|  |
| --- |
| Statement of Work (SOW) for: |
| Letter - Daily  Production Deliverables and Checklist |
| |  |  | | --- | --- | | **CID:** | **SPCU** | | Company: | SF Police Credit Union | | Address: | 2550 Irving Street | |  | San Francisco, CA 94122 | |

|  |  |
| --- | --- |
| CID: | SPCU |
| Job ID: | Letter - Daily |
| Start Date: |  |
| Live Date: |  |
| Job #: |  |
| Print Facility: | CA  TX |

**Statement of Work**

InfoIMAGE will provide SF Police Credit Union - SPCU with print and mail services for Letter - Daily.

1. **Project Definition:**

|  |  |
| --- | --- |
| Frequency: | Daily (M – F) |
| Data/Host Processing System: | Ultra Data |
| File Format: |  |
| Turnaround Time: | 24 Hrs |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **JOB ID** | **FREQUENCY** | **MONTHLY ACCOUNT VOLUME** | | | **TURN AROUND TIME** | **DVD / ARCHIVAL** |
| ACCOUNT | PAGES | IMAGES |
| Letter - Daily | Daily (M – F) | 9,214 | 9,214 | 9,214 | 24 hours | N/A |

* 1. **Special Requests:**

**2.0 Solution(s) Overview:**

# **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 Letter - Daily.
4. Append OMR codes to handle multiple pages.
5. Append 2D barcode for Quality Assurance.
6. Add IMB barcode for postage discount.
7. Special handling for customer return files.
8. Process data to create print files.
9. Laser print notices.
10. Print, Fold and insert notices into envelopes.
11. Mail delivery to USPS.

# **File Transfer Protocol (FTP):**

|  |  |
| --- | --- |
| Transmission Type : | T1  T3 |
| FTP Site : | *[per main application]* |
| FTP User Name : | To be provided under separate cover |
| FTP Password : | To be provided under separate cover |

# **File Naming Convention(s):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Job ID** | **FTP File Destination** | **File Name**  (case insensitive) | **Frequency** | **FTP schedule** (Cut Off Time) |
| Letter - Daily | SPCU > DN | \* SPCU\_DN\_<mmddyy>.zip.pgp | Daily (M – F) | 12:00 PM PST |
| Return Files | SPCU > client\_pickup |  |  |  |

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

|  |
| --- |
|  |

File Arrival Email Notification:  Yes  No Email Addresses:

|  |
| --- |
|  |

Missing File Email Notification:  Yes  No Email Addresses:

# **Business Rules:** *(Also refer to letter matrix attached)*

1. **Notice Design:**
2. **Masking:** Mask out account numbers except for the last 4 digits?
3. **Multiple Files:** Is there an afternoon file?
4. **Grouping:**

InfoIMAGE will household by:

Member Number

Member Name

Member Address (City, state, zip code)

Notice Type

1. **Multiple Pages:** Are there multiple pages?
2. **Remittance:** Are there any return coupons?
3. **BRE:** Are business return envelopes required?
4. **Disclosure:** Is there a disclosure?
5. **Paper Suppressions:**

InfoIMAGE  eSide  to generate paperless file for paper  suppression.

1. **Special Handling:** Are there any special handle codes or notices?
   * 1. **Standard Special Handling Files:**

Hold Codes:

|  |  |  |
| --- | --- | --- |
| **File ID** | **Code** | **Description** |
|  | *Invalid/Incomplete Address* |  |
|  | *Heavies (over 7 pages)* |  |

* + 1. **Custom Special Handling Files:**

|  |  |  |
| --- | --- | --- |
| **File ID** | **Criteria** | **Description** |
| 5.rtm | Route to In-House personnel | Attn: "AC Inbox" |

**3.0 Live Cycle** **Approvals**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **JOB ID** | **Approval Required** | **Format** | **Description** | **How Many Live Cycles** |
| Letter - Daily | Yes  No | PDF  Fax  Paper |  |  |

**4.0 Printing and Mailing:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **JOB ID** | **Paper Type** | | **Format – Simplex/Duplex** | | **Envelope Type** |
| Page 1 - Stmt | Subsequent Pages | Page 1 - Stmt | Subsequent Pages |
| Letter - Daily | 4000 |  |  |  | #10 double window envelope?  #9 BRE? |

|  |  |  |  |
| --- | --- | --- | --- |
| **Printer Assignment** | | | |
| DP180 | CF |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Paper Tray Assignment** | | | |
| Tray 1 | Tray 2 | Tray 3 | Tray 4 |
| 4000 | N/A | N/A | N/A |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Insert Bin Assignment** | | | | |
| Bin 1 | Bin 2 | Bin 3 | Bin 4 | Bin 5 |
| 61334 | N/A | N/A | N/A | N/A |

|  |  |  |  |
| --- | --- | --- | --- |
| **Envelope Assignment** | | | |
| Envelope 1 | Envelope 2 | Envelope 3 | Envelope 4 |
| 4401 | 4402 | 4402 | 4406 |

|  |  |
| --- | --- |
| **InfoIMAGE Internal Use** | |
| Version ID (VID) Number | Application (APP) Number |
|  |  |

**USPS Endorsement:** (Choose One)  A  R

**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

**Return Shipment Instructions:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Job ID** | **File ID** | **Ship Via** | **Ship to** | |
| Letter - Daily |  |  | Contact: |  |
| Firm: |  |
| Address: |  |
| City, State, Zip: |  |

1. **Material Order:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Initial if chosen** | **Item #** | **Item Description** | **Color / Side** | **Quarterly Order** | **InfoIMAGE / Customer**  [Choose one] |
|  | **4000** | **20# Plain White** | **0/0** | **N/A** | **InfoIMAGE** |
|  | **4401** | **#10 house permit double window** | **0/0** | **N/A** | **InfoIMAGE** |
|  | **4402** | **House #10 Double Window Blank version** |  | **N/A** | **InfoIMAGE** |
|  | **6134** | **Courtesy Pay Ins-DL** |  | **N/A** | **InfoIMAGE** |

# **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 Thoroughly*** |

#### 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 notices 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.

1. **Electronic Mailing Instruction Sheet (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.

1. **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.
4. **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, 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. If the total weight of notices and inserts per mail set causes all mail sets to exceed the one-ounce postage rate, the run will be held and you will be notified.
6. Insert damaged during shipping due to improper packaging, mishanDNing, etc.
7. Materials that do not conform to insertion equipment specifications.
8. InfoIMAGE will not be liable for inserts discarded due to customer’s mis-instruction.
9. **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

1. **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.

1. **Trouble Shooting and / or Research Charge:**

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 |

1. **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.

1. **InfoIMAGE Contact Information:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Account Management** | | | |
|  | Account Coordinator | 650.473.63XX | First.Last@infoimageinc.com |
|  | Account Manager | 650.473.63XX | First.Last@infoimageinc.com |
| Jessica Villalobos | Manager of Account Services | 650.473.6330 | jessica.villalobos@infoimageinc.com |
| **Implementation Services** | | | |
| Phoebe George | Director of Implementation Services | 650.473.6311 | 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** | | | |
|  | Information Systems Manager | 650.473.63XX | [first.last@infoimageinc.com](mailto:first.last@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

|  |  |  |  |
| --- | --- | --- | --- |
| **Please provide information for your Project Manger.** | | | |
| 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: |  |

1. **Contact Information:** Please provide the contact information for the following:
2. **Statement of Work Approval**

By signing below, SF Police Credit Union acknowledges and accepts the contents of this document SPCU SOW [Application] as of the effective date indicated below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| InfoIMAGE of California, Inc. | |  | SF Police Credit Union | |
| 141 Jefferson Drive | |  | 2550 Irving Street | |
| Menlo Park, CA 94025 | |  | San Francisco, CA 94122 | |
|  |  |  |  |  |
| Authorized Signature: |  |  | Authorized Signature: |  |
| Name: | Phoebe George |  | Name: |  |
| Title: | Director of Implementation Services |  | Title: |  |
| Date: | Tuesday, July 18, 2017 |  | Date: |  |

|  |
| --- |
| **PRODUCTION DELIVERABLES CHECKLIST** |

Production Deliverables must be received at or before the stated times (listed below), in the correct format and/or completed to insure that production will not be delayed or added charges incurred.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **✓** | **Deliverables** | **Due** | **Requirements** | **Late Result** | **Reference** |
|  | Data file | **Refer to section 2.3** | User ID and password | File will not be processed until the next business day | Section 2.3 and Section 7.0 |
|  | ACTIVITYTRAC form | **25th of the month**  (except February – 23rd of the month) | User ID and password | Delay in production, may extend turnaround period | Section 7.0 |
|  | Postage | **25th of the month**  (except February – 23rd of the month) | User ID and password | Production will be held until funds are received | Section 8.0 |
|  | Marketing inserts | **28th of the month**  (except February – 26th of the month) |  | Delay in production | Section 9.0 |
|  | Online Marketing Messages | **26th of the month**  (except February – 24th of the month) | User ID and password | Late fees | Section 10.0 |

**Letter Matrix:**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INFO Code** | **Letter Name** | **Client Code** | **File Format** | **Paper Type** | **Multiple Pages** | **Format Simlex/Duplex** | **Remittance** | **BRE** | **Insert** | **Group** | **eNotice/Print** |
| A | Share Draft Returns |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| B | Share Draft Transfer letter |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| C | Escheat - Final Notice |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| D | 1st Warning-returned Drafts |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| E | ACH Share Overdraft letter |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| F | ACH Pre-Not (Prenotification) |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| G | ACH Letter |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| H | ACH Force Paid letter |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| I | ATM/Debit Restriction Notification |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| J | Escheat- Joint Owner |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| K | Dormant 1year |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| L | Account Closure |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| M | Overdrawn Notice w/ restriction |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| N | Overdrawn Notice - no restriction |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| O | Overdrawn Notice (20 days) |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| P | Courtesy Advance Usage (SD) |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| Q | Courtesy Advance Reminder (15 Day) |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| R | Courtesy Advance Suspension (30 Day) |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| S | Courtesy Advance Usage (EFT) |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| T | Courtesy Advance Qualify |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| U | Courtesy Advance Reason Code Suspension |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| V | Courtesy Advance Qualify |  |  |  |  | Simplex |  | N/A | Y |  |  |
| W | Debit Card Letter |  |  | Reg |  | Simplex |  | N/A | Y |  |  |