



Alchem-e™  
Pay

Your tax bill is ready  
From: Racami County  
Amt Due: \$111.30  
Reply with **PAYNOW** to submit a payment with  
your saved payment method ending in #####.

**PAYNOW**

Thank you! We've scheduled your  
payment of \$111.30 to be paid on  
04/15/25 from acct #####.

# Proven Payment Solution.

We take the pain out of online payments. Automated digital bill presentment and payment.

racami ™

# Getting paid should be easy. Achieve better results with pre-built customer experiences.

Collecting payments online used to be hard before Alchem-e™ Pay. You'd have your IT department connect your website to a payment processor, figure out how to securely store the documents and present them online. Create the automation to send emails and text messages letting people know that their bill is ready and reminding people to pay as the due date approaches or passes. It places a heavy load on the IT department and those that produce the communications every day.

Alchem-e™ Pay makes it easier by offloading the management of infrastructure, software, and customer communications to a more productive model. This new model is simple because you already print and mail your bills, so send those same print files into Alchem-e™ Pay and it takes care of the rest. The documents are securely stored; email notifications are automatically sent to the consumers, and they quickly pay using a pre-built Alchem-e™ Pay website branded for you. That's it. Fast, secure, and more people will pay online because Alchem-e™ Pay includes a marketing engine that drives up adoption.

Out of the box customer communications include:

- + Sending email and sms notifications that bill is ready to pay
- + Email and sms reminders to pay the bill
- + Emails promoting digital payments
- + Dashboard and reports to track status and adjust payment process

**Get up and running faster. Instantly present bills and take payments online with little or no IT involvement.**





## Get paid faster

Is collecting payments a nightmare for your organization? We get it. Payments should be as simple as clicking a button. We designed Alchem-e™ Pay to be just that. An intuitive and easy-to-use platform that your customers will love to use, coupled with an incredibly powerful behind-the-scenes workflow engine and proven templates to increase customer satisfaction, reduce costs, boost revenue, drive digital adoption and optimize the experience.



## Increase digital adoption

Grow your business with Alchem-e™ Pay by increasing digital adoption with innovative marketing workflows, an incredible user experience, unique messaging to drive paperless billing adoption and so much more. Enjoy higher customer satisfaction, client retention, reduced print and mail costs, decreased customer service calls and a more efficient payment process with Alchem-e™ Pay.



## Get started quickly

Using Alchem-e™ Pay is easy. We've simplified the process to get you up and running faster without the need for IT involvement. Alchem-e™ Pay plugs into workflow just like a printer.



## Create happy customers

At the end of the day, your customers are the most important stakeholder. Providing them with a practical and streamlined way to make their payments is the best way to build a trustworthy and long relationship with them. Don't just focus on payments, create happy customers.

# Alchem-e™ Features

## Pay



### Process Features

- ▶ Use your own domain
- ▶ Output channels (print, mail, SMS)
- ▶ PDF Ingestion (or other data files such as .csv or Excel)



### Online Dashboard (Admin Side)

- ▶ User management
- ▶ Reports
- ▶ Real time status viewing
- ▶ Administration of payments



### Configurable Options

- ▶ SMS, emails, letter and statement communications
- ▶ Ad graphics and dynamic messaging
- ▶ URLs
- ▶ Action button (colors)
- ▶ Logos



### Automated Notifications

- ▶ Schedule reminders
- ▶ Driven by preferences



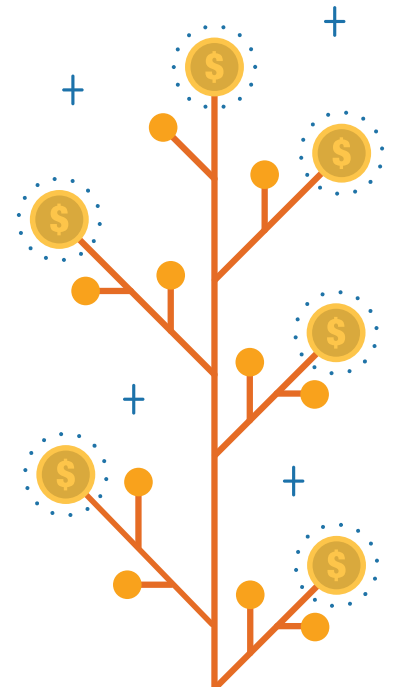
### Infrastructure & Payment Options

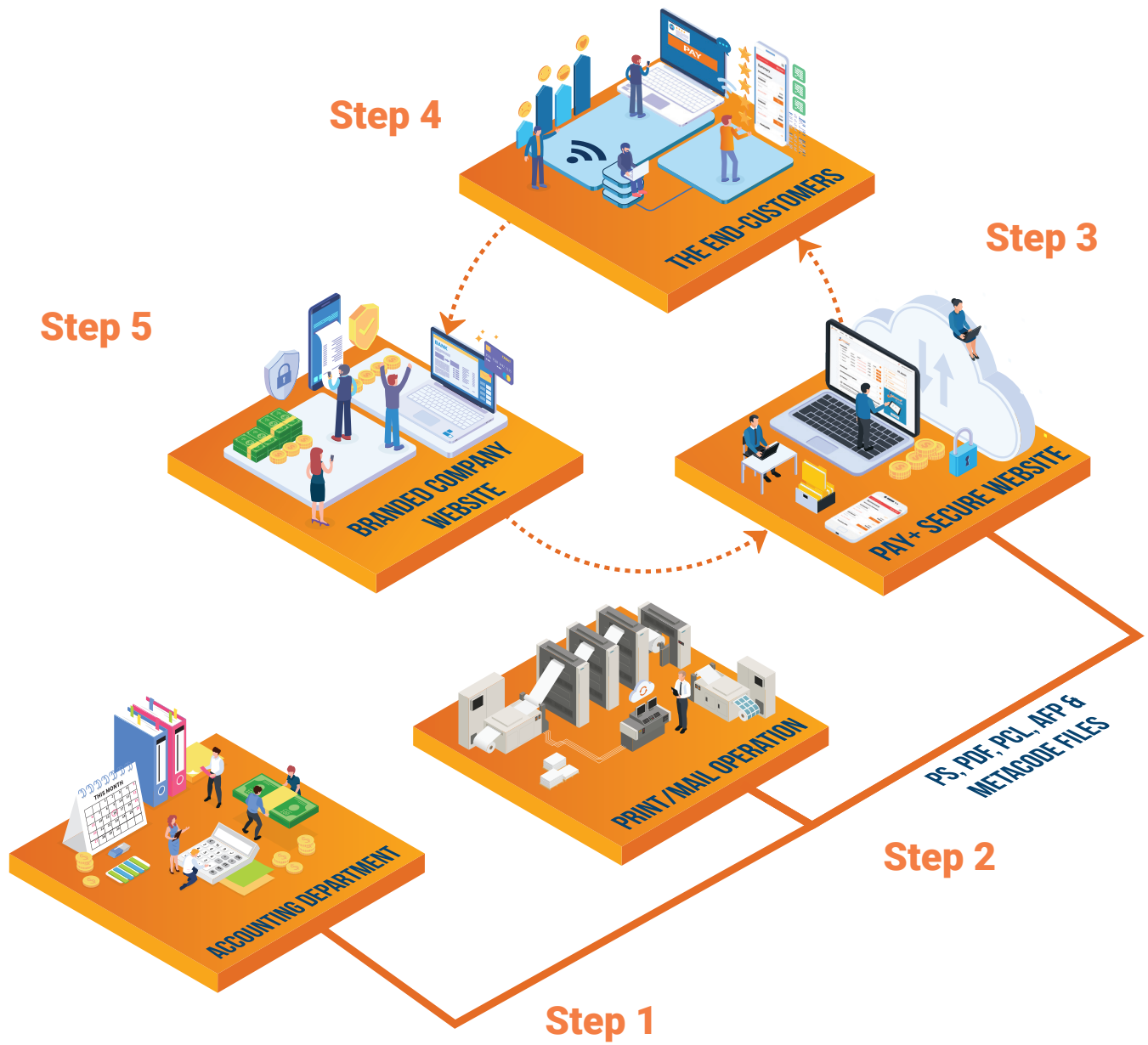
- ▶ ACH
- ▶ Credit card
- ▶ Pay by text
- ▶ Security (PCI compliant, ISO 27001)
- ▶ Cloud application



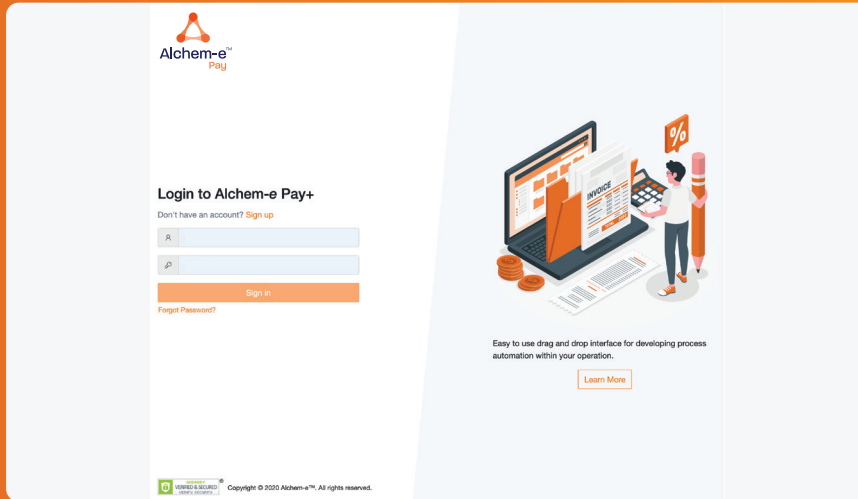
### Key Consumer Experience Features

- ▶ Link associated accounts
- ▶ Communication preferences
- ▶ Self-registration
- ▶ Auto pay
- ▶ Paperless
- ▶ Compatible with existing portals and websites
- ▶ Document viewing





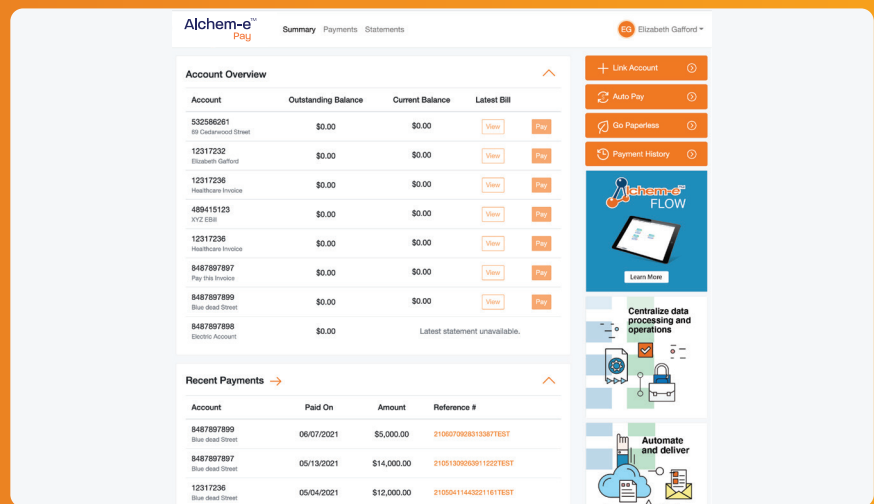
# The Payment Experience



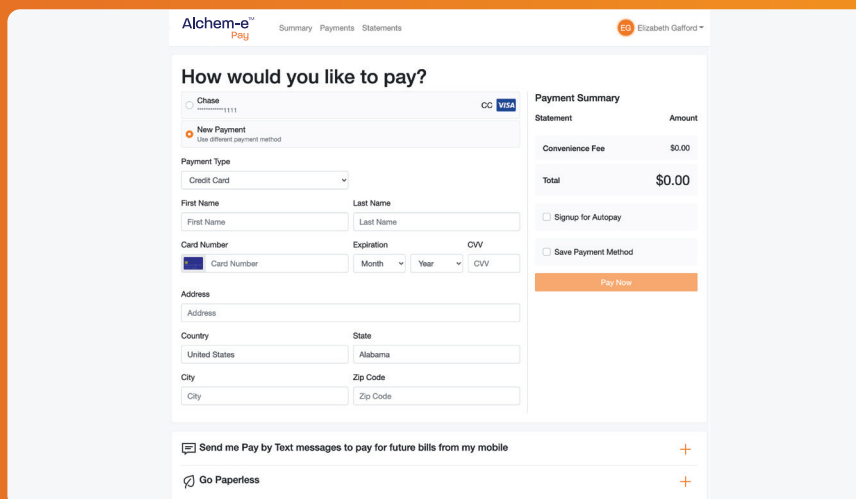
- ▶ Self register to create an account
- ▶ White labeled site
- ▶ Customizable ad space



- ▶ View payments due
- ▶ Review statements
- ▶ Check payments history



- ▶ Add saved payment method
- ▶ Pay multiple invoices
- ▶ Schedule payments
- ▶ Control reminders
- ▶ Manage communication preferences





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**Racami LLC** is a fast-growing and innovative multi-national software and IT services company that improves the performance of customer communication processes and advances multi-channel initiatives. Racami is revolutionizing the way customer communications are produced and distributed using its flagship customer communications management (CCM) platform Alchem-e™. In addition to their software, Racami provides industry specialized IT services and software development for insurance, financial, healthcare, book publishing, and marketing companies.

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