



Electronic Bill Presentment and Payment (Advanced & Emerging Communications Technologies)

Kornel Terplan

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Companies are turning to electronic bill presentment and payment (EBPP) to reduce costs associated with paper-based billing processes and to streamline payment response time. Meanwhile, given the mass appeal of the Internet, customers have adopted EBPP for the convenience of online reviewing and payment. *Electronic Bill Presentment and Payment* presents the essentials about this new way of viewing and paying bills. The text explains how to use it to save time and money for service providers and customers, and implement value-added capabilities that can help improve customer care and customer relationship management on behalf of service providers.

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