



# CrossPoint Billing Suite

*Powerful Billing Solution*

The Power of  
Right Decisions



## About Us

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ATS, Inc. has been providing billing services to telecom providers for over 18 years. Our experience has produced a complete and affordable convergent billing solution to help you ensure customer retention and billing accuracy.

By selecting ATS to be your billing provider, you add our experience to your team.

## CrossPoint Solutions

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**CrossPoint In-House Billing** is designed to grow with you. The success of your company depends on your ability to bill your customers accurately and quickly. The system is designed to ensure that billing errors are caught prior to the customer receiving the invoice.

**CrossPoint Outsource Billing** gives you an instant billing staff. We provide you with the tools necessary to maintain your customers then you let us worry about the billing process.

**CrossPoint CABS System** provides billing to interexchange carriers for long distance access minutes. Choose to have a carrier receive either the invoice electronically or paper bill. Easy to use interface is provided to maintain payments and carrier account details.

**CrossPoint CRM** is a critical piece to any growing business. Your customers depend on you to maintain their account accurately. This solution provides you with the tools necessary to ensure customer satisfaction.

**CrossPoint Agent Access** is web enabled to give your agents the ability to maintain their accounts. Agents can view their customers, request changes, print reports, track orders and trouble tickets without having to depend on you.

**CrossPoint E-Bill** puts the invoices on-line for customers to view the same day that the billing is complete. You can email a notice to your customers encouraging them to view and pay their bills with just a few mouse clicks.

ATS, Inc.  
3192 Winchester Avenue  
Martinsburg, WV 25401  
304.264.8502  
[www.atsbilling.com](http://www.atsbilling.com)



**GIVE CUSTOMERS THE  
SERVICES THEY DEMAND**

## **CrossPoint In-House Billing System**

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CrossPoint In-House Billing System offers a comprehensive solution for handling the needs of facilities-based, wholesale, resale and convergent communication companies who are providing local, long distance, wireless, UNE-L, VoIP and cable services. CrossPoint gives businesses the ability to increase revenue by offering a wide range of services to your customers.

CrossPoint's built-in taxing system handles the complex issues that are associated with telecom services. These tables are updated monthly to give you the most recent taxing information.

This reliable billing engine provides fast processing and turn around speeds that enables you to get the invoices in your customers hands and maintain your revenue flow. CrossPoint can process hundreds of call data formats and provides multiple management reports prior to, during and after the billing process to help eliminate billing errors.

The CrossPoint In-House Billing System is scalable to fit the needs any size provider and works seamlessly with all the members of the CrossPoint family.

## **CrossPoint Outsource Billing System**

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CrossPoint Outsource Billing Solution is offered through ATS, Inc. You maintain your customers through CrossPoint CRM and send the data to be processed and invoices and management reports to be produced.

Taxation is provided as part of the billing process with produces reports and data files that can be submit to a tax-filing provider.

ATS, Inc. offers a billing solution for handling the needs of facilities-based, wholesale, resale and convergent communication companies who are providing local, long distance, wireless, UNE-L, VoIP and cable services.

ATS, Inc. has been providing billing services to communication companies for over 18 years and prides itself on billing accuracy and fast turn around speeds.

By using ATS, Inc. as your billing source you instantly add our years of expertise to your team.

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STAND OUT  
IN THE CROWN

## CrossPoint CABS

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Carrier Access Billing is the mechanism for compensation to the local carrier who uses its network to originate or terminate interexchange carrier traffic. This can generate 30 to 70 percent of a local carrier's total revenue.

Some Features of the CrossPoint CABS Solution are:

- Flexible rating structures
- Integrated Accounts Receivable
- Invoices can be printed or delivered via Email
- Local calls verification and removed prior to billing to reduce carrier disputes
- Easy to use and maintain
- Automatic addition of new carriers to system

## CrossPoint E-Bill

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CrossPoint E-Bill gives your customers the ability to view, pay and print their invoices online the same day billing is processed. You can also provide your customers with custom reports, the ability to download call records and make changes to their account.

E-Bill is integrated with the entire CrossPoint Family of solutions. This electronic bill presentment and payment (EBPP) application offers service providers the ability to lower printing and production cost. Payment turnaround can be increased by use of online credit cards, debit cards and electronic checks.

As monthly invoices are generated, businesses and individuals signed up for E-Bill will receive an electronic notice that their invoice is ready to view.

A custom module can be added that will allow new customers to sign up for service and current customers to add or remove features from their account.

This solution is available in an ASP environment and includes customized features to accommodate corporate branding efforts with logos, colors and fonts.

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GIVE CSRs  
THE TOOLS  
THEY NEED

## CrossPoint CRM

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Maintaining your customer accounts accurately is critical to customer satisfaction. CrossPoint Customer Relationship Management Solution provides you with the tools necessary for customer retention. When a customer care call comes in, a representative can access the current details from one screen, eliminating the needs to switch between multiple screens. They can drill down to see additional details of an account or create requests with just a click of a button.

CrossPoint CRM interfaces with the billing system to give your customer service representatives' immediate access to billing data. They can view billed calls, invoices, credits and charges immediately after the billing cycle.

CrossPoint CRM has built in error checking so problems are addressed at the time of entry. This helps to eliminate the error checking process of the billing system.

## CrossPoint Agent Access

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A web-enabled solution to give your agents the ability to maintain their accounts. Agents can view, request changes, print reports, track orders and trouble tickets without having to depend on you.

Agents can create proposals using their assigned rate products to show a prospective client what the savings will be when they switch to your service. They can even save, modify and print a proposal.

Agents also have access to the following:

- Call Detail Export
- Invoice Payment History
- Dropped Usage Reporting
- Dropped Customer Reports
- Customer Request History
- Commission Reports
- Customers in Collections Report

*Agent Access can be customized to include additional features. Contact us to discuss your needs.*

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