



USAP

UNION STREET ACCREDITED PROFESSIONAL

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The USAP accreditation has been designed to inspire excellence in our partners and their staff, giving them the confidence and expertise to improve not only their skills but also the efficiency of their companies. Our goal is to help clients get the most from aBILLity, using the system to its full potential to improve business performance and increase margins.

Gaining accreditation couldn't be simpler, just take a look at the quick reference guide on the following page for a complete list of tutorials, courses and assessments that are required to qualify. Almost all content is available as video tutorials from Union Street's [service portal](#), access can be arranged by our support team by emailing support@unionstreet.co.uk.

USAP Benefits

Once you have completed the qualifying criteria, you automatically become a Union Street Accredited Professional, joining a growing community of telecoms billing professionals and gaining access to a host of benefits including:

- ❖ An Accredited Professional logo
- ❖ An Accredited Professional Plaque
- ❖ A 15% discount on our Spring Clean Consultancy
- ❖ A 15% discount on a day's on-site consultancy
- ❖ A 15% discount on half day remote consultancy



FOUNDATION STAGE TUTORIALS



Foundation One: Introduction to Telecoms

This tutorial explains the broad strokes of the industry and the aBILLity product. It has been designed to provide a base level of knowledge ready for the following Foundation Tutorials which cover how to use aBILLity's basic functions. No prior knowledge of telecoms or aBILLity is required for this entry level course.

Foundation Two: Contact Manager

This tutorial has been created for someone who is just beginning to use aBILLity and needs to know how to create and manage customer accounts. We recommend viewing Foundation One prior to this tutorial.



Foundation Three: Config Manager

Designed for an aBILLity user who has basic knowledge of the system; someone who will possibly assist with billing at a basic level and needs to understand key areas of Config Manager. Ideally they would have completed both previous foundation tutorials.

BILLING PROCESS STAGE TUTORIALS



Billing Process (Part 1)

Designed for an aBILLity user with a good knowledge of the system. This tutorial works through the first stages of billing process: Creating and managing billing periods, Data import and Call rejects. Ideally participants would have completed all three Foundation tutorials and completed the Foundation Stage assessment prior to this tutorial.

Billing Process (Part 2)

The focus of Billing Process part two is fixed reconciliation, with guidance for correctly managing and reconciling services with the aBILLity platform. Ideally participants would have completed all three Foundation tutorials and completed the Foundation Stage assessment prior to this tutorial.



Billing Process (Part 3)



The final tutorial of this stage works through revenue assurance as well as invoice creation, generation and despatch. We also look at essential exports for accounts and direct debits. Ideally participants would have completed all three Foundation tutorials and completed the Foundation Stage assessment prior to this tutorial.

TELECOMS REGULATORY TRAINING STAGE

Regulatory Training

This course may be attended at our offices in Richmond upon Thames. It provides an overview of the main industry regulation affecting communication providers, with simple guidance and practical advice on achieving compliance. The course looks at the “General Conditions of Entitlement” and their legal status as part of the UK Communications Act.



USAP QUICK REFERENCE

USAP Qualifying Criteria	Available
Foundation Stage	
Foundation 1: Introduction to Telecoms	Online
Foundation 2: Contact Manager	Online
Foundation 3: Config Manager	Online
Foundation assessment	Online
Billing Process Stage	
Billing Process (Part 1)	Online
Billing Process (Part 2)	Online
Billing Process (Part 3)	Online
Billing Process assessment	Online
Regulatory Training Stage	
Telecoms Regulatory Training	On site

