



BP Pay[®] Frequently Asked Questions (FAQ)

1. What is BP Pay, and how does it differ from third-party payment gateways?

BP Pay is BillingPlatform's native payment gateway, fully embedded within the platform. Unlike third-party gateways, BP Pay eliminates the need for external connectors, reducing complexity and streamlining operations. This seamless solution ensures faster implementation, centralized compliance, and unified reporting for both billing and payments.

2. Who is BP Pay designed for?

BP Pay is ideal for businesses looking to unify their billing and payment processes, reduce operational costs, and enhance the customer experience. It's particularly suited for enterprises that value end-to-end automation and want to avoid the challenges of managing multiple systems or third-party integrations.

3. How does BP Pay help businesses save money?

BP Pay customers reduce reliance on costly third-party gateways and eliminate the need for custom coding or external connectors. They also benefit from streamlined issue resolution with single-vendor support, saving time and resources.

4. Is BP Pay PCI DSS compliant?

Yes, BP Pay is fully PCI DSS compliant. The platform centralizes compliance management, alleviating the burden of maintaining separate payment compliance processes and ensuring data security.

5. What level of automation does BP Pay provide?

BP Pay delivers end-to-end automation, enabling businesses to process payments, manage billing, and generate reports within a single workflow. This reduces manual intervention, minimizes errors, and accelerates overall operations.

6. Can BP Pay handle different payment methods and currencies?

Yes, BP Pay supports multiple payment methods, including credit cards and ACH, as well as various currencies to meet the needs of global businesses.

7. How does BP Pay enhance the customer experience?

BP Pay ensures reliable performance, minimizing disruptions during payment processing. Its seamless payment management within BillingPlatform provides customers with a smoother, more intuitive experience, from invoicing to payment confirmation.

8. What kind of reporting capabilities does BP Pay offer?

BP Pay's reporting capabilities provide unified audit trails for billing and payments. This simplifies record-keeping, enhances regulatory compliance, and delivers actionable insights into financial performance. In addition, BP Pay includes unique, out-of-the-box reports, including transaction summary, 12-month rolling summary, risk performance, payouts, and chargebacks. These reports provide valuable insights into your payment operations.

9. What support is available for BP Pay?

BillingPlatform offers single-vendor support for both billing and payments, simplifying issue resolution and system maintenance. Additionally, regular updates ensure that BP Pay remains aligned with the latest industry standards and customer needs.

10. How quickly can BP Pay be implemented?

BP Pay is designed for fast implementation, with minimal setup time and no need for custom coding. Its native functionality ensures businesses can quickly transition to a unified billing and payments solution.

11. How does BP Pay compare to competitors in the market?

BP Pay was designed as a core part of BillingPlatform for a frictionless payment experience. BP Pay offers centralized compliance management and robust reporting features. Unlike many competitors, BP Pay provides a single-vendor solution that reduces complexity and enhances operational efficiency.