

Thank you for your interest in our new **Fulfillment Service for Realm Plain Paper**. Below you will find requirements and frequently asked questions regarding this service.

Requirements:

- Realm Inform, Connect or Multiply
- Preferred Client contract
- Internet connection

Frequently Asked Questions:

How do we get the information to you to send out?

Within the Realm program there is an option under Giving that says “Giving Statements”. You will Generate New Statement file based on the parameters of Description and date range. This creates a file that is saved on your system (as specified by you). Once created this file is uploaded to a special ACST Web site. Once all the files have been received, ACST will process them based on your specifications.

Do these statements look different from the ones Realm currently offers?

This service uses plain paper.

How often can we send statements using this service?

The plain paper statements can be sent anytime.

How are the files processed?

Files uploaded to the Web site by the 5th business day of the month will be printed and mailed no later than the 10th business day of the month. Files uploaded to the Web site between the 6th and 12th business day of the month will be in the mail by the 18th day of the month. On the 6th and 13th business day we will charge credit card or ACH (auto draft) your specified checking account for payment for the service

How much does it cost?

Postage is \$.455 for First Class Mail for each statement. The first page is \$.25 with each subsequent pages being \$.15 per page. For example, if you have a contributor that has a 3-page report, the cost would be \$.455 for postage + \$.25 for the 1st page + \$.30 (\$.15 for the 2nd page and \$.15 for the 3rd page) with a total for that contributor’s statement being \$1.01 each. This price includes forms, envelopes, printing, stuffing, postage, and mailing.

** International and APO/FPO addresses will be extracted from the mailing list and will be returned to you for processing.*

If after a run has been processed and we find that data is missing, will there be a charge for reruns? What is the cost?

If the data was wrong or incomplete before the extract was run, then we would charge for the rerun, however, we will work with you to determine the most cost effective way to do this. If the error happened after the extract was run and uploaded for processing, we would rerun these at no charge.

Can I insert a letter or notice with the statements?

Yes you have the ability to insert a letter or notice in with your statements. The maximum insert size is 3 pages with front only. The cost is \$.12 per page per contributor. Inserts are printed in color. For example, if you have an insert that has a 2-pages, the cost would be \$.24 (\$.12 for the 1st page and \$.12 for the 2nd page) X 350 statements = \$84.

How is this going to save us money?

To determine an accurate comparison of cost savings, consider the following: How much do you pay for materials (statement cost + envelopes), how much do you pay on average for postage, and how much does your labor cost to process (print, stuff, and sort)? With the Fulfillment Service there is no inventory, no time spent printing, sorting, stuffing envelopes, finding volunteers, and no more dragging heavy bins or bags to the post office!



Fulfillment Service Enrollment Application for Realm

Site Number: _____ Email: _____ Phone: _____

Contact Name: _____

Church Name: _____

Address: _____

City: _____ State: _____ Zip: _____

How often are your Plain Paper statements processed? Monthly Quarterly Semi-annually Annually

List the month to process first file: _____

Give an approximation of the quantity of statements that are printed: _____

Please select your method of payment: ACH Transfer Credit Card*

To ensure the security of credit card information, we ask that you contact the Fulfillment Service administrator directly.

Authorized Signature

Date

Printed Name

To complete the enrollment application process, please complete the following documentation and timely return with this form to ACS Technologies:

ACH Payment/ Credit Card Authorization Form

Fulfillment Service Agreement

Fulfillment Service Enrollment Application for Realm

Please send all materials to:
ACS Technologies, Attn: Fulfillment Services, 180 Dunbarton Drive, Florence, SC 29501,
Email: Central@acst.com, Fax: 1-800-227-5990, or call: 1-800-669-2509

Disclaimer: The ACS Technologies ftp site and the Laser Print Plus ftp site where the fulfillment files are uploaded, are confidential and secure environments, and are only used for the purposes outlined by the ACS Technologies Fulfillment Service.

Fulfillment Service Agreement

This agreement has been created to ensure that there are no misunderstandings between the Fulfillment Service subscriber and ACS Technologies. Because this process involves many entities, it is important that the process flow as smoothly as possible. Please carefully read each statement below and once you understand and agree, place a check in the box. Then, sign your name, enter the date, and then return it to ACS Technologies.

Site Number: _____ Email: _____

Contact Name: _____ Title: _____

Church Name: _____

- The fulfillment process has been outlined and explained fully. If there is a significant problem with my data or if the file I submit is the wrong format, I, the subscriber, am aware that my file will be dropped from the processing and once the data has been corrected it can be resubmitted for the next scheduled processing period.
- I, the subscriber, understand that if any of the addresses contained in the transmitted file are incomplete, those addresses will be excluded from that processing, and I will be notified via email from ACS Technologies of the those addresses. I, the subscriber, will then be responsible for correcting and processing any incomplete addresses at my location.
- I, the subscriber, agree to additional postage and processing charges applicable to Canada, Mexico, or other international addresses contained in the submitted file. I also understand that these charges will be collected using the ACH information I have authorized ACS Technologies to use and that I will receive notification of these subsequent charges.
- I, the subscriber, acknowledge that all information on submitted enrollment and authorization forms is accurate and true to the best of my knowledge. If any information submitted is found to be fraudulent I understand that my file will be dropped from the processing and will not be eligible for the next scheduled processing period until all information in question has been corrected and accepted by all parties involved.
- I, the subscriber, acknowledge that any envelopes returned to your office for additional postage will be paid promptly to the post office. Envelopes are returned for postage due when mailed using the Standard mail and there is a forwarding service in place for the contributor. In order for the PO to forward there is an additional fee. If using first class postage, it covers the forwarding request.

Authorized Signature

Date

Please mail all materials to ACS Technologies, 180 Dunbarton Drive, Florence, SC 29501, email: central@acst.com or fax to 1-800-227-5990.



ACH Payment/Credit Card Authorization

The ACH Payment/Credit Card Authorization form requires a signature and must be mailed or faxed back before transactions can begin. If you choose not to include the ACH transfer information in the bottom portion of the form you may call this information in to us at 1-800-227-5990.

Site Number: _____ Email: _____ Phone: _____

Contact Name: _____

Church Name: _____

Address: _____

City: _____ State: _____ Zip: _____

As a duly authorized representative of _____, I hereby authorize ACS Technologies Group Inc. (ACS) to draft/charge our account for any payments related to Fulfillment Services for Statements, should they exist, and to continue to draft our account based on the frequency and quantity of statements being mailed, I will promptly notify ACS in writing of any changes to this agreement.

_____	Authorized Signature	_____	Date
_____	Printed Name	_____	Title

ACH TRANSFER INFORMATION	
Sender Financial Institution	
ABA # / Routing # (should be at least 9 digits)	_____
Name	_____
City/State/Zip	_____
<input type="checkbox"/> Checking <input type="checkbox"/> Savings	
Sender Information	
Account #	_____
Credit Card #	_____ Exp date: _____
Name	_____

Please mail all materials to ACS Technologies, 180 Dunbarton Drive, Florence, SC 29501, email: central@acst.com or fax to 1-800-227-5990.