

Energy Management Software

eBilling Software

Growing competition and increasing customer demands mean that utility companies are facing mounting pressure to set themselves apart from other suppliers. eBilling can help utilities considerably reduce costs and speed up payment. It also increases customer satisfaction and helps build strong relationships by providing exact, secure and timely electronic invoices.

TEAM eBilling Software

Electronic Data Interchange (EDI) is very attractive to multi-site consumers as dramatic time and cost savings over processing invoice data manually can be achieved. In addition, TEAM's eBilling can mean considerable cost savings for utility companies. When introducing eBilling, TEAM can offer utility companies all the support required to provide their customers with exact, secure and timely electronic invoices.

How does it work?

TEAM eBilling Software is a sophisticated yet easy to implement "drop-in" system to generate eBills without interfering with an existing billing system.

It is designed to accommodate the commonly used UK TRADACOMS 26 v3 utility industry standard. It will also support any new upcoming industry standard xml utility invoices. Extensive distribution tools enable utility companies to send an EDI file to a central location as well as distribute electronic invoices in pdf or html format to individual sites. Customers can browse EDI files and drill down to information contained in the individual bill. Invoice designs are flexible and can be tailored to fit in with the corporate design as required.

Key Benefits

- Speed up payment and improve cash flow
- Build strong relationships with key accounts
- Improve customer satisfaction
- Future proof the billing process
- Reduce paper, printing and postage costs
- Low implementation cost

Generating an ebill follows this process:

1. An ASCII file generated by the utility's billing system is mapped into a standard EDI format, e.g. TRADACOMS or XML.
2. The system secures the message for despatch via common AS1 or AS2 open standards for internet delivery, i.e. via email.
3. Despatch of the bulk bill is carried out automatically.
4. A full audit trail is provided and message receipts provide proof that invoices have been delivered.

The screenshot displays the TEAM eBilling Software interface. The main window shows a 'Four Electricity Invoice' for 'Don W Hornd' at 'Hungarian Burger' (187 Wilmore Road, Chichester, Wiltshire). The invoice details include account information, a table of charges, and a summary of VAT and totals. A table on the right side of the interface shows message delivery status.

MessageId	Customer	Receipt Received
01-----8	Hungarian Burger	not received
01-----50135	EAA demo	not received
01-----8	EAA demo	not received

ber	Total ExVAT	Total VAT
	£15,970.57	£2,395.59
	£17,366.16	£777.85
	£470.40	
	£540.02	
	£256.93	
	£272.92	
	£398.85	
	£387.27	
	£354.62	
	£308.72	
	£429.08	
	£339.41	
	£397.09	
	£320.34	
	£283.06	
	£475.78	
	£250.82	
	£77.04	
	£142.58	
	£142.80	
	£142.80	
	£72.32	
	£330.33	
	£142.80	
	£331.28	

TEAM eBilling Software Screenshot

Key Benefits

Quick & Easy to implement - off the shelf solution which does not interfere with the existing billing system and is flexible to fit into existing billing processes

Secure - uses open standards to ensure complete privacy and data security through the use of digital encryption, digital signatures and a common AS1 or AS2 standard between customer and supplier.

Cost Reduction - distributing invoices via email means severely reduced cost.

Improved Customer Satisfaction - Eliminate errors by validating bills prior to sending them to customers. Customers can process and validate billing data in a fraction of the time usually taken for manual entry, thus reducing their costs.

Adaptable - suitable for all utilities including telecoms, gas, oil, water and both half-hourly and non half-hourly electricity data

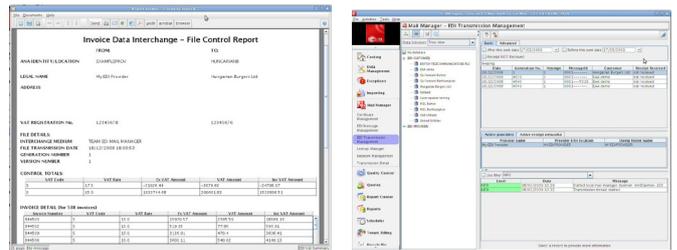
Traceable - A tracking log provides proof of the origin and integrity of the data, automatically checks for receipts and re-sends the message if required. There is confirmation whether the message has been read, also the customer knows that the bill has come from their supplier.

Standardised - the use of standards like TRADACOMS means that consumers can trust invoice data as it is consistent and can be automatically validated. This speeds up the process of invoicing and, more importantly, payment.

Audit Trail - HM Revenue & Customs compatible for the creation of legal paper bills and VAT reports.

Bill Presentation Online

The ability to generate invoices in html format enables utilities to offer their customers the facility to view a billing statement online, providing them with a detailed reading and charges for a specific bill. This reduces the need for detailed paper billing and can lead to considerable cost savings for utilities. It also offers advantages for the customer as they can view current bills online as well as historic billing information.



Customer Feedback

"EDI offers our customers the complete eBilling solution. Bills are received in a timely manner, they are quickly uploaded and validated leading to swift authorisation for payment. Ultimately both we and the customer can benefit from the software."

Gas Utility

"eBilling has proven itself over the years to be an excellent added value service for us in terms of providing both a reliable customer service, and also assisting the business sales teams in the retention and gaining of business. It has been very rewarding to work with and see the customer reaping the benefit."

Electricity Utility

"Two hundred and fifty manual invoices used to take at least 2 man days to key into the database, validate and process for payments. Now a single monthly payment is processed and the database loading is performed automatically in only 10 minutes."

Major Telecoms Company

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Why Choose TEAM?

TEAM is the leading supplier of utility management software and services in the UK providing solutions across a number of sectors. Working with over 500 customers we provide an extensive and flexible range of services to help reduce energy costs, energy consumption and carbon emissions.

Our expertise in Energy Management, software, bureau and consultancy services, makes us the perfect utility management partner. With over 25 years experience of supporting customers in all aspects of energy management TEAM are experts in e-billing.