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-- BILLTRUST PAVES WAY FOR IMPROVED CUSTOMER SERVICE, FASTER RESOLUTION OF BILLING INQUIRIES --

-- ‘CompleteBilling CustomerCare’ Provides Small and Mid-Sized Businesses With Instant Online Access To Real-Time, Consolidated Customer Billing Information --

PRINCETON JUNCTION, NJ, October 8, 2003 – Billtrust, a leading provider of outsourced billing solutions, today announced the availability of a new service that allows businesses to quickly access comprehensive customer billing information without having to sort through and combine data from their various accounting and customer information systems. Instead, businesses can view billing information within moments – even while a customer remains on the telephone – improving customer service, speeding the resolution of billing inquiries, and eliminating the need to call back customers while a representative pieces together their bill.

Called CompleteBilling CustomerCare, the Web-based service provides businesses with a single, regularly updated customer-service-management view of the actual bills sent to their customers. Streamlining the handling of incoming calls, particularly billing issues, is vital to businesses, as they increasingly compete on the quality of service they provide to customers.

“Our customers are demanding flexible, worry-free, and affordable billing solutions that allow them to focus on managing their core business, while better serving their customers,” said Billtrust President Flint A. Lane. “With CompleteBilling CustomerCare, we’re delivering to small and mid-sized businesses powerful, integrated customer service tools that previously were affordable only to large companies with significant IT resources.”

Leveraging a monthly license fee model, the service can be used to manage key aspects of billing customer service, including fast retrieval of actual customer bills, instant printing, faxing and e-mailing of customer bills, and real-time updates to the customer data required for electronic billing. The solution ensures a prompt response to telephone and e-mail billing inquiries, the delivery of consistent, high-quality replacements for discarded or lost bills, and fewer delays as representatives try to recreate bills using multiple back-office systems.

CompleteBilling CustomerCare offers a browser interface, which makes it easy for any service representative to manage, even if he or she does not have in-depth knowledge of billing. With simplified management, and instant access to complete customer billing

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information – including PDF images of each customer’s actual bill – businesses will reduce the time spent on handling billing inquiries.

The Watchung Companies, a 100 year-old home and office distributor of bottled water and refreshments, has experienced significant customer service and productivity increases in its billing department after implementing CompleteBilling CustomerCare over a month ago.

“Our business was built on delivering exceptional service to our customers. CompleteBilling CustomerCare has helped us further enrich our services, and better address our customers’ needs,” said Scott Woods, Vice President at The Watchung Companies, of Lakewood, NJ.

“With CompleteBilling CustomerCare we can access within seconds information that used to take ten minutes or more to track down. The service provides our service representatives with an exact copy of the bill the customer received – meaning, we not only provide information faster, but we also provide it in the way the customer sees it.”

“CompleteBilling CustomerCare is a clear example of how Billtrust enables our customers to optimize business performance, and at the same time improve customer service, lower costs, and tap into emerging electronic-billing technology,” said Lane. “We take pride in assisting market leaders such as The Watchung Companies in improving customer service and their competitive position in their markets through the effective use of our outsourced billing solutions.”

About Billtrust

Headquartered in Princeton Junction, NJ, Billtrust is a leader in outsourced billing solutions. The company’s flagship product and service suite, called CompleteBilling, automates the entire billing process, enabling businesses to save money, increase productivity and service, improve cash flow, and migrate to electronic delivery. Compatible with any accounting package, CompleteBilling is the most feature-rich outsourced billing solution of its kind. For more information on Billtrust, call 609-580-0050 or visit its Web site at www.billtrust.com.

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