

# BillingPlatform Innovation Lab

## Customer Self-Service Console



Give Customers Total Control Over Their Service Experience

With this powerful suite of self-service tools give your customers the freedom to manage their existing subscriptions and purchase more, without ever having to contact you.

- Avoid churn by giving customers alternatives like Pause and Restart
- Make it easy to Upgrade or Downgrade Services
- Easily setup and publish promotions that customers can purchase with the click of a button
- Let customers view Analytics and insights about their Product usage and Spending trends

ACCOUNT OVERVIEW INFO CENTER Brian Dingman

CURRENT BALANCE: \$3,180.00

NEXT PAYMENT: \$2,900.00 DUE DATE: 16/07/20

BILLING ADDRESS: 123 E Main St. Denver, CO 80112, USA

Current Subscriptions

SERVICE	START DATE	RENEWAL DATE	SERVICE OPTIONS
Bronze Subscription	2020-08-01	2020-10-31	Upgrade Resume
Cloud Lock Professional	2016-02-01	Perpetual	Pause
Cloud Conferencing	2017-01-01	Perpetual	Resume

Current Offers

- Cloud Intelligence Center 49.99USD  
Get control over your high volume Data processes with the Cloud Intelligence Center. [Purchase](#)
- Cloud Connection Builder 25.95USD  
Easily create Connections directly from CloudData to report on specific fields, aggregate results, add filters, and more. [Purchase](#)

Transaction History

INVOICES PAYMENTS ANALYTICS

Monthly Spend

Product Utilization

- Cloud Conferencing
- Cloud Lock Professional
- Bronze Subscription
- Billing Intelligence Center
- MailChimp
- Virtual Bridge

Give your customers more than basic invoice display and payment options in your customer billing portal.

Design the Customer Self-Service Dashboard with the capabilities that make sense for your business with options for upgrades, downgrades, pause and restart, analytics and offers, all based on the simple configurations you define.

Bring the customer experience to life with configurable product and video content.

Extend your knowledge base and self-help capabilities with fully configurable, multi-media content libraries that you can develop and easily publish with simple and powerful setup tools.

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FAQs

Where do I send my payment?

Payment instructions, including banking details and remittance advice mailbox information, are located on all UL invoices. Check payments: Please list the invoice numbers being paid on the remittance stub Electronic funds transfers including ACHs, IBANs, wires, online bill payments and credit card payments: Please send the invoice numbers being paid on the remittance advice mailbox on your invoice

How can I get a copy of an invoice?

You can download invoices from the portal. If you don't see your invoice there, send your request to our Customer Experience Center at [CEC@bul.com](mailto:CEC@bul.com) or call 1-877-UL-HELPS (1-877-854-3577) to speak with a customer service professional. Customers located outside of North America, please click here to locate the appropriate regional contacts.

How do I log in to the Billing Center?

The Billing Center is an online self-service portal where the billing contact for an account can log in and manage the payment and billing information for the account's GoToWebinar subscription plan.

Invoicing Videos

Understanding My Bill [Watch](#)

This video will walk you through the sections of your Cloud Data Invoice to help you better understand your charges, usage and fees.

Understanding your Mobile Bill [Watch](#)

Learn the different aspects and sections of your Mobile invoice and what each section and charge means to be a better understanding of the value we provide.

Vodacom Self Service | Understanding Your Invoice [Watch](#)

Learn your invoice structure and how to get the most out of your invoice. As a valued customer, we want you to feel comfortable with the charges for the valuable services we provide.

Product Activation Videos

Activating My Cloud Data Gold Package [Watch](#)

This video will assist understanding the Cloud Data Activation Process

How to activate pre-installed Office Home & Student on Windows PC [Watch](#)

This video shows you step by step, how to activate pre-installed Office Home & Student on Windows PC

How to Install, Activate, Recover & Update Waves Plugins [Watch](#)

This video walks you through how to Install, Activate, Recover & Update Waves Plugins

Give your customers Total Control over their service experience with the **Customer Self-Service Console from BillingPlatform**

Learn more about BillingPlatform's Innovation Lab: [www.billingplatform.com](http://www.billingplatform.com) or contact us [innovation-lab@billingplatform.com](mailto:innovation-lab@billingplatform.com)

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