

## Deluxe Payment Exchange

# Modernizing Title Services: Near North Title Group's Seamless Transition to eChecks from Deluxe

### Case Study



## Background

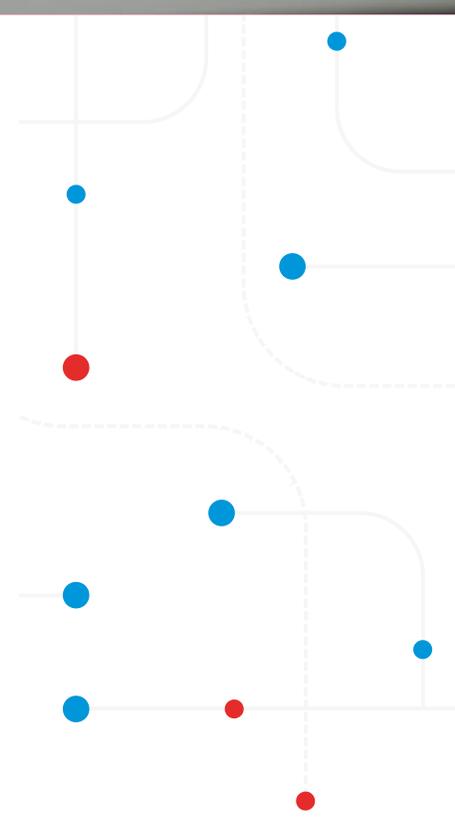
Near North Title Group (NNTG), one of the largest title agencies in the Midwest, has been providing national, commercial and residential title services for more than 30 years. With over 200 employees across multiple states, NNTG began using Deluxe Payment Exchange eChecks two years ago and recently started using the SoftPro developed integration.

## Business Challenge

NNTG needed a faster, more flexible way to send payments, especially when in-person closings dropped significantly during COVID-19.

“COVID was an instigator of the transition,” says Alex Grundhoffer, Chief Operating Officer at NNTG. “Closings became virtual or more bi-fracted, and we were frequently mailing closing statements and checks to realtors who didn’t attend in person. We were getting buried in UPS and FedEx bills (related to overnighting paper checks).”

While wiring payments was an option, the increase in fraudulent wire activity within our industry, combined with the additional verification procedures we have implemented to protect our clients’ funds, this option was not feasible.



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# 65%+

Reduction in Positive Pay exceptions after integrating Deluxe Payment Exchange eChecks with SoftPro Select.

## Deluxe Answers

According to Voula Giafis, Escrow President of NNTG, the company now uses eChecks for construction draws, realtor commissions, attorney fees and even for reissuing stale-dated checks nearing the escheatment period.

Security was an initial concern, but it was quickly resolved. "We have not seen any security issues at all with eChecks," explains Giafis. "I actually think it's safer than U.S. mail. It reduces the number of touch points which eliminates the threat of check washing from fraudsters."

Deluxe Payment Exchange eChecks provided a way for NNTG to digitize paper check payments, while also helping to ensure that remittance and the payment can travel together securely. This eliminates the reconciliation headaches of previous payment methods, and the expedited choices provide recipients with payment flexibility and reduced friction overall.

## Benefits of SoftPro Developed Integration

- » Send payments within minutes of closing—saving time and lowering costs. No changes needed to the existing AP or Positive Pay process; eChecks reconcile just like paper checks.
- » Minimize escheatment with automated payee reminders and easily reissue checks nearing escheatment
- » Give payees faster access to funds and flexible deposit options

## Business Impact

eChecks from Deluxe gave NNTG a modern, secure way to send payments that still feel familiar, while saving money on postage, overnight fees and reducing the need for stop payments. "The beauty of eChecks is that it is so close to the old-school process of handing someone a paper check that change management is much easier," Grundhoffer says.

Near North Title Group has achieved significant time and cost savings, improved accuracy and positive customer feedback by integrating Deluxe Payment Exchange eChecks with SoftPro Select. This integration eliminates manual entry into the Deluxe portal, reducing manual errors and reconciliation issues. "It's incredibly easy to use through SoftPro," says Giafis. "Accuracy is critical for us, and eChecks have reduced our Positive Pay exceptions by more than 65%."

Payments that used to take days to be processed and received now go out in seconds, earning praise from escrow agents, realtors and payees. Grundhoffer adds, "We've even had people say it is too easy. Adoption has spread quickly, even in rural markets."

Looking to streamline your operations?

**Contact us today.**

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