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# Exploring the Paper Bill's Role in the Bill Payment and Presentment Process

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## Exploring the Paper Bill's Role in the Bill Payment and Presentment Process

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### Abstract

This study is aimed at providing an improved explanation of the role and meaning of the paper bill when the apparent function of the paper bill can be replicated by the electronic bill payment and presentment system. While Actor Network Theory has been applied to other electronic systems and processes, this research is the one of the first to apply it to the paper bill and to reconceptualize the paper bill as an actor in the bill payment and presentment process.

**Keywords:** Actor Network Theory, Electronic Bill Payment and Presentment, Distrust

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