

The Client Service team is dedicated not only to servicing our clients by handling the day-to-day calls, emails, and issue resolution, but we are also involved in multiple company initiatives that impact our clients. Below are a few that you should be aware of as many are enhancements that benefit our clients in various ways:

Client Invoice Portal

Client Accounting has partnered with Client Services to roll out an awesome new benefit to our clients. Summary invoices can now be automatically delivered directly to our client's email! The email includes a link for them to log into a new invoice portal, where they have the ability to securely review and download detailed copies of their FACS invoices in PDF or CSV formats. They will also have the ability to pay their invoices online! Clients interested in this enhanced service are able to sign up to receive credentials for the invoice portal and are encouraged to opt-out of receiving paper invoices (**Go Green!**). This enhancement has been rolled out to the non-custom/non-complex clients on ATLANT, SBEND, TRIG, COMA. We are currently working with Client Accounting to roll out EDGV1 and HCARE1. [Click here](#) to view the Client Help Packet, which describes the system and contains helpful info to get them started.

SFTP SSH Host Key Change

In order to continue to ensure a high level of data security during the file transfer process, we are changing the SSH host key which helps identify TSI's server and enable encryption (similar to the certificates used for HTTPS web pages). The change will require the clients that currently send/receive data via SFTP to accept the new SSH Host Key. This can be accomplished in multiple ways, depending on the application/software that the client uses to access our SFTP server and whether the client has automated scripting set up for the file transfer process. We are in the process of gathering client contact information to be able to effectively communicate this change and ensure that we do not have any interruption to service/business processes. The change is scheduled to take place on 7/11/17. [Click here](#) to view the client communication document describing the details of the project and impact.

FACS CRW Window (Dispute and Complaint Handling)

Partnering with the Compliance Department, we have implemented a new process to handle and track verbal disputes and complaints within FACS. A window specifically designed for these types of issues was created. This will allow better tracking of the end-to-end process for handling disputes and complaints, including insight into overall volumes for clients and the company, as-well-as identifying open/pending requests. With Clients laser focused on Compliance and Consumer treatment, we believe this is an enhancement to our already comprehensive treatment process for compliance related items.