

## NEMRC Document Delivery Service

### Summary

Some of the NEMRC programs and reports will allow for documents to be delivered by NEMRC's Document Delivery Service (NDDS). The NDDS removes the known difficulties with managing document delivery via email. The NDDS is a pay per piece service similar to the post office. The billing for the NDDS will be by the month.

The NEMRC Document Delivery Service (NDDS) is available in the following places with the list expanding over time.

Payroll - Electronic check stubs for paperless delivery.

Utility Billing - Paperless bill delivery and/or notification.

Reports- Most reports will have an option to send a report using the NDDS.

### Fees

At the time of this document (December 2017). The fees are as follows.

Paperless Item Delivery - \$.05 per item

Notification Email (no paperless document) - \$.025 per item

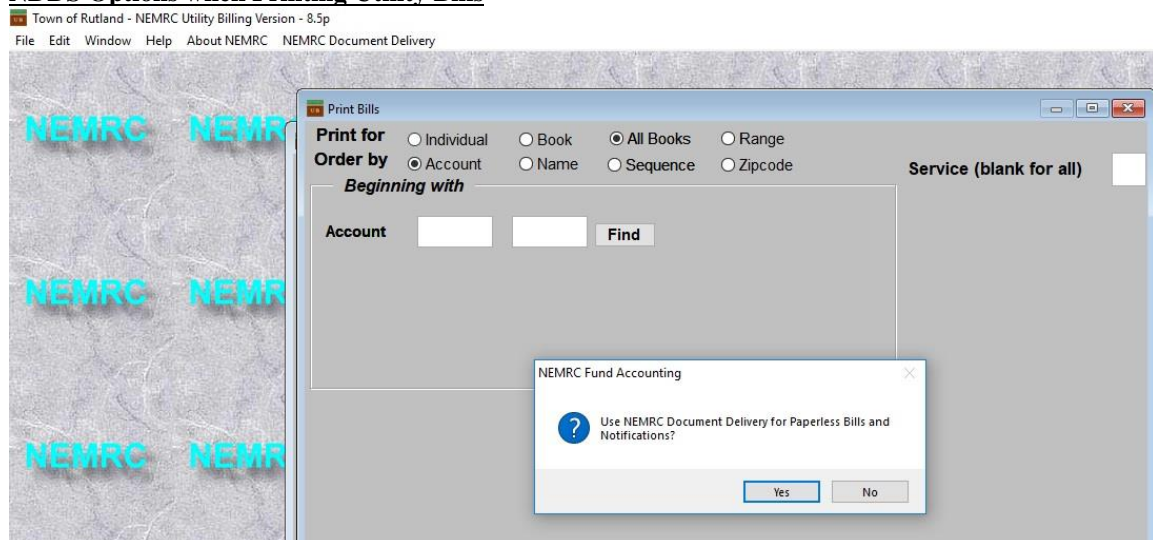
Returned Email fee - \$.50 per item

### How it works

When printing utility bills or checks an option will appear in the screen to use the NDDS for paperless delivery. If selected, PDF versions of the document are created and staged for dispatch to the NDDS. When complete you will be prompted to visit the NDDS dispatch screen where you can review the fees and dispatch the items to NEMRC for delivery. Items dispatched will typically be received within an hour.

### Screenshots

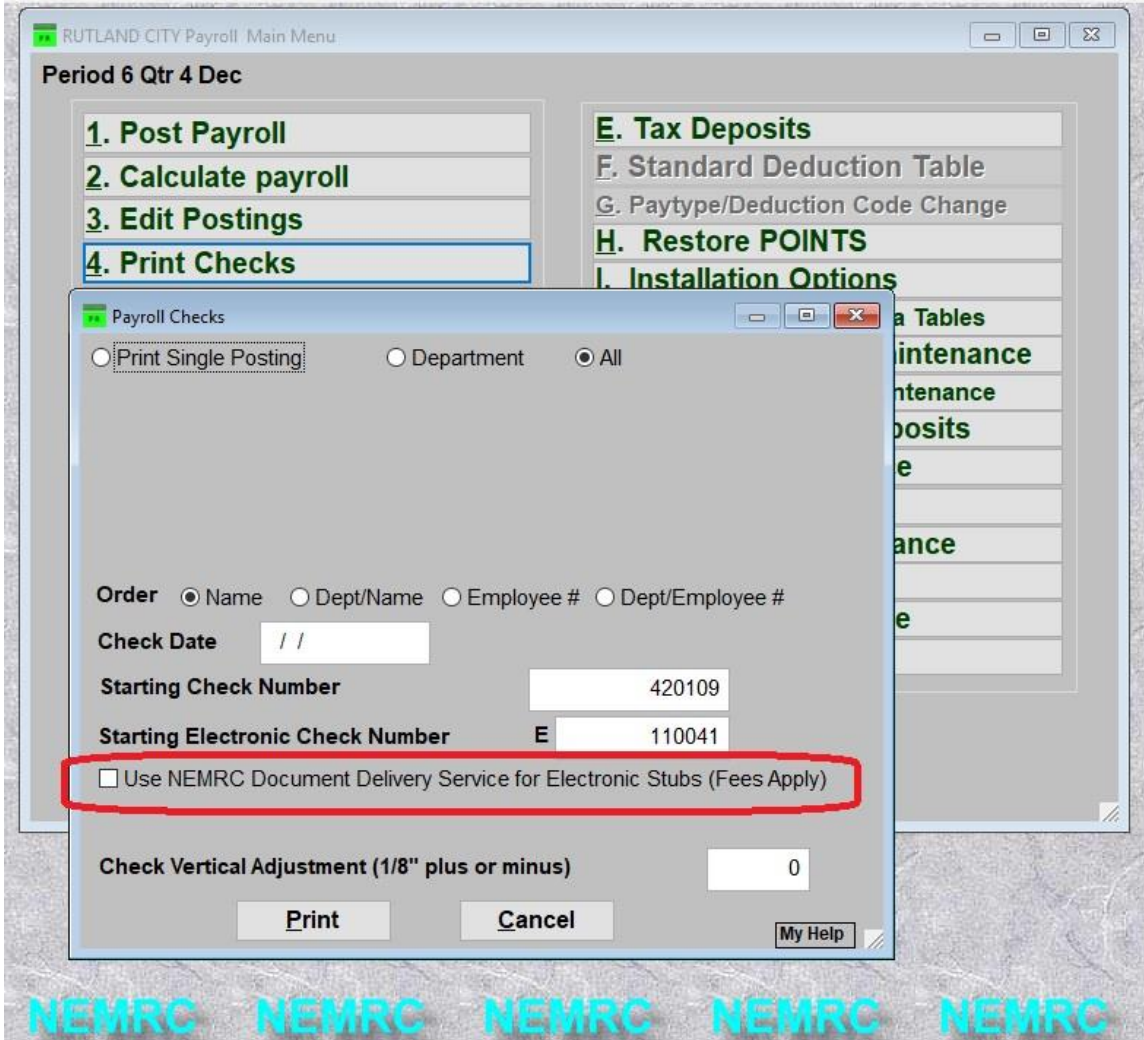
#### NDDS Options when Printing Utility Bills



# Payroll Electronic Checks

RUTLAND CITY - NEMRC Payroll Version - 8.8o

File Edit Window Help About NEMRC NEMRC Document Delivery





## NDDS - Dispatch Fees Screen

Town of Rutland - NEMRC Utility Billing Version - 8.5p

File Edit Window Help About NEMRC NEMRC Document Delivery

The screenshot shows the 'NEMRC Document Delivery Dispatch Panel' window. A dialog box titled 'Dispatch Documents for Delivery' is open, displaying the following cost summary:

- Cost for notifications: 0 items @ 0.03 per item = \$0.00
- Cost for paperless items: 1 items @ 0.05 per item = \$0.05
- Cost per returned item to NEMRC: \$0.50
- Total Dispatch Cost: \$0.05

At the bottom of the dialog box, there are two buttons: 'Accept Charges and Dispatch' and 'Cancel'.

Name	Notifies	Paperless	Created	Dispatched	Aborted	View	Dispatch	Abort	Serial Number
Account maintenance	0	1	12/15/17	/ /	/ /	View	Dispatch	Abort	2017121515:03:13
Utility Bills	2	2	12/08/17	12/15/17	/ /	View	Dispatch	Abort	2017120814:11:25

## NDDS Dispatch Batch Details with Preview of Items

Town of Rutland - NEMRC Utility Billing Version - 8.5p

File Edit Window Help About NEMRC NEMRC Document Delivery

The screenshot shows the 'NEMRC Document Delivery Dispatch Panel' window with a 'Dispatch Batch Details' dialog box open. The dialog box displays a table of items:

View	PL_EMAIL	PL_ACCT	PL_SUBACC	PL_NAME	PL_SITE	PL_CMPID	PL_DUEDATE	PL_AMOUNT	PL_COMPAN	PL_CPHONE	PL_CEMAIL	PL_CNAME	PL_BTYPE
View	adam@nemr	05730		JAMES BROV	VTRUTL	01	Due Date(s)	New Charge	Town of Rutl	802-773-252	anytown@ne	Owner	Print bills
View	scottmalin@	05740		ANDREW & C	VTRUTL	01	Due Date(s)	New Charge	Town of Rutl	802-773-252	anytown@ne	Owner	Print bills
View	scott@nemrc	05810		MYRON JON	VTRUTL	01	Due Date(s)	New Charge	Town of Rutl	802-773-252	anytown@ne	Owner	Print bills

Below the table, there is a preview of a utility bill for 'Town of Rutland'. The bill includes the following information:

- Town of Rutland**  
Treasurer's Office  
181 Business Rt 4  
Center Rutland, VT 05736
- Utility Bill**
- BILLING DATE:** 12/08/17
- BILLING PERIOD:** FROM 07/03/17 TO 10/04/17
- ACCOUNT NUMBER:** 05810-
- DUE DATE:** 11/01/17
- AMOUNT DUE:** (field is empty)

## Typical Paperless E-mail Example

Document Delivery of Payroll Advice from the RUTLAND CITY

**RUTLAND CITY Document Delivery** <ndds\_do\_not\_reply@nemrc.com>  
to me

10:01 AM (16 minutes ago)

Dear ~~MR. HENRY~~ **MR. HENRY**

This is an automated document delivery from the RUTLAND CITY.

A new Payroll Advice is accessible via the link below. The link expires in 30 days.

[Click here to view the Payroll Advice](#)

This is an automated document delivery please do not reply as it will significantly delay any response.

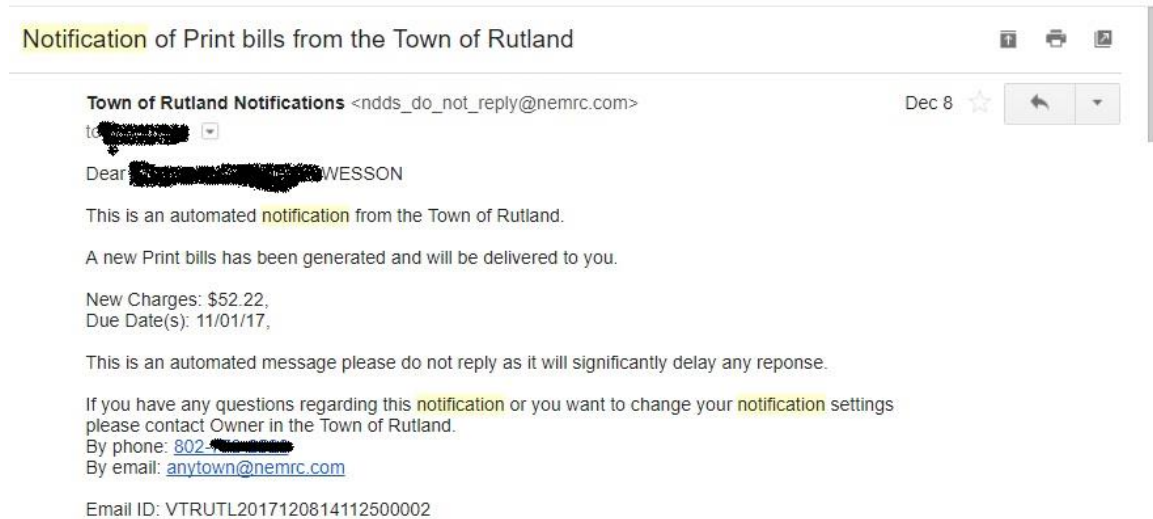
If you have any questions regarding this document delivery or you want to change your delivery settings please contact Patty Paperless in the RUTLAND CITY.

By phone: 802-773-2525

By email: [yourcity@nemrc.com](mailto:yourcity@nemrc.com)

Email ID: VTRUTC2017122610284000001

## Typical Notification (without Paperless) email



## Frequently Asked Questions

Do I get charged for a notification and a paperless billing if I choose both? Yes.

Why is there a fee to use this service? Email is free. While it is true sending an email is free, the infrastructure required to manage the sending and receiving of multiple emails with minimal added workload and local information technology expertise is not. NEMRC's NDDS server was created specifically for this purpose. NEMRC has added human resources needs to manage this system.

How do I get started? Simply start in payroll and utility bills by filling in the email fields in maintenance and choose paperless delivery or notifications when printing and choose to use the NDDS.

Should I consider with paperless billing agreement? Yes! so that a client is fully aware that failures to pay a paperless bill will result in delinquency.

Does NEMRC have a generic paperless agreement? No, not at this time.

What happens when an item(s) is not deliverable? NEMRC will inform you if an item is not deliverable so changes can be made in your system.

What happens when a user clicks reply? NEMRC has programmed your "reply to" address in the emails so reply's will be sent to you.

What happens if a user does not receive the email? You should request that the user add nnds\_do\_not\_reply@nemrc.com to their email "white list" or check their SPAM box.

What happens if I want to stop paperless delivery after dispatch? It is critical that you call with urgency 800-387-1110 and tell support you want to stop paperless delivery of items you dispatched. This typically must be done within 30 minutes or less.

Are my items automatically dispatched? No, you decide when to dispatch the items.

Can I view the items before I dispatch them? Yes, in the NDDS dispatch screen you can view batches.

Can I test the NDDS? Yes, by adding only a few test paperless deliveries you will be able to view how this works.

Will there be a place clients can pay a bill? At this time No, NEMRC is reevaluating with the introduction of the NDDS service as paperless billing and payments go hand in hand. If you have your own payment system it may be possible to integrate that into the email.