|  |
| --- |
| Statement of Work (SOW) for: |
| [Application] Statements  Production Deliverables and Checklist |
| |  |  | | --- | --- | | **CID:** | **[CID]** | | Company: | [Company] | | Address: | [Address] | |  | [City, State and Zip] | |

|  |  |
| --- | --- |
| CID: | [CID] |
| Application : | [Application Name] |
| Start Date: |  |
| Live Date: |  |
| Job #: |  |
| Print Facility: | CA  TX |

**Statement of Work**

InfoIMAGE will provide [Company] - [CID] with print and mail services for [Application].

# **1.0 Project Definition**

|  |  |
| --- | --- |
| Data/Host Processing System: |  |
| Item Processor: |  |
| Online Banking - Consumer: |  |
| Online Banking - Commercial: |  |
| Frequency: |  |
| File Format: |  |
| Turnaround Time: | 2 Business Days (M-F) | *Example: File received on Monday by the cut off, mails on Wednesday* |
| Quarterly Turn Around Time: | 3 Business Days (M-F) | *Example: File received on Monday by the cut off, mails on Thursday* |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Application** | **Monthly Account Volume** | | | **Check Images** | **PDF**  **Archival** | **Electronic Posting** |
| Account  Totals | Page  Totals | Image  Totals |
| [Application Name] | Print:  Electronic:  TOTAL: | Print:  Electronic:  TOTAL: | Print:  Electronic:  TOTAL: | Yes  No | Yes  No | Yes  No Archival Term: \_\_\_\_\_\_\_\_ |

# **2.0 Solution(s) Overview**

### 2.1 Processing and Production:

1. Set-up FTP account to receive customer file(s) via FTP with PGP encryption.
2. Provide email confirmation for file receipt.
3. Programming for document set-up.
4. Receipt of daily check image file for processing into statement print file (if applicable for setup).
5. Receipt of data file for processing of statement print file.
6. Append OMR codes to handle multiple pages.
7. Append 2D barcode for Quality Assurance.
8. Add IMB barcode for postage discount.
9. Extraction of check images as defined by distinct routing number – extracted images are to be put into statement repository (images will remain in repository for 45 days) (if applicable for set-up).
10. Standard handling for missing check images (if applicable for set-up).
11. Special handling for customer return files.
12. Process data to create print files.
13. Laser print statements.
14. Print, Fold and insert statements into envelopes.
15. Mail delivery to USPS.

### 2.2 Elected Features:

|  |  |  |
| --- | --- | --- |
| **InfoIMAGE Features/Services** | **Enabled** | **Comments** |
| **InfoTRAC Portal** |  |  |
| * + 1. Alerts | Yes  No |  |
| * + 1. Account Center | Yes  No |  |
| * + 1. Activity Trac | Yes  No |  |
| * + 1. eSelective Inserts enabled on Activity Trac form | Yes  No |  |
| * + 1. Inventory | Enabled |  |
| * + 1. Message Manager 3.0 | Yes  No |  |
| * + 1. Online Proofing Elected | Yes  No |  |
| * + 1. Mail Tracking | Enabled |  |
| * + 1. Extended Tracking | Enabled |  |
| **Electronic Tabs** |  |  |
| * + 1. InfoDocs Reports | Enabled |  |
| * + 1. InfoDocs Account Management | Enabled |  |
| * + 1. InfoDocs Insert | Yes  No |  |
| **InfoTRAC 3.0** | Yes  No |  |
| * + - * 1. Extended Tracking | Yes  No |  |
| * + - * 1. Online Proofing | Yes  No |  |
| * + - * 1. Advanced Online Proofing | Yes  No |  |
| Sample Proof File | Yes  No |  |
| * + - * + Divert Mail Pieces | Yes  No |  |
| 1. Mail Tracking | Yes  No |  |
| 1. Message Manager 3.0 | Yes  No |  |
| * Additional Message Criteria (>5) | Yes  No |  |
| * Additional Message Area (>2) | Yes  No |  |
| 1. ActivityTRAC | Yes  No |  |
| * Permanent Inserts | Yes  No |  |
| **Preprinted Materials** | Yes  No |  |
| **Householding** | Yes  No |  |
| **Combined Statement Design** | Yes  No |  |
| **Reports** | Yes  No |  |
| 1. Unknown Mail Codes Report | Yes  No |  |
| 1. Unknown Product Type Code Report | Yes  No |  |
| 1. Unknown App Code Report | Yes  No |  |
| 1. Custom Invalid Address Report | Yes  No |  |
| 1. Other Custom Report | Yes  No |  |
| **Archival Services** | Yes  No |  |
| * + - * 1. FTP PDF Archival | Yes  No |  |
| * Pull from InfoIMAGE client pick up | Yes  No |  |
| * Push to 3rd Party location | Yes  No |  |
| 1. CD/DVD Archival | Yes  No |  |
| * Commercial CD | Yes  No |  |
| **Certified Mail** | Yes  No |  |

### 2.3 Special Requests/Post Launch Updates:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Request Date** | **Description** | **JEF #** | **Addendum/**  **Estimate #** | **Live Date** |
|  |  |  |  |  |
|  |  |  |  |  |

### 2.4 File Transfer Protocol (FTP): *FTP credentials provided under separate cover*

|  |  |
| --- | --- |
| Transmission Type : | Secure4 |
| IP Filtering : | Yes  No |
| IP Filter Address(es) |  |

### 2.5 File Naming Convention(s):

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **IN-BOUND Files - to InfoIMAGE** | | | | |
| **Job ID** | **FTP Destination Folder**  (lower case) | **File Name**  (lower case) | **FTP Schedule**  File Arrival Time | **Production Cut-Off Time** |
| Test Files | [cid]/test | File name will vary | N/A | N/A |
| [Application] | [cid]/dda | Outer File Name : \* [cid]\_stmt\_<mmddyy>\_<seg#>.zip.pgp  Files contained within zipped files : [cid]\_image\_<mmddyy> |  |  |
| **OUT-BOUND Files – Return files to [Company]** | | | | |
| **File Name** | **FTP Destination Folder**  (lower case) | **File Name**  (lower case) | **FTP Schedule**  File Arrival Time | **Production Cut-Off**  **Time** |
| Test Files | [cid]/ client\_pickup/  test | File name will vary | N/A | N/A |
| PDF Archival | [cid]/ client\_pickup |  | AS PROCESSED | N/A |
| Invalid Address Report | [cid]/ client\_pickup | [cid]\_[app]\_invalid\_mail\_address\_<mmddyy>\_<seg#>.pgp csv | AS PROCESSED | N/A |
| Cripple Report | [cid]/ client\_pickup | [cid]\_[app]\_cripple\_report\_<mmddyy>\_<seg#>.zip.pgp | AS PROCESSED | N/A |

*Note: (\*) Denotes multiple files in a zip file.*

### 2.6 File Email Notifications:

|  |  |
| --- | --- |
| Automated Processing (Internal):  Yes  No Processing Time: |  |
| File Arrival Email Notification:  Yes  No Email Addresses: |  |
| Missing File Email Notification:  Yes  No Email Addresses: |  |
| Return File Email Notification:  Yes  No Email Addresses: |  |

# **3.0 Business Rules: (Ref. Full Business Rules in Appendix < A > at end of SOW).**

### 3.1 Statement Design:

1. Design sample chosen
2. Indicate Font Size and Type

### 3.2 Statement Data Layout:

### 3.3 Inserts: Permanent/Selective

### 3.4 Check Images:

a) Extraction of Check Images

b) Check page Layout

c) Start on new page: Yes/No

d) Cripple Handling:

* 3% threshold?
* Threshold based on all statements or just statements with check images?
* How many checks constitute a crippled statement?
* AC to contact client if cripple threshold is reached?
* **Cripple Report:** Suppress crippled statements and provide a report back in the FTP client pick up folder.*Do not generate this report if no cripples exist.*  Here is the file naming convention for the report: [cid]\_[app]\_cripple\_report\_<mmddyy>\_<seg#>.zip.pgp

Report Headers:

CRIPPLE STATEMENT REPORT

<FI Name>

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

PROCESS DATE: Mon Nov 27 14:08:17 2017

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Ck Acct No           Chk No         Chk Amt             Chk Date             Chk Sequence No      Member No

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Report Data: “12346”               “0“             “0.00”        “mm/mm/yyyy”  “1234567”   “1000407940”

End of Report:

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

CYCLE DATE:

TOTAL NUMBER OF STATEMENT WITH CHECK IMAGES: 518

TOTAL NUMBER OF STATEMENT WITH 4 OR MORE MISSING CHECK ITEMS: 14

PERCENTAGE: 2.7027027027027% - 14 out of 518

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**e) Check images are links on Eside (YES /NO)**

### 3.5 Marketing Message Specifications:

1. # of Message Areas:
2. Message Areas Image or Text?
3. Message position:
4. Image dimensions:
5. Text Max lines/characters:
6. Selective Criteria:
7. Account Number (Record X Field X)
8. TBD (Record X Field X)
9. TBD (Record X Field X)
10. TBD (Record X Field X)
11. TBD (Record X Field X)

### 3.6 PDF Archival Specifications DVD or PDF:

* 1. InfoIMAGE will provide PDF files with index, via ftp (detailed specifications below)

**Zip File name** = cid\_application\_zipsegment\_mmddyy.zip<seg#>.pgp;   
*Example: apcu\_memberstmt\_025\_070115.zip.pgp*

Note: A maximum of 5K accounts will be included in each zip files. Zip segments are required, as many applications well exceed that volume.)

1. **Zip Contents:**

**Index File:**  
Index file contents include: Name | Account number | Statement Date | Etc.   
*Example: John Doe | 1234567890 | MMDDYYYY |*

**Individual PDF’s of each Account.**   
PDF naming convention **=** Loan number \_ Doc Type \_ Date*Example: 3000011439\_FF00653\_09262013.pdf*

**FTP Information:** *If pushed, confirm FTP credentials below – if not remove*URL: Sftp.XXXXX.com  
UN: Infoimageinc  
PW: xXXXXXXXX

**Email Content:** From: [data\_center@infoimageinc.com](mailto:data_center@infoimageinc.com) [<mailto:data_center@infoimageinc.com>]

Sent: Monday, November 10, 2014 10:06 AM

To: [[client](mailto:fm.us.rna.RetailSupportProcessing@rabobank.com) email address]

Subject: [CID] [App] Archival File Ready for Retrieval

Dear Valued Customer,

The below file is now available for retrieval from your FTP Client Pick Up folder.

Note: This file will automatically be purged from the directory after 5 days.

cid\_application\_zipsegment\_mmddyy.zip<seg#>.csv*.*pgp

Thank you,

Data Center

InfoIMAGE Inc.

650.473.6388

[Data\_Center@infoimageinc.com](mailto:Data_Center@infoimageinc.com)

### 3.7 Invalid Address Handling:

Suppress and provide a report back in the FTP client pick up folder.*Do not generate this report if no invalid addresses exist.*  Here is the file naming convention for the report: [CID]\_[app]\_invalid\_mail\_address\_<mmddyyyy>\_<Seg#>.csv.pgp

Add the following message at the beginning of this report:

“The following is a report that contains all the addresses that we extracted from your data files that USPS classifies as non-mailable.”

Report Header: “Account Number”,”AppType”,”Letter Code”,”Addr1”,”Addr2”,”Addr3”,”Addr4”,”Addr5”,”Addr6”

Report Data: “12345”, “DDA”,”001”,”ABC Corp”,”222 Main St”,”Menlo Park, CA 94025”,””,””,””

|  |  |
| --- | --- |
| Invalid Address Report | * CSV Format * Comma Delimited * Includes Account Number, App type, Letter code, Name and Address * Includes Column Headers |

**Email Content:**

From: [data\_center@infoimageinc.com](mailto:data_center@infoimageinc.com) [<mailto:data_center@infoimageinc.com>]

Sent: Monday, November 10, 2014 10:06 AM

To: [[client](mailto:fm.us.rna.RetailSupportProcessing@rabobank.com) email address]

Subject: Exchange Bank [App] Invalid Address File Ready for Retrieval

Dear Valued Customer,

The below file is now available for retrieval from your FTP Client Pick Up folder.

Note: This file will automatically be purged from the directory after 5 days.

exbk \_<app>\_ invalid\_mail\_address\_<mmddyyyy>\_<seg>. csv.pgp

Thank you,

Data Center

InfoIMAGE Inc.

650.473.6388

[Data\_Center@infoimageinc.com](mailto:Data_Center@infoimageinc.com)

### 3.8 Householding: Yes/No

### 3.9 Masking: Yes/No - This is not just a YES or NO it is 4 columns like this

|  |  |  |  |
| --- | --- | --- | --- |
| **Business Rule/Pattern** | **Paper** | **Archival** | **Eside Posting** |
| Masking - \*\*\*\*1234 | *Yes* | No | yes |

# **4.0 Standard Handling Files**

|  |  |  |  |
| --- | --- | --- | --- |
| **File ID** | **File Type** | **Description / Criteria** | **Instructions** |
| 5.mis (can be 5.rpt if report) | *Invalid/Incomplete Address* |  |  |
| 5.hvy | *Heavies > 7/15 pages* | Print, insert into 9 x 12 and mail full first class. |  |
| nop | *Print Suppressions* |  |  |
| esup | *Print Suppressions for Electronic Delivery* | Suppress from printing | Uses InfoIMAGE paperless management |

# **5.0 Custom Special Handling Files**

**1.**

# **6.0 Return Shipment Instructions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Job ID** | **File ID** | **Ship Via** | **Ship to** | |
| [Application] |  | **USPS First Class**  **UPS Ground**  **UPS 3rd Day**  **UPS 2nd Day**  **UPS Next Day** | Company Name: |  |
| Contact / Attn: |  |
| Address: |  |
| City, State, Zip: |  |

# **7.0 Live Cycle Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **JOB ID** | **Approval Required** | **Format** | **Instructions** | **Frequency** |
| [Application] | Yes  No | Online Proofing  PDF Soft Copy  Print Hard Copies |  | Temporary: Yes  No  # of Cycles: \_\_\_\_\_  Permanent: Yes  No |

# **8.0 Printing and Mailing**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **JOB ID** | **Paper Type** | | | | | | **Format – Simplex/Duplex** | | | | **Envelope Type** | | |
| Page 1 | | Subsequent Pages | | Check Images Page | | Page 1 | Subsequent Pages | | Check Images Page |
| [Application] | Paper Type:  Material #:  House | | Paper Type:  Material #:  House | | Paper Type:  Material #:  House | |  |  | |  | **House: Material #:**  #10  \_\_\_\_\_\_\_\_\_\_\_  6x9  \_\_\_\_\_\_\_\_\_\_\_  9x12  \_\_\_\_\_\_\_\_\_\_\_  #9  \_\_\_\_\_\_\_\_\_\_\_ | | |
| **Printer Assignment** | | | | | | | | | | | | | |
| |  |  |  |  | | --- | --- | --- | --- | | DP180 | CF | MICR INK REQUIRED | Color Printer | | | | | | | | | | | | | | |
| **Paper Tray Assignment** | | | | | | | | | | | | | |
| Tray 1 | | | | Tray 2 | | | | Tray 3 | | | | Tray 4 | |
|  | | | |  | | | |  | | | |  | |
| **Fold Type** | | | | | | | | | | | | | |
| Z Fold (#10 Only) | | | | C Fold (#10 Only) | | | | Half Fold ( 6x9 Only) | | | |  | |
| **Insert Bin Assignment** | | | | | | | | | | | | | |
| Bin 1 | | Bin 2 | | | | Bin 3 | | | Bin 4 | | | | Bin 5 |
| Selective | | Selective | | | | Selective | | | Selective | | | | Selective |
| **Envelope Assignment** | | | | | | | | | | | | | |
| Envelope 1 | | | | Envelope 2 | | | | Envelope 3 | | | | Envelope 4 | |
|  | | | |  | | | |  | | | |  | |
| **InfoIMAGE Internal Use** | | | | | | | | | | | | | |
| Version ID (VID) Number | | | | | Application (APP) Number | | | | | Mailer ID # | | | |
|  | | | | |  | | | | |  | | | |

# **9.0 USPS Endorsement:** (Choose One)

**A - Address Service Requested:** Months 1 -12: the mail piece is forwarded; no charge; a separate notice of the new address is provided; an address service correction fee is charged.

Months 13 -18: the mail piece is returned with the new address attached; no charge

After month 18 or if undeliverable: the mail piece is returned with reason for non-delivery attached; no charge.

**R - Return Service Requested:** If Undeliverable as Addressed, the mail piece is returned with the new address or reason for non-delivery. There is no charge for this service

**Endorsement Line will display:** (Choose One)

**On Printed Document** - Endorsement line will display above mailing address (laser printed)

**On Outer Envelope** – Requires a custom preprinted outer envelope

# **10.0 Material Order:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Check all that apply** | **Item #** | **Item Description** | **Top or Bottom Perf** | **Color / Side** | **Quarterly Order** | **InfoIMAGE / Customer**  [Choose one] |
|  | 4000 | 20# Plain White Bond Paper |  | 0/0 | N/A | InfoIMAGE |
|  | 4401 | #10 Double Window House Permit Envelope |  | 0/0 | N/A | InfoIMAGE |
|  | 4402 | #10 Double Window House Non-Permit Envelope |  | 0/0 | N/A | InfoIMAGE |
|  | 4406 | 9x12 Heavy Double Window Large Envelope |  | 0/0 | N/A | InfoIMAGE |
|  | 4411 | Heavies |  |  |  |  |
|  | 4403 | House #9 CRE |  |  |  |  |
|  | 4005 | 24# 1-Line Perf |  |  |  |  |
|  | 4006 | 24# 2-Line Perf |  |  |  |  |
|  |  |  |  |  |  |  |

# **11.0 Production will be delayed when**

|  |  |
| --- | --- |
| * **Check images** in the correct format are **not received** prior to cutoff time – See Section 6.0 |  |
| * The **data file** is **not** **received** prior to cutoff time – See Section 7.0 |  |
| * The **ActivityTRAC form** is **not** **received** by the **25th of each month** – See Section 7.0 |  |
| * The **Postage Advance** is **not** **received** by the **25th of the month** – See Section 8.0 |  |
| * **Marketing Inserts** are **not** **received** by the **28th of the month** or **2 business days** before production – See Section 9.0 |  |

*IMPORTANT INFORMATION*

*Please Read*

# **12.0 Turnaround Time Policy:**

The following transmission guideline, along with a scheduled file transmission time, will guarantee your turnaround time. Unscheduled file transmission is on a first come - first serve basis that is based on available production slot times. Our Account Service Team will inform you of any delay in turnaround time.

1. Check images in tiff format *[please refer to section 2.3 for the cut off time]*.
2. Data files *[please refer to section 2.3 for the cut off time]*.
3. If files are not received by specified times, the turnaround time for the late file will be extended to the next business day.

In observance of the following legal holidays, the Turnaround Period will be extended to the next business day: New Year's Day President’s Day, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, and Christmas Day.

InfoIMAGE will print, insert and mail the Customer statements within the Turnaround Period, upon receipt of the following items: correct, complete and readable input files, postage check, mailing instruction sheet and approval of samples (if required). If the Turnaround Period falls on a weekend or a holiday on which the Post Office does not accept first class presorted mail, InfoIMAGE will mail on the next United States Post Office business day, and the Turnaround Period will be deemed to be extended to that said day.

InfoIMAGE will receive input files on a mutually agreed upon time each month. If the input files fail to arrive at the designated time, a new schedule will be negotiated within reasonable capacity of both parties. These input files will be formatted by the Customer in the manner mutually agreed to per InfoIMAGE specifications.

# **13.0 ActivityTRAC Form (If applicable for the setup): – DUE on the 25th of each Month**

User ID: To be provided under separate cover

User Password: To be provided under separate cover

The ActivityTRAC form is used for the production control of statement processing. It is used to collect marketing insert instructions, file transmission schedule, and request for postage advance.

The ActivityTRAC form will be sent via email on the 10th of each month. The completed form and postage advance are due by the 25th of each month.

# **14.0 Postage Advance: – DUE on the 25th of each Month**

Postage costs for all mailing Services will be estimated by InfoIMAGE and notice of such charges will be provided to the Customer at least thirty (30) business days before the Customer delivers its “input files.” Postage costs are solely the responsibility of the Customer and must be advanced by the Customer at least five (5) business days before InfoIMAGE’s receipt of the “input” files. InfoIMAGE will provide a reconciliation of the postage charges in its monthly invoicing. If there is any underpayment, the Customer will pay the shortfall as part of its payment of the invoice. If any postage payment exceeds the actual costs, the difference will be retained by InfoIMAGE and used as a credit against the next postage charges. Any surplus left at the expiration or termination of the Agreement will be promptly refunded.

**The following reasons will place your job on hold:**

1. When postage is not received by the due date.
2. Your postage account is overdrawn.
3. Postage due for additional ounce of postage caused by multiple inserts.

# **15.0 Marketing Inserts (If applicable for the setup) – Due by the 28th of each month, or two (2) business days before the last day of each month:**

Insert Guidelines will be provided to you and to your insert print vendor regarding shipping, packing, and storage to prevent production delay.

**The following will extend the mail drop date for your job:**

1. Inserts must arrive to our warehouse two (2) days prior to data file arrival date.
2. Three (3) or more inserts may cause of delay of 24 hours per insert.
3. Incomplete instructions on the ActivityTRAC form.
4. Inserts that are unmarked, not listed on the ActivityTRAC form, or if InfoIMAGE has not been notified of our shipping department will reject their arrival. InfoIMAGE will not be liable for any re-shipping costs.
5. Insert damaged during shipping due to improper packaging, mishandling, etc.
6. Materials that do not conform to insertion equipment specifications.
7. InfoIMAGE will not be liable for inserts discarded due to customer’s mis-instruction.

# **16.0 Approved Online Marketing Messages (If applicable for the setup): – Due 4 days prior to receipt of data file**

Online Marketing Messages that are received late or must be changed after the four (4) day cut-off must be programmed individually into the system and will incur the following charges for this service:

* Message or change to message is received **3 days prior** to receipt of data file $160.00 programming fee
* Message or change to message is received **2 days prior** to receipt of data file $200.00 programming fee
* Message or change to message is received **1 day prior** to receipt of data file $280.00 programming fee
* Message or change to message is received **on the day of** receipt of data file $320.00 programming fee

# **17.0 Rush Charge for Production Job:**

Should it become necessary for you to rush your production for any reason, a Rush Charge of 50% of total production costs will be incurred. Only jobs that are production ready can be rushed. Please contact your Account Coordinator to determine availability.

# **18.0 Trouble Shooting and / or Research Charge - $180 per occurance**

Any Customer errors and their corrections that occur after the Customer submits the input file will incur the following charges:

|  |  |  |
| --- | --- | --- |
| **Transmission Error** | $35.00 | Per occurrence |
| **Data File Re-Processing** | $50.00 - $150.00 | Depending on file size |
| **Research Hours** | $160.00 | Per hour – minimum one (1) hour then 30 minute increments |

# **19.0 Change Orders:**

You may request changes to a Work Order or Statement of Work by providing InfoIMAGE with a written Request for Changes that specifies the desired changes. Within 3 business days, InfoIMAGE will send you a written Work Order that specifies adjusted fees and timeline/schedules. InfoIMAGE will only proceed with the requested change when you provide InfoIMAGE with a written approval of the Work Order.

# **20.0 Reporting from InfoIMAGE (If applicable for the setup):**

InfoIMAGE may provide reports to be picked up from the customer’s FTP client pickup folder. This report will remain in the customer directory for 5 calendar days only.

Client will be provided with InfoTRAC (a web access system) to access job reporting information.

# **21.0 InfoIMAGE Contact Information:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Account Management** | | | |
| Lendea Venegas | Account Services Supervisor | 469.293.0780 | Lendea.venegas@infoimageinc.com |
| Jessica Villalobos | Manager of Account Services | 469.948.1808 | jessica.villalobos@infoimageinc.com |
| Trisha Brooks | Director of Account Management | 256.352.4696 | Trisha.brooks@infoimageinc.com |
| **Implementation Services** | | | |
| Phoebe George | Director of Implementation Services | 469.948.1809 | phoebe.george@infoimageinc.com |
|  | Implementation Specialist | 650.473.63XX | First.Last@infoimageinc.com |
|  | Business Analyst | 650.473.63XX | First.Last@infoimageinc.com |
| **Information Systems / Computer Operations** | | | |
| William Kong | Director of Document Platform and Products | 650.473.6314 | william.kong@infoimageinc.com |
|  | Data Center | 650.473.6381 | [data \_center@infoimageinc.com](mailto:data%20_center@infoimageinc.com) |
|  | Programmer (Implementation) |  |  |
| **Sales Management** | | | |
| Guy Mason | VP of Corporate Sales | 281.494.2808 | guy.mason@infoimageinc.com |
| Gary Marshall | Corporate Sales Manager | 760.788.7176 | gary.marshall@infoimageinc.com |

**After Hours Support**

*After Regular Business Hours (7:00am PST - 6:00pm PST)*

Dial Direct: (888) 647-6941

# **22.0 Contact Information: Please provide the contact information for the following:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Please provide information for your Project Manager.** | | | |
| Name: |  | Phone Number: |  |
| Title: |  | Email Address: |  |
| **Please provide information for your Computer Operations Department:** | | | |
| Name: |  | Phone Number: |  |
| Title: |  | Email Address: |  |
| **Please provide information for your Marketing Department:** | | | |
| Name: |  | Phone Number: |  |
| Title: |  | Email Address: |  |
| **Please provide your Accounting Department information:** | | | |
| Name: |  | Phone Number: |  |
| Title: |  | Email Address: |  |

# **23.0 Statement of Work Approval**

By signing below, [Company] acknowledges and accepts the contents of this document [CID] SOW [Application] as of the effective date indicated below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| InfoIMAGE of California, Inc. | |  | [Company] | |
| 141 Jefferson Drive | |  | [Address] | |
| Menlo Park, CA 94025 | |  | [City, State and Zip] | |
|  | Phoebe's Signature |  |  |  |
| Authorized Signature: |  |  | Authorized Signature: |  |
| Name: | Phoebe George |  | Name: |  |
| Title: | Director of Implementation Services |  | Title: |  |
| Date: | Monday, July 16, 2018 |  | Date: |  |

InfoIMAGE will provide a table like this when there are multiple Data files for each notice or Loan type and please note that for all Print IMAGE Data file - the BA will provide the Anchor1 and Anchor 2 for the programmer to coe so as to NEVER DOUBLE NEST.

| **INFO Code** | **Client Notice #** | **Notice Name** | **Raw Data File Naming Convention** | **PDF**  **Sample Filename** | **File Format** | **File Format** | **Anchor** | **Paper** | **Multiple Pages**  **Y/N** | **Format Simplex/Duplex** | **Remittance Y/N** | **Disclosure Y/N** | **Group Y/N** |  | **Post to eNotices AS Group** | **Special Handling** | **Post to eNotices Y/N** | **App Code** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 001 | AC3652P | Notice of Automatic Debit/Credit | AC3652P.txt | Notice\_01 | Print Image | Print Image | Anchor1 Account number anchor 2 Form Feed- | 20# Plain White | No | Simplex | No | No | Yes |  | No |  | Yes |  |
| 002 | AC6080P | Notice of ACH Return Items | AC6080P.txt | Notice\_02 | Print Image | Print Image | Anchor1 Account number anchor 2 Form Feed | 20# Plain White | No | Simplex | No | No | Yes |  | No |  | Yes |  |
| 003 | EP6080P | Notice of Returned Deposited Items | EP6080P.txt | Notice\_03 | Print Image | Print Image | Anchor1 Account number anchor 2 Form Feed | 20# Plain White | Yes | Simplex | No | Yes, separate hard coded page. | ?? |  | No | No print, return output to bank Provide sep PDF for printing on FTP. Bank to determine if should be included in large combined PDF archival. | Yes |  |