

BillNow:

Online Billing and Bill Presentment Solution

BILLNOW IS AN EXTERNALLY HOSTED, END-TO-END, ONLINE BILL DELIVERY AND PAYMENT SYSTEM. BILLS, STATEMENTS AND OTHER COMMUNICATIONS ARE DELIVERED ONLINE, DIRECTLY TO YOUR CUSTOMER.

Customers have their own personalised area (MyStuff) where they can view and query their bills. The MyStuff section also provides access to an advanced self-help system, secure access to other systems such as bill payment and a personalised way to allow them to control 'their' online communication.

BUSINESS BENEFITS

- ◆ Reduce billing costs
- ◆ Open new marketing and sales channels
- ◆ Lower customer service cost
- ◆ Increase customer satisfaction

Give your customers the service they want, while reducing your costs

Approximately 1.5 million New Zealanders use electronic channels (mainly internet banking) to pay their bills, yet often bills themselves are not available electronically.

BillNow generates an email advising your customers their bill is ready and provides a link to securely view their bill online. As well as giving customers access to their bills any time and anywhere, online delivery typically halves paper bill production and postage costs.

BillNow comes with a fully hosted web "service" layer which means no internal development is required.

An FAQ section and self-service help function means customers' queries are quickly resolved. These sections automatically adjust and update with seasonal, incidental or promotional activities. BillNow also scans emails and offers answers or suggests routes to deal with the query. This 'self-service' approach lowers call centre costs, while giving customers faster access to the information they want.

BillNow can also make automated and personalised sales offers via email or the customers 'MyStuff' page. Through BillNow you can plan, execute, measure and analyse all your online sales and marketing campaigns.

www.datamail.co.nz/billnow or call 0800 DATAMAIL



TECHNICAL SPECIFICATION

Features:

- ◆ Externally hosted
- ◆ Integrates into your existing system
- ◆ Up and running in four to eight weeks
- ◆ Transactional volume pricing (only pay for your use)
- ◆ Custom-built web pages
- ◆ Customers can personalise their data
- ◆ Easy access
- ◆ User friendly
- ◆ No extra development cost

Datamail Petone

1 Victoria Street
Petone
Lower Hutt 5012
PO Box 31249
Lower Hutt 5040
Ph 64 4 568 8200
Fax 64 4 568 9600

Datamail Auckland

18 Pukekiwiri Place
East Tamaki
Manukau 2013
Private Bag 14908
Panmure
Auckland 1741
Ph 64 9 271 8200
Fax 64 9 2718370

Datamail Christchurch

Unit B Dalgety Centre
107 Blenheim Rd
Addington
Christchurch 8041
PO Box 1998
Christchurch Mail Centre
Christchurch 8140
Ph 64 3 343 7530
Fax 64 3 343 7546

BillNow is cost-effective because it 'plugs-in' to your existing IT infrastructure. It can integrate into most core systems, through an API (or SOAP) interface. We simply configure the different elements, such as branding, customer service and screens, so it suits your business needs. A desktop based application with a password, it is easily integrated into ERP or third party suppliers and can store any unstructured information, such as contracts.

BillNow's intelligent knowledge platform is the only system that "learns" what your customers are asking for and continually improves your response efficiency, presenting the right information at the right time.

Because BillNow is externally hosted, we develop and upgrade the software with no infrastructure investment from you. Your capital expenditure is also minimised because the volume, 'pay as you go' pricing plan is based on your actual usage.

THE DATAMAIL DIFFERENCE

At Datamail we work in partnership with your business to develop a tailored solution that suits your needs. Tapping into a network of resources, including practical expertise and cutting edge technology, you'll find our unique people processes and systems will deliver the right results. Many of New Zealand's leading businesses including BNZ, Fonterra, Meridian Energy and Avis (New Zealand and Australia) have chosen components of BillNow as their online billing solution for customer billing.

CONTACTS

For more information about our BillNow solution contact one of the following Datamail specialists:

Auckland:	Grant Davidson	09 574 2696
Wellington:	Steve Keegan	04 576 4078
Christchurch:	Lisa Spiers	03 343 7533

www.datamail.co.nz/billnow or call 0800 DATAMAIL