



# FTNI

Payment Processing. Accelerated.

## SUCCESS STORY BENCHMARK SENIOR LIVING

### Benchmark Senior Living Streamlines Remittance Processing with FTNI's ETran RDC Solution

#### The Challenge

Operating a geographically distributed model, Benchmark Senior Living faced remittance processing challenges typical to the industry. Benchmark operates a network of locally owned but centrally supported senior living facilities throughout New England. While payment posting and banking relationships are managed at the corporate level, the vast majority of payments are made by check and accepted at the local level.

Benchmark set out in search of a Remote Deposit Capture (RDC) solution that would help them consolidate the check acceptance and payment posting process, while respecting each locally owned facility's need for account confidentiality. Working closely with FTNI, Benchmark built a payment acceptance and posting solution on ETran, FTNI's integrated receivables hub, that met its needs for centralized operations at the corporate level while also meeting each locally owned business' needs.

#### The Solution

First, ETran requires no software for each senior facility to maintain. Deployed in a Software as a Service (SaaS) model, at user logon the solution determines if a new version of the application has been published. If it has, the user's PC is pointed to the latest version of ETran. The same logon credentials also determine the view each facility has into customer payment data. ETran's configurable facility and user-level access permissions and flexible data structure capabilities allow for customized data access and workflows at the individual user, facility and corporate levels. Administrative users within Benchmark corporate can view payment information for all facilities, streamlining the resolution of any payment issues or questions from any local facility.

Benchmark also uses the MICR matching feature of ETran's enhanced RDC model to automatically associate the bank and account number from each check payment to a resident's account. For first time payments, when ETran reads a bank and account number that it hasn't seen before, it alerts the user to associate that information with the new resident for future reference. Each evening, check image



“ Same day deposits improve each facility's access to funds while reducing deposit costs. ”

~ Caria Samia, Senior Application Team

#### REALIZED BENEFITS

- Reduced admin time spent on check and remittance processing
- Enhanced RDC functionality streamlined check processing at multiple locations on a single platform
- Increased corporate oversight of all payment transactions from locally owned properties
- MICR line matching of check information automatically associates bank and account information with residents' accounts — greatly streamlining legacy manual data entry
- Straight through processing allows for the acceptance, processing, posting and reconciling of all check remittances via a single SaaS platform
- Posting files automatically update back-office accounting system in a single pass based on unique business rules



### The Solution *(continued)*

activity from each senior living facility is aggregated and sent, via an encrypted connection, to Benchmark's financial institution for deposit.

Benchmark utilizes Yardi Systems, property management software for senior housing, to maintain resident accounts for each local facility. Once daily deposits have been made, Benchmark utilizes ETran to export payment posting file information directly into the Yardi application, to automate posting of daily payments within this back-office application.

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**~ Caria Samia, Senior Application Team**

The final step in the payment automation process deals with the parsing of information that associates the MICR information to resident accounts and distributes that information to each facility's ETran site. This step allows ETran to automate the association of checks to resident accounts, which after the initial payment from a new resident takes place automatically.

### The Results

Almost immediately upon implementation, Benchmark was able to realize decreased payment processing time frames, as well as increased cash flow as a result of same day deposits facilitated via the ETran RDC Module. According to Caria Samia, a member of Benchmark's Senior Application Team, "FTNI did a fantastic job implementing their ETran solution at Benchmark. They operated professionally and eagerly while ensuring all our needs were met, and they went above and beyond to adapt their system to our industry-specific requirements. Post implementation, they have continued to support us with thorough and timely service. I would recommend their products and services to anyone considering a remittance processing solution."