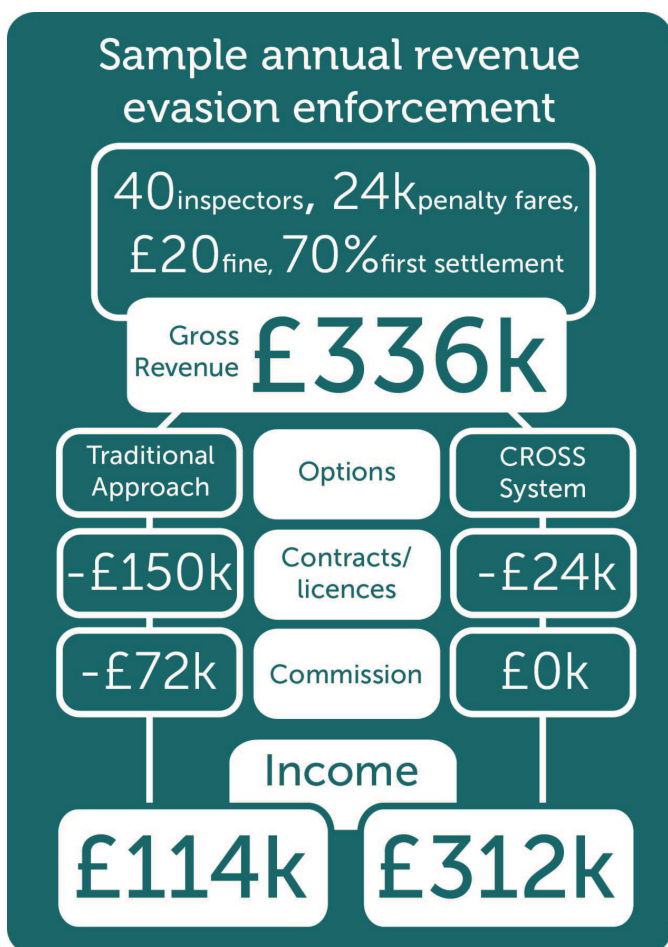


Whether your priority is customer service or revenue generation, Cross is an efficient and easy-to-use revenue recovery system designed to meet the needs of public transport operators worldwide.

Hit targets & increase revenue

Developed in partnership with the industry, Cross can save transport operators vital time, trouble and money by streamlining its methods of tracking and prosecuting fare dodgers.

As well as recording all standard fares issued, the Cross system manages the whole process of securing fare payment by automating standard letters, appeals, payments and prosecutions. The system is also a vital tool in gathering intelligence for future resource planning and in staff evaluations.



Efficient, easy-to-use revenue recovery software

Clear Cross

OfficeCross

OfficeCross is the backbone of the fare recovery system. All offenders along with a complete history of all their offences are centrally recorded in a Microsoft SQL database. New offenders and offences can be entered through both the OfficeCross and the PocketCross systems. Payments received are stored against each penalty fare including instalment payments if used. There is also built in functionality for handling appeals and recording their outcome. There are a large number of intelligence and analysis reports built into Cross to provide valuable management information.

PocketCross

PocketCross is the PDA version of Cross to work alongside the main office based system. Inspectors can use PocketCross to check for previous offences and validate addresses real-time when dealing with a possible offender. They can record the penalty fares directly onto their PDA with an option of printing the penalty fare notice out if required.



Samples of PocketCross touch screen interface

“Cross moved processing fare evaders into the 21st century by providing a seamless action from detection to collection, this improved our bottom line and provided a tool to track our revenue protection strategy.”

Mike Mabey - Head of passenger service
Manchester Metrolink

The penalty fares are sent to the main office database system in real-time throughout the day along with electronic waybill information. This ensures that the office based data is always kept up to date.

Key Benefits

- Substantially increased revenues
- Reduced passenger processing time
- Improved effectiveness of name and address checking
- Increased staff productivity
- Reduced customer services workload

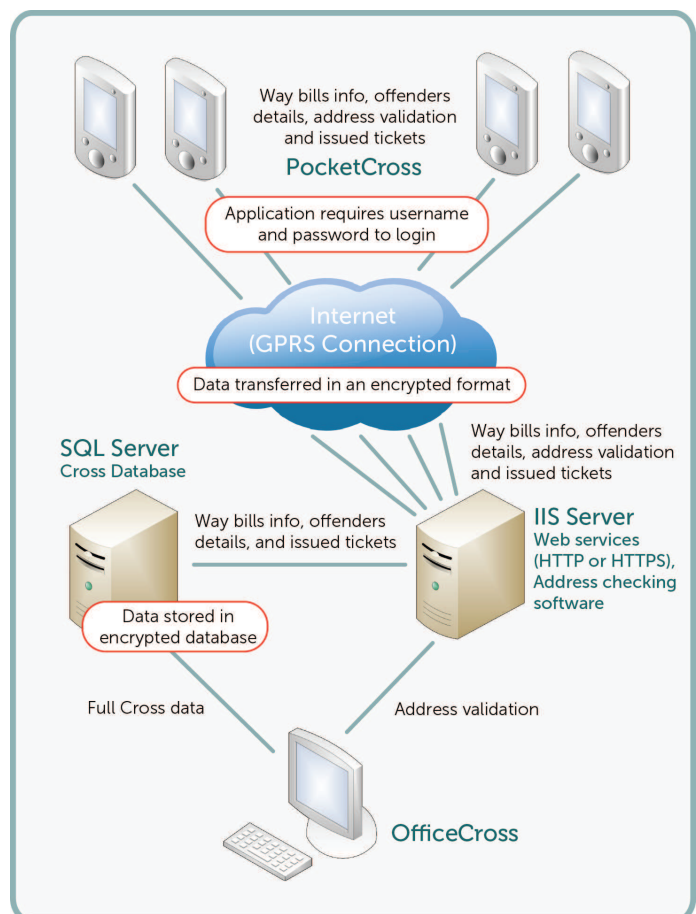
Key Features - OfficeCross

- Records all offenders details
- Validates addresses - using address checking software
- Records all penalty fares issued
- Tracks full life cycle of penalty fare– including ticket status, payments received, instalments, appeals and full contact history
- Automatic standard letters
- Automatic 'First' and 'Second' letters to chase the payment of the fines
- Automatic prosecution reports

- Intelligence and analysis reports providing valuable management information
- Ability to record standard and excess fares
- Local byelaws can be incorporated if required

Key Features - PocketCross

- Checks for previous offenders and offences in real-time linking directly to the OfficeCross database
- Validates addresses - using address checking software
- Records waybill information
- Penalty fares are automatically transferred back to the OfficeCross database real-time
- Automatic system and maintenance updates triggered from OfficeCross
- All data stored in encrypted database
- All data transferred in an encrypted format
- Application requires username and password to login



For more information please
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