UBill: Comprehensive **online billing management**

Shamrock's UBill leverages the billing process to improve revenue and lower costs, while increasing efficiency and customer satisfaction, providing you with a simple solution for managing the entire billing cycle.

Powered by leading-edge technology, UBill alleviates the costs of printing, folding, inserting and mailing business communications such as bills, invoices, statements and notices.

UBill is a complete online billing program that works with your existing software and is ideal for municipalities and organizations of all sizes, such as hospitals, distribution companies, utility companies and lending institutions.

With UBill's unique suite of services, you choose only the parts you need to suit your business so you can:

> Provide customized trans promotional statements

> Distribute invoices and collect payments through print and mail or the Internet

> Manage and track customer payments

> Improve revenue cycles

> Collect payments quicker

> Act on undeliverable and returned mail

UBill's comprehensive services include:

PRINT & MAIL

When it comes to processing and mailing billing statements and invoices, efficiency and accuracy are critical. With that in mind, UBill has engineered data management systems to meet customers' stringent requirements and ensure billing documents are processed, printed and mailed within your expected timeframes.

DOCUMENT ARCHIVE

UBill electronically archives and manages documents by first creating an electronic capture of each statement—which is a mirror image of the original paper document—before the document is delivered to your customer. This process is the foundation for UBill's Online Bill Delivery and payment solution.

Archiving each of these electronic images allows our call center associates, or your own staff, to retrieve and view the same document received by the customer. This immediate retrieval function reduces administrative time and allows associates to handle customer inquiries quickly and accurately.

ONLINE BILL DELIVERY

More and more consumers are looking for ways to reduce their paper trail and simplify their daily tasks. UBill allows you to quickly and easily offer Online Bill Delivery to your customers, reducing billing and customer service costs, while providing your customers with a value-added service. Online Bill Delivery gives you the ability to:

> Make bills available for viewing and downloading on a web site

> Send bills to email addresses as encrypted attachments

> Certify delivery of documents to the payee's email inbox

ONLINE PAYMENT OPTIONS

With the increased use of technology, customers have come to expect more options in bill payment. UBill provides the ability to handle both credit card and electronic funds transfer debits (e-checks) and includes a broad range of payment services. These include the ability for customers to make payments without registering and to schedule future payments to be made automatically.

RETURN MAIL SERVICE

Sending bills to incorrect addresses can drain internal resources. The internal drain on your company can be as high as $500 per returned mail piece that is processed.

That's where UBill's Return Mail Services can help. It can:

> Reduce the expense of sending accounts to collection before reasonable collection efforts have been completed

> Use postal and private databases to find the correct information needed—the first time

> Allow you to act on 100% of your returned mail

CALL CENTER AND COLLECTION SERVICES

Managing everything from inbound/outbound collections and sales calls to accounts receivable outsource management, our 250-seat call center is where our professional associates service national clients across the country. Utilizing UBill's full suite of state-of-the-art applications, our high-tech call center is staffed by professionals who provide ultra-efficient, quality-driven services that get results.

Call center services include:

> Inbound/outbound call center services

> Accounts receivable management and collection services

> 1st party/3rd party accounts receivable resolution services

> Live chat for online applications

> Broadcast messaging

> Email response service

> Voicemail

Streamline and simplify your billing and payment processing. For more information about UBill, visit **www.shamrockcompanies.net,** or contact your sales representative.

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The SHAMROCK COMPANIES INC.