

# eBill Notifications



**eBill is more than just an invoice. Discover other business cases and take advantage of the benefits that eBill has to offer. This factsheet explains what notifications are and how they can benefit your company.**

### **What Is a Notification?**

The notification is a business case that has universal usability, which is available to all invoice issuers that are registered with eBill. A notification is used to send a document to the customer. This can be tax-related documents, letters of guarantee, certificates, important documents, statements or cost summaries. Notifications can relate to a particular invoice and can also be used independently; in other words, in particular they can be submitted without an amount. With a notification, the recipient is not required to take any direct action (unlike an invoice that has to be approved or rejected). Documents that are submitted as notifications remain in the eBill mailbox and the corresponding PDF documents are available for users to download.

### **How Can Your Company Benefit from Notifications?**

With notifications, you can give your customers the option to receive not just invoices but also many other documents from you as the invoice issuer digitally via eBill and keep them all in a secure location. This gives you peace of mind that your documents are sent directly to the right person – which saves resources and is good for the environment. Last but not least, this reduces your workload – not just for issuing invoices, but for many other documents as well, which also helps you to cut costs.

Not only this, but from April 2023 the storage duration for PDF documents is increasing on the eBill infrastructure, with all submitted documents remaining stored in your customers' eBill mailboxes for two years, unless they are deleted. This allows your customers to use eBill as a secure storage place for personal documents, letters of guarantee, certificates and so on.

### **The notification:**

View in the eBill portal:



### Examples of Use for Various Sectors



#### **“Welcome to eBill” – start your customer relationship with a notification**

Welcome your customers to the eBill channel and let them know that they will be receiving invoices and other documents from you via eBill going forward. In the notification, you can also inform the invoice recipients that the registration process was successful and the invoice will be sent via eBill in the future. Likewise, once a successful match has been found via the “Look-up” function, you can also send a notification to inform your customers about the switch to eBill.



#### **Insurance companies**

As an insurance company, the notification gives you an ideal way of sending specific documents like statements and annual cost summaries to your customers via a secure channel.



#### **Health sector**

If the statement is going to the relevant service provider, such as the medical insurance company, the notification provides the option to send the copy of the invoice directly to the eBill mailbox of the service recipient; it is not sent separately by mail, which in turn saves paper and money.



#### **Retail: offers, letters of guarantee or certificates**

The notification can also be used to transfer documents like offers, letters of guarantee or certificates to your customers. The notification gives you and your customers a secure channel that also allows for documents to be stored securely for an extended period of time.



#### **Non-profit organizations: tax statement for donations**

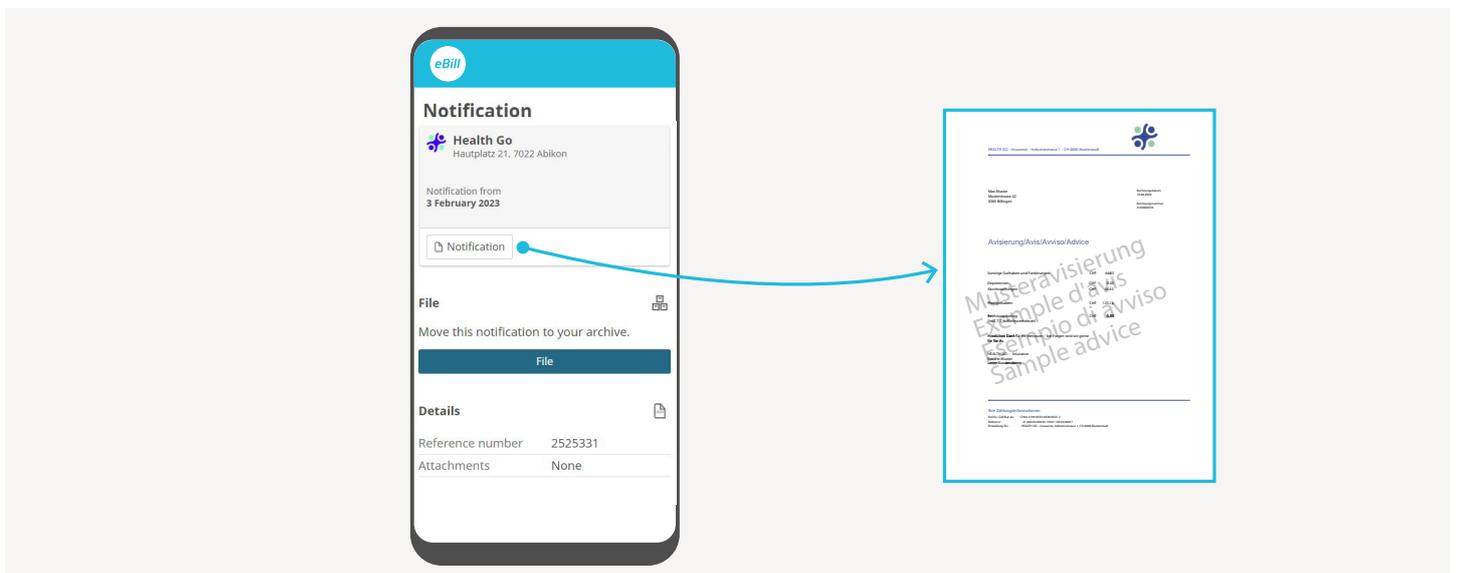
As a non-profit organization, eBill gives you a variety of options, not just for donation requests but for all other business cases as well. Use the notification to pass on proof of donation to donors, for example.



#### **Credit card companies**

With the notification, your customers can receive a detailed list of their credit card transactions – irrespective of the payment channel used to pay the invoice.

### Example of a notification:



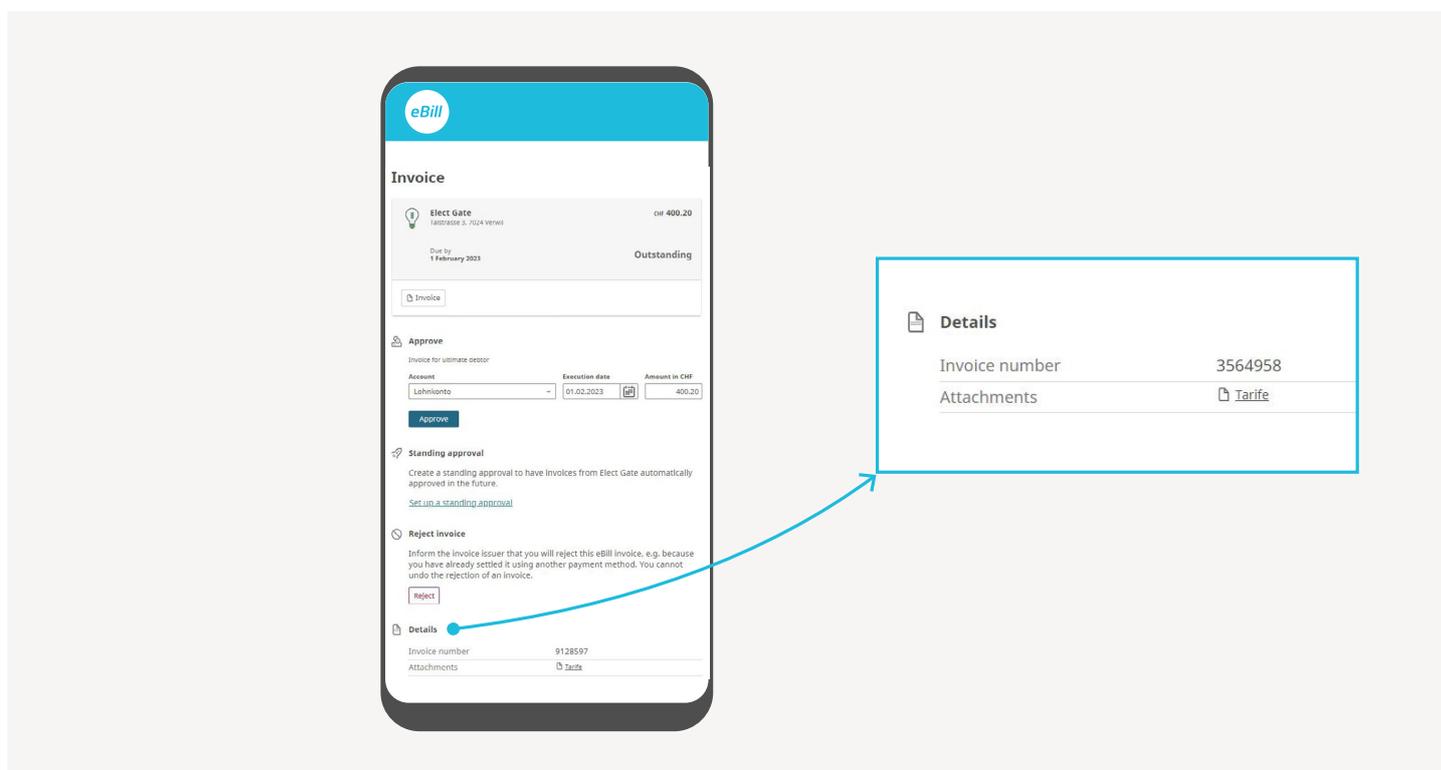
### Send Notifications Via eBill Now

Would you like to send notifications to your customers via eBill. The network partner will advise and assist you with setting up the necessary processes.

### Notification Delimitation: the eBill Attachements

Would you like to send additional information to your clientele in addition to the invoice? Just use the "Attachements" option, which you can use for every invoice in eBill.

### The attachement of an invoice:



Find out  
more at  
[eBill.ch](https://www.eBill.ch)\*



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