

# doxim®

## Doxim Payment

*A Purpose-Built Solution  
for Loan Servicers*

### A Single Provider, a Complete Solution

Doxim's payment solution gives you access to all the services and tools needed to optimize the entire customer experience. From composition, to bill design and presentment, to multi-channel payment and collections, to account management and communications, our complete solution guides you every step of the way.

### A Frictionless Experience

Provide an integrated and seamless bill-to-payment experience that is sure to reduce days sales outstanding (DSO). With Doxim as your single vendor that supports the end-to-end billing and payment process, you can simplify implementation, create a seamless experience for customers and staff, and remove the operational burden of reconciliation – all while reducing your cost per transaction.

### Omnichannel Delivery

Customers want options for when, where and how they pay their bills. More importantly, they want the flexibility to move seamlessly between payment channels and methods as their needs and preferences change. Our platform offers an omnichannel solution that enables your customers to choose from a variety of self-service and agent-assisted payment options, personalized according to their preferences.

### Mobile-First Payment Interface

In addition to streamlining operations, Doxim Payment is designed to drive eAdoption so you can lower your cost per transaction and accelerate remittance. Our best-in-class, mobile-first payment interface makes converting customers to digital channels a breeze and, for those more reluctant, our industry experts will advise you on enrollment strategies that are sure to get results.

### Advanced Payment Reporting & Reconciliation

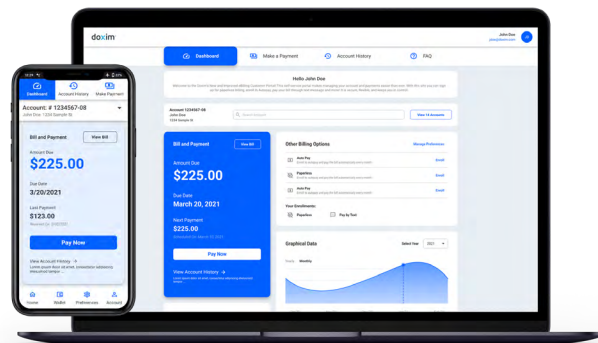
Doxim provides real-time posting and easy access to payment information. Detailed and conclusive reporting on the full payment lifecycle, from authorization through funding, ensures to-the-penny reconciliation, every time, saving both time and effort.

### Convenient Fee-Based Model

Our configurable convenience fee-based model enables you to customize and personalize the payment experience for all your customer types. With Doxim, you only pass along costs to customers based on their preferences, enabling you to offer more innovative payment options such as digital wallets to your tech savvy customers, without alienating the underbanked.

### Highest Level of Security & Compliance

Securing customer data is of utmost importance to us at Doxim. Our tested, proven, and secure cloud-based solution holds the highest level of PCI and SOC 2 compliance so you can rest assured that your data is protected.



# Doxim Payment for Loan Servicers

## Features

## Included

### Payment Processing

One-Time Payments - Current and Scheduled	✓
Recurring Payments	✓
Charitable Donations	✓
Convenience Fee Model - Configurable by Channel, Payment Method and Account Type	✓
Credit / Debit Card	✓
ACH	✓
Cash	✓
Digital Wallet - Apple Pay, GooglePay	✓
Split Payment Methods	✓
PCI Certified - Level 1	✓
Secure Stateless Tokenization	✓
Real-Time Payment Authorization	✓
Real-Time Payment Posting to CIS	✓

### Payment Channels

Online Customer Self Service for Enrolled and Not Enrolled (Guest Pay) users	✓
Mobile	✓
AutoPay	✓
Pay By SMS/Text	✓
IVR - Pay By Phone	✓
Kiosk	✓
Utility POS - Point of Sale	✓
Retail Cash Payments at over 30,000 Authorized Agents powered by Fiserv CheckFreePay	✓
Lockbox	✓

### Customer Portal


Mobile First Design	✓
Multi-Language	✓
ADA Compliant	✓
Biller Branded Customer Portal	✓
Manage Paperless Enrollment	✓
Manage AutoPay Enrollment	✓
Manage Pay By Text Enrollment	✓
Save Payment Methods in Personalized Wallet	✓
View Bill History	✓
View Payment History - Including External Payments	✓
Personalized Notifications with Delivery Preference - SMS/Text	✓
Multiple Users per Account with Guest Access	✓
View Notifications and Activity/Event History	✓

## Biller Portal

- 360° View of Customer Account ✓
- CSR/Agent-Assisted Payments, Paperless Enrollment, and AutoPay Enrollment ✓
- Manage Account Access - Restrict Payment on Account ✓
- View Notifications and Activity/Event History ✓

## Advanced Payment Reporting and Administration

- Consolidated Transaction Report ✓
- Payment Reconciliation Report ✓
- Returns Management Report ✓
- AutoPay Management Report ✓
- Cancel, Void, or Refund Payment ✓
- Automated Payment Monitoring & Alerts ✓



**Seeing Is Believing**  
Book a personalized demo to see the power of a single, integrated payment platform that not only offers innovative ways to pay but also mitigates costs.

[Book A Personalized Demo](#)



Doxim is the customer communications management and engagement technology leader serving highly regulated markets, including financial services, utilities and healthcare. We provide omnichannel communications and payment solutions that maximize customer engagement and revenue, while reducing costs. Our software and technology-enabled managed services address key digitization, operational efficiency, and customer experience challenges through a suite of plug-and-play, integrated, SaaS software and technology solutions. Learn more at [www.doxim.com](http://www.doxim.com).