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SBS Staff Member Spotlight



Scott Roberts, SBS IT Director

Our staff member spotlight shines on Scott Roberts, software developer and director of the IT department. Scott came to Sandy Beaches Software in June of 2002.

Scott holds a B.S. in Computer Science from the University of Oklahoma. His previous experience includes software design within the convenience store and hotel industries. Scott has been an integral part of many enhancements to InTELEbill® since his arrival at SBS. Some of the enhancements include the GUI interface, CABS,

InTELEflow, sign-up plans, and commission restructuring.

His "quirkiest" programming experience was writing a herd software package for a dairy. It involved, among other things, tracking the "romantic escapades" of the animals. He remarked "Some of the data gathered fell into the 'TMI' (too much information) category."

In his spare time, Scott enjoys volleyball, watching OU Football, and boating. He is engaged to a professor of pharmacy at the University of Oklahoma.

Scott welcomes customer input. "I like the challenge of enhancing our software to the point of exceeding customers' expectations. Our programming staff is very open to customer suggestion. Client input is crucial as we strive to continually improve InTELEbill®," said Scott.

Scott's talent and dedication is a valuable resource to both SBS customers and staff.

INTELENEWS

IMPROVED FLEXIBILITY FOR INVOICE BACKERS

Customizable invoice backers are now available within InTELEbill®. SBS clients conducting business in various states have the ability to create multiple invoice backers within the same billing cycle.

Recent California legislation contained in the California Consumer Bill of Rights maintains that service providers are required to provide information on invoices that is specific only to California. This created the need for multiple backers.

Invoice backers are definable at the account level and may be filtered on any field associated with the customer. All InTELEbill® users can benefit from the change because the backer is yet another vehicle to connect with the customer base (see page 2 for a related story).

Service providers conducting business in California and other states now have the ability to create multiple invoice backers within the same billing cycle.

"We enhanced this portion of the product at no cost to our customers so that they could remain compliant with the California PUC. This demonstrates again SBS' commitment to quickly adapting to changes in the Industry without penalizing our clients," said SBS president Jeff Lytle.

For additional information about backer set-up contact customer service at (405)603-6150 x101.



GO WITH THE FLOW

Workflow Module Now Available

InTELEflow is a workflow escalation management module integrated with the InTELEbill® product. InTELEflow helps streamline your organization and increases productivity by ensuring the right people are involved in order to achieve timely completion of mission critical items. Events won't "fall through the cracks," because accountability is built in.

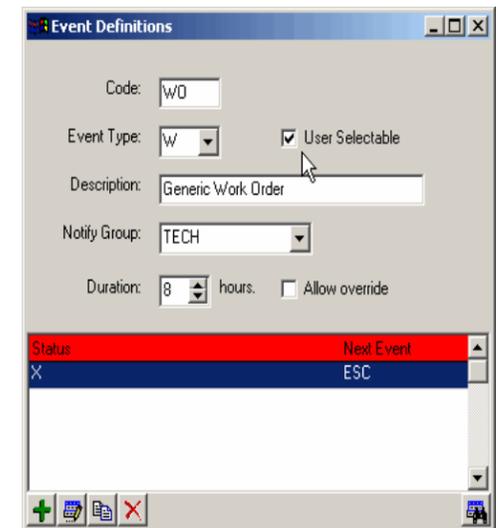
The escalation process is a key component to the system. If an event isn't completed, higher levels of management will be notified to resolve the issue.

InTELEflow enables you to define events including: trouble tickets; installation/turn-up and collections follow-up correspondence. The personnel needed to carry-out these events are notified based on your timelines.

InTELEflow is \$100.00/month for SBS customers. To see an online demo contact us at (405)603-6150 x 100.

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InTELEflow enables you to define events and escalate them based on pre-determined timelines.

IMPROVING YOUR BOTTOM LINE

Message from the President



Our mission statement says "We will constantly strive to enhance our software in order for our customers to successfully compete in a rapidly changing industry." For the 16th year, we are meeting this commitment. Sandy Beaches Software (SBS) has rolled out a CABS billing module at a price of \$500 per month or 2% of billed revenue. We have beefed up our prepaid module allowing customers to back out prepaid invoices that went unpaid, and enhanced our cable billing processes. Our staff completely revamped the commission module allowing more flexibility and the ability to recalculate commissions at any time.

SBS reworked marketing messages to allow clients to determine the message assigned to each customer's invoice. At the same time we

backer pages on different customers invoices using the same selection criteria.

Selective inserting has been added to enable different inserts to be placed in selected customers invoices. We stopped placing return envelopes in \$0 balance invoices or invoices that are paid automatically by credit card.

The format of the invoices has been modernized (samples are available at www.InTELEbill.com).

In the tax arena InTELEbill® clients can now offer flat-rate long distance and properly split the taxes between interstate and intrastate service. The application now allows the customer service representative to see each tax assessed on the invoice, the tax rate as well as the taxable amount.

All these changes and modifications were completed and added at

no charge to our clients.

And we still have a lot on the drawing board. Before the end of the year, I believe we will have Electronic Data Interexchange provisioning completed with SBC and Verizon.

We are reworking the billing registers and improving the reconciliation processes. Finally, we are compiling a new user's manual and will have this available by Thanksgiving.

If you have any other enhancements that will help to improve your bottom line or need more information on how to use any of these features, please don't hesitate to contact me, Jeff Lytle, at (405)603-6150 x104.

Barcodes Increase Accounting Efficiency

InTELEbill® is capable of printing a barcode containing vital invoice information in the remit portion of an invoice. This invoice information may be scanned directly into InTELEbill® saving an AR department's time and improving accounting accuracy.

The barcode scanning equipment specifications are flexible and relatively inexpensive. The feature works with Code 3/9 symbology.

In order to enable the feature within InTELEbill®, go to: Update Screens→Reference→Resellers. Choose Barcode Type 39 Code 3/9. The process is repeated for

multiple resellers.

To process scanned payments go to: Update Screens→Accounting→Electronic BatchProcessing→Scan A/R Transactions.

The payments are scanned in batches according to transaction type, e.g. checks, money orders, etc.

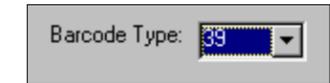
Insert the proper transaction code and move the cursor to the scan line field to begin scanning. Once the batch is complete click "okay." Then the batch AR screen will appear. Verify the batch results and post them.

Customers not paying the exact amount due should be separated

and manually batched.

This feature benefits not only a client's accounts receivable department, but their entire company, due to improved accuracy and speed. SBS is happy to provide this feature free of charge to our clients.

Please notify our operations staff (405) 603-6150 x101 no later than one week prior to the next billing cycle run in which the barcodes will appear on the invoices. We will be to happy to ensure barcodes are properly implemented.



Scan invoice transactions using a barcode 3/9 format.

"I SAID WHAT?" Third party verification (TPV) files are integrated with InTELEbill®'s electronic provisioning process. The system works with data received from the TPV provider, VoiceLog (www.voicelog.com). Order files are stored within the customer record for retrieval. "Previously the third-party verification process was separate from the main billing and customer care platform. By integrating the verification record into both the provisioning process and the customer file, the speed and efficiency by which clients can turn-up and service new accounts improved," said Jeff Lytle, president of Sandy Beaches Software. New orders can be evaluated and subsequently released or suspended based on verification criteria. Using the Voicelog Web Interface product clients are able to retrieve the verification record from Voicelog and play it back real-time for the customer.

YOUR ADVERTISEMENT HERE

Use the Customer Invoice as a Tool to Add More Revenue

Rolling out a new service and wanting to cross-sell to existing customers? Needing better product penetration in a certain geographic area? Look no further than your customer's invoice. Utilizing the new flexibility in marketing messages and invoice backers can prove to be an effective AND inexpensive way to increase sales.

"These messages will prove to be a valuable tool for service providers as they introduce new products to their existing customer base," commented SBS president Jeff Lytle. Criteria for the messages may be

filtered on any field associated with the account (service type, zip code, sales rep, etc.) Users are then able to create and preview messages on-the-fly prior to printing.

"Clients use the filter function to target products to the appropriate audience," remarked Luis Aita of the operations department.

"One SBS client added a frame-relay product available in only one of the many cities they serviced. They advertised frame relay service to the business customers in that city. The client was also running a

referral program for residential customers. The message promoting the referral program for residential customers was sent in the same billing cycle as the frame relay ad," Aita said.

The back of the invoice is another potential area to advertise to customers. Although it is traditionally used to display disclaimer information, contact information, and/or consumer rights policy, the backer is virtually another billboard. "We even have clients who have sold ad space on their backers to other companies," recalled Aita.

have sold ad space on their backers to other businesses," recalled Aita. "Because this is a document created outside of InTELEbill® and then imported, the possibilities are endless as far as graphics and layout."

Teaming filtering capabilities for marketing messages, multiple backer options, and intelligent inserting provides InTELEbill® users with an advertising three-pronged attack for successful marketing campaigns.

CSR TIPS & TRICKS

Tax Viewer Answers Questions Quickly

Telecom taxes can be one of the most confusing items on an invoice for a customer and generate customer service calls. With the help of InTELEbill®'s tax detail button, you can walk the customer through their taxes, item by item. It enables you to answer their questions quickly and efficiently. Simply go to the Billing Register Tab on the Customer Information Screen. Highlight the invoice date in question, and click the View Taxes Button. A box will appear displaying the jurisdiction (who is collecting it) e.g. Federal, State, County, etc. It also

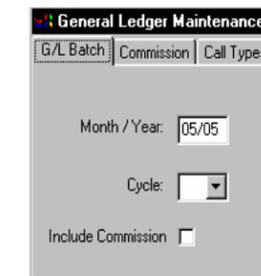
displays tax type, dollar amount, how it is calculated (rate or per line), the number of applicable lines, the rate, and finally the amount billed.

Can I Get a Copy of My Invoice?

Need to get a copy of an invoice to a customer in a hurry? Simply click the e-mail button under the billing register tab on the customer information screen. In order for this feature to work, you need to be set up for this feature in global settings. Go to System Maintenance→Global Settings→SMTP Settings and add your e-mail information.

G.L. CODES AVAILABLE

Keep General Ledger Program In-Synch



New functionality within the accounting portion of InTELEbill® provides integration with external accounting packages. InTELEbill® has a general ledger maintenance function that allows all transactions, commissions, products, and services to be tracked with a general ledger coding system.

An export option is available in virtually any format. The valuable general ledger information can be imported into the accounting package of your choice.

The codes may be set up by the accounting department or added on-the-fly when setting up a new service. The general ledger tab is located under: Update Screens→Accounting→General Ledger Maintenance.