SUBURBAN SOFTWARE SYSTEMS
2800 DARTMOUTH AVE, BESSEMER AL 35020 • 800-481-4440 • SSSUPPORT@SUBURBANSOFTWARE.COM

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

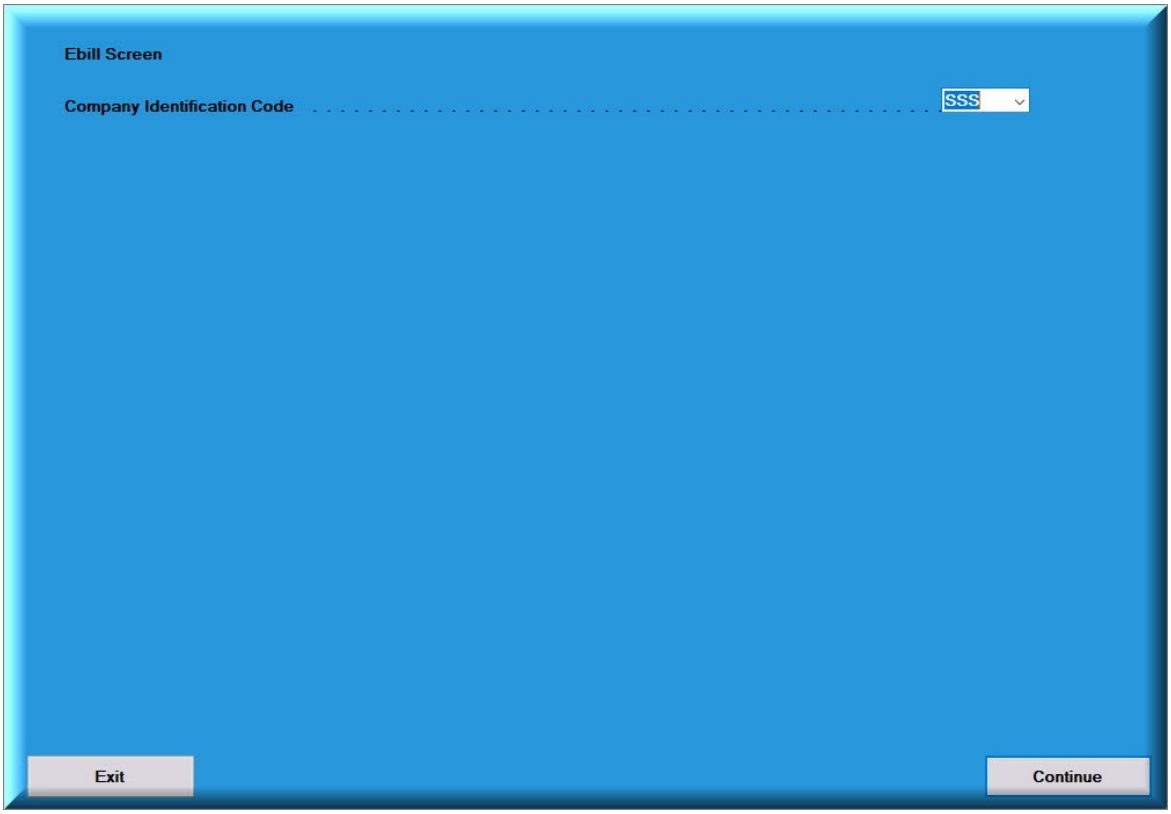
Setup:

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***

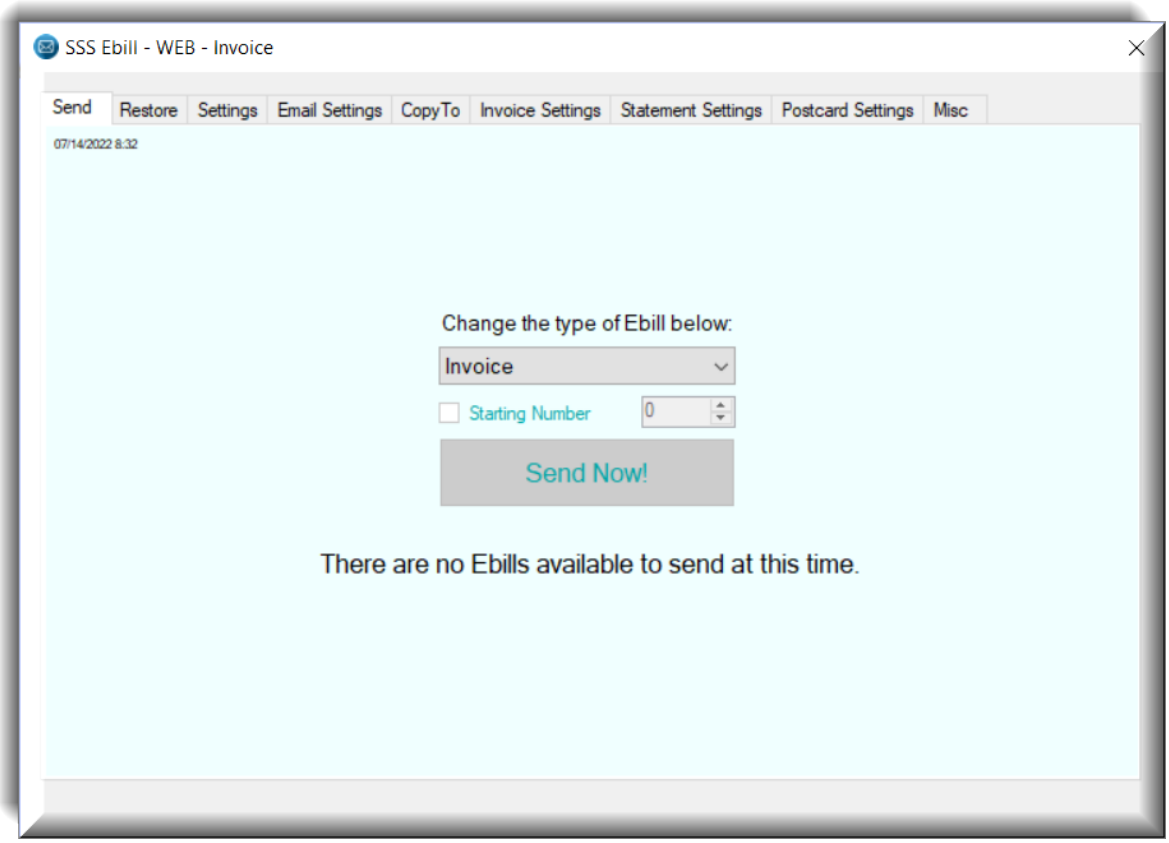
This allows you to setup your email options to send Invoices, Statements, Letters, and Postcards via email.

EBill Screen:

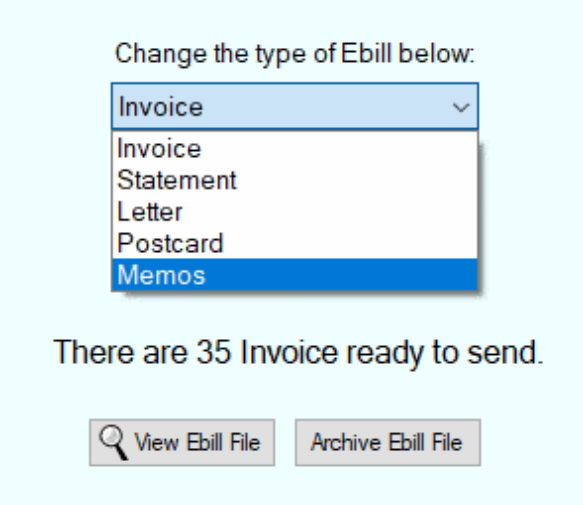


Choose your COId from the drop-down menu and click continue.

Send Ebills:



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



NOTES

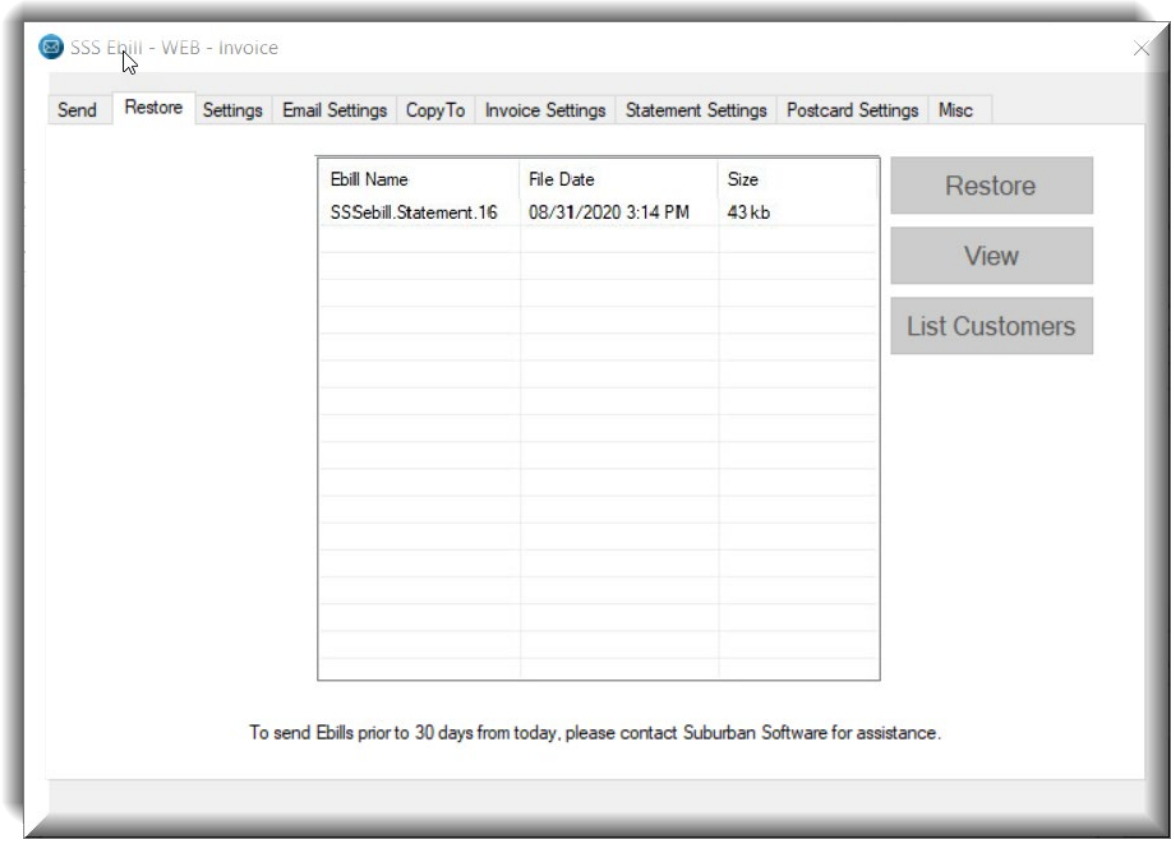
* Below the Send Now Button there will be a message that will let you know how many Ebills to be sent out.

* 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 Ebill file before you send click on the magnifying glass besides View Ebill

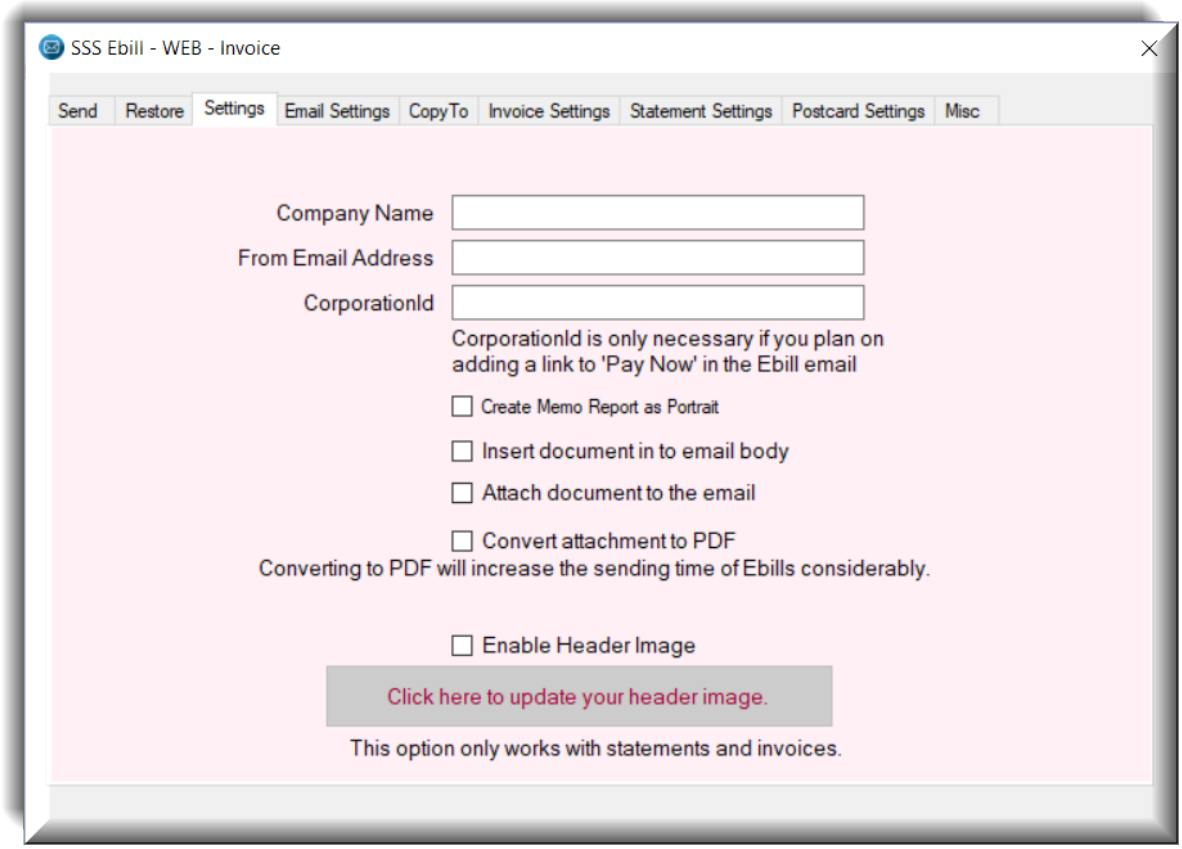
* When you are ready to send. Click on the **Send Now** button

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

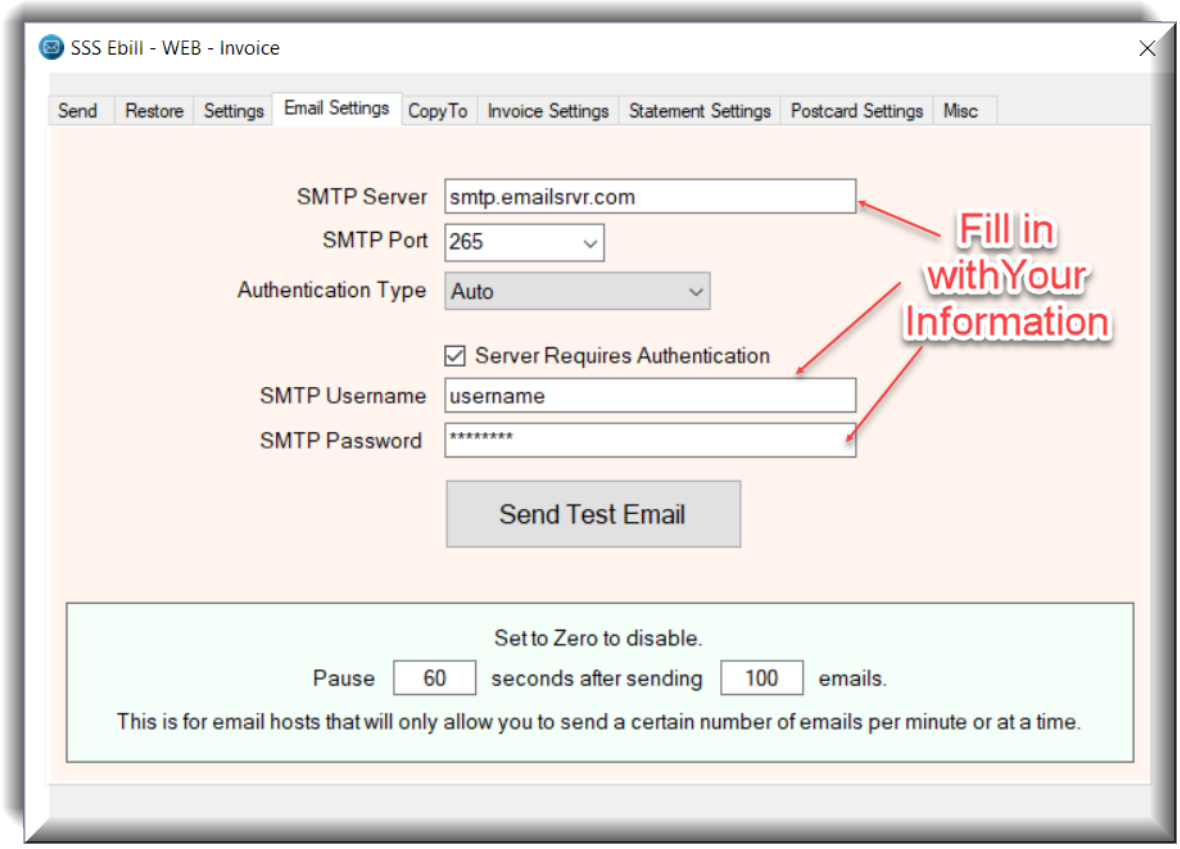
******Note:*** *At least one item above is required to check but both can be checked to send.****

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:



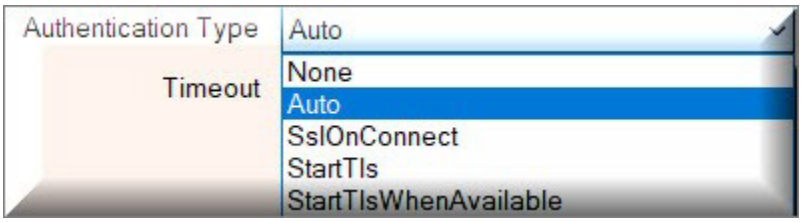
Fill out the ***E-Bill Settings Screen*** with the appropriate information. **If you are not sure about the email server or the username/password, please contact your email provider for assistance.**

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.



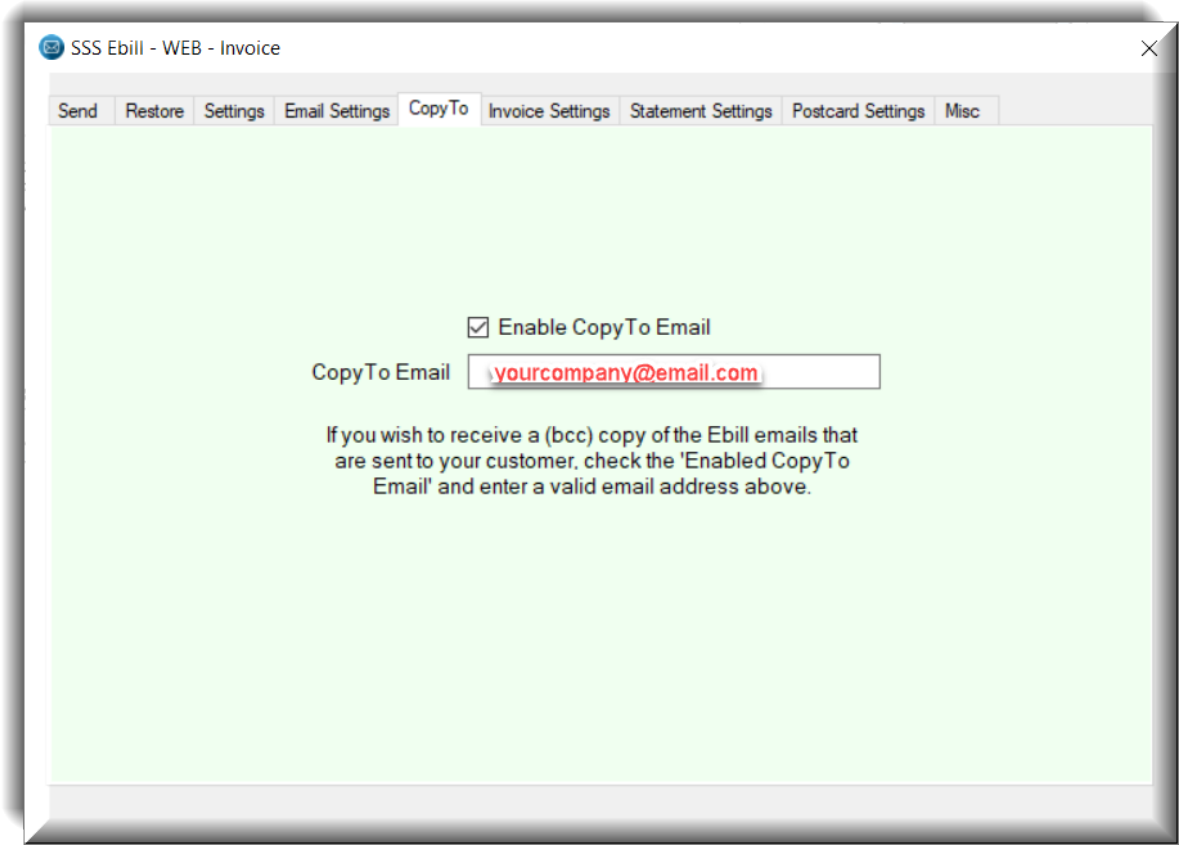
Timeout: Default set to 10

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

SMTP Password: The password you use to access your email

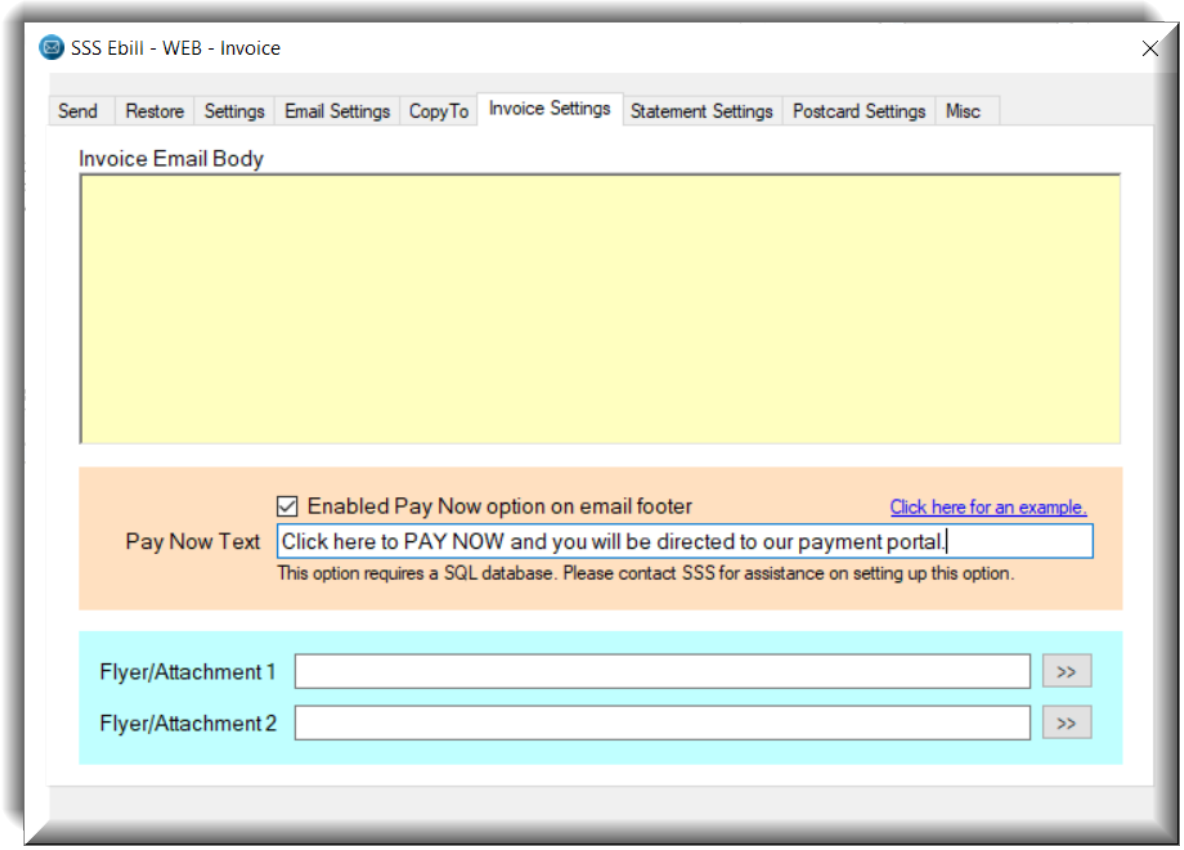
Pause Emails Setting: Use this box if your email provider has limits to how many emails canbe sent at a time. You can set it to pause for a certain time after so many emails. Set to Zero to disable

Copy To:



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

Invoice Settings:



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.

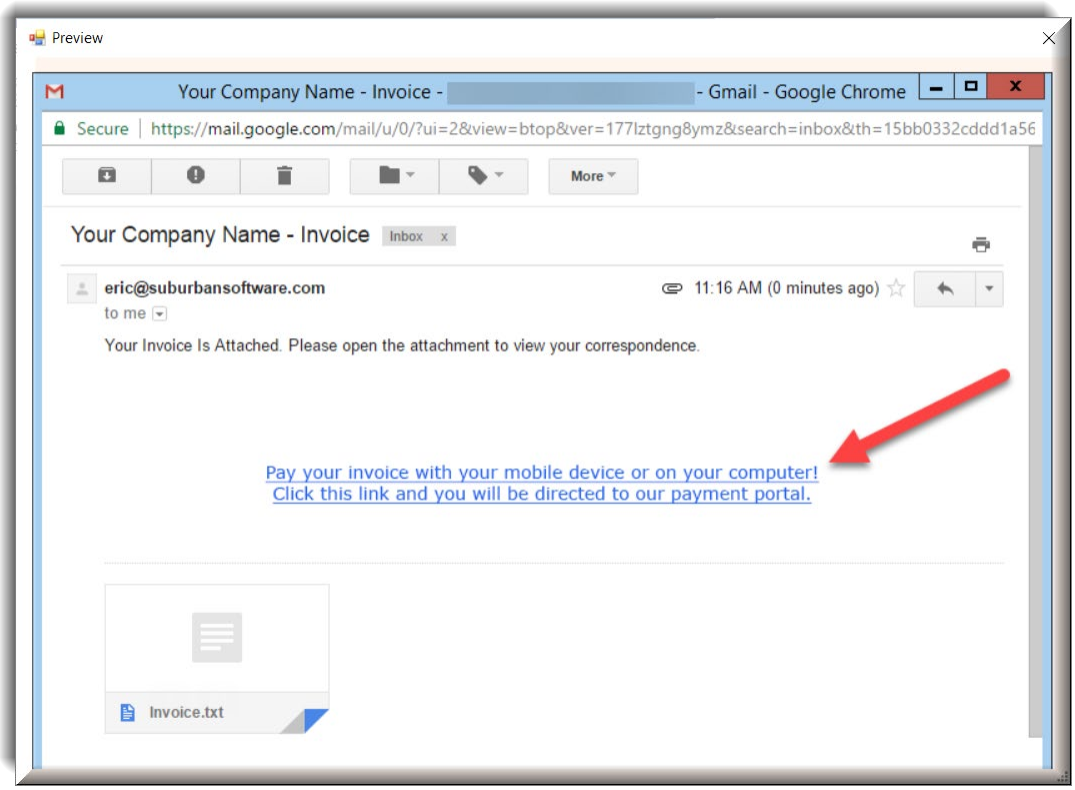
> ****Note:** This requires a SQL Database. If you do not have this please contact Suburban for assistance**

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.

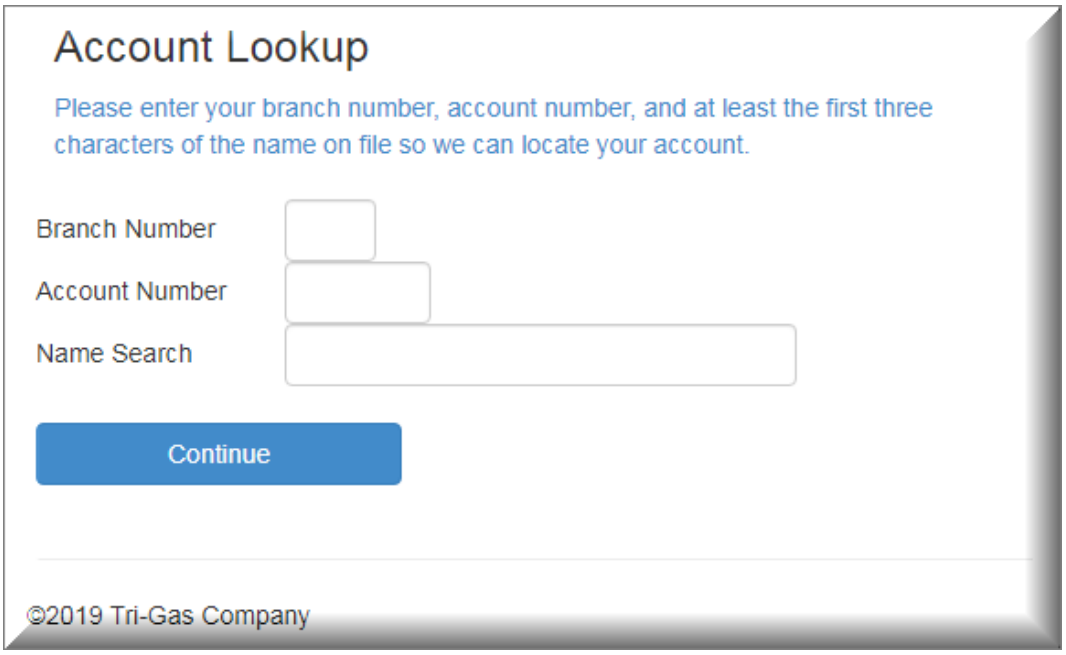
> ****Note:** The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.

PAY NOW Example:



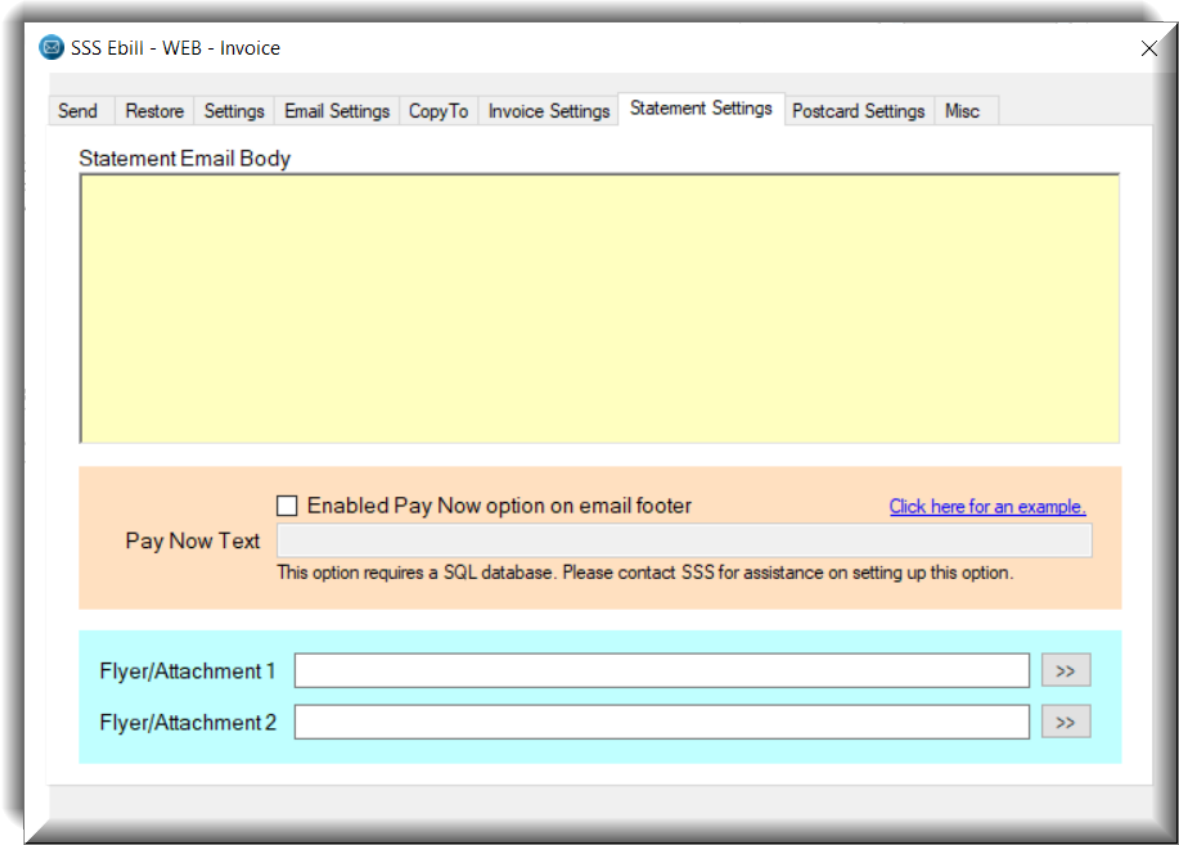
Payment Website:

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



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

Statement Settings:



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.

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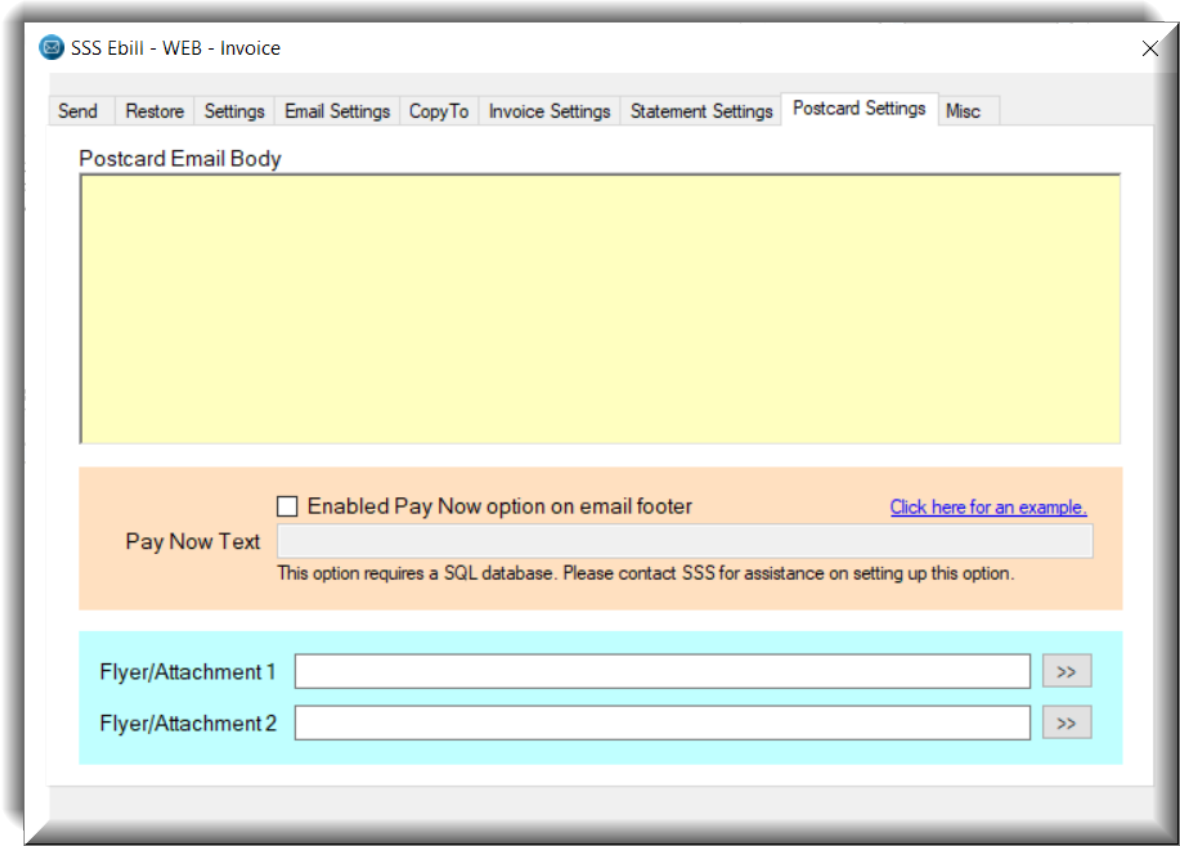
Flyer/Attachment: This will allow you to add attachments, such as a disclaimer, warning or sales letter to each email.

> * 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:



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.

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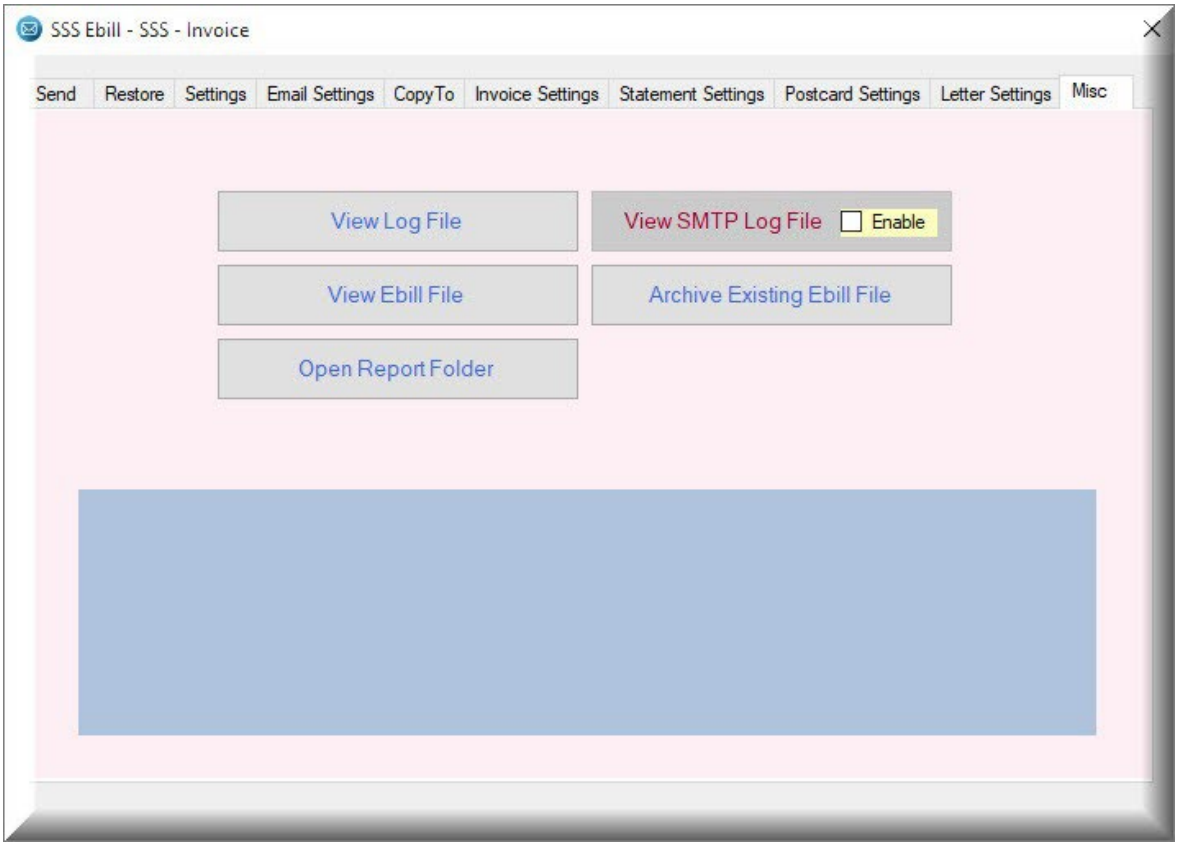
> * The size of the file drastically affects the sending time of the emails since it has to send the new attachment with each email.

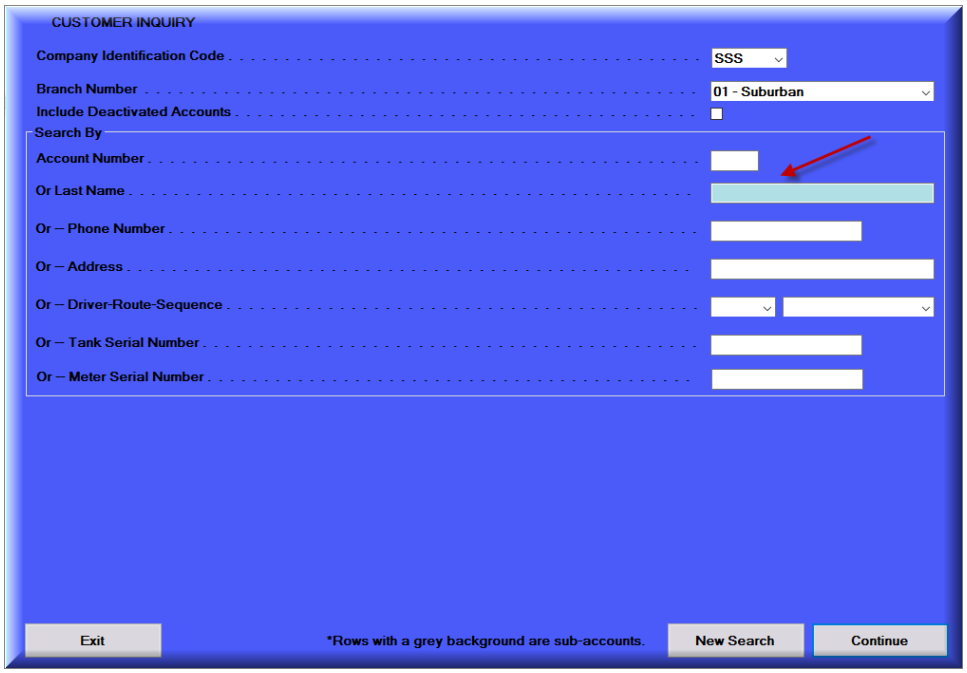
Misc:



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

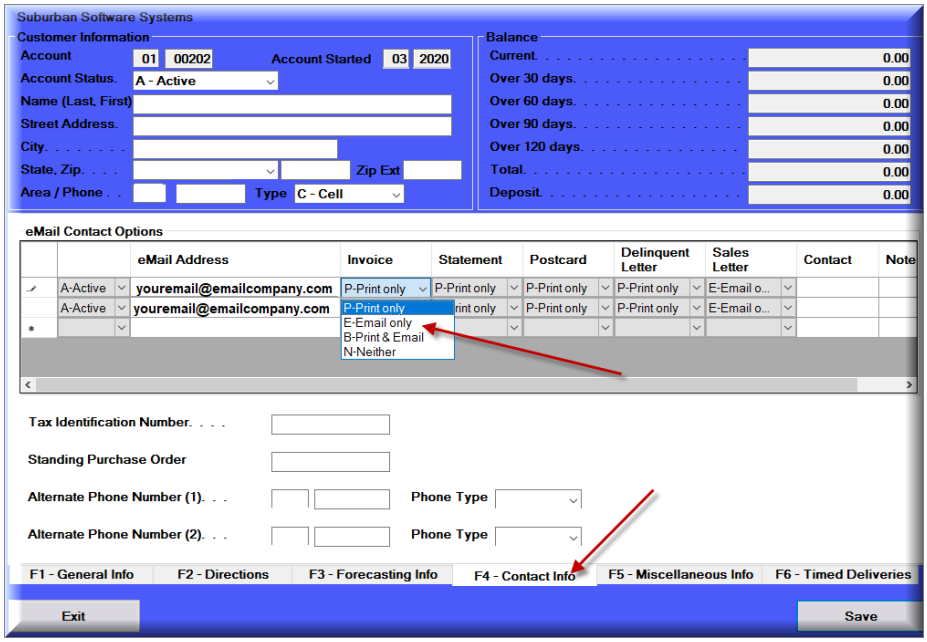
Adding Customer Email:

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.



Set as Email Only/Print Only/ Both Setting

Make sure to click on Save before Exiting.