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**2008  
Employee of  
the Year  
Mark Emery**



The Fairfax Imaging Board of Directors is pleased to announce that Mark Emery is the recipient of our first Employee of the Year award. Mark demonstrated outstanding teamwork and dedication, and was critical to a complex project. Mark went above and beyond his responsibilities to ensure a successful implementation for California DMV. Congratulations to Mark on this prestigious award!



*Welcome !*

*We hope you enjoy the first issue of our newsletter. Our goal is to bring you information about what is going on at Fairfax Imaging and what is on the horizon for our industry. Please contact us with any feedback, suggestions or comments you'd like to share.*

*Sincerely,*

*Mike Minter & Eileen Romps*

## Five Secrets for Check 21 Success

Check 21 enables companies and banks to send images of checks directly to the bank, saving time and money. Your money goes to work the day you receive it.

Selecting a company well versed in the secrets of successful Check 21 solutions can help you dodge some important hazards.

- 1. Where's my check?** - *Quick* Check 21 provides full visibility of check images, deposit and rejection information, including individual check images, deposited checks, delayed deposits, transaction auditing and cash-letter viewing. It is virtually impossible to "lose" a check.
- 2. The image quality trap** - Check images are convenient, but what happens when the bank rejects them for poor quality? Do you re-scan them on the equipment that produced the problems in the first place? *Quick* Check 21 performs Image Quality Level (IQL) control on every image and inspects and repairs problems like sharpness, noise, contrast, tears, corner-folds and readability, all of which are unique to each bank.
- 3. We use more than one bank** - Multiple receiving institutions are not a problem for *Quick* Check 21. In fact, Fairfax Imaging has installed systems with most

of the major banks. Our customers can send several deposits per day, without waiting for a predetermined quantity of images to be prepared. This flexibility enables large payment items to be processed ASAP without waiting for smaller checks to be readied for deposit.

- 4. Our customer base will grow!** - Check 21 systems with inflexible, proprietary software, fixed forms design and costly licensing schemes make it difficult if not impossible to scale up your operation to handle new customers and form types. *Quick* Check 21 is modular and scalable. Growing companies choose *Quick* Check 21 because it can adapt quickly to their rapidly changing business requirements.
- 5. We get correspondence with our checks** - *Quick* Check 21 is part of a full document, payment, forms and fax processing system that processes checks and documents in a common workflow and can handily support your entire data capture process.

Call us for more information on what *Quick* Check 21 can do for your bottom line.



## Check 21 Installed at LandAmerica

*System saves resources, speeds processing and enhances customer service*

LandAmerica Financial Group, Inc., Florida receives 10,000 checks from agents monthly. The staff in Orlando was a week behind processing payments. The old process included endorsing each check, posting it into the accounting system, depositing it into a bank account, and then posting the cash to related invoices.

LandAmerica lost a few days' interest on the funds, the manual process resulted in errors and payments were sometimes applied to the wrong order.

LandAmerica selected Fairfax Imaging's *Quick Check 21* solution.

Hardware independent, Fairfax Imaging is able to choose equipment that fits the customer. Fairfax Imaging suggested lower-volume KODAK scanners that provide dual stream image files – color and bitonal, and superb image quality.

Dual image is important because the scanning software displays color images to operators, and TIFF bitonal images for

OCR and electronic banking in compliance with Check 21.

Fairfax Imaging's *Quick Modules* Software suite reads, balances, and keys and outputs data into two streams. One electronically deposits the checks using *Quick Check 21*. The other inputs data into LandAmerica's accounting system to post payments to the appropriate Agent. The old process took a week. The new process is complete in 24-48 hours.

The solution delivered benefits for LandAmerica, including time and resource savings, reducing its personnel requirements by almost 50% (all through attrition, without layoffs), while scanning 30,000 pages per month, and immediate deposit, resulting in smoother cash flow.

When an Agent calls with a question, they pull up the document for an immediate response, and can e-mail it while the Agent is on the phone. The operator can look at the document on-screen, see the problem, and resolve it immediately.

## Products

**Quick Modules** is a modular software suite which can be tailored to meet your requirements with the following components:

- Intelligent Data Capture
- Remote Data Capture
- Intelligent Character Recognition
- Image Enhancement
- Data Perfection
- Business Rule Support
- Complex Field Validation
- Payment Processing
- Electronic Check Presentment
  - ARC/ACH
  - Check 21
  - Encoding/ Endorsing
- Transaction Balancing
- Export to Legacy Systems
- Data and Image Archival
- System Recovery

## Services

**Fairfax Imaging** is a full-service, solution integrator providing:

- Business Process Re-engineering
- Project Management
- Quality Assurance Planning
- Disaster Recovery Planning
- Form Design
- Hardware Installation
- Software Installation
- Comprehensive Testing
- Training at all levels
- Maintenance & Support

## Fairfax Imaging's First Customer Survey

In a genuine effort to provide the best products and support in the industry, Fairfax Imaging is always interested in feedback from our customers. Recently, many of you helped us completed our first Customer Survey.

The survey was conducted on our behalf by Polaris Marketing Research, an independent marketing research company.



The survey took approximately 10 minutes to complete and all of the answers will remain confidential.

It is our hope that this survey will give us constructive information about our current products and services and offer insight on how we can improve.

We deeply appreciate the time and effort of each participant.

