



More and more parking operations are looking to outsource some or all of their letter service and processing and collection activities to one vendor. In response to this industry trend, T2 Systems now offers technology-based processing & collection services.

All processing and collections work is performed by experienced employees of a licensed collections agency, Citation Collection Services, LLC (CCS), a subsidiary of T2 Systems staffed by experts in parking and collections.

Citation Collection Services

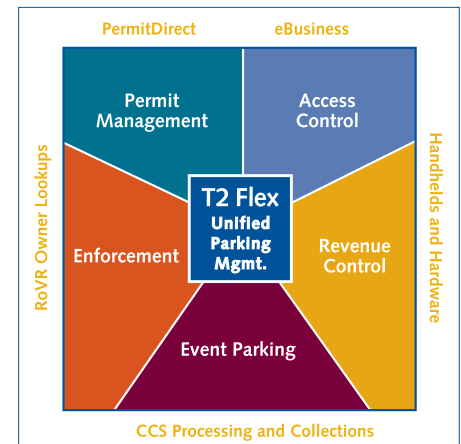
Choose the services you want

Most processing solutions on the market today are created for organizations that outsource all work associated with citation processing. T2 CCS offers multiple levels of services - you decide how much work you want us to do and how much you want to do yourself.

Traditionally, organizations using a processing or collections company use a different system than the vendor, causing inefficiencies and problems with data exchange. T2 CCS utilizes a unified system approach that makes data equally accessible to the parking operation staff and CCS. Both your staff and CCS staff work in the same application and have access to the same data.

In addition to citation processing functionality, you'll have access to the T2 Flex Parking Management System:

- a unified system for parking management, permits, enforcement, access control and revenue control
- an open architecture system that uses Web services to simplify exchange of data with other systems



As part of T2's outsourced services, processing and collections services are available in the following service packs:

- Letter Services
- Letter and Payment Processing
- Citation Processing
- Collections

Included with all service packs is T2 Flex software, handheld hardware, associated accessories, implementation services and training. Following is a description of what's included with each service pack:

Letter Services

- Letter printing and fulfillment
- Nationwide first-class mail delivery
- NCOA accuracy (National Change of Address) - address matching against the U.S. Postal Service database to verify accuracy and improve cash flows
- High quality, 600 dpi resolution mailings - because every letter reflects your organization's image
- Daily or weekly letter services can be selected to create steady and predictable cash flows

Letter and Payment Processing

All above listed letter services plus:

- Regional lock box service
 - Secure and controlled lock box environment
 - Complete audit trail
 - Daily processing of all mail including exceptions, returns and payments

- Call center
 - Courteous, professional agents specially trained on parking issues
 - Toll free phone number
 - Inbound call center scripts customized to your statutes and environment
 - Processing hours: 9 a.m. - 4 p.m. EST; Collection hours: 8 a.m. - 5 p.m. EST
- Payments - flexible, multiple payment methods including:
 - MasterCard and VISA payments can be made online or by IVR (payment by telephone)
 - Mailed check or money orders
 - Check by phone for collection accounts
 - Payment plans can be set up for collection accounts

Citation Processing

All above listed services plus:

- Data entry for manual tickets
- Paper ticket and correspondence digital image storage
- Ticket stock fulfillment for handheld ticketwriter stock, ticket books and envelopes
- Completely adaptable to all statutes, letter service frequencies, late fees, etc.
- Adjudication capabilities including judgement and hearing scheduling and documentation
- DMV/BMV interfacing
- License suspension - DMV/BMV holds

Collections

- Third party, FDCPA (Fair Debt Collection Practices Act) compliant letter services and outbound/inbound collection call center services
- State licensed
- Experienced staff
- Non-confrontational and professional approach that reflects positively on your organization
- Multiple delinquent customer contacts via mail and phone
- Customer specific collection workflows to leverage and comply with ANY local or state collection statute
- Credit Bureau listing functions on all accounts with debt equal to or greater than \$50, greatly improving collection percentages
- Detailed status reports of all debt activity can be provided daily, weekly or monthly
- Collected funds distributed with all corresponding status reports
- Skip Tracing - access to a database with personal information
- NSF (Non-Sufficient Funds) reinstating
- Real time bankruptcy information to ensure that no FDCPA violation is committed when pursuing an individual who has petitioned for bankruptcy, verify the legitimacy of the bankruptcy status, and improve collection efficiency and results

Software Integration

CCS will work in your T2 Flex application to provide all services prior to citations being transferred to delinquent collections, and a streamlined integration is provided between T2 software and the best-in-class collections system that CCS uses to manage the process. This collections system provides several benefits to you including excellence in tracking contacts, enhanced reports that you can provide to your internal auditors, and inventory reporting that allows you to track debts turned over to CCS.

Powerful Solutions from the Parking Experts

Since 1994, T2 Systems has delivered proven parking solutions that meet the ever-changing needs of the parking industry, and this commitment shows - in T2's quality of products and services, thought leadership and strong customer service relationships. With its broad range of software, hardware, management and technology services, T2 Systems is trusted by over 300 organizations in the US and Canada including universities, cities, towns, private operators, hospitals and airports.

For more information on how T2 Systems can help you manage your parking more efficiently, call 800-434-1502, or visit us online at www.T2systems.com.