



Streamline the Payment Process with SWBC ECM

The **SWBC ECM** connector provides direct integration to SWBC's Electronic Cash Management (ECM) tool for highly secure and efficient electronic ACH and card transactions within the Temenos Collection and Recovery modules.

Key Features

The key features of the SWBC ECM connector enhance payment processing in the Collection and Recovery modules.

Collect Payments by Phone

The SWBC ECM connector has the ability to collect single payments using checking accounts, savings accounts or debit/credit cards. Build the workflow to fit your institution's unique needs.

Fully Integrated with Workflow Activities

Once activated, ECM is an available step type that can be easily added to new or existing workflows. In addition, the SWBC ECM connector improves promise to pay efficiencies and effectiveness by providing the option to schedule transactions based on newly created promises to pay. The flexibility is yours to manage.

Automated Promise to Pay

The SWBC ECM connector has the ability to collect single payments using checking accounts, savings accounts.

Apply Payments to Multiple Accounts in One Transaction

Your staff has the ability to initiate payments for multiple accounts using one transaction. As an example, a borrower may pay their auto loan and their credit card without your staff having to key in two separate transactions.

Schedule Recurring Payments

Recurring ACH transactions may be scheduled using checking accounts or savings accounts. In addition, the SWBC ECM connector provides your staff the ability to print the NACHA required written authorization form.

Adjust Fees

Feel the power at your fingertips with the flexibility of defining and adjusting fees. With a few quick key strokes, you can adjust fees for a debtor.

View Payment Statuses

The SWBC ECM connector conveniently notates the account with the transaction status. From Pending, to Funded or Failed, your staff can stay informed by using the Payment History screen.

Easily Manage Processes for Failed Transactions

The SWBC ECM connector allows you to run automated workflows for any failed transactions to guide your staff through resolution, whether gathering a Promise to Pay or obtaining new payment information.

Adjust Fees

The ECM connector allows users to securely save a borrower's payment account details for future transactions.

Key Features (Continued)

Reporting at Your Fingertips

Dashboards provide detailed reporting of transaction statuses. Quickly and easily monitor your staff's activity. Reports may be sorted by a specific user (or by all users), filtered by any given date range, and exported to Word or Excel.

Safe and Secure

Feel safe making transactions over the Internet. The SWBC ECM connector uses advanced encryption technology to ensure safe and secure processing of payments.

Additional Features of ECM

Optional Branded Website Available

Allow your debtor to make secure payments over the Internet with a website branded for your financial institution.

Interactive Voice Response (IVR)

IVR payment solutions can be integrated with your existing telephone technology with minimal IT involvement.

In Person Cash Payments and Deposits

Borrowers can make cash payments or deposits in person nationwide at any of MoneyGram's agent locations.

Key Features

Users benefit from the easy-to-use and powerful payment processing capabilities provided by the SWBC ECM connector.

Reduce Collection Costs

The SWBC ECM connector gives you the ability to run secure transactions through the system rather than manually processing checks or going outside the platform to process payments.

Improve Collection Time and Reduce Delinquency

Electronically process payments and collect funds while on the phone with the debtor.

Reduce Errors

Reduce transaction errors through ABA verification and real-time card authorization.

Increase Revenue

Your institution can increase revenue by collecting a convenience fee for payments.

More Information

System Requirements

Version 9.02 or higher must be running in order to utilize this connector. Some new features may also require that the latest version of the system be installed.

Provider Highlight



SWBC is a diversified financial services company providing a wide range of insurance, mortgage, and investment services to financial institutions, businesses, and families. To learn more about SWBC, visit their website at www.swbc.com.

For more information about the SWBC ECM Connector, contact your Temenos Account Manager or email AutoPilot@swbc.com to reach SWBC directly.