

SunTec Enterprise Billing and Statements Management

Transform the customer experience, and **reduce revenue leakage** with automated billing



Cloud Native | Cloud Agnostic

To win and retain customers, organizations may launch innovative products and services, or adopt subscription-based business models, or even offer value-based pricing. Yet none of these initiatives can be truly successful unless downstream billing processes are streamlined and accurate.

Errors and inconsistencies in billing can lead to customer dissatisfaction and revenue leakage, as well as compliance violations and fines. The key to improving trust and transparency is to replace siloed and product-centric billing processes with a more modern, customer-centric approach.

SunTec Enterprise Billing and Statement Management provides rich billing and invoicing capabilities that automate the end-to-end billing process, including pricing, consolidation, pre-billing, invoicing, and post-billing activities such as settlements, dispute management, and arrears management.

The platform consolidates all products and services used by the customer across different businesses and geographies into a single, clean invoice. It also integrates multiple billing systems into a single source of truth for operational excellence. Support for multiple currencies, taxes, and languages makes it a truly global billing and statement management system.



- **Eliminate billing errors** with fully automated, rules-driven billing and invoicing processes.
- **Track and reduce revenue leakage** through prompt and accurate receivables management.
- **Resolve billing disputes faster** with timely insights on transaction charges.
- **Improve customer trust** with complete transparency around product usage and pricing.
- **Elevate the customer experience** with personalized, consolidated billing and relationship-based discounts.

4X

Increase in Sales

3X

Increase in Customer Base

2X

Increase in Product to Customer Ratio

Months to Days

Launch New Offers





Agile Billing

- Identify the customer's billing preferences, including choice of currency, billing template, grouping of usage charges, and invoice settlement methods.
- Define the customer's billing hierarchy and specify billable entities. Logically group customers for invoicing.
- Define multiple types of bills, and group/categorize usage charges accordingly.
- Specify billing groups and schedules. Scale up or down the billing cycle based on organizational needs.
- Create multiple customer segments, and assign billing cycles accordingly (e.g., daily, weekly, monthly, quarterly, or yearly).
- Consolidate bills across business lines, product lines, and regions. Compute discounts, taxes, and revenue share. Effectively manage subsidiary ledgers.
- Use in-built checks and controls for billing reviews/approvals as well as for exceptional situations such as abnormal invoicing.
- Automate accounts receivable processing. Manage overdue collections in compliance with policies and regulatory requirements.



Tax Computation Management

- Define multiple tax rates and rules based on customer segments, products, services, currencies, transactions, subscriptions, tax hierarchies, regions, and other parameters.
- Manage taxes across multiple jurisdictions. Identify the default tax account managers for specific charge lines.
- Automatically compute tax based on concepts such as "inclusive or exclusive of charge."
- Manage parent-child tax accounts, and group taxes related to specific products.



Invoice and Statement Management

- Consolidate invoices at whichever level the customer prefers (e.g., service level, account level, customer level, customer group level, and even global level).
- Generate invoices either automatically or manually. Manage scheduled, on-demand, and intermediate invoices.
- Define tracking rules, triggers, and condition-based approvals for abnormal invoices.
- Manage post-invoicing processes such as invoice enquiries. Drill down into invoices to view transaction prices and conditions.
- Hold invoices, suspend their processing, re-process adjustments, and manage write-offs wherever required.
- Drill down into individual transactions to view details, including charge computation models and charge variations.
- Enable multiple invoicing formats including PDF, XML, ANSI X12 822, Swift, ACH, e-bills, and TWIST BSB.





Payment and Receivables Management

- Provide multiple payment settlement options, including cash, direct debit, and checks.
- Define primary and alternative accounts for payment collection. Specify the number of retries to be attempted if a payment is unsuccessful.
- Configure follow-up activities, including reminders and dunning letters.
- Track and analyze accounts receivable ageing and payment status.



Dispute Management

- Manage customer disputes around single or multiple charges in a bill.
- Accelerate dispute resolution with a detailed view of the charges in each bill.
- Streamline the end-to-end dispute management process, including tracking, routing, suspension, blocking, and escalation.
- Effectively resolve the dispute by (a) adjusting outstanding bills, (b) waiving charges, (c) issuing a credit-voucher, or (d) adjusting future bills.

About SunTec

SunTec is the world's No. 1 pricing and billing company that creates value for enterprises through its Cloud-based products. More than 130 clients in 45+ countries rely on SunTec to provide hyper-personalized products, offers, pricing, loyalty programs, tax compliance, and billing for over 400 million end-customers. SunTec products are based on our cloud-native and cloud-agnostic, API first, micro-services-based proprietary platform, Xelerate and are delivered on-premise, on private cloud and as SaaS. SunTec has global operations including the USA, UK, Germany, UAE, Singapore, Canada, Australia, and India. For more information, please visit us at www.suntecgroupp.com or email us at marketing@suntecgroupp.com

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