

# SIEBEL EASYPAY



## KEY FEATURES

- Integrate all payment channels
- Allow multiple payment options
- Take advantage of flexible models for collecting convenience fees
- Protect against errors and fraud
- Audit, understand, and troubleshoot all customer transactions

*Oracle's Siebel EasyPay enables organizations to integrate Web, Interactive Voice Response (IVR) and customer service representative (CSR) payment channels to accept one-time, scheduled and recurring payments through a wide range of instruments. The application handles all payment types and also provides a variety of ways to collect convenience fees from customers. As a result, EasyPay streamlines collections systems, while addressing the challenges created when multiple technology silos exist to accept payments from customers.*

### **Support for Web, IVR and Call Center Payments**

Siebel EasyPay enables organizations to accept payments through self-service Web and IVR channels, or assisted call center channels. The application also integrates all channels so that payment transactions are consistent across all systems. For example, if a payment is executed through the IVR system, both customers and customer support personnel can instantly log-in online and see the account updates.

### **Support for All Payment Types and Timing**

Siebel EasyPay supports multiple payment types, including credit cards, debit cards, electronic checks, and Automated Clearing House (ACH) payments. Most of the time, payments made through the Siebel EasyPay system are one-time, last minute convenience payments. However, customers can also use the system to schedule automatic and recurring payments.

### **Flexible Convenience Fee Models**

Siebel EasyPay makes collecting convenience payments simple and cost-effective for organizations, and provides a great benefit for customers who want to submit last-minute payments on time. It also offers flexible models for collecting convenience fees from such transactions.

### **Error and Fraud Protection**

Siebel EasyPay incorporates sophisticated error reduction and fraud prevention technologies and processes. It leverages data validation techniques and a comprehensive set of roles and privileges that address the unique risks of each payment channel.

### **Reporting and Auditing**

Siebel EasyPay incorporates extensive reporting and auditing functionality to enable corporate treasury and cash management personnel to understand, track and troubleshoot all customer transactions. Its intuitive web interface makes it easy to reconcile remittance information, manage exceptions and perform cash flow analysis.

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