

Biller Solutions

eBill Presentment and Payment (EBPP)

Strengthen and grow your customer relationships, differentiate your services from other market providers, and boost your billing effectiveness with our EBPP solutions

Finally – an EBPP solution that’s about the customer, not the bill. Imagine. Valuable payment services that your customers genuinely appreciate, reduced paper-handling costs, and greater operational efficiencies.

Strengthen and grow your customers’ future – and yours

Today’s savvy customers expect online bill presentment and payment. As a biller, if you’re not already offering this convenience, you may not be meeting your customers’ needs. With our Biller Solutions suite, you can easily enter the marketplace with a superior EBPP solution that can help to maximize customer usage and support your business strategies.

Biller Solutions gives you the flexibility you need to offer your customers an entire EBPP program or just a one-time payment solution. The one-time payment option can ease tentative customers into the process of paying their bills electronically without requiring them to enroll in full bill presentment. Either solution is based on the needs of your customers, giving them the payment options they want. It’s really a winning situation. You have an electronic payment system that’s fast, accurate and easy to use, and your branding takes center stage, while we work with you to make it all happen.

North American trends in electronic bill payment*

- In 2019, the preferred payment method of online payments was credit card (34 percent), followed by mobile wallet (24 percent) and debit card (18 percent).
- At the point of sale (POS), credit cards continue to top the list of commonly used payment methods at 40 percent in 2019 and projected to earn 42 percent in 2023.
- Mobile wallets are expected to overtake credit cards to become the leading online payment method to account for 37 percent of e-commerce spend by 2023.
- POS cash transactions are expected to fall to 11 percent by 2023.

**Worldpay Global Payments Report*

With Biller Solutions, your customers can make secure payments online, over the phone (through a phone-based payment system or via customer service representatives), in-person or via a kiosk and, with a fully PCI-compliant solution, they can pay by credit card, by debit card or directly from their savings or checking accounts. Think about payments and funds that are available faster and require less administrative work. Add to these benefits significant cost savings from the elimination of paper bills, more efficient accounts receivable operations, quick payment posting, and the ability to provide various payment channels to your customers for their convenience.

And that's not all.

When you partner with us, you enhance your service offerings, your customer service, your market position and your profitability, strengthening the relationships you now have with your customers – and those you'll gain in the future.

When situations arise that require assistance, our customer care call center offers you customer service and technical support 24 hours a day, seven days a week, as well as access to research tools for addressing issues specific to customer payments.

We also have a state-of-the-art data warehouse that provides a single source for all your customer data. You can take this data and transform it into knowledge about your customers that you can actually use to strengthen your relationships with them.

With us, you also gain an increased distribution network. With more than four million active electronic bill customers using bill payment with us, we offer the widest array of choices for bill access "endpoints." You also get a complete end-to-end EBPP network.

Finally, a billing solution that's easy for you – and your customers.

Now, that's what you want in an electronic presentment and payment solution.

A combination that benefits everyone

You don't offer electronic bills today? No problem. We can take your existing print stream and convert it to electronic bills. And, if you already offer electronic bills or e-statements, how happy are you with the way they look? CSF® Designer, our document composition tool, can take your existing print stream or use data and compose an Omni-channel document with an improved customer experience which will allow you to leverage your existing printed bills and statements for online presentment and payment.

You can compose and design your customer bills and statements in CSF Designer without affecting the Biller Solutions application's ability to present them online. And because of its complete integration, you can preview your documents as HTML. In addition, the Biller Solutions product suites are highly configurable, allowing you to determine labels, logos, colors and messages. This significantly reduces the time it takes to redesign statements for online presentment, because you can do all the preparation before your customers ever receive them online.

Finally, you can give your customers customized bills and statements that are of value to them.

Going green – The benefit of accepting electronic payments is not limited to financial and efficiency gains – it's also a far more eco-friendly business strategy, with many positive effects on the environment.

Adoption marketing – Promoting your electronic payment program has never been easier as we help you drive customer adoption! We have created all of the turnkey marketing materials you need to promote your EBPP solution.

Online payments, and then some

Providing online bill payment services to your customers is a good idea, and here's why: You can lower your billing costs, provide a valuable service that customers want, and offer them numerous secure payment methods – ACH, credit cards and debit cards – without sacrificing your banking relationships. Partnering with a respected financial services provider like us is a good idea.

Billers Solutions products are designed to seamlessly integrate with your existing systems, and they don't require you to enlist significant in-house IT support. As your EBPP partner, you get immediate, measurable results that improve your profitability and productivity, and with EBPP, you finally have a way to differentiate your services, and attract and retain customers.

With more than 50 years of financial services and payments technology expertise, our reputation is solid. Companies around the world have looked to us to help create distinct customer communication advantages and to provide the superior service and support vital to business success. We have successfully partnered with organizations and companies across a diverse set of industries, including utilities, loan processing, insurance, healthcare and telecommunications. We stand by everything we do, which is demonstrated by our regular audits, exacting regulatory compliance and our state-of-the-art data center.

Finally, a trusted partner and a solid EBPP solution. Now that's value.

A trusted partner

FIS™ is a leading provider of technology solutions and services for government entities, merchants, banks and capital markets across the globe. In 2019, FIS merged with Worldpay, bringing you Worldpay from FIS, which resulted in enhancing the acquiring and payment offerings, accelerating its entry into new geographies. As a combined company, we are now positioned to offer best-in-class enterprise payments, banking, capital markets, and global eCommerce capabilities empowering financial institutions and businesses worldwide.

With a 50+ year history rooted in the financial services industry, we reach well beyond geographical and cultural borders throughout the world. Our work and vision continue to expand with a strategy that has given us one of the most comprehensive solution sets in the industry.

Our solution breadth, market reach, client relationships and industry expertise create an opportunity to provide solutions that transform how government entities receive payments. We process more than 75 billion transactions annually, or a volume of 70 million payments for government entities alone. More than 450 million bills and documents are loaded each year, and over seven million customers are enrolled in the electronic bill presentment and payment programs offered by our clients.

Contact us

For more information, contact your sales representative, client relationship manager or call **877.776.3706**.