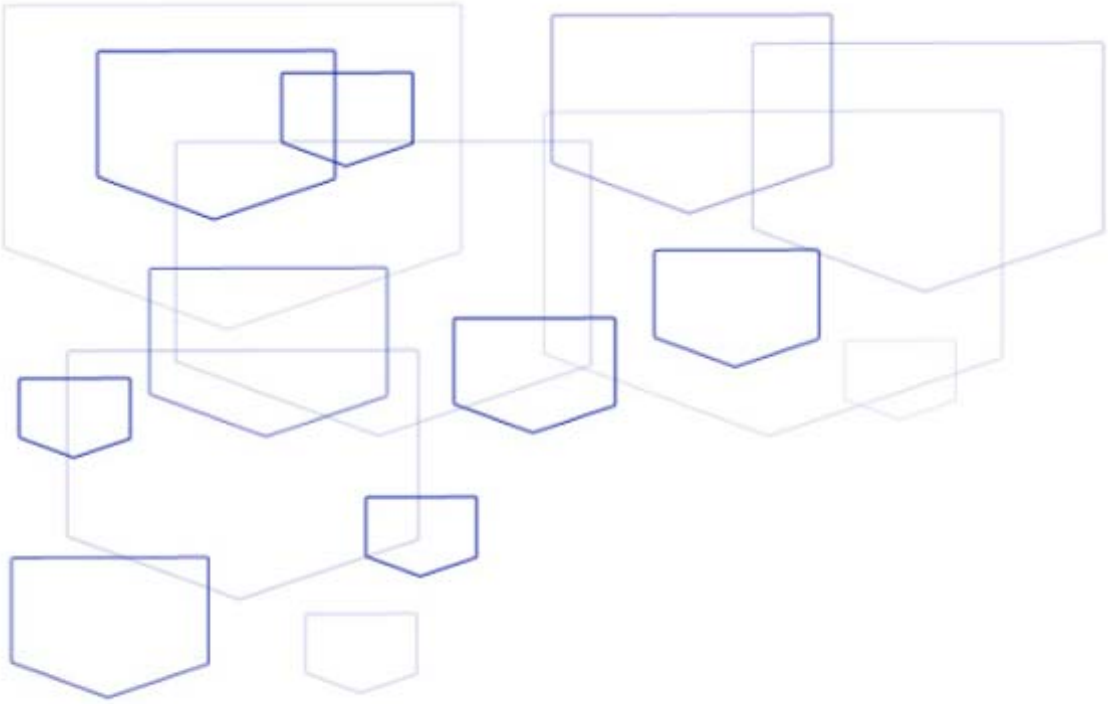
U.S. Bank E-Payment Service

Support and Maintenance



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Chapter 1: Support and Maintenance

This chapter outlines the support and maintenance procedures in place for scheduled E-Payment Service upgrades, as well as planned and unplanned E-Payment Service maintenance needs. The types of communications that you can expect regarding these instances are also outlined below.

Standard Maintenance Window

Scheduled product upgrades and maintenance take place during our standard maintenance window of Saturday or Sunday morning from midnight to 6:00 am CT.

Scheduled Product Upgrades

Several times per year U.S. Bank schedules product upgrades for E-Payment Service to introduce new enhancements. Release Notes will be provided to you detailing enhancements and indicating which features are opt-in or not. Most upgrades are opt-in, where you will have the option to initiate a change request with your Treasury Management Consultant to make the upgrade available. This is designed to eliminate any unnecessary development or training for customers who may not want to use a specific feature.. If a product upgrade involves screen, file layout, significant product changes, U.S. Bank will provide adequate advance notice to allow you time to adapt to the change.

Scheduled Maintenance

U.S. Bank periodically schedules maintenance for E-Payment Service. This maintenance typically revolves around security, network, or database systems designed to improve the overall performance of the product.

Communications for Scheduled Product Upgrades and Scheduled Maintenance

U.S. Bank will deliver up to four different communications to you regarding product upgrades and maintenance:

Notice	What is it?	When is it sent?
Advance Notice	The Advance Notice communication will detail which components of E-Payment Service will be unavailable during the upgrade. Release Notes will typically accompany the Advance Notice.	At least 2 weeks prior to the deployment date depending on the nature of the upgrade.
Release Notes (For Product Upgrade notices only)	The Release Notes will include a detailed explanation of the product upgrades including new screen shots of file layouts.	Release Notes will accompany the Advance Notice or will be sent in a separate communication.
Reminder Notice	The Reminder Notice will be sent out the week of the scheduled maintenance to remind you of the	Typically, during the week of the maintenance outage.

Notice	What is it?	When is it sent?
	pending outage.	
Reminder Notice #2	A second Reminder Notice will be sent out just prior to the start of the scheduled maintenance to remind you of the pending outage.	Approximately 30 minutes prior to start of the maintenance outage.
All Clear Notice	The All Clear Notice will be sent following the successful completion of the maintenance and availability of the product.	After maintenance and system validations are complete.
Extension Notice	The Extension Notice will be sent prior to the end of the previously communicated period if additional time is required.	Before the previously communicated period of time is scheduled to end. Updates will follow the Unplanned Service Disruption communication plan listed below.

Notices are sent to the 'Contact for Outages' contact identified during the implementation process.

If there are exceptions to the standard maintenance window, U.S. Bank will provide advance notice.

Scheduled Emergency Maintenance

U.S. Bank occasionally has to schedule maintenance on short notice for E-Payment Service to address a system or security issue. U.S. Bank will provide as much advance notice as possible.

U.S. Bank will deliver up to two different communications regarding this type of scheduled maintenance:

Notice	What is it?	When is it sent?
Advance Notice	The Advance Notice communication will detail which components of E-Payment Service will be unavailable during the outage.	As much advance notice as possible.
Reminder Notice	The Reminder Notice will be sent out just prior to the start of the scheduled maintenance to remind you of the pending outage.	Approximately 30 minutes prior to start of the maintenance.
All Clear Notice	The All Clear Notice will be sent following the successful completion of the maintenance and availability of the product.	After maintenance and system validations are complete.
Extension Notice	The Extension Notice will be sent prior to the end of the previously communicated period if additional time is required.	Before the previously communicated period of time is scheduled to end. Updates will follow the Unplanned Service Disruption communication plan listed below.

Unplanned Service Disruption

E-Payment Service is monitored 24 hours a day, 7 days a week from three locations around the United States. If a service disruption does occur, it may be a complete or partial unavailability of one or more of the following components:

- Payment Channel (Customer Payment Website, IVR, Administrative Site or Kiosk)
- Payment Method (ACH, card processing)
- Remittance File Processing
- Remote Web Service (API)
- File Transmissions
- Real Time Messaging

Here is a recap of communications you can expect to receive:

- Within 20 minutes of the service disruption, you will receive a notification regarding the system issue.
- Within 35 minutes of the service disruption, you will receive an update with an estimated resolution time if known.
- Additional updates will be sent every hour after the second email communication unless there is a resolution to report.
- Resolution notifications will be sent out within 20 minutes of confirmation that the unplanned disruption has been resolved.
- If an unplanned disruption lasts less than 20 minutes, an email communication will be sent out informing you of the disruption, impact and resolution.

When possible, email communications are sent only to customers who are impacted by a particular unplanned disruption. For example, if the E-Payment Service IVR channel is unavailable, the email communication will be sent out to customers who are using the E-Payment Service IVR channel.

Notices are sent to the ‘Contact for Outages’ contact identified during the implementation process.

In the event of an unplanned service disruption – where a component or the entire product is unavailable for a minimum of 5 minutes - notification will be sent out via email as soon as possible once verified.

The following information will be communicated in the notifications:

- Issue Timing
- E-Payment Service component(s) impacted
- Issue Description
- Type of disruption (full outage vs. sporadic availability)

Here is an example of an initial unplanned service disruption notice:

U.S. Bank E-Payment Service Unplanned Outage
EpaymentService Operations Shared 10/01/2012 10:19 AM
To: Show Details
Sent by: **Deborah A Knopp**

The purpose of this message is to inform you that the **E-Payment Service IVR** experienced an outage from 9:33 AM CT until 10:02 AM CT. The IVR was unavailable for payments during this time. The E-Payment Service application development team is investigating the cause of this outage.

We apologize for any inconvenience caused by this service outage.

If you have questions, please contact us:

- During normal business hours: Contact your U.S. Bank Commercial Customer Service Team or call 800-216-3204 to be directed to your local service team.
- After hours support: Please call 800-765-9549 (option 2)

Please mention that you are calling about your E-Payment Service.

U.S. Bank
E-Payment Production Management
60 Livingston Avenue
St. Paul, MN 55107
epaymentservice_operations@usbank.com

Reporting an Issue

All customer service calls are handled through our Commercial Customer Service Group (CCS). If CCS is unable to address your request, they will escalate to the next level of support. All issues are tracked and reviewed through resolution.

To report an E-Payment Service issue, including access, payment network or file transfer issues, please see the contact numbers below.

When to Call	Who to Call
During Normal Business Hours Normal business hours are defined as Monday thru Friday from 7:00 am – 7:00 pm CT, excluding weekends and federal holidays. Please check with your local CCS team for their hours of availability.	Contact your Commercial Customer Service (CCS) Service Banker or call 800-216-3204 to be redirected to your local service team. The CCS Service Banker will track all questions/issues through a Call Tracking system and bring in the necessary resources to escalate and/or resolve the issue.
During non-business hours Non-business hours are defined as 7:00 pm to 7:00 am CT.	Contact U.S. Bank Technical Support at 800-765-9549 (option 2).

Please have the following information available when calling Commercial Customer Service to report an E-Payment Service issue:

- U.S. Bank Checking Account Number (if known)
- Name of Product: E-Payment Service

- E-Payment Service Biller Organization and Biller Identification Number (ex: ABC ABC)

Company Contact Information

U.S. Bank collects your E-Payment contact information during the implementation process. This information is used to maintain multiple distribution lists for E-Payment Service maintenance and service disruption notifications. To update your contact information, please send your request to add or remove contacts (name and email address) to epaymentservice_operations@usbank.com.

To inquire about the contact information that is currently on our distribution lists for your organization, please send a list with your email domains (ex: '@usbank.com') to epaymentservice_operations@usbank.com and we will provide you your current contact list. To update your information, please send us updates to the list to the address above.