

## Billtrust Announces CustomerCare 8.0

*Billtrust's latest release of CustomerCare makes it easier than ever for Accounts Receivable departments to manage the billing process.*

Jamesburg, NJ ([PRWEB](#)) February 4, 2010 -- Billtrust, the leading provider of [outsourced billing services](#), has announced the release of CustomerCare 8.0. This release features significant enhancements that provide customers with additional tools to drive productivity in the management of the billing process.

Billtrust clients use CustomerCare to respond to billing questions from their customers, accept payments over the phone, and manage customer bill delivery options. This new version makes it easier than ever to quickly find, research and resend multiple copies of invoices and statements.

Today, over 450 businesses are using Billtrust to achieve cost savings via CompleteBilling, Billtrust's end-to-end paper and electronic billing service. CustomerCare is an integral part of CompleteBilling, providing businesses with the tools to efficiently handle billing questions and track the processing and delivery of their bills.

Linda Brown, Accounting Project Manager at Kele Inc, a leading supplier of Building Automation and Physical Security Products stated, "Billtrust has a clear understanding of the market. They have fresh ideas and listen to what we have to say. The enhancements in the latest release of CustomerCare make it easy for us to respond to billing questions."

Billtrust's SaaS (Software as a Service) model allows for easy deployment of new releases, like CustomerCare 8.0, which rolled out in several phases with the final group converted this week. The release involved significant input by Billtrust's customers, with the Billtrust Customer Advisory Council playing a prominent role in prioritizing the enhancements.

According to Mitch Rose, Billtrust's VP of Marketing, "We made a significant R&D investment for this release. The enhancements are based on our own primary research coupled with significant input by our customers. The result is a billing tool for Accounts Receivable departments that is unmatched in the industry."

This new release includes the following key enhancements:

- Advanced research capabilities
- New reports and upgrades to many of the existing reports
- Audit Log to track user activity
- Integration of Invoice Open Balances
- Scorecard to help Billtrust clients maximize savings from Billtrust's services
- Easy download of billing reports
- Ability to customize user privileges
- CompleteMessaging – Ability to easily place targeted messages on invoices and statements

### About Billtrust

Headquartered in Jamesburg, NJ, Billtrust is a leader in outsourced billing solutions. The company's flagship product and service suite, called CompleteBilling, consists of paper, fax, e-mail and online billing ([EBPP](#), [EIPP](#)). In addition, the company provides expert bill design, in-bill marketing services, and an integrated online customer service tool called CustomerCare. These comprehensive tools automate the billing process, enabling businesses to



save money, increase productivity, improve cash flow, and seamlessly migrate to electronic delivery. More than 450 companies nationwide rely on Billtrust for their billing needs. For more information, visit Billtrust online at [www.billtrust.com](http://www.billtrust.com).

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