

# Independent Bureau Billing

Our bureau billing service provides a cost effective way for resellers to enjoy the benefits of an award-winning billing platform, managed by an experienced and knowledgeable billing team.

Avoiding the need to dedicate precious time to understand the platform and to manage the monthly billing process, our bureau service will enable you to focus on building your business, safe in the knowledge that a professional team is looking after your billing.

Whilst referring to you for decisions of a commercial nature, we take advantage of the full-feature set of the Eclipse NG billing platform, maximising margins and increasing customer satisfaction as well as ensuring timely and accurate billing.

## How does it work?

With our bureau billing service, your staff have access to view, add or amend customer information, such as CLI's, lines, products and services and to review previous billing information.

The intricacies are all managed by us, leaving you to run your business, while we manage the billing. With our bureau billing service you are not reliant on a single employee being in control of one of the most critical elements of any telecoms resale business. We guarantee that at least two members of our experienced billing team will fully understand your billing requirements.

## Key Benefits

- ✓ Freedom to choose your own suppliers - all suppliers/ carriers supported
- ✓ Simple, easy set-up
- ✓ User-friendly, online platform with wizards to quickly add information
- ✓ No reliance on a single person - access to a dedicated & experienced team of billing professionals
- ✓ No need to employ additional resource or detract from existing responsibilities
- ✓ We take care of tariff set-up and rating options
- ✓ Support for billing queries and reporting and advice on potential margin improvements
- ✓ Easy to transfer to self-managed billing when the time is right

## What you do

## What we do

### Initial Set-Up

Complete set-up forms

Attend online training sessions where you will choose your invoice style and the level of information you want to provide to customers

Add customer accounts and CLIs and pick tariffs

Set up your billing platform

Provide guidance notes and remote training on the Eclipse NG software

Set up tariffs and rating options (although you can do this if you'd prefer)

Obtain call & rental files and ensure they can be imported

Set up your branded bill style and Enlighten portal (if required)

Document the process of your bill run ensuring all intricacies are recorded. If you choose to move to self-managed billing in the future we will provide this to make the transition easier for you.

## What you do

## What we do

### The Bill Run

Respond to any queries raised by us

Approve reports and sign off bills

Create a support ticket to capture two-way progress

Obtain and import call & rental files from your suppliers

Check any errors and make corrections including removing duplicate calls

Send queries to you - such as calls you have been charged for, but have not been set-up against a customer. This ensures you are not missing out on revenue

Generate bills and check they include all the required information and are well presented

Send all bills to you for approval via a single PDF, along with a range of standard P&L reports highlighting any potential areas of concern

Send out PDF bills by email - from your chosen email address

Upload bills to Enlighten (if required)

Create an archive providing the ability for you to view, download or print past bills from Eclipse

Send over Direct Debit and/or accountancy files for you to upload to your systems. Please note that we do not collect Direct Debits on your behalf

## To find out more

Please contact us to find out more about how our Bureau Billing service can support your business

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