers once. Reporting follows automatically without manual intervention. With the automated report delivery option, RDFIs' business customers can retrieve their own reports via an encrypted e-mail portal.

Alliance Bank, a community bank located in Sulphur Springs, Texas, was a perfect pilot customer as it also used the standalone CD ROM-based version that FedEDI Plus replaces. Sheri D. Kivell, ACH/EFT coordinator for Alliance Bank, stated, "We really like the convenience of it already being there and done for us — of not having to run another program. We just scroll down, find our reports and click. They're already there waiting for us."

Comparing the new online functionality to that of the standalone CD software, Kivell also touted the ease of research. "One of the biggest problems we encountered with the previous version was that if a customer needed a back copy, we had to search our downloaded CD files for the one that contained it," she explained.

Reaping backroom efficiencies

The online, automated functionality of FedEDI Plus offers RDFIs opportunities to realize backroom operations efficiencies. Anna Lubansky, senior technology, risk and business analyst for Highland Bank in St. Michael, Minnesota, is reaping these benefits.

"If you get the full package with e-mails for your customers, you don't have to do anything anymore. You just set up your customers once. There's no pulling the file into the software program, no running it and no e-mailing or faxing," Lubansky said.

"Between downloading the file, consolidating reports, printing and e-mailing, it took one individual a fair amount of time per customer. And then, if the e-mail or fax came back, you had to do it all over again, so you were constantly tracking those e-mails and faxes to make sure they went through," Lubansky explained.

**"Online is so much better
for research. If we need to
go back and reproduce
something for a customer,
it is very easy."**

Sheri D. Kivell, ACH/EFT Coordinator
Alliance Bank

"It's just exciting to have something available for our customers when they walk in each morning. It's a customer service issue. Now, 99 percent of our customers have their e-mail reports available when they get in. When we were using the CD-based software, it used to be mid-morning by the time we delivered the information," she concluded.

To discover more about the benefits FedEDI Plus can bring to your backroom, visit FRBservices.org/serviceofferings/fedach/fededi.html, or contact your FedACH sales specialist via My FedDirectory at FRBservices.org/contacts.

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