Clear

Clear Cross

A powerful revenue recovery system

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Clear Cross is an efficient and easy-to-use revenue recovery system, built to help transport operators with the job of processing offences and prosecuting fare evaders.

Developed in partnership with the industry, Clear Cross saves transport operators vital time, trouble and money by streamlining its methods of recording and prosecuting fare evaders. As well as recording all standard fares issued, Clear Cross 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.
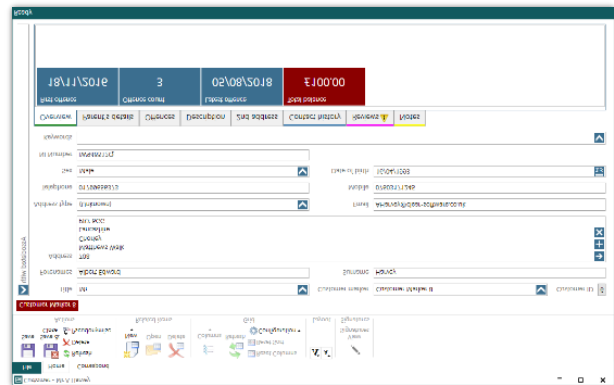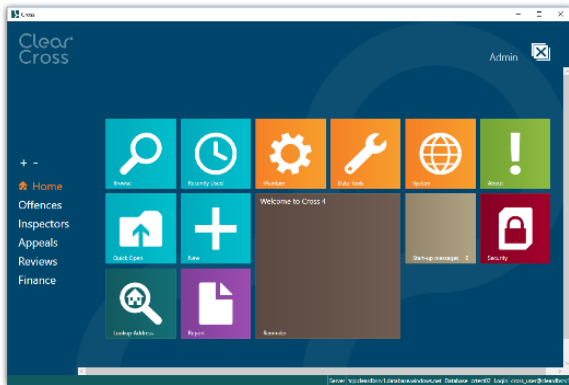
Whether your priority is customer service or revenue generation, Clear Cross is an efficient and easy-to-use revenue recovery system designed to meet the needs of public transport operators worldwide.

Clear Cross consists of two separate applications, OfficeCross and PocketCross, that have been designed to work cohesively together.

OfficeCross is the backbone of the fare recovery system. All offenders, along with a complete history of all their offences, are centrally stored in a Microsoft SQL database and accessed via a purpose-built desktop application. A wide range of intelligence and analysis reports as well as report driven dashboards are built into OfficeCross to provide valuable management information.

PocketCross is the handheld, Android based application designed to work alongside the OfficeCross system. Inspectors can use PocketCross to check for previous offences and validate addresses in real-time when dealing with a possible offender. Penalty fares are recorded directly into PocketCross which are then automatically transferred back to the OfficeCross system ensuring that central records are always up to date.

OfficeCross

OfficeCross is the office-based application used to collate and process all the offences recorded. From receiving the offence details, OfficeCross is used to process each offence through to either completion or withdrawal.

Processing offences can include recording appeals, storing payments received, contacting the customers via email or letters, planning reviews and recording contact history.

There are a large number of intelligence and analysis reports built into OfficeCross to provide valuable management information.

Key Features of OfficeCross

Record all offenders' details and all offences
OfficeCross can be used to manually record details of offenders and offences.

Validate addresses
OfficeCross can integrate with a number of different online PAF systems to help with address validation.

Tracks full life cycle of penalty fare
This includes payments received, instalments, appeals, reviews and full contact history.
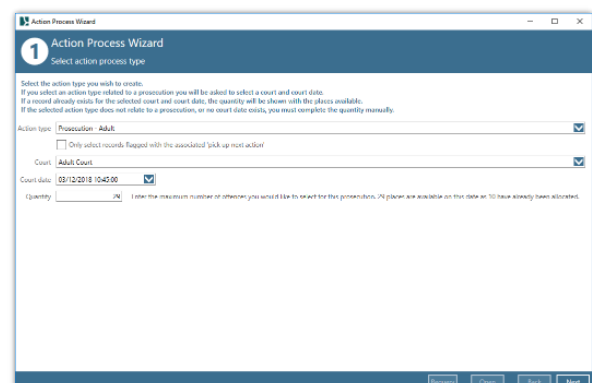
Reports
OfficeCross offers an extensive set of built-in financial, intelligence and management reports. OfficeCross' built-in grid report functionality allows users to create their own reports.

Action process wizard
The action process wizard helps users to run configurable actions against batches of offences based on stored criteria, such as automatic letters or prosecution runs.

Local byelaws incorporation
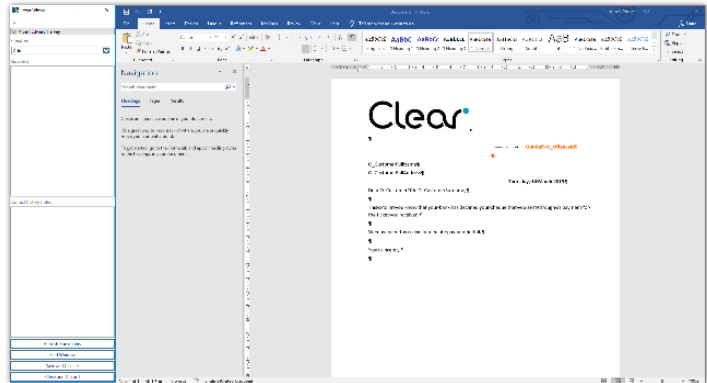The system can be customised to incorporate local byelaws if required.

Comprehensive contact history

A complete contact history is maintained for each offence, which can be updated each time a new communication is sent or received.

Unlimited customisable standard letters and emails

OfficeCross includes the ability to create and use standard letter and email templates, which can be tailored to suit any circumstances to ensure that communications are 'in brand' and have the correct tone. Digital signatures can be stored in OfficeCross and used within the letter templates. Cover sheet templates can be used as a means of providing information stored against a person. This is particularly useful when providing information requested as a result of a Subject Access Request.

Microsoft Office integration

OfficeCross seamlessly interacts with Microsoft Word and Microsoft Outlook for both the standard letter and email functionality.

Browsers

A number of built-in browsers allow users to view and interrogate various types of revenue recovery administration data. Browser summary functionality enables users to group, total and pivot the data shown in the browser in a quick and easy way.

Reviews

Multiple reviews can be stored against each offence to act as reminders to carry out future tasks and checks. You can also mark reviews as critical if required.
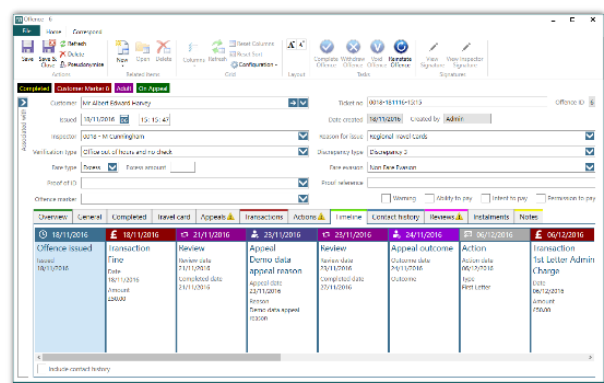
Waybills

Waybills entered through PocketCross by the inspectors can be viewed through the built-in waybill browser. The information collected can also be analysed and reviewed through the built-in waybill reports.

Timeline

A graphical timeline view is available which shows the progress of the administration of each offence including key milestones in the past, such as date of issue and payments received, and important dates in the future, such as forthcoming reviews.

Appeals

Appeals can be recorded against an offence and once an outcome is decided, this can be recorded as well. If your organisation has multiple levels of appeals, then OfficeCross can be configured to work that way and it will keep track of which level of appeals each offence is at. An appeals browser makes it easy to monitor outstanding appeals.
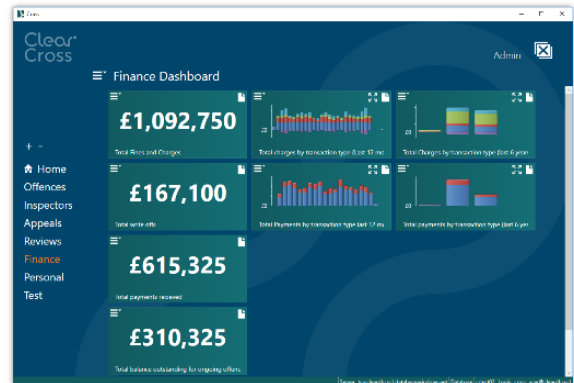
Info headers

Info headers are displayed to quickly draw your attention to important information such as outstanding reviews, appeal status and if completed.

Dashboards

Multiple dashboards can be created within OfficeCross for each user. Each dashboard can contain numerous tiles containing a graph or grid showing data based on any of the extensive set of reports OfficeCross has built in.

Shortcuts

OfficeCross has been designed to provide shortcuts to access functionality and data quickly. These shortcuts include Quick Open, Recently Used and adding favourite browsers and reports to the home screen.

Wizards

A number of easy to follow wizards are included for specific processes. These include running action processes, merging offences, creating letters and sending and importing emails.
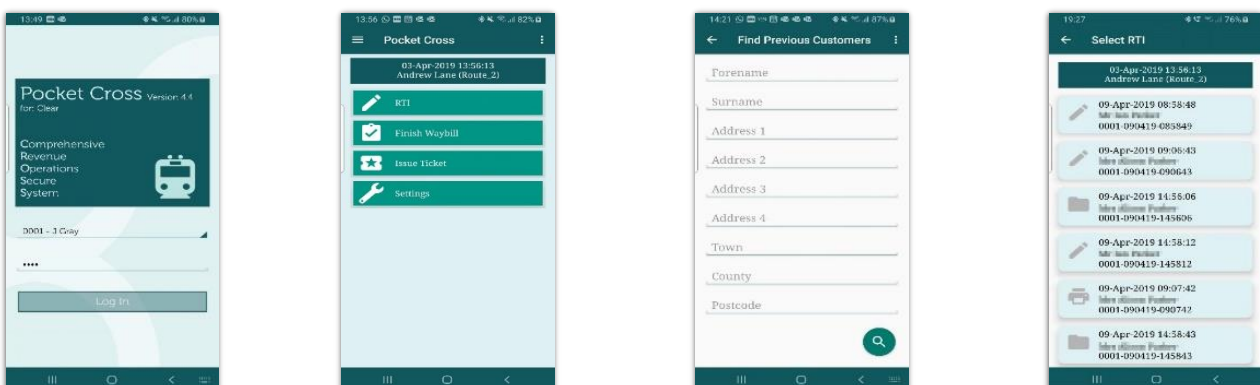
Scanning

Scanned documents are easily saved within OfficeCross via the built-in Scan Document Wizard which has built-in duplex support and other configuration.

Data anonymisation

OfficeCross has built in functionality to anonymise customer data and their related offences. This can be carried out for individual customer records or run as a batch on older, completed offences.

PocketCross

PocketCross is the mobile version of Cross working on an Android device which functions 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 device with an option of printing the penalty fare notice out if required.

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 Features of PocketCross

Record offenders' details and all offences
Records relevant personal data of the offender along with details of the offence.

Validate addresses
PocketCross can integrate with a number of different online PAF systems to help verify address details provided by offenders.

Real-time transfers with OfficeCross
Data from PocketCross is automatically transferred in real-time to the OfficeCross system to ensure data integrity between the two systems. The same links can be used to check for previous offenders and offences from within PocketCross, searching through the entire office-based database.

Automatic updates
Automatic maintenance updates are triggered and controlled from within OfficeCross.

Security
PocketCross requires a username and password for access. All data is secured and transferred in an encrypted format.

Event and travel ticket printing
PocketCross can additionally create and print tickets for travel and special events, ideal if station ticket machines are especially under strain.

Paid on the spots
If the inspectors have the ability to take payments, then PocketCross can be used to record this information as a paid on the spot offence.

Waybills
Waybill information can be recorded in PocketCross allowing inspectors to record their individual activities carried out during the day. Counters can be used to keep count of special totals during each waybill, such as tickets checked or ejected customers.

Key Benefits of Clear Cross

Increased revenue
By hitting targets, increasing the likelihood of fines being paid and reducing passenger processing time, income streams can be increased. Additionally, automatic standard letters and emails can help to further increase the likelihood of successful settlement of offences.

Improved efficiency of name and address checking
When integrated with an online PAF system for validating addresses as well as checking against previous offences, Cross is able to validate the offenders address ensuring that the

inspector has the best possible chance of receiving accurate information. This also increases staff productivity as passenger processing time can be greatly reduced.

Real-time OfficeCross and PocketCross links
PocketCross links to the OfficeCross database and checks for previous offenders and offences in real-time. Additionally, offences and waybill information are automatically transferred back to the OfficeCross database in real-time too.

Data analysis
The many built in customisable reports and browsers can be used as tools to provide in depth data analysis in order to spot trends and identify ways to improve fare recovery.

Reduce customer services workload
By automating various processes including letter creation and action processes to chase fines, prosecution reports and payment recording, staff are left with more time to perform additional tasks.

Sample Annual Revenue Evasion Enforcement

The following gives an example of possible costs and income generated comparing using a traditional third-party approach to revenue recovery compared to using the Clear Cross system.

40 inspectors • 24k penalty fares • £20 fine • 70% settlement	Gross Revenue £336k	Traditional Approach	-£150k	-£72k	£114k
		Options	Contracts/ licence	Commission to pay	Income
		Clear Cross System	-£28k	£0k	£308k

Contact Us

At Clear we specialise in the design, production & installation of reliable, cost effective, Microsoft based software. Whatever your needs, you'll find our experienced team has the expertise to develop an innovative bespoke solution and provide high quality technical support after installation. Don't hesitate to contact us.

Email	info@clear-software.co.uk
Call	+44 (0)1257 272730
Web	www.clear-software.co.uk