

eDocuments for Credit Unions



As more and more customers move to the online channel to transact and interact with their financial institutions, it is essential that the various assets you provide to them, such as business critical documents, are made available online. Not only does this enhance the total customer experience, but it alleviates the resource strain within branches.

Doxim's eDocuments allows credit unions to seamlessly integrate the Doxim Enterprise Content Management (ECM) repository with their own online customer portal. This allows portal users to gain secure access to an array of documents, which may include, among others loan documents, member notices (like term and renewal notices), marketing materials, newsletters and tax forms.

eDocuments is an optional feature currently available within MemberDirect™ Online Services, MemberDirect™ Integrated Services, and MemberDirect™ Small Business Services. Providing access to electronic documents via the MemberDirect™ portal supports channel transparency by enabling members to interact through their preferred channel. This approach also allows members to access their financial documents remotely. This feature requires an external server to act as a repository for document information, since MemberDirect™ Online Services does not archive the information.

Doxim's Professional Service and Development teams work closely with your web services personnel to implement the eDocuments API, which allows any type of document or file within the Doxim repository to be exposed to members through any banking portal.

By providing this broad-based online document access, credit unions can usher in a new era of e-only accounts and relationships for their members. By transitioning to the new eDocuments offering, these organizations can significantly enhance the web-based offerings that they provide to their members.

BENEFITS OF EDOCUMENTS

Credit Union Benefits

- Reduce costs for postage, call center and in branch visits
- Credit Union can specify which documents they want to expose via their portal
- Provide a higher level of member service and convenience

Member Benefits

- Faster and more convenient delivery of documents
- Electronic archiving of documents, in compliance with regulatory requirements
- Ability to download documents as PDF files
- Ability to save and print documents locally

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DEPLOYING EDOCUMENTS

The set up of eDocuments requires a minimal amount of configuration and testing on the Doxim side, which can be completed quickly and easily by the Doxim professional services team. Once the connection with MemberDirect™ is established, any documents stored in the Doxim ECM repository can be exposed to a member via a portal integration. Some of the more popular document types that our customers choose to expose include:

Loan and Mortgage Documents

- Reminder notices
- Appraisals
- Lease agreements
- Mortgage renewals
- Loan renewals
- Loan applications

Marketing Materials

- Newsletters
- Inserts
- Sales collateral

Insurance Documents

- Home and auto insurance
- Mortgage insurance
- Loan insurance

Tax Forms

- T5
- T4 /T4A
- RRSP
- RRIF
- NRA

While MemberDirect™ has identified five broad categories for its document offering, Doxim is able to configure and customize as many document categories and views as you require, allowing you to expose different document types in the way that best suits the needs of your members.

Some documents, such as marketing materials and newsletters can be uploaded to the Doxim ECM archive in electronic format directly using the Doxim ECM user interface. From here they can be exposed to all members via the online banking portal.

For hard copy documents like loan files or KYC information, a document scanning and capture solution, like Doxim easyCapture is required to convert these documents to electronic format for upload to the Doxim ECM archive.

The other two main document categories that Credit Unions will want to expose to members via the eDocuments service are tax forms and member facing notices. These documents are typically generated from the core banking platform and would therefore be uploaded to Doxim ECM as part of the document processing service that we provide.

Contact us today to learn more about Doxim's products and services.

Doxim provides a full suite of enterprise content management products and services that together provide a web-based alternative to the printing and mailing of customer-centric documents such as statements, reports, client records, cheque images, trade confirms and transaction records. Doxim products and services are used by thousands of clients in the banking, credit union and wealth management sectors and by millions of end users across North America. These organizations work with Doxim to improve their client communications, streamline document access, meet compliance requirements, and reduce the expense, work effort and environmental impact associated with the creation, delivery and archiving of business critical documents.

