SolEx
Suite of Solutions

Customized Invoicing Overview

Delivering a comprehensive easy to understand invoice that puts you in control

Telecommunications is complex and telecommunications invoicing is equally complex. With product charges, reoccurring charges, installation fees, one time events, special incentives, volume discounts, and bundling, along with various rounding methodologies and jurisdictional taxation based not just on product but also on state, telecommunications billing is likely one of the most complex billing arrangements in modern industry. And for a business customer this can present a number of challenges. While understanding outstanding charges and how they have been calculated is one aspect, coding charges appropriately within an accounting system, or accurately rebilling satellite sites or tenants can be a task fraught with opportunities for error. And given that not all businesses account in the same manner, the ability to customize invoices into a format acceptable to each individual customers needs is paramount. Many organizations rely on invoice data for a multitude of reasons, not simply related to accounting and expense control, therefore it is imperative that customers receive accurate invoices they can readily understand and use in order to make necessary business decisions, determinations and payment actions without the need for further investigation.

And this is where the SolEx invoice proactively supports your organization. Developed with the same attention to detail as the products we sell, your invoice has been developed to allow information to be presented in the way you need it, in order to support your business. For instance, if you need one bill which simply consolidates all services for a multitude of sites we can provide that, but if you need each site broken out but all taxes consolidated into one account we can do that also. With the SolEx invoice you get the information you need, presented the way you need it, in order to efficiently run your business.

Customer Empowerment

Providing a customer self-service experience is key to the SolEx billing solution. Easy-to-understand invoices available online 24/7 allow users to view billing details, make payments and determine per location allocations on both a service and taxation basis. The invoice can seamlessly identify:

- One-time charges
- Monthly re-occurring fees
- Bundled products
- Volume discounts
- Varying jurisdictional taxing methodologies
- Credits, back billing and adjustments
- Late Payments and monies overdue
- Renewals
- Surcharges

Parent-Child Relationships

The SolEx billing system is able to support parent-child relationships. If for example, you have multiple service locations (children) but require an invoice that consolidates all locations into a single invoice to a corporate office (parent) then this can be accommodated within the billing and invoicing system. Similarly, if all locations (children) are to be invoiced individually this can also be accommodated. In fact, the billing system is so flexible that it is able to accommodate partial parent and partial child billing even with a zero billing roll-up being provided to the parent for tracking and awareness purposes.

Custom Presentation

Any services (including customer charges you may wish to pass on to clients or tenants) can be added to a customer invoice. Items required to be added can be readily accommodated and invoiced on an individual or ongoing basis with applicable taxation and surcharges applied as necessary.

Additionally messaging, reports (standard or custom), and notifications can be incorporated into the invoice to advise customers of upcoming events or changes. Lead time to incorporating items is typically 5 business days.

Management Information at your Fingertips

Your SolEx invoice has been designed with meticulous detail to provide the information you need to understand both the activity that is occurring within your network but also to understand the manner in which your business is operating

While our invoices detail all outbound and inbound calling, equipment charges and taxes, we also include management reports which provide significant insight into the activities occurring within your business. For example our long distance usage reports can indicate the productively and activity of sales reps, or if you are running advertising campaigns the geographic regions from where calls are originating. Reports included as standard include:

- Summary of current charges
- Regulatory Taxes and Fees
- Itemized charges by location
- All call detail
- By location reports dealing:
  - Location summary of all charges
  - Monthly reoccurring charges
  - Outbound call summary
  - Area code summary by type
  - Outbound daily summary
  - Time of day summary
  - Call duration distribution
  - Frequently called numbers
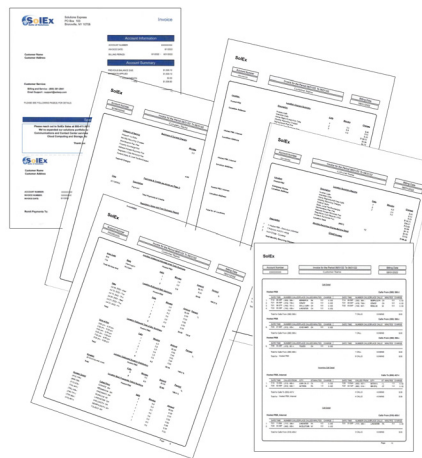
Custom is key

Each customers needs are as unique as their business plans. At SolEx we have specialized engineering resources responsible for recommending the best solutions for your company.

Our dedicated team of Sales Engineers will work with you to utilize your current network before expanding to other options. Our deployments can run from a simple Direct Internet Access (DIA) installation, all the way up to creating a hybrid cloud that ensures that your network never hits the "public" internet. **SolEx can design solutions to optimize our services alongside critical business operations in the following industry sectors**

- Retail
- Education
- Government
- Healthcare
- Finance
- Hospitality

Channel Partners

With sterling quality customer service, client centered solutions and a US based network operations team, SolEx has been providing our channel partners with a route to accelerated revenue growth since 1999. To learn more about becoming an accredited SolEx channel partner and all the advantages we offer, please contact us at **Partner@solexp.com**

Why SolEx

For over 30 years SolEx has been providing best in class, forward thinking solutions to enterprise clients via its 100% partner based distribution channel. Delivering multi-vendor, multi-location customized solutions that meet needs of today and the trends of tomorrow, New York based SolEx is a customer focused, technology-centric private enterprise, serving some of the biggest and most prestigious companies in the USA and around the globe.

Voice & Collaboration   Data & Networking   Security

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