



The Premier Billing & Operations  
Software for Waste Haulers  
775-322-7331

## WEB BILLING

### With Web Billing, you will:

- Allow your customers to view a PDF of their bills on the web.
- Streamline your billing by getting the bills out to your customers faster.
- Be more “green” as a company by providing paperless billing.
- Start on the path to having totally paperless billing.
- Eventually save about a dollar in costs for each bill that you send out.



## **WAM Web Billing – Description and Terms**

Web-Billing allows you to give your customers access to view their bills on the web.

Our major goals in providing this product are:

- 1) Providing the means for a gradual shift to paperless billing.
- 2) Allowing your customers to view billing information in the same manner as utility companies.

Shifting to paperless billing has many advantages. Some of them are:

- 1) Your costs to send out a bill are significantly lower (around \$1.00).
- 2) Customers get their bills faster and therefore you would likely get your money faster.
- 3) Customer Service costs are less as many questions would be answered without calls.
- 4) Paperless billing is more “green” than other methods of billing.

General description of how Web Billing works.

- Web Billing uses the WAM Web Server (designated as WWS in the following description). The WWS is the web server that your customer connects to when looking at a bill.
- When you run your bills for a particular group, if you have designated that group as being part of Web Billing then the billing information is sent to the WWS. That is, in addition to creating the bills in the RptQ, it also creates and sends the information for that billing to the WWS.
- If you have to rerun a billing, you would just do it as you normally do. The system is designed to be smart enough to realize that you re-ran it and overly the old information on the WWS.
- When a customer signs into their WWS account, they will see the same screen that they see when signing in to make a web payment. However, it will have an additional button that says, “View Billing Information” which will allow them to view their past bills.
- Your Customer Service personnel will also have the capability to link to a customer’s Web Bills from within the customer’s WAM-Hauler account thereby allowing them to see exactly what a customer sees regarding the bills that have been sent to them.

To see a demonstration of the web screens that your customer would see, please call Tech Support to schedule the demonstration. The demonstration takes about fifteen minutes.

The “Big Picture”:

- This “Web Billing” product allows your customers to view their bills on the web but it is just the first step in the larger project of doing as much paperless billing as is feasibly possible.
- After you have set up at least one group on Web Billing, we will work with you on a marketing campaign to get as many customers as you can to agree to be billed via email. The marketing can be custom-tailored as to what you are willing to do and could involve putting special messages on the bills you send out, sending an advertising piece promoting it with each bill, and/or even calling the customer to attempt to get them to sign up.
- After you have run “Web Billing” for at least one month, we will set up the interface so that during your Web Billing, an Email Center job will automatically be created for all of your customers that have agreed to be billed via email. The email they receive will tell them the balance that they owe and have a link that allows them access to their individual web bill. The email will say “Click here to view a copy of your bill.” (The exact text can be of your choosing.)
- After you have been running Web Bills and sending out your email bills in the above manner for a few months, we will put in place the other products we have that relate to email and/or texting for collection (that is, they will receive “Late Notice” emails or texts rather than letters).
- At the end of a year, we will review your success in getting customers to be billed via email and may suggest additional incentives such as charging an administrative fee to those that resist being billed by email. As it will probably cost you about a dollar more per bill, an administrative fee of \$1.00 to send out the bill would probably not be out of the question.

Important points regarding the product:

- All internet communication must go through the WAM Web Server (“WWS”). This is set up as a “secure” server; the same security used when making payments over the web, where it is extremely difficult for a non-authorized person to gain access. If you do not currently subscribe to the WWS, there is a yearly fee for this. If you currently use the Web Acct Lookup and Payment system, you already subscribe and there is no extra fee.

Note: You will need a normal internet connection at your office to communicate with the WWS.

- You must be on a recent version of WAM for Web Billing to work properly in all instances. Therefore, you must be on monthly support and must keep your system updated periodically.
- Web Billing pricing is dependent upon how long you want to keep billing information on the web. You can keep it available for 18 or 36 months. The cost for 18 months is 11¢ per bill, and 36 months is 13¢ per bill. To keep the pricing easily understood, there is no setup cost or other costs for “Web Billing” in addition to those mentioned above.
- “Web Billing” costs are charged automatically to a credit card that you store on file with us.
- While there is a small cost to you to do “Web Billing”, you are providing your customers the additional service of being able to view their bills on the web. And if you follow a marketing plan to get as many customers as possible to agree to email billing, you would only have to get a small percent to do it before you are at a break-even point. When you get a majority (over 50%) of your customers to do it, you should be saving over twice as much as you are paying in costs to us. As you approach 100% (which is inevitable as internet connectivity increases and costs for paper and postage rises), you will be experiencing significant savings.
- In order to help defray your costs while attempting to get a larger percentage of your customers to sign up for email billing, “Web Billing” will be absolutely free for your first three months (three calendar months from the first Web Billing that you do).

To get started using Web Bills, fill out and remit the following payment authorization form.

I agree to all of the terms specified in “WAM-Web Billing Description & Terms”:

Signature \_\_\_\_\_

Your Company Name \_\_\_\_\_

Your Name \_\_\_\_\_

## WEB BILLING PAYMENT AUTHORIZATION FORM

Select One: \_\_\_\_ 18 Months \_\_\_\_ 36 Months

List Company/Groups to upload:

I authorize WAM Software, Inc. to charge the payment method I have on file for all amounts related to Web Billing services provided to my company.

I understand these charges will occur only after the services are used. I understand that I can cancel my use of Web Billing at any time by providing written notice to:

WAM Software Inc., 280 California Avenue, Reno, NV 89509

or via email to :

[finance@wamsoftware.com](mailto:finance@wamsoftware.com)

I understand that if I cancel my use of Web Billing that I will no longer be able to use it or have it be accessible.

Form 3-C00 "Payment Method Authorization" stating the bank account or credit card to use for payment must accompany this form or must have been previously given and "on file" with us.

I understand that I can change my Form 3-C00 "Payment Method Authorization" at any time and the payment method reflected on any new Form 3-C00 will be classified as the payment method that I have "on file" for the purposes of this "Monthly Recurring Support Fee Authorization".

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Company \_\_\_\_\_ Serial# \_\_\_\_\_

When completed, email this form to [finance@wamsoftware.com](mailto:finance@wamsoftware.com) or fax to 775-322-1165.