InvoiceCloud®

How Prepared is Your Organization for a Paperless Future?

Reaching 100% digital billing and payments is every biller's ideal state. Reducing (or, ideally, eliminating) paper-based processes means time and money saved, peace of mind for billers, and convenience for customers.

Let's evaluate how prepared your organization is to embrace paperless billing and payments.

Infrastructure and Technology

- [ ] Do you offer a range of digital payment options to customers?
- [ ] Is the option to enroll in paperless billing available through your payment platform?
- [ ] Does your payment platform employ necessary security measures to protect customer data and transactions?
- [ ] Does your payment platform have a robust infrastructure and sufficient capacity to handle an increase in digital transaction volumes without interrupting daily operations?

Customer Communication

- [ ] Does your billing and payments provider offer educational materials, such as FAQs, tutorials, and guides, to help your customers understand how to use digital options?
- [ ] Are you using multiple communication channels (email, text, etc.) to reach customers and promote paperless billing?
- [ ] Are you prepared to highlight the environmental benefits of reducing paper usage and promoting digital transactions?

Customer Support

- [ ] Are Customer Service Representatives and other staff members trained to help customers enroll in paperless billing or use your digital payment options?

User Experience

- [ ] Is it easy for customers to find and enroll in paperless billing and payment options?
- [ ] Is your payment platform designed to drive customers to self-service routes like digital payments and paperless billing enrollment?
- [ ] Is your current system easy for everyone to use, including those with disabilities or restricted access to technology?
- [ ] Is your payment platform compatible with mobile devices for easy access and use?

Performance Monitoring

- [ ] Does your payment platform provide metrics for monitoring your digital adoption rate and the performance of paperless billing campaigns?

Compliance and Legal

- [ ] Do your digital billing and payment processes comply with industry regulations and standards?

HOW DID YOU DO?
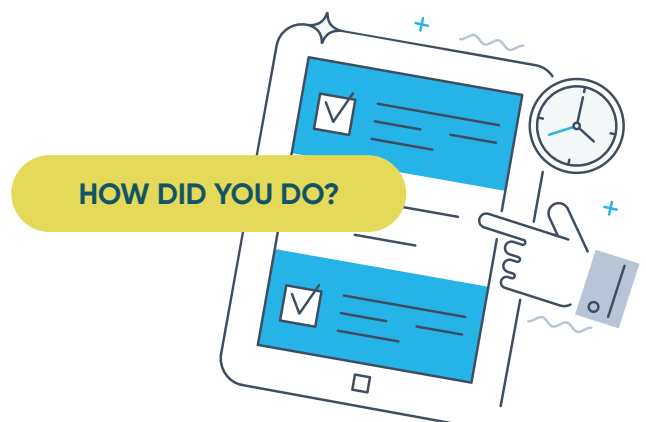
Your Results

0-5 There's Work to Do

Your current digital billing and payment system is not ready to support you on your journey to going 100% paperless. It's time to look for a new solution that will help you drive paperless billing and payment adoption, train your staff, and educate customers on the paperless options at their disposal!

6-10 Ramping Up

You've clearly started your journey to going 100% paperless, but there's still some ground to cover before you can drive significant paperless adoption. Keep the momentum going by finding a solution that can cover the gaps you see above.

11-14 You're Almost There

That 100% paperless milestone is nearly within reach, but it looks like you've hit a roadblock. Consider what you'll need to get over the finish line. Are you promoting paperless billing and digital payments to your customers? Is it easy for customers to find and enroll in these options? If you don't have time to make this final push, consider how you can automate your processes to drive paperless enrollment on your behalf.

If your current system can't adequately support your team's journey to paperless, it's time to consider what you need to reduce your intake of paper checks.

InvoiceCloud provides the essential support billing organizations need to make this transition – from updating your payment processing systems to training and beyond – so you can start saving time and money.

DISCOVER YOUR PAPERLESS SAVINGS

InvoiceCloud®