

# PEOPLESOFT ENTERPRISE eBILL PAYMENT



*Enhance relationships  
with customers*

*Deliver customer  
self-service*

*Expand your  
online business*


No matter where your customers are located, you can give them the convenience of paying their bills online—24 hours a day and 7 days a week. You can deliver high touch customer service that provides customers with all the information they need to make decisions. Best of all, you can simultaneously lower costs for your organization while improving customer satisfaction.

Oracle's PeopleSoft Enterprise eBill Payment is a comprehensive, integrated electronic bill presentment and payment solution that goes well beyond the traditional boundaries of electronic bill payment and presentment (EBPP). 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.

## **Benefits to Customers**

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.


Home

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**Bills**

### Bill Summary

Invoice Number: OE-00091111

Bill Summary

Invoice Date	Due Date	Current Balance
11/13/2000	12/13/2000	2,549.76 USD

**Gross Extended Amount:** 2,370.00  
**Total Discounts:** 0.00  
**Total Surcharges:** 0.00

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**Net Extended Amount:** 2,370.00  
**Total VAT Amount:** 0.00  
**Total Sales/Use Tax:** 0.00

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**Total Invoice Amount:** 2,370.00

Have a question about this bill? Call 800-444-4000

Bill Details

Line	Description	Quantity	UOM	Unit Price	Disc / Surch	Tax Amount	Total Amount
1	<a href="#">Sidepocket Short's, Women's</a>	15.00	EA	55.00	0.00	0.00	825.00
2	<a href="#">Switchback Mt. Biking Shorts</a>	12.00	EA	85.00	0.00	0.00	1,020.00
3	<a href="#">Mountain Bike Gloves, Men's</a>	15.00	EA	35.00	0.00	0.00	525.00

Add to Payment Cart

[Return to Bill List](#)
[Email me an Invoice Copy](#)
[View Supporting Documentation](#)

**Request Invoice Copy**

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

**Benefits to Billers**

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.



## Account Balance

New World Outdoor Equipment, Inc.

If you would like to display Account Balance by specific division, select a [Division](#)

The opened items are in different currencies. The amounts displayed are in the invoice currency.  
To display the amounts in your preferred currency, select [Preferred Currency](#)

Customer Account Summary			
Amount Description	Amount	Currency	As of Date
Balance	<a href="#">203,374.780</a>	** Multiple Currencies **	01/26/2007
Overdue Balance	<a href="#">203,374.780</a>	** Multiple Currencies **	01/26/2007

Customer Account - Most Recent Activity				
Transaction Type	Transaction ID	Amount	Currency	Date
Most Recent Item	<a href="#">TEST ITEM</a>	50.00	USD	05/05/2006
Most Recent Payment	<a href="#">EPY001</a>	-500.00	USD	11/15/2000

### Account Balance

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

### Key Functionality

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 world-wide with multilanguage 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.

**ORACLE**

**Balance Detail**

**Payment Cart**

The items shown below are currently in your Payment Cart. Please note that your changes may not be saved until you click on the Update Cart button. When you select Make Payment, the selected items will be paid.

Sort items by:

Pay	Item ID	Line	Due Date	Item Balance	Currency	Payment Amount	Reason
<input checked="" type="checkbox"/>	OC-10		05/05/2006	9,162.90	USD	9,162.90	
<input checked="" type="checkbox"/>	US3-CC-1		04/25/2006	1,000.00	USD	1,000.00	

Total Counts and Amounts by Currency				
Currency	Count	Item Balance	Selected	Payment Amount
USD	2	10,162.90	2	10,162.90

Comments:

[Make Payment](#)

[Return to Item Detail](#)

**Consolidated Billing**

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.

**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. 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. More than 30,000 companies in 145 countries have licensed Oracle E-Business Suite, PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World and Siebel solutions.

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