

# RevSpring End-to-End

Detailed communications tracking, approval, and retention in one convenient platform



Detailed tracking and oversight with communications is critical and challenging. Complexities in delivery channels and legal compliance continuously evolve and change. Any collection communication can be disputed at any time.

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The solution? RevSpring End-to-End, which easily accesses and tracks the print and delivery status of each piece, including options for retrieving and approving.

**RevSpring End-to-End streamlines access and retention of RevSpring print, email, and text communications.** Fulfilling compliance requirements, such as CFPB, **RevSpring End-to-End maintains communication data across all delivery channels in one convenient location.**

Transparency in the creation, editing, and distribution gives RevSpring customers peace of mind. They are empowered to engage in consumer inquiries or disputes confidently and accurately. The platform provides a succinct view of both the stage and status of a document or print job. **And our customers can access project updates including processing, inserted, or delivered, and status reports including terminated, completed, or reprinted.**

## Two Powerful End-to-End Options: Approve and Retrieve

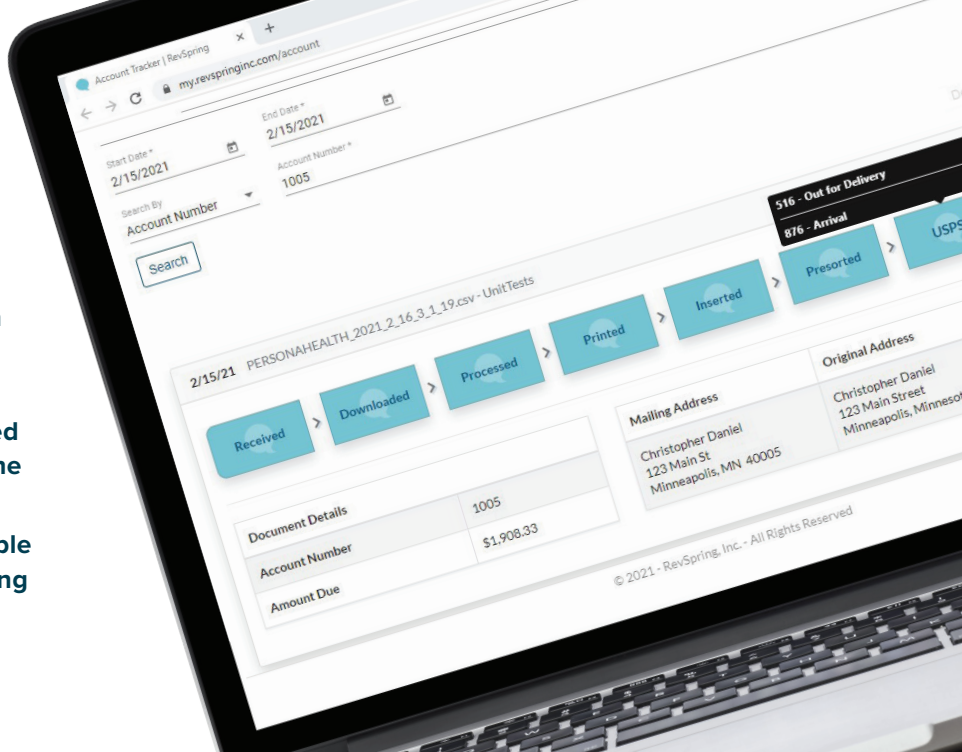
Review and approve eligible records within the End-to-End platform prior to printing and mailing with the Approve option. Files can be marked as “pending” and held for a pre-determined amount of time until approval.

## Benefits

- **Provides assurance** that communications are sent exactly as intended
- **Empowers CSRs**, allowing them to see exactly what consumers see when on a call to eliminate confusion and reduce call length
- **Achieves proper compliance** with data retention for all communications
- **Consolidates all printed pieces’ tracking and retention** across email and text in one platform
- **Adds convenience** and saves time

## Features

- Real-time production monitoring of communications
- Easy view into the status and production stage at both a job-and individual document-level
- PDFs of files can be retained for extended periods to meet compliance needs like the CFPB 3-year requirement
- Customers can review and approve eligible records online prior to printing and mailing



It's possible to customize search fields and columns that are shown on the Approve page. **Our customers also can partially approve or reject documents within a print file, enabling them to work through larger print jobs at their own pace while still getting the precise control they need.**

End-to-End Retrieve, RevSpring's long-term storage and retrieval solutions, is an option to enable access to a PDF view of individual communications. Search on an account number, a name or an email address and view all documents received by a consumer—giving full insight into prior communications to that account. **The highly configurable solution is designed to meet record retention needs.** Whether customers need to comply with the Consumer Financial Protection Bureau's (CFPB) requirement to retain documents for a three-year period after the last collection activity or more restrictive state compliance laws, **RevSpring End-to-End's Retrieve option can meet the ever-changing record retention regulatory environment.**

**Retrieve also adds visibility to the delivery information for both mailed and emailed pieces,** which is invaluable in defending against litigation. The platform provides access to view Informed Delivery scans from the USPS, as well as email delivery and open statuses.

The bottom line? **RevSpring End-to-End provides micro-level detail and customer control with a high level of customer service.**

