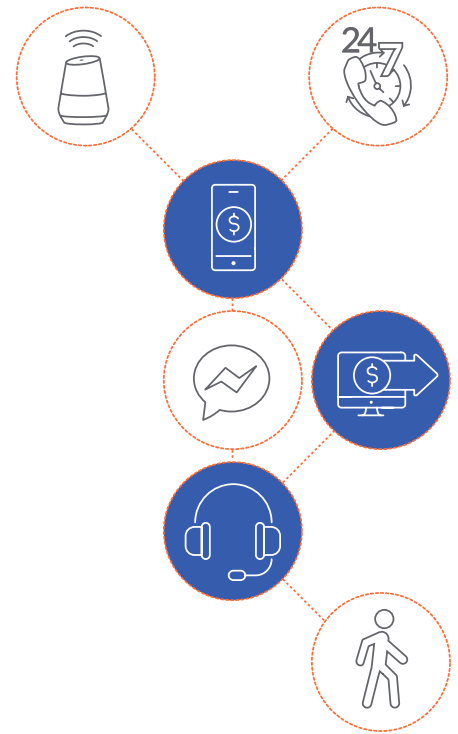# Orbipay EBPP

A Flexible, Customer-Centric Electronic Bill Presentment and Payment Solution

Every customer is looking for a personalized experience when paying their bills. Some prefer the immediacy of electronic bill payments through desktops, mobile devices, or AI chatbots. How they choose to pay (ACH, credit cards (where permitted), or debit cards) may depend on how quickly they want their funds transferred. And the schedule of their bill payments (one-time, recurring, or autopay) can vary depending on the customer and the industry that you serve. Each scenario requires a dynamic solution that can accommodate the diverse needs of your customers while providing the most seamless billing and payments experience possible.

Orbipay® EBPP is a multi-channel, cloud-based electronic bill presentment and payment (EBPP) solution designed to give your customers the flexibility they demand. It features a user-friendly interface for hassle-free payments, a robust account-based version with advanced functionality, and a client service portal that provides unparalleled visibility into customers' billing history and payments behavior. Orbipay EBPP's features can be customized for each client, creating a true one-of-a-kind solution tailored to your customers' needs.

Secure and Convenient Ways to Pay — Anytime, Any Way, and Anywhere

Payment Channels

- Agent
- AI Chatbot
- IVR
- Mobile
- Walk-In
- Web

Payment Methods

- ACH
- Apple Pay/ Google Pay
- Cash
- Check
- Credit (where permitted)
- Debit

Payment Options

- AutoPay
- One-Time
- Recurring

✓ Reduce Costs

✓ Accelerate Cash Flow

✓ Increase Customer Satisfaction & Retention

✓ Adapt Quickly to Changing Business Needs

✓ Improve Operational Efficiency

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Features

Alerts and Notifications – Send customers billing and payments-related alerts and notifications via email and/or SMS text messages.

Bank Account Validation – Quickly validate bank account information to prevent errors and rejections during the payment process.

Bill and Invoice Presentment – Present summary and detailed bill and invoice data to customers, customized with your company's branding.

Credit Card Updater – Automatically update stored card data when it expires or gets replaced.

Customer Portal – Empower your customers to choose one-time guest payments or enroll quickly for full service capabilities. The Customer Portal can be customized to reflect the unique look and feel of your brand.

- **One-time Guest Payments** – Customers can use an account number and ZIP code, or other identifying information, to make a fast one-time payment.

- **Full Service Portal** – Customers enrolled in the full service portal can view payment history, manage billing statements and funding sources, select payment options (one-time, recurring, or autopay), and sign up for alerts and notifications.

Hosted Payment Form – Accept payments directly from your website, without the burden of PCI DSS compliance, by embedding our ready-made UI and applying your company's branding.

Link Accounts – Easily link multiple accounts into a single view.

Mobile Payments – features such as Progressive Web App, Pay by Text, and QR scans create an optimal full mobile experience.

Payment Center – Provide your customer service staff the ability to access profiles, view payment history, schedule and manage payments on behalf of customers, view reports, and perform other day-to-day customer service tasks through role-based user access.

Reporting – Access reports including payments processed, returned payments, and fee/settlement, all downloadable in multiple file formats.

Security and Compliance – Ensure data and privacy protection with built-in security that meets the compliance standards for PCI DSS, SOC, and HIPAA / HiTech.

Skip-a-Pay – Allow customers to skip a payment for a fee.

Orbipay EBPP Is Available in Three Editions

Starter
EBPP Starter is a secure, out-of-the-box online payment solution designed to get your business up and running quickly.

Professional
EBPP Professional gives your business the flexibility to choose the configuration that best fits its needs. It's a comprehensive, cloud-based electronic bill presentment and payment solution that supports a broad range of payment channels, payment methods, and payment options.

Enterprise
EBPP Enterprise is a deeply customizable electronic bill presentment and payment solution designed to meet the complex needs of large-scale enterprises. It includes all the features of EBPP Professional and provides advanced features including multi-tier entity hierarchy, custom fields, and advanced invoicing.

Orbipay EBPP Integration Suite

Integrate your applications with Orbipay EBPP using our comprehensive Developer API and integration tools. Developers can choose the approach that best fits your organization's business requirements, preferred integration method, and security requirements.

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