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

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| --- | --- |
| CID: | SPCU |
| Job ID: | eNotices |
| Start Date: | 6/1/17 |
| Live Date: | 8/1/17 |
| Job #: |  |

**Statement of Work**

InfoIMAGE will provide SF Police Credit Union - SPCU Letter - eNotices.

1. **Project Definition:**

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

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| **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:**

1. SPCU will keep design of notices “as is” for eNotice setup.

NOTE: Notice re-design will be a separate project in the future.

1. InfoIMAGE will incorporate email “bounce-back” handling, similar to the process used for monthly statements.

-          If an email ‘bounce-back’ is detected, a printed daily notice will be mailed for the account.

1. Add/confirm that Collection letters are part of the 5/16 file, processed along with normal daily notices. (Phoebe/Steve to provide confirmation today, 5/18).
2. Member numbers are present in the daily notice file, but will not be displayed on the notice itself.

-          Marketing Dept may have updates to the notice content, but that will be done on the CU side based on the notice file format.

1. InfoIMAGE will household by:

Member Number

Member Name

Member Address (City, state, zip code)

Notice Type

1. Once eNotices are posted, InfoIMAGE will send an email notification to the member.
2. InfoIMAGE will use the same enrollment preference as current member statements per member # posted.
3. InfoIMAGE will need to program a daily report detailing what letters were received and the count. “<Letter Code>|<# received>”. Report needs to be sent to [michaelm@sfpcu.org](mailto:michaelm@sfpcu.org) and patricial@sfpcu.org.

**Letter Matrix:** See pages at end of SOW.

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| **2.0 Solution(s) Overview:** |

**PDF eNotice Presentment**

1. InfoIMAGE will convert print data file into PDF eNotice. The PDF eNotice will be a reproduction of SPCU printed (paper) notices.
2. A link per eNotice PDF letter will be created per account.
3. InfoIMAGE will make eNotices available to entire member base.
4. InfoIMAGE will store eNotices for 4 months starting with the first production date. Include VeriSign on eNotice Index page.
5. InfoIMAGE will post eNotices same day upon receipt of data files.

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| **3.0 Email Notification with Email Proofing Module:** |

1. InfoIMAGE will collect customer’s email address.
2. InfoIMAGE will manage customer’s email address update.
3. Through the AI site, SPCU will be able to download email addresses via the Email Address Collection Report.
4. Through the AI site, SPCU will be able to view a customer’s email address on file and update a customer’s email address as needed.

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| **4.0 Email Address Collection and Management Module:** |

1. InfoIMAGE will send an email notification to all customers, with a valid email address once their current eNotice is available. Email content will include announcement that the most current eNotice is available for viewing.
2. SPCU will be able to send proof and submit email content on a monthly basis via AI Email Proofing Module.

**Checklist of Deliverables from SPCU:**

Email notification content prepared so that SPCU can enter the content when pilot site is available.

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| **5.0 Administration Interface (AI):** |

1. Add the eNotice navigation tab into the existing Account Management result page.

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| **6.0 Code Environments** |

**6.1 Development**

Code Development will take place in SPCU development environment. The development environment resides at InfoIMAGE’s main facility in Menlo Park, CA. This environment is strictly for our developer’s usage.

**6.2 Pilot**

Testing with the SPCU development environment will take place in InfoIMAGE’s pilot environment. The pilot environment resides at InfoIMAGE’s main facility in Menlo Park, CA. This environment can be connected to Online Banking via Internet over SSL connection.

**6.3 Staging**

Testing within the staging environment will take place in SPCU’s staging environment. The staging environment resides in a secured location within InfoIMAGE’s main facility in Menlo Park, CA. This environment will be connected to Online Banking via Internet.

**6.4 Production**

Final release will be implemented in SPCU’s production environment. The production environment resides in a secured location within InfoIMAGE’s main facility in Menlo Park, CA. This environment will be connected to Online Banking via Internet.

**6.5 QA Procedures**

InfoIMAGE’s quality assurance process ensures that all software will meet the client’s needs. InfoIMAGE tests are performed in several phases:

* 1. **Integration Testing:**

Integration testing as InfoIMAGE will focus on testing the methods that InfoIMAGE’s product integrates with 3rd party or vendor’s products (if applicable). Integration testing will require that InfoIMAGE’s testing environments be connected to the vendor’s system. Integration testing will be performed in the pilot environment.

* 1. **System Testing:**

The system test provides end-to-end testing of all functionality once all the code development has been completed. This testing will be done in our development, pilot and staging environments. If applicable, system testing will require that InfoIMAGE’s testing environments be connected to the vendor’s systems. Testing will include but not limited to performance testing of our application and testing of security features.

* 1. **Functional Testing:**

Functional testing will be performed on each component of the code once it is introduced into the InfoIMAGE staging environment.

* 1. **Regression Testing:** InfoIMAGE developers are responsible for regression testing once it has been released into the staging environment. All functions are recursively tested.

# 6.6 Release Approach

Production release involves the following steps:

1. Sending SSO production configuration to vendor (Client Code, Production IP address).
2. Checking proper propagation of a-record.
3. Production code release (Database schema, Application layer, Presentment layer).
4. Loading client's statement history into production. N/A
5. Testing (Regression Testing, QA, etc.)
6. Internal Sign-offs and Approvals.
7. Notifying vendor to start final testing before release to customers.
8. Sign-offs approval with vendor.
9. Vendor makes link visible to customers. SSO eStatements released.

Allocation of resources and contact information will be provided to theCustomer a week before scheduled live date. This will be handled by InfoIMAGE’s Internet Services Department.

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| **7.0 Home Banking Vendor Contact** |

Contact Info (Consumer Banking) Contact Info (Business Banking)

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| --- | --- | --- | --- | --- |
| Name: |  |  | Name: |  |
| Title: |  |  | Title: |  |
| Company: |  |  | Company: |  |
| Phone: |  |  | Phone: |  |
| Email: |  |  | Email: |  |

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| **8.0 Monthly Production Maintenance** |

**Items due from SPCU:**

**Email Notification Content**

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| --- | --- |
| Due: | Monthly – 28th (or 2 days prior to the 1st of the month) |
| Format: | HTML |
| Media: | Administrative Interface |
| Filename: | N/A |

**Marketing Inserts**

|  |  |
| --- | --- |
| Due: | Monthly – 28th (or 2 days prior to the 1st of the month) |
| Format: | PDF & Text (Please provide effective date range. Data range is the statement date and not production date. |
| Media: | FTP or Email: data\_center@infoimageinc.com |
| Filename: | MMYY\_INS\_CID.ZIP (case sensitive) |

**Permission File**

|  |  |
| --- | --- |
| Due: | Monthly – 1st (along with Statement file) |
| Format: | ASCII Text |
| Media: | FTP |
| Filename: | MMYY\_PERM\_CID.TXT (case sensitive) |
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| **9.0 Change Orders** |

SPCU may request changes to a Work Order or Statement of Work by providing InfoIMAGE a written request for changes that specifies the desired changes. Within 5 business days, InfoIMAGE will provide to SPCU a written Work Order that specifies adjusted fees and timeline/schedules. InfoIMAGE will only proceed with the requested change once SPCU provides InfoIMAGE a written approval of the Work Order.

The request will need to be submitted to Account Services. Work Order will need to be approved within 3-5 business days.

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| **10.0 InfoIMAGE Contact Information** |

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| **Account Management** | | | |
|  | Account Coordinator | 650.473.63XX |  |
|  | Account Manager | 256.339.65XX |  |
| Jessica Villalobos | Manager of Account Services | 469.948.1808 | jessica.villalobos@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 |
| **Internet Services Department / Information Systems / Computer Operations** | | | |
| Ben Chan | Director of eProducts and Solutions | 650.473.6318 | ben\_chan@infoimageinc.com |
|  | Data Center | 650.473.6381 | data\_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: 650-340-4524

Dial Main Line: 650-473-6388, ext 301

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| **11.0 Statement of Work Approval** \*In addition to signing this page, please initial the bottom right hand portion of ALL previous pages to acknowledge the specifications and requirements. |

By signing below, San Francisco Police Credit Unionacknowledges and accepts the contents of this document as of the effective date indicated below.

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| --- | --- | --- | --- | --- |
| **InfoIMAGE of California, Inc.** | |  | San Francisco Police Credit Union | |
| 141 Jefferson Drive | |  | [Address 1] | |
| Menlo Park, CA 94025 | |  | [Address 2] | |
|  |  |  |  |  |
| Authorized Signature: |  |  | Authorized Signature: |  |
| Name: | Ben Chan |  | Name: |  |
| Title: | Director of eProducts and Solutions |  | Title: |  |
| Date: | July 18, 2017 |  | Date: |  |

INFOIMAGE CODE USE:

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| **Number Code** | **Application Type** |
| 001-300 | Daily Notices |
| 301-500 | *Reserved* |
| 501-700 | Postcards |
| 701-900 | Certified Letters |
| 901-999 | *Reserved* |

**Letter Matrix:**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **INFO Code** | **Letter Name** | **Client Letter Label** | **Client Code** | **File Format** | **Paper Type** | **Multiple Pages** | **Format Simlex/Duplex** | **Remittance** | **BRE** | **Insert** | **Group** | **eNotice/Print** |
| 001 | Share Draft Returns | Share Draft Returns | 3 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 002 | Share Draft Transfer letter | MAILER - Share Transfer Letter | 5 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 003 | Escheat - Final Notice |  |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 004 | 1st Warning-returned Drafts | 1st Warning- returned drafts | 46 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 005 | ACH Share Overdraft letter | ACH Share Overdraft Letter | 51 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 006 | ACH Pre-Not (Prenotification) | ACH PRE-NOT (PRENOTIFICATION) | 52 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 007 | ACH Letter | ACH Letter | 53 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 008 | ACH Force Paid letter | ACH Force Paid Letter | 57 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 009 | ATM/Debit Restriction Notification | ATM/DEBIT restriction notification | 98 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 010 | Escheat- Joint Owner |  |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 011 | Dormant 1year |  |  |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 012 | Account Closure | Account Closure Letter (31 day notice) | 162 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 013 | Overdrawn Notice w/ restriction | Notice of overdrawn acct with restriction | 163 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 014 | Overdrawn Notice - no restriction | Overdrawn Notice of Overdrawn Acct NO Restriction | 164 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 015 | Overdrawn Notice (20 days) | Overdrawn\_2nd Warning Letter (20 Days Notice) | 165 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 016 | Courtesy Advance Usage (SD) | Courtesy Advance Usage (SD) | 184 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 017 | Courtesy Advance Reminder (15 Day) | Courtesy Advance Reminder (15 day) | 185 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 018 | Courtesy Advance Suspension (30 Day) | Courtesy Advance Suspension (30 Day) | 186 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 019 | Courtesy Advance Usage (EFT) | Courtesy Advance Usage (EFT) | 187 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 020 | Courtesy Advance Qualify | Courtesy Advance Qualify | 188 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 021 | Courtesy Advance Reason Code Suspension | Courtesy Advance Reason Code Suspension | 192 |  | Reg |  | Simplex |  | N/A | N/A |  |  |
| 022 | Courtesy Advance Qualify | Courtesy Advance Qualify | 188 |  |  |  | Simplex |  | N/A | Y |  |  |
| 023 | Debit Card Letter |  |  |  | Reg |  | Simplex |  | N/A | Y |  |  |
|  |  | MEMBER DETAIL CHANGE NOTIFICATION | 194 |  |  |  |  |  |  |  |  |  |
|  |  | REG D | 1 |  |  |  |  |  |  |  |  |  |
|  |  | STOP PAY | 70 |  |  |  |  |  |  |  |  |  |
|  |  | SHARE DRAFT PAID LETTER | 4 |  |  |  |  |  |  |  |  |  |
|  |  | LETTER - CERTIFICATE MATURITY | 175 |  |  |  |  |  |  |  |  |  |
|  | Courtesy Advance 45 day | LETTER - IRA/ROTH SHARE CERTIFICATE | 189 |  |  |  |  |  |  |  |  |  |
|  |  | CA OVERDRAFT SERVICES ELECTIONS | 200 |  |  |  |  |  |  |  |  |  |
|  |  | LOAN PAYOFF INFOIMAGE | 203 |  |  |  |  |  |  |  |  |  |
|  |  | STOP PAY | 70 |  |  |  |  |  |  |  |  |  |
|  |  | Courtesy Advance 60 day Closure | 190 |  |  |  |  |  |  |  |  |  |
|  |  | COMAKER LETTER | 20 |  |  |  |  |  |  |  |  |  |
|  |  | LETTER - IRA/ROTH SHARE CERTIFICATE | 176 |  |  |  |  |  |  |  |  |  |