



E-BILLING

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Ebill Client Setup

Requirements:

Microsoft .NET Framework

Internet email host. You will need the following information from your internet mail provider before you will be able to use the SSS EBill feature. If you do not know this information, please contact your internet provider and ask them for the specifics.

* Please be aware that we do not support AOL, GMAIL, Hotmail, MSN, or other email providers that provide only web-based email.

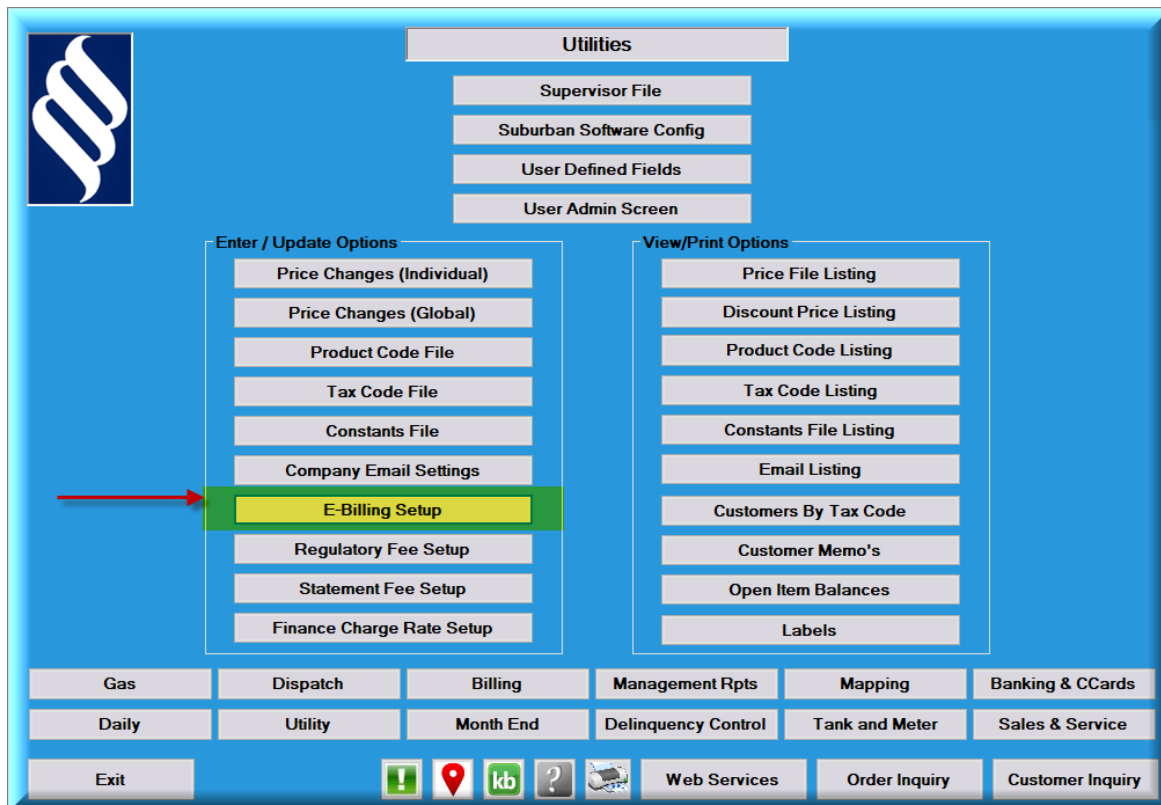
The following information must be obtained from your email service provider....

SMTP Server Name:	Example:	“smtp.yourhost.com”
SMTP Port Number:	Example:	”25”
Email Address:	Example:	sales@yourdomain.com
Email UserName:	Example:	typically, the same as your email
Email Password:	Example:	The password you use for your email address

Setup:

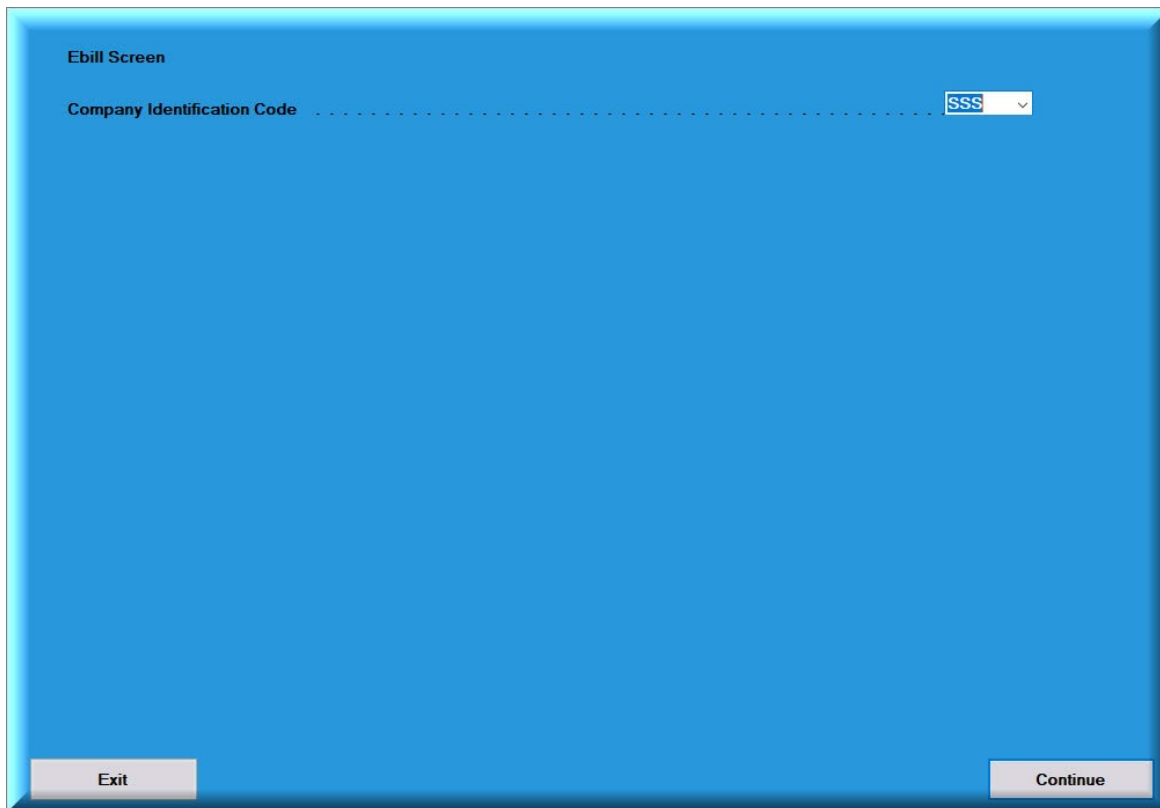
Once you have the .NET Framework installed on your system, sign into the Suburban Software

From the **Gas Menu**, click on the **Utility Menu**, then on **E-Billing Setup**



This allows you to setup your email options to send Invoices, Statements, Letters, and Postcards via email.

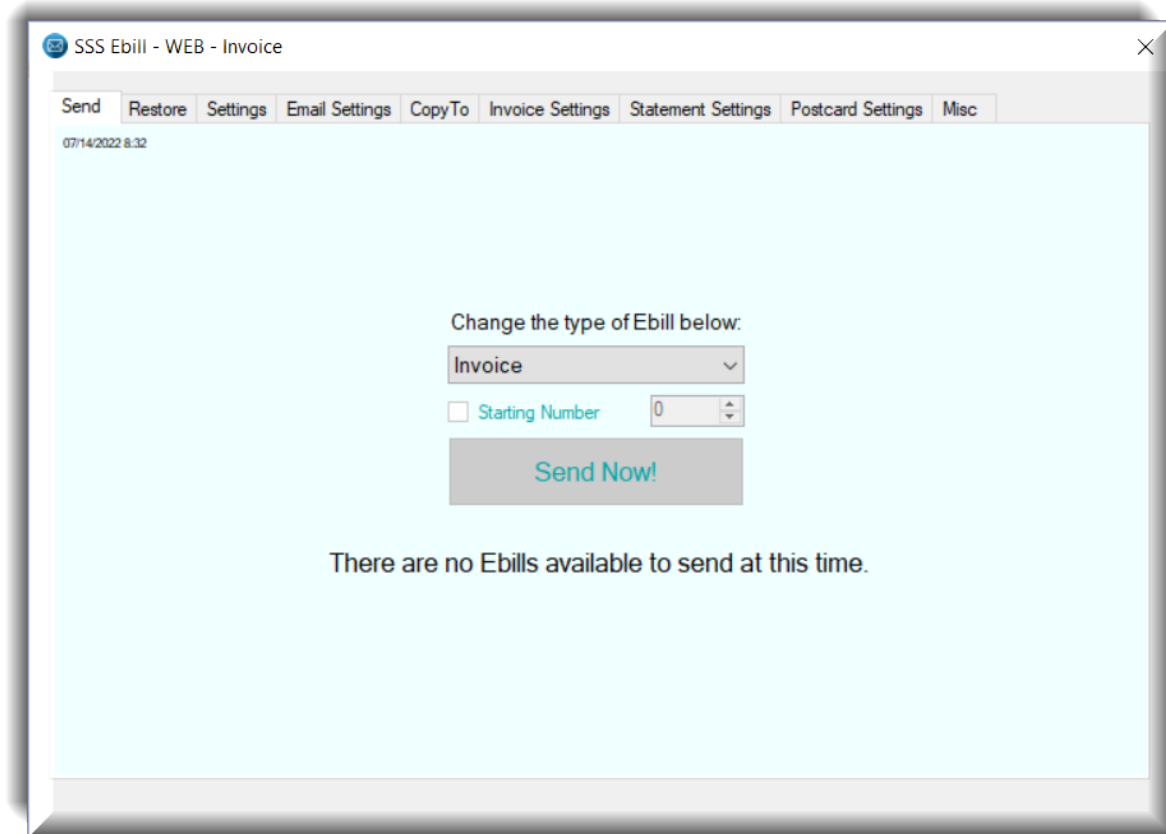
EBill Screen:



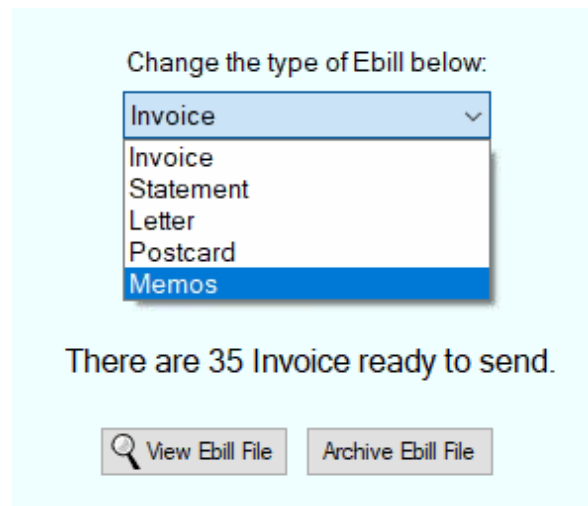
The screenshot shows a blue window titled "Ebill Screen". Inside the window, the text "Ebill Screen" is displayed in the top left corner. Below it, the label "Company Identification Code" is followed by a dotted line and a drop-down menu. The drop-down menu currently displays "SSS" and a small downward-pointing arrow. At the bottom of the window, there are two buttons: "Exit" on the left and "Continue" on the right.

Choose your COId from the drop-down menu and click continue.

Send Ebills:



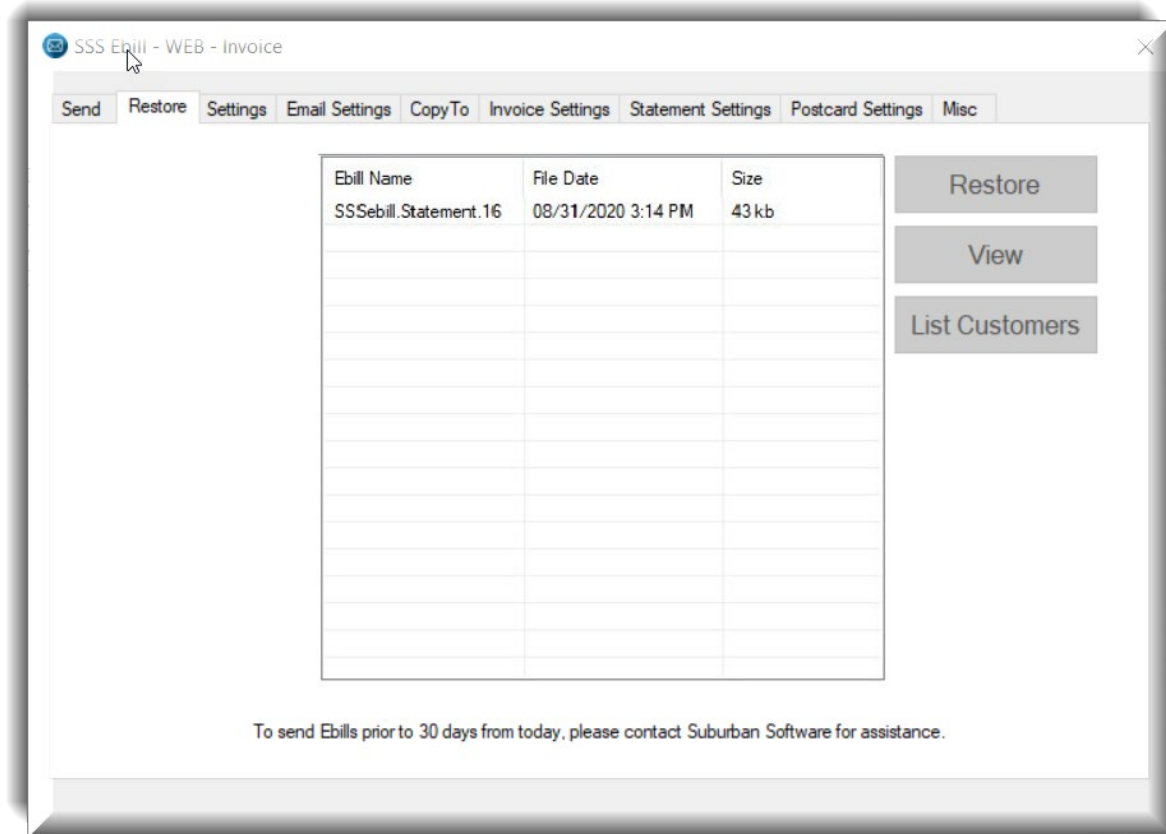
This screen allows you to choose what type of Ebill to send by clicking on the drop-down arrow.



NOTES

- * Below the Send Now Button there will be a message that will let you know how many E bills to be sent out.
- * If you would like to start on a certain number click on the check box and enter the number you want to start at.
- * To view the E bill file before you send click on the magnifying glass besides View E bill
- * When you are ready to send. Click on the **Send Now** button

Restore:



This screen allows you to restore or view a previously sent Ebill file. If you click on the restore button, it will copy the file to the output folder and allow you to send the Ebill file from the "Send" tab.

Settings:

This screen sets up how you will send your Ebills

Company Name: The Company name that will display on your emails

From Email: The email address where the Ebills will originate from

Corporation ID: Your Company ID.

**You will only enter this if you will be adding a PAY NOW button on your ebills.
For more information on how to do this contact Suburban Software as this
requires additional settings and resources**

Document Send Method:

Insert Body of Ebill into the email: Check this if you want the document to show at the end of the email. It is preformatted to show correctly

Send as a document attachment: Check this item if you wish to attach a preformatted text file to the email

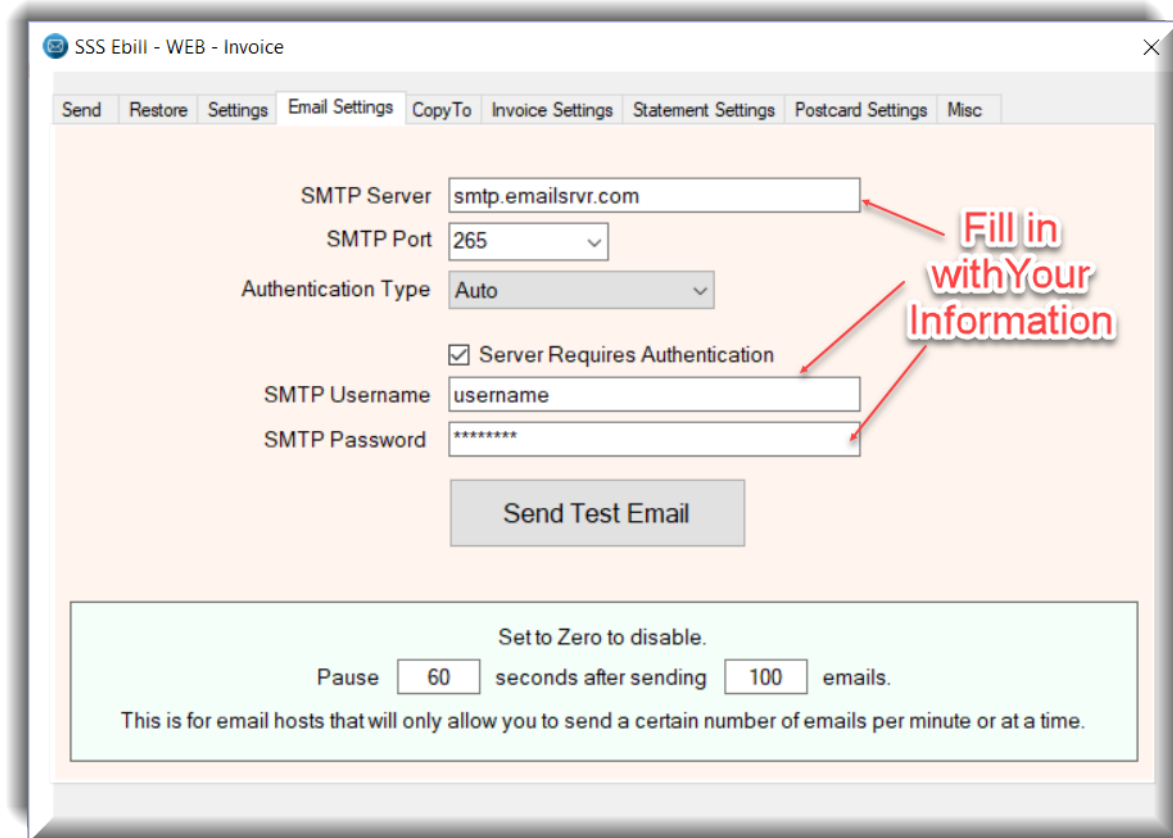
****Note:** *At least one item above is required to check but both can be checked to send.***

Send as a PDF attachment- this will affect how fast you send them

Header: Check If you would like to include a header on the document

**** Note:** *Only works on Invoices or statements***

Email Settings:



SSS Ebill - WEB - Invoice

Send Restore Settings **Email Settings** Copy To Invoice Settings Statement Settings Postcard Settings Misc

SMTP Server

SMTP Port

Authentication Type

Server Requires Authentication

SMTP Username

SMTP Password

Set to Zero to disable.

Pause seconds after sending emails.

This is for email hosts that will only allow you to send a certain number of emails per minute or at a time.

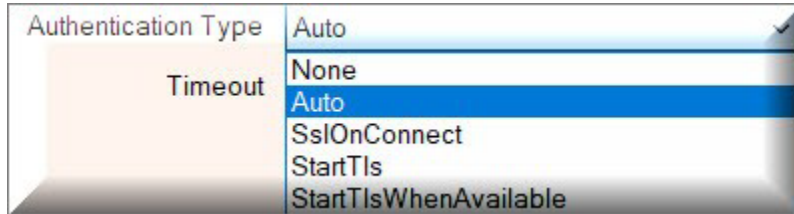
Fill out the ***E-Bill Settings Screen*** with the appropriate information. **If you are not sure about the email server or the username/password, please contact your email provider for assistance.**

see next page for descriptions

SMTP Server: Obtained from your email provider

SMTP Port: Port that is used to send the email through

Authentication Type: This is the authentication required by the email server.

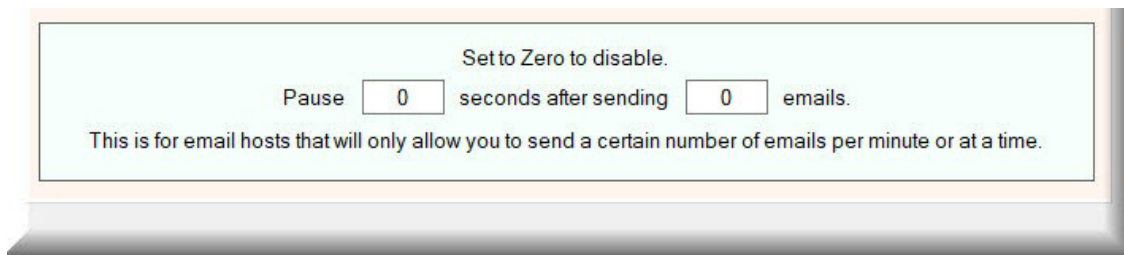


Timeout: Default set to 10

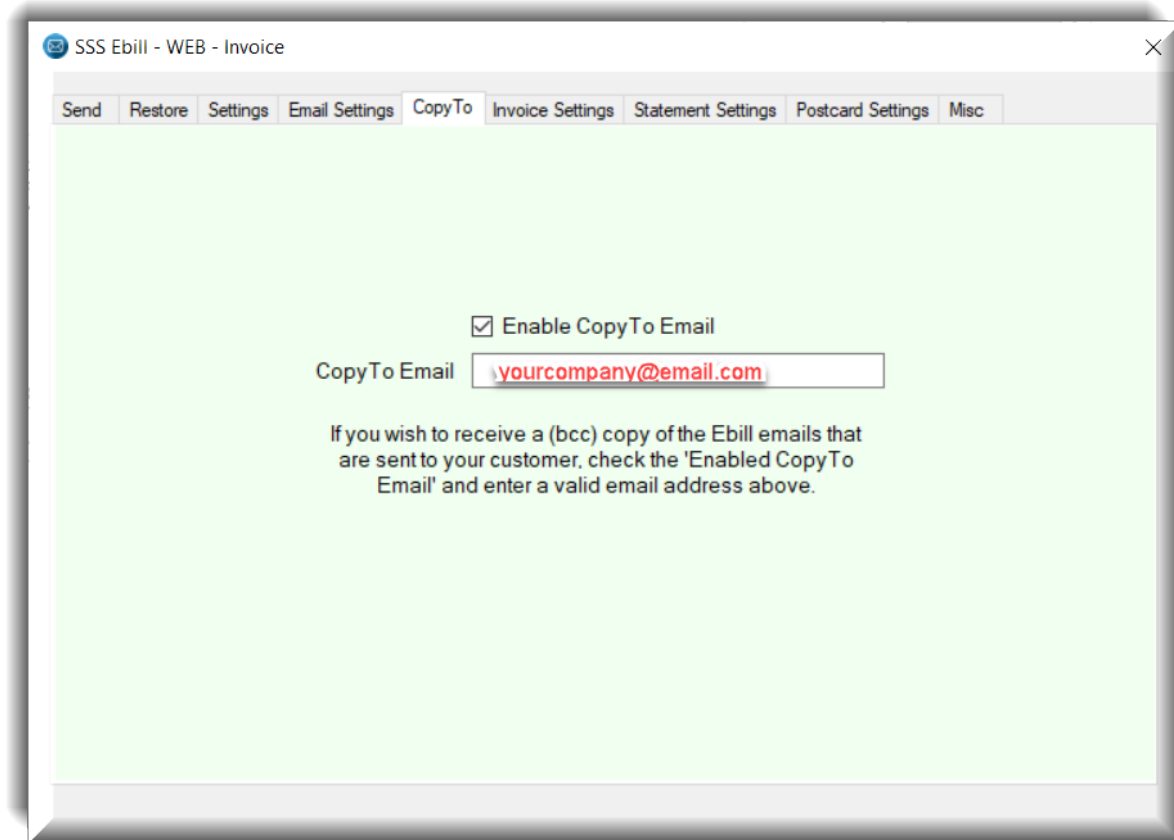
SMTP Username: Your email username example:“ billing@yourpropaneco.com”

SMTP Password: The password you use to access your email

Pause Emails Setting: Use this box if your email provider has limits to how many emails canbe sent at a time. You can set it to pause for a certain time after so many emails. Set to Zero to disable



Copy To:



SSS Ebill - WEB - Invoice

Send Restore Settings Email Settings CopyTo Invoice Settings Statement Settings Postcard Settings Misc

Enable CopyTo Email

CopyTo Email

If you wish to receive a (bcc) copy of the Ebill emails that are sent to your customer, check the 'Enabled CopyTo Email' and enter a valid email address above.

A BCC of each email will be sent to this address for backup purposes

Invoice Settings:

SSS Ebill - WEB - Invoice

Send Restore Settings Email Settings CopyTo Invoice Settings Statement Settings Postcard Settings Misc

Invoice Email Body

Enabled Pay Now option on email footer [Click here for an example.](#)

Pay Now Text
This option requires a SQL database. Please contact SSS for assistance on setting up this option.

Flyer/Attachment 1 >>

Flyer/Attachment 2 >>

Invoice Email Body: Enter the message that your customer's will see

Pay Now: Check the Enable Pay Now option if you have opted to insert a button link that will take you to a separate page. This will allow your customers to pay their bill immediately.

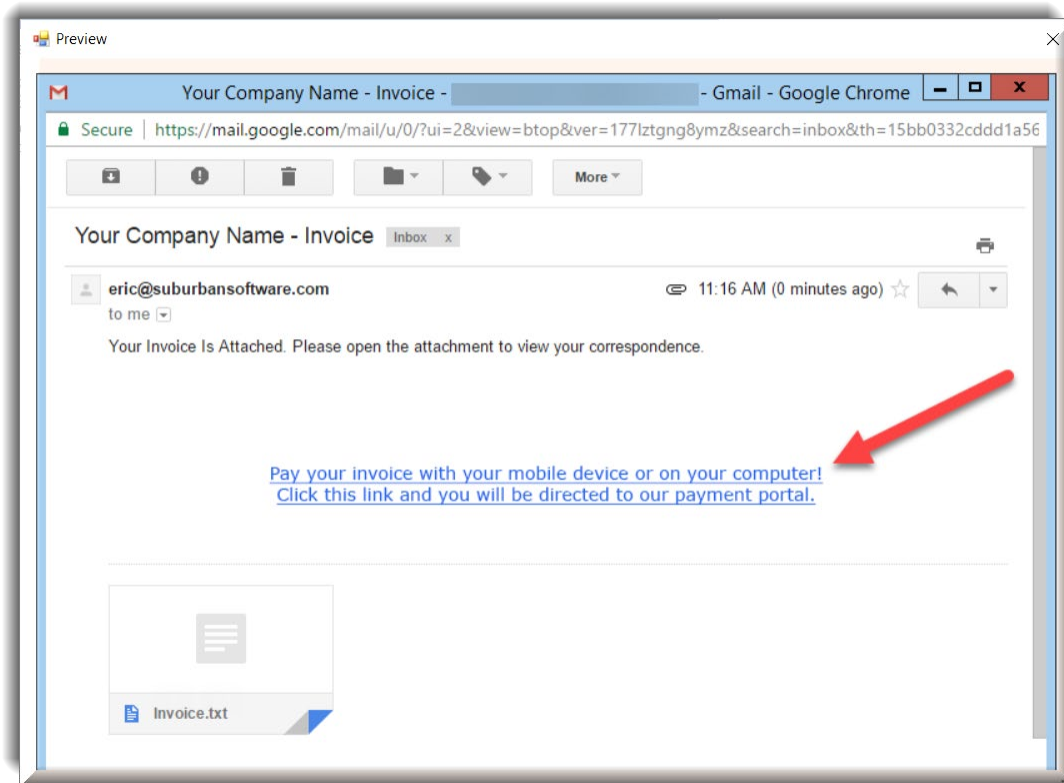
****Note:** This requires a SQL Database. If you do not have this please contact Suburban for assistance**

Flyer/Attachment: This will allow you to add attachments, such as a disclaimer, warning or sales letter to each email.

****Note:** The file must be accessible from the machine that is sending the emails. So c:\documents\document.doc will not be seen by other users.

****Note:** The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.

PAY NOW Example:



Payment Website:

The payment site can be setup to match your website or company specifications:

Account Lookup

Please enter your branch number, account number, and at least the first three characters of the name on file so we can locate your account.

Branch Number

Account Number

Name Search

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Note: In order for this feature to work you must have a SQL Database. Contact SSS for more information

Statement Settings:

The screenshot shows a web application window titled "SSS Ebill - WEB - Invoice". The window has a menu bar with the following options: Send, Restore, Settings, Email Settings, Copy To, Invoice Settings, Statement Settings (which is currently selected), Postcard Settings, and Misc. Below the menu bar, there is a section titled "Statement Email Body" with a large yellow text area. Below this, there is a section for "Pay Now Text" with a checkbox labeled "Enabled Pay Now option on email footer" and a text input field. A blue link "Click here for an example." is located to the right of the checkbox. Below the text input field, there is a note: "This option requires a SQL database. Please contact SSS for assistance on setting up this option." At the bottom, there are two sections for attachments, labeled "Flyer/Attachment 1" and "Flyer/Attachment 2", each with a text input field and a right-pointing arrow button.

Statement Email Body: Allows you to enter the message that your customer's will see

Pay Now: Check the Enable Pay Now option if you have opted to insert a button link that will take you to a separate page. This will allow your customers to pay their bill immediately.

****Note:** This requires a SQL Database. If you do not have this please contact Suburban for assistance**

Flyer/Attachment: This will allow you to add attachments, such as a disclaimer, warning or sales letter to each email.

* The file must be accessible from the machine that is sending the emails. So c:\documents\document.doc will not be seen by other users

* The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.

Postcard Settings:

SSS Ebill - WEB - Invoice

Send Restore Settings Email Settings CopyTo Invoice Settings Statement Settings Postcard Settings Misc

Postcard Email Body

Enabled Pay Now option on email footer [Click here for an example.](#)

Pay Now Text

This option requires a SQL database. Please contact SSS for assistance on setting up this option.

Flyer/Attachment 1 >>

Flyer/Attachment 2 >>

Postcard Email Body: Allows you to enter the message that your customer's will see

Pay Now: Check the Enable Pay Now option if you have opted to insert a button link that will take you to a separate page. This will allow your customers to pay their bill immediately.

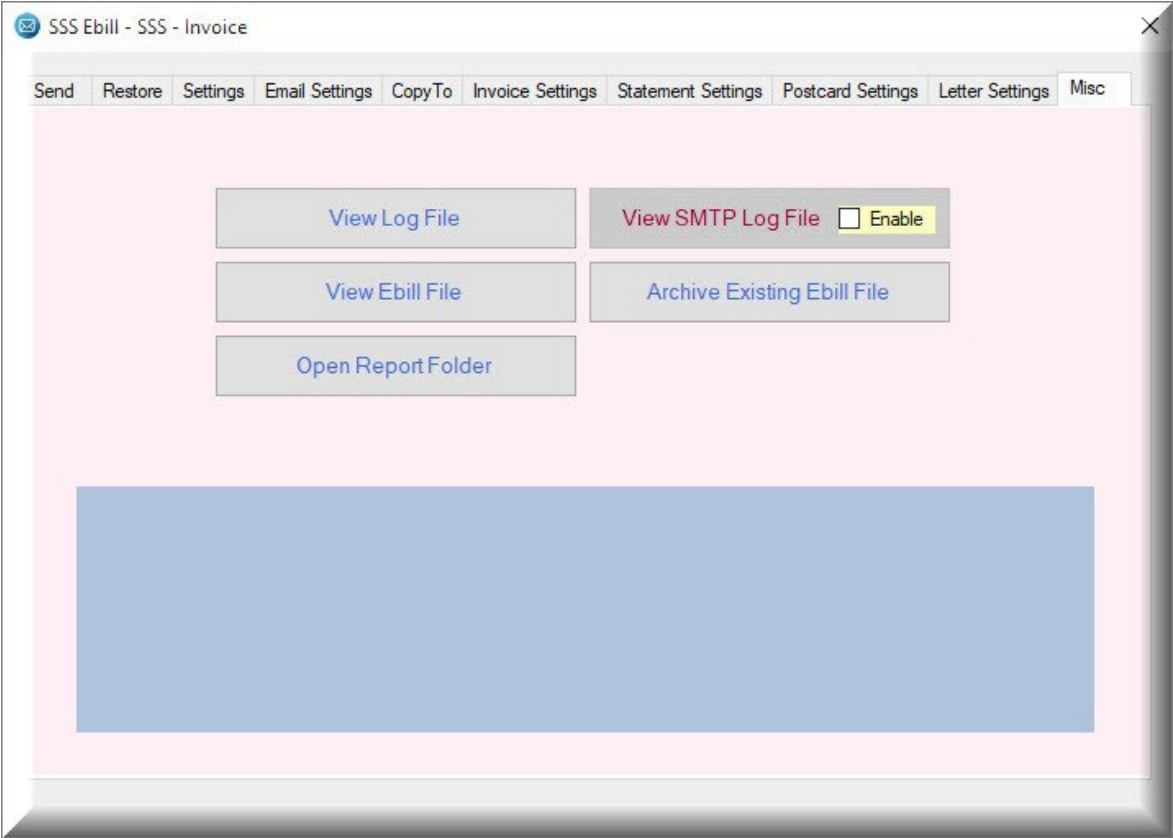
****Note:** This requires a SQL Database. If you do not have this please contact Suburban for assistance**

Flyer/Attachment: This will allow you to add attachments, such as a disclaimer, warning or sales letter to each email.

* The file must be accessible from the machine that is sending the emails. So c:\documents\document.doc will not be seen by other users

* The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.

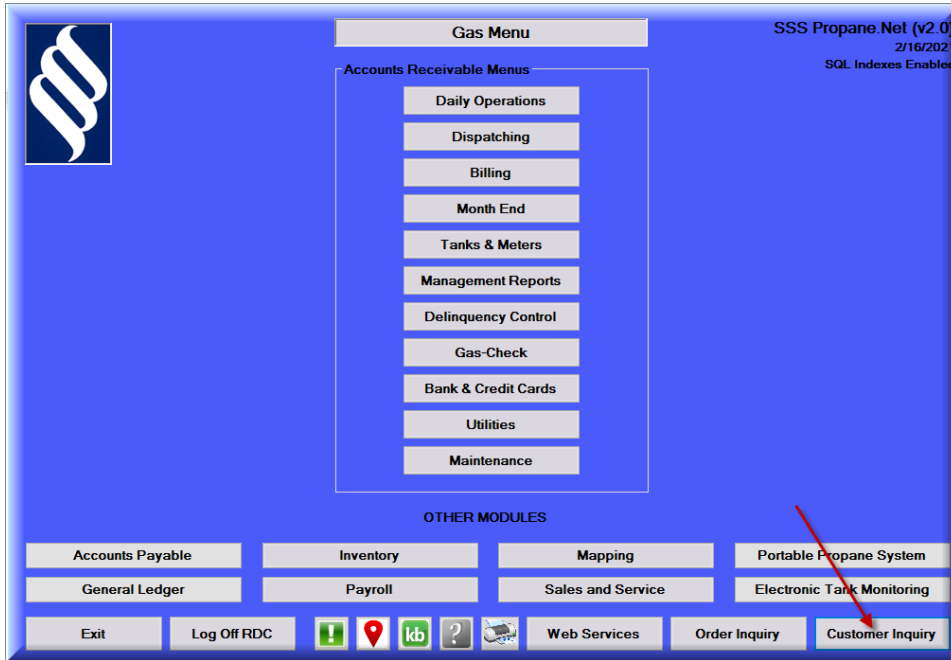
Misc:



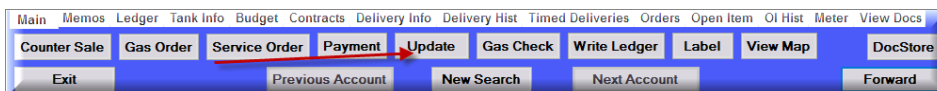
This is for Suburban use. Contact Suburban if you have any questions.

Adding Customer Email:

To add a customer's email address open Customer Inquiry and look up customer.



Click on Update:



Click on Customer Info and add email address.

Suburban Software Systems

Customer Information

Account: 01 00202 Account Started: 03 2020

Account Status: A - Active

Name (Last, First):

Street Address:

City:

State, Zip: Zip Ext:

Area / Phone: Type: C - Cell

Balance

Current	0.00
Over 30 days	0.00
Over 60 days	0.00
Over 90 days	0.00
Over 120 days	0.00
Total	0.00
Deposit	0.00

eMail Contact Options

	eMail Address	Invoice	Statement	Postcard	Delinquent Letter	Sales Letter	Contact	Note
✓	A-Active	youremail@emailcompany.com	P-Print only	P-Print only	P-Print only	P-Print only	E-Email o...	
	A-Active	youremail@emailcompany.com	P-Print only	P-Print only	P-Print only	P-Print only	E-Email o...	
*			E-Email only					
			B-Print & Email					
			N-Neither					

Tax Identification Number:

Standing Purchase Order:

Alternate Phone Number (1): Phone Type:

Alternate Phone Number (2): Phone Type:

F1 - General Info F2 - Directions F3 - Forecasting Info **F4 - Contact Info** F5 - Miscellaneous Info F6 - Timed Deliveries

Exit Save

Set as Email Only/Print Only/ Both Setting

Make sure to click on Save before Exiting.