

Receivables Automation Service

PNC's Receivables Automation Service is PNC's comprehensive receivables solution that uses artificial intelligence and machine learning for accurate decision-making, helping the customer convert receivables faster and more effectively. The Cash Application Service helps the customer achieve end-to-end automation of the cash application process. The Deductions Service can help the customer standardize the customer's process using PINACLE®, PNC's online and mobile banking platform for businesses and institutions, which enables cross-departmental and customer collaboration.

PNC Obligations:

- PNC will send and receive files in accordance with this Service.
- If the customer's incoming payments are received at PNC, then PNC will generate and transmit the customer's payment and remittance files based on PNC's regular schedule.
- Images and associated data will be retained for a period of seven (7) years.
- PNC may provide and use a shared or dedicated hosting environment for the service on secure servers, at a third-party managed hosting services facility, and will protect the customer's data housed in this cloud environment, using controls consistent with accepted industry standards.

Customer Obligations:

- The customer must provide the customer's master and open invoice data from the customer's ERP system on a regular basis.
- If the customer utilizes other providers for the customer's receivables payments, the customer will need to work with the provider(s) to obtain the payment files for this solution.
- Businesses covered under HIPAA (Healthcare Insurance Portability and Accountability Act) are not permitted to utilize this solution, and the customer agrees that the customer is not a HIPAA covered entity.
- If the customer terminates this service prior to completion of the implementation process, the customer will pay to PNC the implementation fee the following month after the notice is given to PNC. If the customer terminates this service before the customer has used it for twelve (12) consecutive months following implementation, for any reason other than PNC's failure to reasonably perform PNC's obligations hereunder, the customer will pay to PNC, as liquidated damages and not as a penalty, an amount equal to the anticipated average monthly billings to the customer for this service multiplied by the number of months remaining until the end of the twelve (12) month period.
- Enhancements, scope additions and delays during the implementation may result in additional fees based on timeline changes.