

Better billing. Better business. Because BillMax.

When was the last time you took a closer look at the systems you're already running - like billing? Billing happens no matter what. Make it a process that runs better - to the benefit of your company. **BillMax is the only WISP software that delivers partnership, support and flexibility with its innovative billing platform. It's a better solution. Because BillMax.**



Benefits of Better

BillMax is a targeted software, designed specifically for running your ISP business. Using BillMax, your company can implement a consistent and automated workflow that improves customer service, reduces costs and decreases administrative overhead. **And better billing means better business.**

KEY FEATURES:

- Automated billing, document fulfillment, payment processing and service provisioning
- Retail statement and invoice bills delivered via email, post and outsourcing services
- Recurring subscription, prepaid and usage-based billing
- Comprehensive bill and payment timing options
- Customer trouble ticketing and web portal
- Automated delinquency processing
- Sophisticated reporting for provider and government authorities
- Customizable with source code and APIs

About BillMax

For over 20 years BillMax has provided an innovative billing solution paired with flexibility, customization and client support. Above all, we listen to your feedback to consistently make BillMax better than the rest.

WHAT'S NEW IN BILLMAX 2019:

- Integrated freeRADIUS support within the staff interface
- CDR billing - upgraded including better handling of the collection and reporting for the Federal USF
- FCC 499 - yearly and quarterly report information
- SAISEI Integration
- Salesforce Integration for Accounts and Users
- Check scanning - process checks quicker as BillMax learns the account information, process as echecks if desired
- Products can be filtered by Account Class and Technology
- Enhanced support for Prospective Services in a Leads Virtual Company

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A division of The iSpark Group, Inc.

billmax
Internet Billing and Customer Management

BillMax 2019 Product Specifications

Account Receivables Due Date

- Specific day of month
- Number of days

Administration

- Nightly reports
- Db integrity checks/repair
- Numerous activity logs
- Email alerts
- Testing tools

Application Interfaces

- CSR
- Customer portals

Architecture

- Web application
- Apache
- MySQL
- Open source technologies

Automatic Fees

- Late payment
- CC and ACH declines
- Postal

Asset Management

- Track and allocate assets to services
- Physical device inventory
- IP addresses

Automation

- Billing
- Discounts
- Electronic payments
- Service availability
- Customer notices

Auto Payment Processing

- Credit card
- ACH
- Tokenization
- IPPay
- Authorize.Net
- Other major gateways
- PCI compliance

Auto Payment Timing

- Specific day of month
- Number of days

Bill Delivery

- Multiple destinations/account
- Email
- Printer
- Fulfillment provider

Bill Document Types

- XML
- PDF
- XHTML
- Text
- Styled by XSLT

Bill Timing

- Fixed day of month
- Anniversary
- Separate bills by sales type
- Balance and time thresholds

Billing Sale Types

- Pre-bill subscription
- Usage based
- Prepaid
- One time

Customer Care

- Trouble ticketing
- ServerPlus Integration
- Self-help web portal
- Automatic notices

Customer Web Portal

- View/Pay bill
- Update account
- View past statements/invoices
- Order new service
- Edit/view trouble tickets

Customization/Integration

- Customizable interfaces, documents, programs
- Source code
- Documented APIs
- Soap/XML web services

Data Model

- Company (branding)
- Profile (business rules)
- Account (billed entity)
- User (authorized user/service location)
- Service (provided service)

Delinquency Rules

- Automatic suspension
- Notices
- Late fee

Geocoding / Maps

- Automatic geocoding of service addresses
- Service location maps
- TowerCoverage Integration

Integrated Radius

- Real-time processing
- Bill usage
- Modify service state
- Monitor usage

Presentation Formats

- Retail statement
- Invoice
- Transactional statement

Provisioning

- Programmable
- Support for multiple systems

Reports

- Sales (accrual, cash)
- Account Receivables
- Deferred revenue (report prebilled service revenue when earned/delivered)
- Payment
- Refund
- Credit memo
- Sales tax
- Custom SQL
- FCC 477

Security

- Secure logins
- Role-limited access
- Activity logging
- Limited shell access/need
- No root user
- AES encrypted credit card and bank account numbers

Server OS

- Linux

Service Plans

- Individual or package-based
- Dozens of configurable settings
- Major settings include: standard and promotion pricing, subscription/service cycle length, deposits, quantity, expiration date, usage and prepaid options, bill timing, sales classification, provisioning fields and options

Taxes

- Multi tax/item
- Tax by service and location
- Amount/percentage exemptions
- Account and Service taxability
- Apply by item or invoice