

# 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:

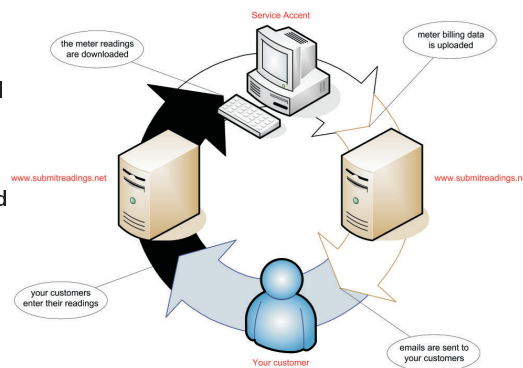
- Personalised emails sent to each of your clients containing instructions and a link to an SSL secured website
- An one-time opt-in feature to ensure compliance with email and spam policies
- The ability to upload your own logo
- A simple to use web page showing all machines for which meter readings 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>.

# Online Meter Billing

The screenshot shows the 'Configure your account' page. It includes a header with the Service Accent logo and 'Online meter readings'. Below the header, there's a section titled 'Configure your account' with a sub-heading 'The following information is used when sending emails out to your customers'. The main content area contains several form fields: 'Your company name' (Stevenage Copiers Ltd), 'Password' (masked), 'Email address' (company@anemailaddress.net), 'Send emails from' (Stevenage Copiers), 'Email subject' (Please submit your meter readings), and 'Email message' (a template email body). There are also radio buttons for 'High reading thresholds' (300%, 200%, 150%, 125%) and 'Show previous readings' (No, Yes). At the bottom, there are buttons for 'Upload your logo', 'Preview', and 'Delete'. On the right side, there are buttons for 'Sign out', 'Despatch centre', 'Subscriptions', and 'Log'.

Configure your online settings, including your details, the email template, the logo to display and the high-reading thresholds

The screenshot shows the 'submit your readings' page. It has a header with the Service Accent logo and 'Online meter readings'. Below the header, there are buttons for 'Waiting to be sent', 'Waiting for submission', and 'Queued for collection'. The main section is titled 'Requests sent and waiting for submission' and includes radio buttons for 'All requests', 'Requests older than 7 days', and 'Requests older than 14 days'. Below this is a table with columns for 'Customer', 'Email', 'Created', and 'Sent'. The table contains two rows: one for '3C TECHNOLOGY' and one for 'a test customer'. Below the table are buttons for 'Delete requests', 'Resend initial requests', 'Send 7 day chasers', and 'Send 14 day chasers'. At the bottom, there is a footer with the text 'Service Accent Online Meter Billing (version 2.4) © 2006 Vantage Computing Ltd. All rights reserved. Terms and conditions of use.'

Send the requests to your customers and monitor the response. You can resend requests for readings overdue by 7 and 14 days

The screenshot shows the 'submit your readings' page with the email template preview. The header is the same as the previous screenshot. The main section is titled 'Stevenage Copiers Ltd' and 'This is the email that will be sent to your customers'. It shows a preview of an email with the following content: 'From: "Stevenage Copiers" <company@anemailaddress.net>', 'Subject: Please submit your meter readings', 'Dear customer: Meter readings are now due for one or more of your machines. To submit your readings, please click the following link: [link]', 'Thank you.', 'Jason Copier/Co'. Below the preview, there is a checkbox and a button: 'Please confirm that you wish to send 2 email(s) requesting meter readings' with a 'Yes, send the emails' button.

Control the content of your emails and which customers to send requests to