

Total Billing Solution

Manage your contact center more efficiently and profitably

Key Features

- Robust accounting
- Multi-office, multi-cycle
- Flexible recurring & usage billing
- Statistics interface
- Payment entry
- Invoicing & delivery
- Dynamic reporting
- Letter generation

Key Benefits

- Improve cash flow
- Improve bottom line
- Unparalleled support
- Maintain database for minimal IT costs

More than just a billing system, the Total Billing Solution (TBS) is packed with features that enable you to manage your contact center more efficiently and profitably than ever before. With millions of bills produced and a corporate track record of more than 30 years, TBS provides the critical data you need to manage your business. The system can produce dozens of standard & unlimited custom reports, and enables you to view or deliver invoices at the touch of a button.



Strong Accounting

TBS is an open-invoice Accounts Receivable system that includes the ability to import data to general ledger software, like QuickBooks. Its flexible payment terms provide users with improved control over collections. It also supports both multiple offices and multiple billing cycles. Data from multiple offices can be centralized and processed from one database.

Interfaces with All TAS Systems

Import, manipulate, and archive usage statistics from most call center equipment with Total Billing Solution. In fact, TBS has the ability to interface with any TAS platform and/or third-party system, like an independent voicemail system, to provide statistical data. This built-in flexibility is especially useful for billing and reporting purposes. TBS integrates account information, contact history, profitability, and financials to provide owners, managers, and staff with greater insight into their contact center.

Automated & Flexible Payment Options

Automate payment entry and process credit cards with confidence using our PCI-compliant, Authorize.Net interface. Automated payment entry is also available via ACH payments and Retail Lockbox.

“We’ve found Total Billing Solution to be extremely solid and reliable for our call centers. Ambs Call Center has used Startel’s Total Billing Solution since it was first introduced to the market. We are excited for the addition of online bill pay and for clients to have access to usage, invoices and statements online.”

Aaron Boatin
President, Ambs Call Center

Products/Features

Benefits

Robust Accounting	Open invoice accounting system that includes the ability to import data to general ledger systems. Accounting cycle is independent of billing cycle and flexible term codes allow for tighter collections.
Multi-Office, Multi-Cycle	TBS supports the ability to maintain separate office identities. This is particularly useful in the event of an acquisition, or when billing needs to remain separate. TBS also supports multiple billing cycles, enabling users to mix billing cycles to even out cash flow.
Flexible Recurring & Usage Billing	Annual, quarterly, holidays, or any other periodic charge can be automatically generated. For centers requiring tax assessment, an unlimited number of tax codes can be configured, with up to four taxes applied to any individual transaction.
Statistics Interface	Scripted statistics application that supports all TAS and Voice Mail platforms. Custom interfaces to specialized statistical data sources are also available.
Payment Entry	Automate data entry and process credit cards with confidence using our PCI-compliant, Authorize.Net interface. Automated entry is also available via Retail Lockbox and ACH payments.
Invoicing & Delivery	The layout of each invoice can be easily customized to a client’s brand or multiple offices. Invoices can be viewed, printed, and/or mailed, as well as set up for automatic electronic delivery.
Dynamic Reporting	Dozens of standard billing reports are available, as well as unlimited custom reports.
Letter Generation	Use this feature to draft a general customer service or collections letter to a client. Letters can be printed and mailed, or sent electronically via email or fax.

To find out how TBS can benefit your organization, or for pricing, contact us at Sales@Startel.com or 800.782.7835.



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About Startel

Startel is a leading provider of unified communications, business process automation, and performance management solutions and services. Since its founding in 1980, Startel has established a loyal customer base from a variety of industries, including contact centers, education, government, healthcare, insurance, telephone answering service and utilities. Startel leverages its unique solutions and industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues.

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