

SafeBillPay ect

“SafeBillPay is a total bill payment solution for any organisation that wants to automate the collection of payments over the phone or over the web”.

SafeBillPay is a secure and reliable payment solution for any organisation that wants to automate the collection of payments through a number of channels, enabling reduced administration costs while providing added benefit of consolidated reporting on every payment made. With either system, the customer is greeted with your company name and by entering in their account or invoice number and credit card details they are able to immediately pay any outstanding fees.

Dialect, the market leader in comprehensive secure payments, provides payment solutions to some of the world's leading financial institutions and merchants, including American Express, MasterCard, Virgin Blue and News Limited.

From large organisations to sole traders, Dialect understands the dynamics of the retail market and has developed solutions to meet market demand.

Complete Solution

SafeBillPay gives you access to some of the most advanced secure payments technology, making bill payment easier, faster and more convenient, while at the same time significantly reducing administrative overheads normally associated with account payments.

Incorporating touch-tone IVR, natural voice recognition and hosted web payment page, SafeBillPay makes your organisation accessible to your customers 24x7 and from any location.



Payments by PhonePay (IVR)

Customers can pay their bills or outstanding accounts using the convenience of any touch-tone or mobile phone, at any time of the day or night. Payment information is entered through any touch-tone phone keypad.

The traditional telephone offers a ubiquitous, low cost and very simple way to encourage your customers to pay their outstanding invoices in a timely and expedient manner.

Payments via the Internet

Customers can also pay their bills, using their credit card, through a simple to use, secure hosted payment page. No programming required! All you need is a single hyperlink from your website which takes your customers straight to your branded payment page.

SafeBillPay phone and web payment systems are totally integrated making the payment experience simple, consistent and extremely user friendly.

Counter Staff / Back Office Payments

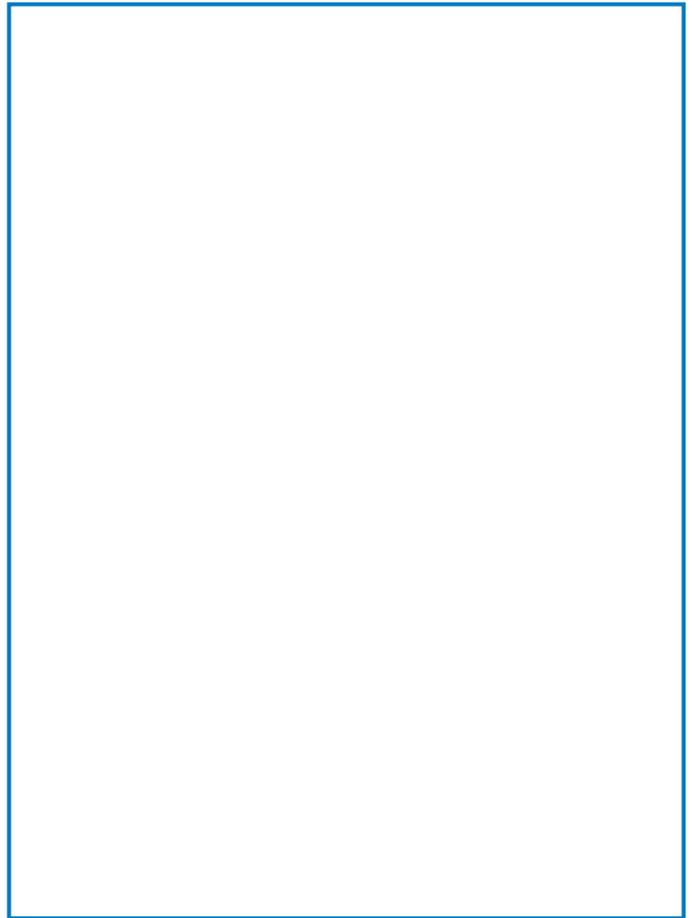
Back-office, call centre or counter staff enjoy the same convenience as a customer by using the web payment page as a desktop office tool for processing payments.

Customise With Your Company Brand/ Image

Customers are greeted with your company name and a customised welcome/goodbye messages on the phone, and even choose a voice talent that matches your organisational image (i.e. bright/bubbly, conservative, straight business). Further customisation is achieved by adding your logo/corporate colours to the hosted payment page.

Immediate Funds Settlement

With SafeBillPay, the payment of outstanding invoices is paid into your company bank account as quickly as it can be processed through the bank system.



Pay My Account Balance

For greater convenience, and improved reconciliation, customers can be informed of their outstanding balance creating a more informative and dynamic experience. Customer account details are uploaded to the payment system as required.

Payment Administration and Reporting

All SafeBillPay customers have secure online access to Dialect's Merchant Administration (MA) – an easy to use, comprehensive reporting and administration application. As SafeBillPay is a complete payment system, MA enables you to print reports, view transactions and perform refunds for all payments completed – whether they occurred by speech, touch-tone (IVR) or web.

An additional report on all transactions and phone call usage is emailed weekly or daily, if required. This report can be easily imported into your existing financial applications making reconciliation over invoicing periods as simple as possible.

Bill Payment Reminder Services

Send your customers a reminder to pay their bills, using either SMS or recorded audio packets.

- SMS up to 160 text characters to your customer's mobile phone.
- Audio packets sends a call to any phone and when answered, a pre-recorded message is played.

Steps To Getting Started...

1. Ring 1300 134 014 or
Fill in the Merchant Registration form at www.dialectsolutions.com
2. Complete service agreement
3. Configure requirements
4. Test payment service
5. Go live

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About Dialect

Dialect translates technology solutions for leading edge payments processing and interactive communication services, into profitable business relationships. With a vision to providing leading telephony and payment services to customers on a global basis, our philosophy is simple: understand the needs of the client, educate them to the possibilities and deliver solutions that meet, and often exceed, their requirements.

Headquartered in Sydney, with international offices and reach, Dialect employs a large team of experienced staff, including consultants, analysts, developers and customer service personnel. Customers include financial institutions, multinational corporations, government organisations, merchants, call-centres, media and marketing agencies. The company has a strong heritage that stretches over 10 years and boasts a global presence and a diverse client base.