

THE 2009-2010 PAYMENTS PROCESSING BENCHMARK STUDY

Prepared by:
Blueflame Consulting, LLC and The Association for Work Process Improvement

This 200-page report is the most current, comprehensive study ever produced on **current and future trends** in mail and remittance operations. The report examines the productivity and cost of processing payments through an analysis of various functions.



GET CRITICAL INFORMATION ON:

- Measurement of payment processing performance across dozens of benchmarking dimensions, including volume adjusted cost per item for both clean and exception items.
- Integration levels of front-end payments systems with back-end ERP platforms (e.g., SAP, PeopleSoft, etc.)
- Data on the adoption of ARC and Check 21 image deposits and statistics on the growth of biller direct recurring payments using ACH, debit and credit cards
- Feasibility and cost justifications for in-house versus outsourcing of various functions.



COST OF STUDY:	TAWPI MEMBER	NON-MEMBERS
	\$500	\$1000

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