

# Meter Billing



## about service accent meter billing

Whether you bill monthly or quarterly, Service Accent has one of the most effective and flexible meter billing modules on the market. With numerous office equipment, vending and other meter-based clients large and small in over 25 countries, our meter billing module has been developed to meet the needs of many different companies in various industries.

Simple billing, minimum billing with excess and copy-pack/copy-plan billing are all simplified and automated with Service Accent Meter Billing. Once a client's machine has been set up and the meter information entered, it is merely a case of clicking three buttons and you are presented with a complete and accurate listing of all the machines due to be billed in that period.

## flexibility and control

Service Accent Meter Billing allows one, three, six or as many, or as few, meters as necessary to be allocated to a machine. If required, each meter can be billed independently of the others, thus affording you true flexibility in the way you bill your clients. No matter how your machines are configured, Service Accent Meter Billing can cope:

### Simple billing

- Charge for each click
- Scale the charges in to bands based on usage
- Apply costs to your meters so you can get a true profitability per machine

### Minimum billing with excess

- Charge a fixed amount in advance
- Take a reading and bill any excess of the amount already charged

### Copy-pack/copy-plan

- Charge for a fixed number of copies in advance
- Bill for another pack of copies as the current pack nears completion
- Set an expiry date on a pack to ensure regular billing

## simplicity and efficiency

While Service Accent meter billing will provide you with accurate figures, it is not always possible to collect readings from customers. In these cases, Service Accent can produce an accurate estimate, based upon the clients historical usage; this allows you to get your invoices out on time regardless of how successful you have been in collecting your readings. And when you do collect a reading, Service Accent calculates the correct usage thus ensuring that your customers are billed accurately and fairly.

And of course, the information collected via meter billing is fed back in to the management reporting suite to provide the level of profitability and management reporting required.

## quick facts

### how it works

As part of your general data entry in Service Accent, you will create customers and contracts; you can then create serialised equipment items and assign them to the relevant contracts.

Once you have done this, each equipment item can be assigned one or more meters. Each meter is configured with its billing type (see right for details), when it is to be billed next, how often it is to be billed and how much it should be billed.

Every month (or whenever meets your requirements) you run Meter Billing; this brings up a list of all the machines with their associated meters that require billing. If a reading is required, simply enter the customer reading and let Service Accent calculate if an invoice should be raised and how much for.

Once the invoices have been raised, the meters are updated with the new information, thus allowing you to keep track of your customers' usage for profitability and analysis reporting.

### usage tracking

Service Accent will track the machines' readings and this can be linked in to Sales Order Processing automatically to ensure that paper, toner and other consumables being ordered by customers matches their readings.

# Online Meter Billing



## about service accent online meter billing

Meter Billing is one of the most important yet most time consuming activities undertaken by an Office Equipment supplier. Service Accent Online Meter Billing reduces the time, the effort and the frustration associated with this most daunting of monthly/quarterly routines.

Service Accent Online Meter Billing provides the following easy to use features:

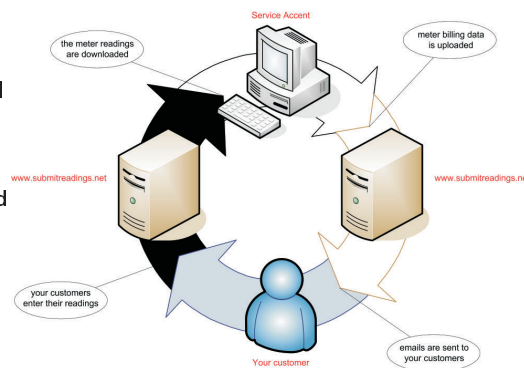
- Personalised emails sent to each of your clients containing instructions and a link to an SSL secured website
- An one-time opt-in feature to ensure compliance with email and spam policies
- The ability to upload your own logo
- A simple to use web page showing all machines for which meter readings are required whether they have one machine or 100
- Validation of readings to minimise data entry errors or incorrectly read meters

Service Accent Meter Billing can offer the following benefits:

- Massive time savings by eliminating the need to phone your customers for meter readings
- Reduced costs by cutting out phone calls and reducing staffing resources on data collection and entry
- Improved billing accuracy as readings are validated at the point the customer enters the reading

## how it works

- 1 Service Accent, as part of your usual meter billing run, uploads a very small amount of data to our secure server and sends an email to each of your customers on your behalf
- 2 Each recipient can click on an embedded link in the email taking them to our secure server (which can be branded with your logo)
- 3 Each machine requiring meter readings is presented to them, giving them the opportunity to enter the readings
- 4 The readings are stored in a secure Microsoft SQL Server database
- 5 When you run meter billing, the readings are downloaded and Service Accent is updated accordingly, allowing you to raise your invoices with no further interaction by yourself required



## quick facts

### the technical bits

Our server is located in one of the world's leading data centres and is physically accessible only by authorised data centre staff.

Only we have access to the content on the server, which is backed-up hourly.

On top of this security, the dedicated web site is secured by an SSL certificate which means that the information that is sent across the internet can not be intercepted and read.

In order to access the web site, your unique PIN code must be supplied, which is generated automatically and held within your Service Accent database, as well as your password.

In order for your customers to enter their meter readings, a unique PIN code is included in their email invitation.

These PIN codes are 32 alpha-numeric characters long and impossible to guess, thus ensuring that only you have access to your online data and each customer has access to their information only.

### more information

<http://serviceaccent.com>

## further information

For more information and screen shots of Service Accent Online Meter Billing, please visit <http://serviceaccent.com/onlinebilling>.