



**FOR IMMEDIATE RELEASE**

---

*Sales Contact:*  
Noel Keathley  
205.290.8117 office  
225-571-2460 cell  
noelkeathley@aq2tech.com

*AQ2 Technologies, LLC:*  
2901 2<sup>nd</sup> Ave. South, Suite 130  
Birmingham, AL 35233  
205.290.8100 office  
205.290.8139 fax

---

**ELECTRIC POWER ASSOCIATION INCORPORATES NEW TECHNOLOGY**

*Tombigbee Electric Power Association Adopts Complete Remittance Check 21 Solution from AQ2 Technologies*

**BIRMINGHAM, Ala., May 14, 2014** – Tombigbee Electric Power Association has been serving Northeast Mississippi since the 1940s. In that time, Tombigbee EPA has taken great strides to provide the best service possible to its members. The addition of a remittance solution from AQ2 Technologies, featuring Check 21, is allowing them to do just that.

Before implementing the AQ2 solution, Tombigbee EPA’s manual processing system assigned four customer service representatives (CSRs) to open and post payments and handle walk-in payments and answer phone calls. With four CSRs, it took four to six hours a day to process the 6,000 payments Tombigbee EPA receives each month. Tombigbee EPA needed a faster method for processing its payments so it could free up CSRs to provide quicker answers to customers’ payment inquiries.

AQ2’s remittance system integrated seamlessly with Tombigbee EPS’s current billing software, CSA, allowing the electric utility to digitally scan received checks, upload payment and customer information to billing records, and create and send electronic deposit files to the bank. This new automated process takes Tombigbee EPA less than half the time it took to process its payments and deposits manually.

“With the automated system, our customer service representatives are free to deal with customer needs,” said Bruce Williams, Tombigbee’s General Manager. “The ability to upload all customer information to our accounting software automatically save us incredible amounts of time and the electronic transfer capabilities provided by Check 21 will eliminate our manual deposit of checks, thus requiring fewer trips to the bank. We liked it so much we put it in at both locations.”

## **Rural Electric Co-op Incorporates New Technology**

*Page Two*

Since implementing the new automated system, Tombigbee EPA has seen immediate results around its customer service piece and overall processing time. All payment and customer information is now stored electronically and is available for immediate lookup, making customer inquiries easier to handle quickly. Before AQ2's automated solution was implemented, Tombigbee EPA's payments had to wait for physical transport to the nearest bank branch. Now, once payments are scanned and balanced, it takes less than five minutes to post payments electronically.

"Once we get the electronic transfer running completely, it should cut our total man hours to process checks down to two to four hour's total," said Williams. "We have already recommended this system to several other utilities our size."

As Check 21 continues to grow, more markets are seeing the overall use and benefit of electronic transfer. Armed with automated remittance processing, utilities are cutting monthly processing time in half and accessing deposited funds faster, while reducing float and improving customer service through immediate inquiry lookup.

"Tombigbee EPA is another example of utilities adopting new technologies and taking advantage of resources available to them," said Clete Walker, president of AQ2 Technologies. "With this technology, utilities can reduce cost while providing better customer service. Electronic transfer is a growing trend we are seeing with utilities nationwide."

### **About AQ2 Technologies**

Founded in 1999 and headquartered in Birmingham, Ala., AQ2 Technologies, LLC is a leading provider of advanced industry-specific transaction automation solutions for check, remittance and lockbox processors. By seamlessly integrating imaging, data recognition and data management technologies, AQ2 creates an environment that enables organizations in a wide variety of industries to transform laborious paper-based payment processes into streamlined digital workflows, resulting in increased efficiency and reduced costs. AQ2's customer roster includes banks, credit unions, corporations, nonprofit organizations and government agencies.