



THIRD PARTY VERIFICATION

■ RELIABLE ■ EFFICIENT ■ RESPONSIBLE ■ ACCURATE



GETTING IT RIGHT SINCE 1994

YOU NEED THE SALES VERIFICATION COMPANY

Since 1994, many companies within a variety of industries have put their trust in The Sales Verification Company to handle their Third Party Verification (TPV) needs.

Our staff of trained TPV professionals know how to ensure your excellent standing with both your customers and regulators. We handle anything you need, whether it is energy, long distance and local telephone services, medical or other products or services; sales companies across the country have come to depend on The Sales Verification Company's live or automated TPV solutions. We work hard to keep you and your customers happy.

We were early pioneers in the verification industry, including Live and Automated TPV, and today our experience shows clearly in the sophistication and reliability of our systems, quality control and service.

The Sales Verification Company will do whatever it takes to provide you and your sales force with accurate, reliable and instant results. We have the experience and the resources to rapidly tailor a program to fully satisfy your company's particular TPV needs.

In today's climate, systems redundancy, multiple copy generation and quick, easy real-time information access are a must.

You'll find our step-by-step procedure to launch your TPV program simple and hassle free. And when it comes to tracking your data, we provide flexible reporting with any level of detail and sophistication you require.



- RELIABLE THIRD PARTY VERIFICATION
- THE MOST EFFICIENT TECHNOLOGY
- A RESPONSIBLE PARTNER
- ACCURATE RESULTS AND IMMEDIATE RESPONSE
- CUSTOMIZED SECURITY
- SOPHISTICATED CALL MONITORING
- CALL MANAGEMENT DURING PEAK TRAFFIC
- STATE-OF-THE-ART DATA EXCHANGE
- REDUNDANT BACKUPS AND OFF-SITE STORAGE
- THOROUGH TRAINING AND APPRENTICESHIPS OF OPERATORS
- INSTANT ACCESS TO DETAILED REPORTS
- DOWNLOAD YOUR RECORDINGS INSTANTLY – AS OFTEN AS YOU LIKE



(800) 979-1589
CORPORATE HEADQUARTERS

"When it has to be right."

WHAT YOU **NEED TO KNOW**

WHAT SERVICES DO YOU OFFER?

The Sales Verification Company focuses on providing the best Third Party Verification available anywhere. We provide TPV with live operators via conference call or callback and completely automated verifications.

WHAT ARE THEIR DIFFERENCES?

The main difference in our services is the amount of security that each provides. No matter what sales procedures you are utilizing or the level of security needed, our mission is to have your transaction verified and fully secured.

WHAT ARE YOUR TRAINING PROCEDURES?

We provide training in basic customer relations and company procedures when operators are hired. All operators are apprenticed under close supervision. Before an operator is authorized for a particular project they are trained and checked out on that project's procedures and requirements.

HOW DO YOU EXCHANGE DATA WITH CLIENTS?

We exchange data by the means most convenient to our client and most conducive to a successful program. Our systems are state-of-the-art and able to exchange data by XML Web Services and/or Enrollment Web Form. Clients preferring to upload leads can now do so easily so that current customer information pops up on the verifier's screen thereby saving time and eliminating data entry errors.

WHAT TYPE OF REDUNDANCY MEASURES DO YOU HAVE IN PLACE?

Our state-of-the-art digital recording system is copied over to two different backup servers once every 15 minutes. Once a day the recordings are burned to DVD's and taken off sight and stored for unsurpassed reliability and backup.

"I have been very pleased with the professional manner in which you have handled my program. The service levels met my expectations." –W.S.

HOW DO YOU ACCOMMODATE AND HANDLE PEAK TRAFFIC TIMES?

We overlap operator shifts in the peak late afternoon and early evening. Our call-management system routes calls to the next available operator on a "first-in, first-out" basis.

HOW OFTEN WILL I GET THE RECORDINGS?

As often as you like. Your window into verification is your own account maintenance and reporting page on our secure website. Within minutes after the verification is completed, you can listen to recordings and get up-to-the-minute reports. We also provide a fast and convenient process to update scripts. The recordings are accessible in almost real-time to your web portal. We also can make the recordings available via a FTP site, if needed, on a nightly basis.

HOW CAN I ACCESS RECORDINGS IMMEDIATELY?

We provide almost instant access to any recent recording via our clients unique web portal or FTP site. Our state of the art digital recordings are available minutes after the call. These pages are customized to meet the needs of each client. To view a sample, please contact us.

HOW MUCH DO YOU ANSWER AND WHAT CAN YOU SAY BEFORE AN ORDER IS REJECTED?

We establish very exact procedures with each client at the start of the project. These depend on the nature of the project, applicable regulations and client preference. Verification operators are trained to adhere to the scripting which is customized according to each client.

HOW MUCH EXPERIENCE DO YOU HAVE AT TPV?

The Sales Verification Company is one of the pioneers in this industry. We have been providing state-of-the-art third party verification services to a growing number of satisfied clients since 1994.

HOW DO WE GET STARTED?

It is a simple process and we can probably get your project on-line in just a few days. Your Account Executive will contact you immediately and help you with the sign-up process. We will make sure that you get a TPV program that is so smooth you won't even notice you have it. Until you need it.

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Call to find out more,
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OUR SERVICES

THIRD PARTY VERIFICATION

Our Operations team works with your staff as needed throughout the day to ensure the results of our high quality third party verifications are delivered to you immediately and accurately.

INBOUND & OUTBOUND

Your calls can be transferred to us for immediate third party verification via conference call or we can call your customer within minutes after receiving the order information via FTP or web portal.

LIVE OPERATOR OR AUTOMATED VOICE RESPONSE TPV

Use our professional live TPV verification operators to provide the human touch, or our automated TPV system for economy. Either way, you are assured of reliable compliance with all FCC or other regulatory agencies.

IMMEDIATE ACCESS TO YOUR DIGITAL RECORDINGS

Both Live TPV and Automated TPV are digitally recorded and accessible within minutes on the clients web portal or FTP site. Recordings shall be available for clients to listen to at SVC's website for a minimum of three years.

REGULAR REPORTS

You get daily and weekly reports in printed or machine-readable format summarizing all your TPV transactions. Reports are customized and are available in any level of detail or sophistication.

SERVICES

You operate your business to make money by focusing on what you do best. Let us assist you by performing those time-consuming tasks in which we specialize.

- You will be assigned an Account Manager who will ensure that your needs and wants are met. They will work with your team to ensure any requests/concerns are addressed.

- Digitally record any verbal or electronic transaction easily and quickly with Web or phone playback without costly equipment and you decide who gets access.
- We have an in-house Quality Control team who will sample records regularly to ensure we are meeting your and regulatory standards and requirements.
- You can download reports and daily archive your recordings from our FTP site.
- You will be provided unique credentials and a web portal so you have access to each day's production. Reports for any given day's/date-range production can be extracted from your web portal, in various formats, for your convenience.
- We provide sales channel and agent maintenance control so you can update sales channels. You and the sales channels have the ability to activate and deactivate agents accordingly, allowing or disallowing them to call in to our center and perform verifications.

CUSTOM SOLUTIONS

When you need a special call center solution, you need The Sales Verification Company.

Our state-of-the-art digital telephony systems, automated internet transaction capability and live voice service can be combined into custom solutions tailored to your needs.

AUTOMATED DATA COLLECTION

You can use our systems for applications like collecting reports from field service personnel or collect response to marketing surveys. We record the caller's voice and/or numerical responses to automated voice prompts. This information is immediately transmitted (24/7) to your system by pre-arranged means.

TRANSLOCK™

WEB TRANSACTION VERIFICATION

Have you ever had charge back issues or a helpless feeling because you just didn't know what to do to combat and prevent credit card fraud from occurring?

With losses from identify theft and fraudulent credit card transactions passing \$54 billion in 2009, up from \$48 billion in 2008, and predictions exceed \$110 billion dollars in the next few years, merchants can turn to the Sales Verification Company for certainty that their customer is who they claim to be. SVC resolved to come up with a system to protect you and your business transactions.

With our proprietary TransLock™ Web Transaction Verification you can be absolutely certain that there will be no surprises in your merchant account balance because a fraudulent transaction was reversed after you delivered.

With a few simple changes to your order page you can use The Sales Verification Company's verification technology to place an automated telephone call to your customer as soon as they click your "Submit" button.

Within 15 seconds, your customer will receive a call that thanks them for their purchase and asks them to enter the order number seen on your web page onto their telephone keypad. Once done, the web transaction is locked into a physical address where that telephone number is located. We can screen cell phones and do address verification to ensure the call is answered at the billing address on the credit card. We can also add any custom identification or PIN collection you need to ensure your security.



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