

Retail Workflow & Document Management



RETAIL DOCUMENT CHALLENGES

Retailers of all sizes need an efficient way to streamline the processing of electronic and paper applications for loyalty and credit cards. Offshore application processing and call center work to India has been done for years, but costs are increasing and customers get frustrated with language challenges and cultural differences.

Now you have a high-quality, onshore outsourcing option at nearly the offshore cost – with special expertise in processing high-volumes of both paper and electronic documents.

ON-SHORE CALL CENTER

We can also handle loyalty program and credit card application customer service. This includes answering questions about terms, earning points, redeeming points, and following up with customers for information needed to complete their application.

FOR MORE INFORMATION CONTACT:

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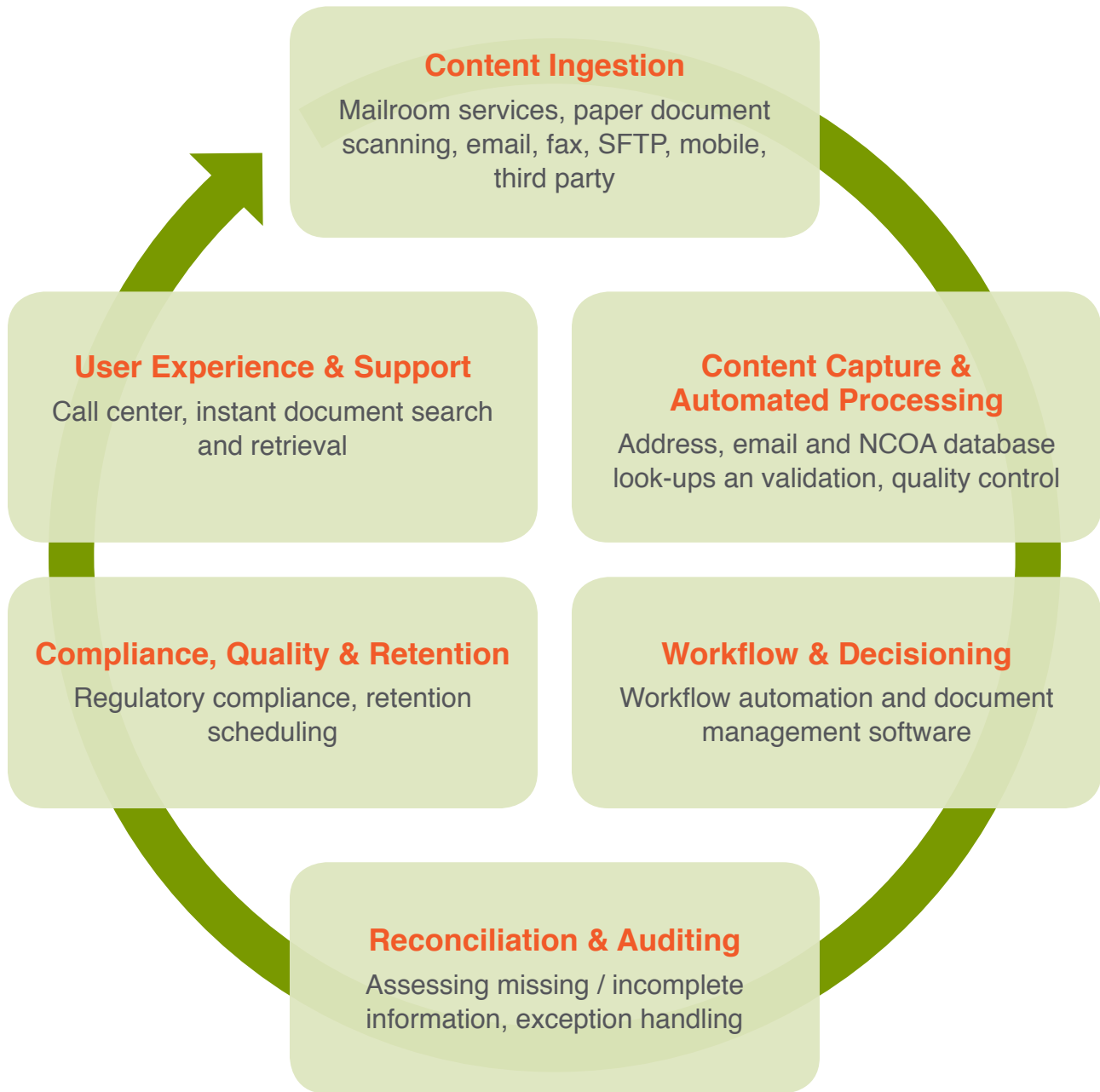
APPLICATION PROCESSING

Benefits of our application processing service include:

- High-speed document scanning, indexing and quality control
- Ingestion of electronic applications, from e-form to fax
- Advanced address repair: we fix about 80% of undeliverable addresses before they reach your database
- Advanced email repair: we fix about 60% of undeliverable emails before they reach your database
- National Change of Address (NCOA) updates and data cleansing
- Outbound verification calls and data updates



There are six components of our Retail Workflow & Document Management Solution:



About metasource

From automation to outsourcing, our workflow and compliance solutions enable you to focus on your core business – we'll do the rest. MetaSource is a technology driven provider of Business Process Outsourcing (BPO) / Business Process Management (BPM) services integrated with Enterprise Content Management (ECM), workflow solutions and customer experience processes to meet our clients' goals and objectives. We service a variety of industries for a national clientele through our global network of PCI Level 1 / Version 3 certified, SOC / AT 101 Type II (formerly known as SAS70) and HIPAA compliant processing centers, employing over 1,000 employees worldwide.