



# CSG & The DDC Group Partner

Delivering customer interaction solutions for  
the Transportation Industry



**DDC FPO**

## Cutting Edge Solutions for the Transportation Industry

Nearly every business, government and consumer is dependent on the transportation industry as it forms the backbone of global supply chains. Industry restructuring, regulatory changes, and technology advances have created changes in how companies handle customer data and the need to serve their customers. This evolution has changed the face of an industry which has become increasingly focused on serving customers in all parts of the world in the manner the customer prefers.

By combining the experience of CSG and The DDC Group we are able to offer cutting-edge customer interaction and data collection services that deliver a customer solution geared specifically for the transportation industry.

## Benefits of Our Partnership

- **Reduce cost to collect and serve customers** with electronic solutions offering multiple presentment and payment options
- **Improve billing accuracy and customer satisfaction** with enhanced statement design
- **Enhance customer care** with instant information online and immediate document delivery using CSG customer care modules

## The Solution

Freight companies are leveraging technology to manage an organization's enterprise processes and

applications. The DDC Group is well respected for offsite bill entry outsourcing and has become the industry standard for trucking firms seeking to improve billing accuracy and customer satisfaction while reducing costs.

CSG comprehensive output solutions are used by hundreds of clients and millions of customers on a daily basis. Our solutions span composition of transactional statements and business-critical documents, comprehensive ecommerce, data processing, printing, finishing, mail services, delivery and archiving.

Our integrated, multi-channel solutions provided in addition to outsource data capture can help you reach your customers in ways they prefer: automated voice, electronic presentment and payment, direct mail, email and SMS/text.

## Electronic Payment and Communication

Reduce the cost to collect and serve customers by moving to electronic billing and payments. We can help by employing our industry-leading electronic billing and payment solutions.

Our robust e-care and client care solutions support more than 160M card payments and 60M ACH payments annually and continues rapid enrollment.

Add our Secure eStatement application and give your customers the opportunity to pay their bills by simply filling out form fields that arrive via secure email.

*We provide your customers with more purchasing and payment options that help you expedite cash flow and generate higher incremental revenue.*

### **Secure Delivery, Multiple Payment Options, Customer Convenience**

- eBPP delivery options (Precision eBPP and Secure eStatement) enable customers to pay efficiently and more promptly
- Enjoy faster bill payment with multiple payment options (EFT/ACH, credit, PIN-less debit, stored payment accounts and recurring payments)

### **Improved Communication – Fewer Call Center Inquiries**

- Proactive email communication keeps customers informed and eliminates unnecessary call center questions
- Allow customers to administer self-care by viewing current or past bills online enabling you to focus on business critical issues

### **Document Design, Fulfillment and Output**

With CSG as your partner, you can transform information received from The DDC Group into highly effective customer communications. You are faced with a variety of supporting documentation which creates lengthy and crowded customer communications. CSG will help you optimize these crucial interactions and make them more relevant, timely, effective and efficient.

### **Increase Customer Satisfaction with Easier-to-Understand Bills**

- Use text and graphics to emphasize regulatory information, augmented with tailored promotional messages

- Apply strategic data positioning to effectively and clearly engage with customers
- Use highlight or full-color to communicate important information

### **Reduce Print and Mail Costs and Improve Cash Flow**

- Ensure efficient, accurate and timely delivery with CSG postal solutions NCAOALink<sup>®</sup>, ACS<sup>™</sup>, MailTrace<sup>SM</sup> and Undeliverable Mail Solutions

### **Robust Customer Service Features**

Your customer service reps can view customer bills exactly as the customer sees them, empowering your customer service reps to respond quickly and effectively to customer inquiries.

- View on and offline, including pre-printed information, customized messages and ads
- Improve cash flow and customer responsiveness by accepting payments and sending account statements via email and fax while on the phone

### **Contact CSG Today – See the Potential of the Partnership**



Our solutions and approach are yet another way we help you engage and transact more effectively with your customers.

CSG International: Accelerate business. Anywhere.

For more information contact CSG via email at [output@csgi.com](mailto:output@csgi.com) or visit us at [www.csgioutput.com](http://www.csgioutput.com). Or contact DDC Group at [art@datacapture.com](mailto:art@datacapture.com) or visit DDC Group at [www.ddcfpo.com](http://www.ddcfpo.com)