

PEOPLESOFT ENTERPRISE eBILL PAYMENT



KEY FEATURES

- Provide expansion for online business
- Allow customers to pay bills online 24/7, regardless of location
- Lower costs while improving customer satisfaction
- Deliver bills in electronic format to reduce processing
- Enable credit card and direct debit processing
- Provide real-time payment confirmation
- Enhance relationships with customer by delivering high touch customer service
- Support your customers world-wide with multi-language and multicurrency capability
- Offer an integration with PeopleSoft Billing and PeopleSoft Receivables

Oracle's PeopleSoft eBill Payment is an electronic bill presentment solution that allows organizations to reduce the cost of billing and collections, while improving overall customer service. It is an enterprise management solution for business-to-business and business-to-consumer relationships. PeopleSoft eBill Payment tells your customers everything they need to know about their accounts. Customers can monitor their account status, view recent transactions and invoices, and make payments over the internet.

PeopleSoft eBill Payment performs the delivery of bills in an electronic format through the internet— providing a paperless round trip for consumers, saving money for billers, and building online business for all enterprises. Your customers don't need special applications to take advantage of electronic bill presentment—all they need is a web browser. PeopleSoft eBill Payment turns paper bills into opportunities to reduce processing costs, strengthen customer relationships, and build revenue streams. And PeopleSoft eBill Payment integrates with PeopleSoft Billing and PeopleSoft Receivables.

Maximize Customer Benefits

With PeopleSoft eBill Payment, customers can access and control their own accounts around the clock in a secure environment by simply using a web browser. They can answer their own questions about their account and invoices without waiting on hold for the next available representative. They can access their payment history and even pay invoices online to avoid late charges and the hassles of using regular mail. They can review invoices, request an invoice copy and view supporting documentation.

The screenshot shows a web browser interface for 'Bills'. At the top, it says 'Favorites | Main Menu > eBill Payment > Bills'. Below that is a 'Bill Summary' section for Invoice Number 0000678526. It includes a table with columns for Invoice Date, Due Date, and Current Balance. The summary shows a subtotal of 7,000.00, with no discounts or surcharges. The total invoice amount is 7,000.00. Below the summary is a 'Bill Details' table with columns for Line, Description, Quantity, UOM, Unit Price, Disc / Surch, Tax Amount, and Total Amount. The details table shows one line item: 'Desktop Computer' with a quantity of 2.00, a unit price of 3,500.00, and a total amount of 7,000.00. At the bottom of the screenshot are several links: 'Return to Bill List', 'View Invoice Image', 'View Supporting Documentation', and 'Email Me an Invoice Copy'.

Invoice Date	Due Date	Current Balance
09/21/2009	09/21/2009	7,000.00 USD
Subtotal:		7,000.00
Total Discounts:		0.00
Total Surcharges:		0.00
Net Extended Amount:		7,000.00
Total VAT Amount:		0.00
Total Sales-Use Tax:		0.00
Total Invoice Amount:		7,000.00

Line	Description	Quantity	UOM	Unit Price	Disc / Surch	Tax Amount	Total Amount
1	Desktop Computer	2.00	EA	3,500.00	0.00	0.00	7,000.00

Figure 1. Customers can access details pertaining to their Account Balance including requesting invoice copies and view supporting documentation

Capitalize on Cash and Reduce DSO

By delivering a personalized experience to your customers, you can maintain and enhance one-on-one relationships with them. And by increasing the convenience for your customers, you get increased customer satisfaction and higher customer retention. At the same time, you'll see reductions in days sales outstanding; lowered costs of customer service representative labor, leased lines, and other call center equipment; and decreased costs of bill printing, distribution, and paper payment processing.

The screenshot shows a web interface for 'Account Balance' with the following sections:

- Customer Account Summary:**

Amount Description	Amount	Currency	As of Date
Credit Limit	100,000.00	USD	07/24/2005
Balance	1,674,294.90	USD	10/02/2009
Overdue Balance	1,671,743.40	USD	10/02/2009
- Customer Account - Most Recent Activity:**

Transaction Type	Transaction ID	Amount	Currency	Date
Most Recent Item	0000678530	1,275.75	USD	11/06/2009
Most Recent Payment	BKRECON-PMT1	-111.00	USD	04/30/2005
- Customer Account - Aging Information:**

Division	Days Overdue	Aging Amount	Currency	Count	As of Date
US001	Future	2,551.50	USD	2	09/28/2009

Figure 2. Customers can access details pertaining to their Account Balance including invoice information, bill summary, bill details, and line item descriptions

Enhance Bill Payment Experience

With established links to critical enterprise management functionality, PeopleSoft eBill Payment delivers an electronic bill presentment and payment solution that enables advanced customer self-service.

Bill and Account Presentment

Customers receive an email with a URL link to PeopleSoft eBill Payment giving them access to invoices and account status through a web browser. They can also view their account balance, aging, and history. Invoices are emailed to the customer in Adobe PDF format, but this doesn't affect your ability to continue sending invoices in either paper or EDI formats. With PeopleSoft eBill Payment, customers can drill down to billing details that are necessary for clarification but may not appear on paper invoices. PeopleSoft eBill Payment extends invoicing support to both individual and consolidated invoices—and works with your customers worldwide with multi-language and multicurrency capability.

Bill and Account Balance Payment

Payment is easy and flexible with PeopleSoft eBill Payment. Customers can use the payment cart functionality to select which bills to pay. Whether they want to pay their entire account balance, individual invoices, or partial invoices, customers can

pay by credit card without any customer service representative interaction. Because the transaction is done online, all payments are received and processed in real time. Customers can review their payment history, whether the payment was made in a traditional manner or online. In eBill Payment self-service, users can partially pay items with direct debit, apply debits and credits for a direct debit payment, schedule future payments, save Payment Cart for future, and render a statement image.

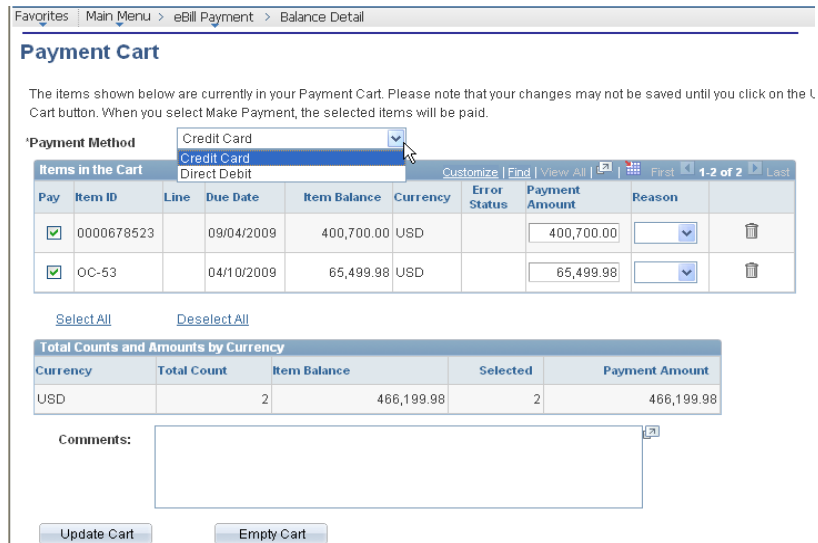


Figure 3. Add invoices to the Payment Cart to make payments for multiple bills. Make partial payments against an invoice

Posting

PeopleSoft eBill Payment integrates with PeopleSoft Receivables. No further effort is necessary to post the payments received by PeopleSoft eBill Payment into your enterprise management system.

Profile

Your customers can make real-time changes to their account information, including display preferences, credit card changes, and address changes.

Bill Presentment and Self Service Capabilities

Users are able to make changes to credit card and address data, as well as render a precise copy of the invoice they received while online in the eBill Payment module.

Customer Contact

Customers can use the Contact Us link to immediately send an email to a designated representative of your company. You set up topics and subjects to dynamically route the email to the correct recipient. For quality control purposes—and to create an audit trail—contact initiated with Contact Us is stored as a conversation in your database. Both internal users and the customer can access and review the contact history.

Integration

PeopleSoft eBill Payment integration with PeopleSoft Billing and PeopleSoft Receivables gives you an electronic bill presentment and payment package that easily connects with enterprise management applications for a complete solution.

KEY BENEFITSPEOPLESOFT
ENTERPRISE EBILL
PAYMENT HELPS YOU TO:

- Maximize customer benefit
- Streamline the billing process
- Improve enterprise efficiency, minimize costs and reduce DSO
- Enhance the bill payment experience

RELATED PRODUCTS

- PeopleSoft Billing
- PeopleSoft General Ledger
- PeopleSoft Receivables

RELATED SERVICES

The following services are available from Oracle Support Services:

- Oracle Consulting Services
- Advanced Customer Services

PeopleSoft eBill Payment features out-of-the-box integration with leading payment vendors.

Security

PeopleSoft eBill Payment is built on PeopleSoft internet architecture to ensure safe and secure transactions—for your customers who are entering payment information and for the security of your enterprise information.

Oracle's PeopleSoft Enterprise Financial Management Solutions

Oracle's PeopleSoft Enterprise eBill Payment is part of an integrated family of financial accounting and analytic applications. These solutions provide flexible, best practice business processes and greater insight into performance – helping organizations worldwide to transform finance into a strategic advantage.

Contact Us

For more information about PeopleSoft Enterprise General Ledger, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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