



Electronic Bill Presentment and Payment (Advanced & Emerging Communications Technologies)

By Kornel Terplan

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Electronic bill presentment and payment (EBPP) is revolutionizing the billing process by offering online and real time presentment of bill content and payment choices. EBPP is the easy way of viewing billing status, remittance items, and presenting balances using a universal browser from any location. In contrast to paper-based bills, electronic billing enables service providers to combine billing with advanced customer care and improved customer relationship management.

Electronic Bill Presentment and Payment presents the essentials about this new way of viewing and paying bills. The author defines basic business models, such as biller direct and various consolidator model options, allocates the right tools to each of the models, and differentiates between the needs of principal industries. The text describes how to build and implement value added capabilities such as personalization, up-selling, online dispute management, and better control of the accounts payable and receivable process can significantly improve customer care and customer relationship management on behalf of service providers.

About the Author:

Kornel Terplan is a telecommunication expert with more than 30 years of highly successful multi-national consulting experience. He has provided consulting, training, and product development services to over 75 national and international corporations on four continents. He has served on the editorial board for over 140 articles, 22 books, and 115 papers. Dr. Terplan has designed five network management related courses and conducted over 80 seminar presentations in 15 countries.

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