Business Support Services

Cubic Business Support Services provide an array of behind-the-scenes business processes necessary for a successful automatic fare collection program. Our services are designed to manage all fare media and revenue aspects of your fare collection system, whether it accepts smart cards, bank cards or a mixture of both.

Cubic's services include the entire media supply chain management, from procurement to end customer delivery to transaction settlement. And our revenue operations include functions that include cash collection and reconciliation; debit/credit processing, data analysis and reporting to ensure the security and integrity of the system.

We translate the hard, raw and previously unavailable data gathered by the fare collection system into actionable information that can be used to reconcile revenue and identify abnormalities.

Rest assured that Cubic Business Support Services will manage all aspects of fare media and revenue reconciliation so you can focus on your core business operations. Our Business Support Services encompasses the following key business areas:

Transit Programs

- Corporate & employer programs
- Ad-hoc reporting for distribution channels
- Business analysis & business processes
- Expansion beyond transit
- Fare policy implementation

Revenue Operations

- Cash collection & reconciliation
- Accounts receivable
- Credit/debit processing & management
- Bank interface
- Funds settlement management
- Electronic payment gateway
- Accounting, billing & invoicing

Fare Media Management

- Fare and bank media
- Procurement of smart, bank, magnetic media
- Initializing and personalizing media
- Distribution of media
- Advancements & changes of future media

Supply Chain

- Media stock replenishment
- Inventory tracking & management
- Security
- Fraud detection
- Fraud analysis
- Threat containment & resolution

Business Support Services

Fare Media Management

Availability and proper setup of basic system components such as fare media are essential to the ongoing operations of your system. Business Support Services are designed to manage the procurement, initialization, personalization and distribution of fare media through multiple avenues such as partner programs, retail outlets or internal agency channels. We also provide services to help navigate the constant advancements in fare media, and make certain your system leverages the latest advances in technology.

Revenue Operations

Business Support Services provides complete revenue operations services to manage all facets of revenue collection, reporting, allocation and reconciliation. We provide reconciliation of sales data with cash and credit/debit collections for the various devices and components that comprise your AFC system. We also manage the clearing of funds to make certain debit and credit transactions are processed and accurately allocated.

Security & Fraud Detection

Variances can be indicative of problems such as theft, fraud or other security risks. As part of Business Support Services, Cubic also monitors the trends in data to detect abnormalities presented over time. Our comprehensive services go beyond the generic reporting of data to include analysis, troubleshooting and recovery of data to ensure the security and validity of the system and its output.

Quality Revenue Data

The reporting quality provided by any system is only as good as the data collected, and accurate data is critical to guarantee the proper reporting of revenue. Cubic Business Support Services uses time-tested strategies to consistently monitor and validate data originating in the AFC system. We take the additional steps to ensure the accurate reporting and communication from all devices so your revenue data is accurate and complete. Business Support Services will format and report on the information provided by your AFC system, and train staff to do the same with the goal of achieving optimal output of your system data.