BillMax Features Comparison Chart

	Features	BillMax	Option 2	Option 3
Billing				
	Prebill or Post bill	✔		
	Recurring, One Time Items, and Prepaid Cards	✔		
	Usage billing with multiple configurations	✔		
	Multi-line taxes	✔		
	Automatic late fees after a grace period	✔		
	Automatic overdue notices by email	✔		
	Automatic notices to customer for credit card expiration	✔		
	Invoice or Billing Statement presentations	✔		
	Statements automatically sent to Accounts with overdue Invoices	✔		
	Bills daily, monthly, or yearly sent based on activity and settings	✔		
	Accurate to the penny with decimal math	✔		
	Billing address separate from Service address	✔		
	Accounts can have multiple Service addresses	✔		
	Discounts at the Account Level, Service Address level, and Individual Services	✔		
	Writeoffs for Account balances never collected	✔		
	Automatic proration for services or credits that are not a full service period	✔		
Ticketing				
	Escalated tickets based on a Service Level Agreement	✔		
	Multiple issue levels can be tracked on one SLA	✔		
	Tickets assigned: Round robin, Designated Individual, First Response to the ticket	✔		
	Ticket Queues – internal or customer focus	✔		
	Customized Issues and Resolutions by Ticket Queue	✔		
	Automatic Ticket Notification on assignment or modification	✔		
	Ticket Permissions for Assignee and Team	✔		
	Ticket Reports for Activity and SLA Performance	✔		
	Tickets can be tied to scheduled appointments	✔		
	Tickets can be put on hold and reopened on a designated date	✔		
	Service information can be included automatically in ticket	✔		
	Subscribers can follow the progress of a ticket	✔		
Reporting				
	Multiple Companies for reporting purposes	✔		
	Integration with QuickBooks through IIF files	✔		
	Financial Close so history can remain unchanged	✔		
	GAAP Revenue Recognition Options	✔		
	Customized reporting through Memorized Reports tool	✔		
	Easy access to data through filtered lists with sorting and display options	✔		

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	More than 40 standard reports including A/R, 477, Service Churn, etc.	✓		
Provisioning				
	Radius integration with freeRadius	✓		
	Setup pages for Radius Servers within system	✓		
	Hooks available at the account, user and service level to activate a script to push data to any system needed	✓		
Navigation		✓		
	Short cut keys for common tasks	✓		
	Simple searches with only 2 letters	✓		
	All reports and search lists can be printed or opened in a spreadsheet	✓		
	CSR quick display of account information, balance, last payment, suspension date, etc.	✓		
	Access limited by Authorization Level	✓		
Make BillMax Your Own				
	Customizable Lists for many fields	✓		
	Open source code for all but financial libraries	✓		
	Hidden fields that can be uncovered to collect items unique to your business	✓		
	Preferences for color, font size, and display order by login id	✓		
	Customizable fields on each product definition	✓		
	Customizable layouts for Accounts and Users by login id	✓		
Additional Features				
	Searchable online user's manual	✓		
	Business rules set for customer types	✓		
	Pre-implementation testing tools to try a complete billing cycle	✓		
Customer Portal -optional				
	Device Responsive	✓		
	Customizable menu, contact display, online help, and logo	✓		
	Shopping cart included	✓		
	Online payments accepted	✓		
	Payment methods can be added and updated	✓		
	Support tickets can be created and tracked	✓		
Scheduling - optional				
	Appointments scheduled by route and employee availability	✓		
	Works orders automatically created	✓		
	Work orders can include billing estimate and service information	✓		
	Employees color coded for easy calendar viewing	✓		
	Calendar Viewing by Job Class, Employee, Appointment Status, and Appointment route	✓		
Mapping/Geocoding - optional				

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	Automatic geocoding on address entry or modification	✔		
	Tower Coverage integration optional	✔		
	Lat/Long manual setting	✔		
	Map of customer location in relation to other customers	✔		
	Map of service location by POP	✔		
	Automatic lookup of census information based on Lat/Long	✔		
VOIP Billing - optional				
	Simple to complex scenarios covered	✔		
	CDR billing	✔		
	Billing based on rate decks	✔		
	Local Calling Guides can be used	✔		
	Minutes can be unlimited, specified, inbound or outbound for a plan	✔		
	N11 minutes can be included in a plan or billed with or without a connection fee	✔		
	Long Distance can be include in a plan or billed with or without a connection fees	✔		
	Choice of CDRs manually or automatically being uploaded	✔		
	Specialized reports to show VOIP usage and help with VOIP implementation	✔		