

Chapter 9: eBilling Module

Overview

Introduction The **eBilling** module allows you to access your online bills (eBills), specify your delivery options, request and view a history of your charges and add more billing accounts to your Qwest Control[®] Enterprise ID.

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Overview, continued

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View eBill List

Introduction



The **View eBill** screen provides you a listing of the account numbers associated to your Qwest Control Enterprise ID that are established for eBilling. From this screen you can access your online bills (eBills). This screen is divided into three sections: Functions, Filters and View eBill.

- The **Functions** section allows you to refresh the application for new data.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **View eBill** section displays the account numbers associated with your Qwest Control Enterprise ID.

Note: If you have been assigned an **eBill Admin User** role, you will receive notification that your current eBill invoice is available in the Qwest Control system for review.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **View eBills** screen.

Field Name	Description
Functions Section	
Application Refresh	This link allows you to refresh the application for new data.
Filters Section	
Account Number	This field allows you to enter the unique identifier of the account you want to filter. Note: The system automatically applies a wildcard character to the value entered. Example: If you enter a partial value of 3032 , the system may return 30321 , 30322 , 30323 . etc.
Name	This field allows you to enter the name of the account you want to filter Note: The system automatically applies a wildcard character to the value entered. Example: If you enter San , the system will return account names Santa Claus . etc.
Type	This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (Qwest Long Distance) .
Last Invoice	This field allows you to enter the total dollar amount of each account's previous invoice that you want to filter.
Balance	This field allows you to enter the current balance owed for each account you want to filter.
	This button allows you to apply your filter.
	This button allows you to clear the current filter.
View eBill List Section	
Account #	This column displays the unique provider maintained identifier assigned for each account in the list.

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View eBill List, continued

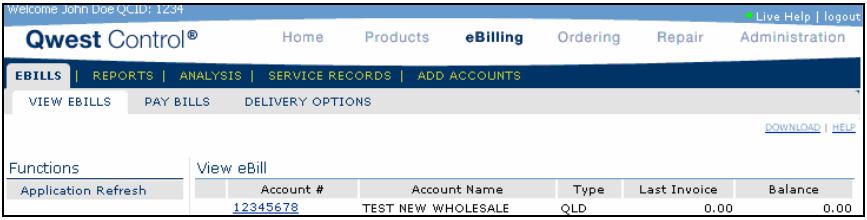
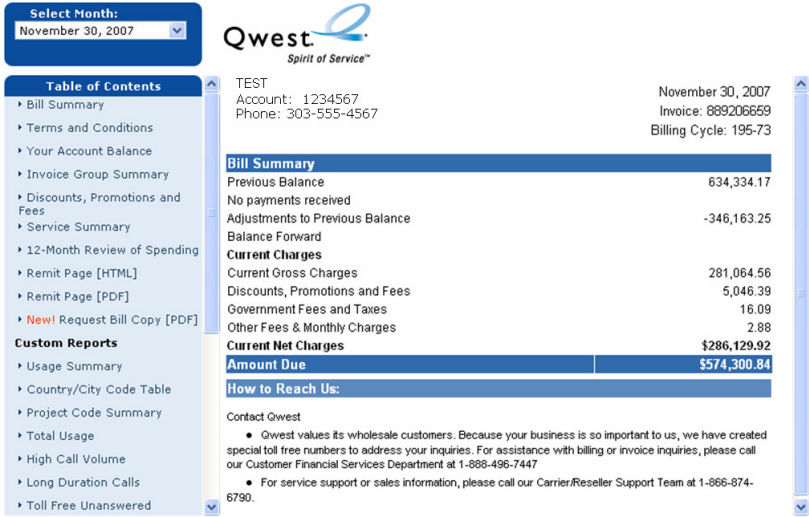
Fields and Descriptions

(continued)

Field Name	Description
Account Name	This column displays the customer maintained identifier assigned for each account in the list.
Type	This column provides the type of account for each listed item. Values include QLD (Qwest Long Distance) .
Last Invoice	This column displays the total dollar amount of each account's previous invoice.
Balance	This column displays the current balance owed for each account listed.
Total	This row displays the total balance due for all accounts currently displayed on the screen.

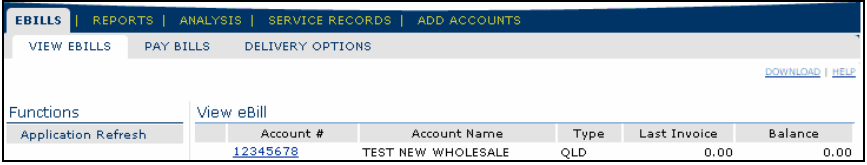
Viewing eBills

Procedure Follow the steps in the procedure below to **access** the **View eBills** screen.

Step	Action																								
1	<p>From the Home page, click on the eBilling module.</p> <p>Result: The View eBills screen appears.</p>  <p>The screenshot shows the Qwest Control interface. At the top, there is a navigation bar with 'Home', 'Products', 'eBilling', 'Ordering', 'Repair', and 'Administration'. Below this is a sub-menu with 'EBILLS', 'REPORTS', 'ANALYSIS', 'SERVICE RECORDS', and 'ADD ACCOUNTS'. Under 'EBILLS', there are options for 'VIEW EBILLS', 'PAY BILLS', and 'DELIVERY OPTIONS'. A 'Functions' section includes a 'View eBill' link. Below this is a table with columns: Application Refresh, Account #, Account Name, Type, Last Invoice, and Balance. The row for 'TEST NEW WHOLESALE' shows Account # '12345678', Type 'QLD', Last Invoice '0.00', and Balance '0.00'.</p>																								
2	<p>From the Account # column, click on the account number hyperlink to view the listed eBill.</p> <p>Result: The eBill invoice screen appears.</p>  <p>The screenshot shows the eBill invoice screen. At the top left, there is a 'Select Month:' dropdown menu set to 'November 30, 2007'. To the right is the Qwest logo with the tagline 'Spirit of Service'. Below the logo, account information is displayed: 'TEST', 'Account: 1234567', 'Phone: 303-555-4567', 'November 30, 2007', 'Invoice: 889206659', and 'Billing Cycle: 195-73'. On the left side, there is a 'Table of Contents' sidebar with various links like 'Bill Summary', 'Terms and Conditions', 'Your Account Balance', etc. The main content area shows a 'Bill Summary' table with the following items:</p> <table border="1"> <thead> <tr> <th colspan="2">Bill Summary</th> </tr> </thead> <tbody> <tr> <td>Previous Balance</td> <td>634,334.17</td> </tr> <tr> <td>No payments received</td> <td></td> </tr> <tr> <td>Adjustments to Previous Balance</td> <td>-346,163.25</td> </tr> <tr> <td>Balance Forward</td> <td></td> </tr> <tr> <td>Current Charges</td> <td></td> </tr> <tr> <td>Current Gross Charges</td> <td>281,064.56</td> </tr> <tr> <td>Discounts, Promotions and Fees</td> <td>5,046.39</td> </tr> <tr> <td>Government Fees and Taxes</td> <td>16.09</td> </tr> <tr> <td>Other Fees & Monthly Charges</td> <td>2.88</td> </tr> <tr> <td>Current Net Charges</td> <td>\$286,129.92</td> </tr> <tr> <td>Amount Due</td> <td>\$574,300.84</td> </tr> </tbody> </table> <p>Below the summary is a 'How to Reach Us:' section with contact information for Qwest.</p>	Bill Summary		Previous Balance	634,334.17	No payments received		Adjustments to Previous Balance	-346,163.25	Balance Forward		Current Charges		Current Gross Charges	281,064.56	Discounts, Promotions and Fees	5,046.39	Government Fees and Taxes	16.09	Other Fees & Monthly Charges	2.88	Current Net Charges	\$286,129.92	Amount Due	\$574,300.84
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Refresh the View eBills List


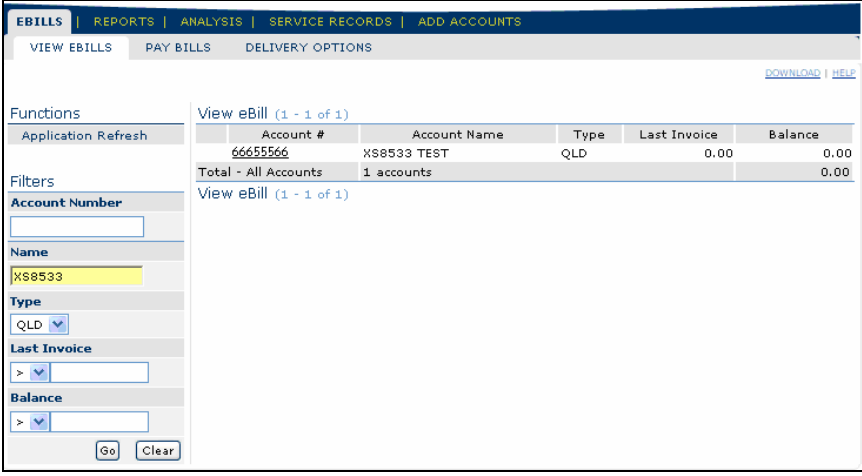

Procedure Follow the steps in the procedure below to **refresh** the **View eBill** screen.

Step	Action										
1	<p>From the View eBills list screen, click on the Application Refresh link from the Functions section.</p> <p>Result: The View eBills screen refreshes.</p>  <p>The screenshot shows a web interface with a navigation bar containing 'EBILLS', 'REPORTS', 'ANALYSIS', 'SERVICE RECORDS', and 'ADD ACCOUNTS'. Below the navigation bar are tabs for 'VIEW EBILLS', 'PAY BILLS', and 'DELIVERY OPTIONS'. On the right side, there are links for 'DOWNLOAD' and 'HELP'. A 'Functions' section is visible, containing a 'View eBill' link and an 'Application Refresh' link. Below this is a table with columns: Account #, Account Name, Type, Last Invoice, and Balance. The table contains one row with the following data: Account # 12345678, Account Name TEST NEW WHOLESale, Type QLD, Last Invoice 0.00, and Balance 0.00.</p> <table border="1" data-bbox="597 688 1458 737"><thead><tr><th>Account #</th><th>Account Name</th><th>Type</th><th>Last Invoice</th><th>Balance</th></tr></thead><tbody><tr><td>12345678</td><td>TEST NEW WHOLESale</td><td>QLD</td><td>0.00</td><td>0.00</td></tr></tbody></table>	Account #	Account Name	Type	Last Invoice	Balance	12345678	TEST NEW WHOLESale	QLD	0.00	0.00
Account #	Account Name	Type	Last Invoice	Balance							
12345678	TEST NEW WHOLESale	QLD	0.00	0.00							

Filtering the View eBills List


Procedure

Follow the steps in the procedure below to **filter** the **View eBill** list.

Step	Action															
1	From the View eBills list screen, enter the unique identifier for your account in the Account Number field (if applicable).															
2	In the Name field (if applicable), enter the name of your account.															
3	From the Type drop down list (if applicable), select QLD for Qwest Long Distance.															
4	From the Last Invoice drop-down list (if applicable), select an operator (greater than [$>$], less than [$<$] or equal to [$=$]) for the value you enter in Step 5 .															
5	In the Last Invoice field (if applicable), enter the total dollar amount of each account's previous invoice to base your search. Note: The drop-down list and field work together to create the value for your filter. For example, selecting " $>$ " in Step 4 and typing "500" in Step 5 would return all invoices a previous balance of 500 dollars.															
6	From the Balance drop-down list (if applicable), select an operator (greater than [$>$], less than [$<$] or equal to [$=$]) for the value you enter in Step 7 .															
7	In the Balance field (if applicable), enter the dollar amount of the balance on the account(s) for your search. Note: The drop-down list and field work together to create the value for your filter. For example, selecting " $>$ " in Step 6 and enter "300" in Step 7 would return all accounts that have an outstanding balance greater than \$300.															
8	Click  . Result: The View eBill list refreshes and displays only the account numbers that match your filtering criteria.  <p>The screenshot shows the 'View eBills' interface. On the left, there are filter fields: 'Account Number' (empty), 'Name' (XS8533), 'Type' (QLD), 'Last Invoice' (>), and 'Balance' (>). Below these are 'Go' and 'Clear' buttons. On the right, a table displays the results:</p> <table border="1"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Last Invoice</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>66655566</td> <td>XS8533 TEST</td> <td>QLD</td> <td>0.00</td> <td>0.00</td> </tr> <tr> <td colspan="2">Total - All Accounts</td> <td>1 accounts</td> <td></td> <td>0.00</td> </tr> </tbody> </table>	Account #	Account Name	Type	Last Invoice	Balance	66655566	XS8533 TEST	QLD	0.00	0.00	Total - All Accounts		1 accounts		0.00
Account #	Account Name	Type	Last Invoice	Balance												
66655566	XS8533 TEST	QLD	0.00	0.00												
Total - All Accounts		1 accounts		0.00												
9	If needed, click  to view all the account numbers without a filter.															

Downloading the eBill List

Procedure Follow the steps in the procedure below to **download** your **View eBill** list.

Step	Action															
1	<p data-bbox="597 443 1354 474">From the View eBills list screen, click on the DOWNLOAD hyperlink.</p> <p data-bbox="597 520 1227 552">Result: Your View eBill list is exported to a PDF file.</p> <div data-bbox="597 558 1455 800" style="border: 1px solid black; padding: 5px;">  <p data-bbox="609 684 1076 709">Registered Accounts for WHOLESALE SYSTEM ADMINISTRATOR</p> <table border="1" data-bbox="609 709 1438 789"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Balance Last Invoice</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td></td> <td>XS8533 TEST</td> <td>QLD</td> <td>\$0.00</td> <td>\$0.00</td> </tr> <tr> <td colspan="3">Total - All Accounts</td> <td>1 Accounts</td> <td>\$0.00</td> </tr> </tbody> </table> </div>	Account #	Account Name	Type	Balance Last Invoice	Balance		XS8533 TEST	QLD	\$0.00	\$0.00	Total - All Accounts			1 Accounts	\$0.00
Account #	Account Name	Type	Balance Last Invoice	Balance												
	XS8533 TEST	QLD	\$0.00	\$0.00												
Total - All Accounts			1 Accounts	\$0.00												

Pay Bills

Introduction

The **Pay Bills** (including Pay Bills Summary, Payment History, Pay – Credit Card, Pay – Bank Account, Auto Pay, etc.) functionality is not available for Wholesale customers and has been disabled by a Qwest System Administrator

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Delivery Options

Introduction

The **Delivery Options** screen provides you a listing of the accounts associated with your Qwest Control Enterprise ID. This screen is divided into three sections: Functions, Filters and Delivery Options.

- The **Functions** section allows you to select the manner in which you want bills for your accounts to be delivered.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **Delivery Options** section displays a list of accounts associated to your Qwest Control Enterprise ID.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **Delivery Options** list screen.

Field Name	Description
Functions Section	
Delivery Options	This link allows you to view a listing of the available Delivery Options .
Paperless Billing	This option is not available to Wholesale customers.
Paper Billing	This link allows you to add accounts to receive a full paper bill; this is not recommended for Wholesale customers.
One Page Direct	This link allows you to reduce the size of your paper invoice by receiving a one-page bill summary and remittance slip in the mail, while still receiving your eBill online.
Request Paper Bill	This option is not available to Wholesale customers.
Bill Reports	This link allows you to select reporting details that will be included in your monthly invoice.
Application Refresh	This link allows you to refresh the application for new data.
Filters Section	
Account Number	This field allows you to enter the unique identifier of the account you want to filter. Note: The system automatically applies a wildcard character to the value entered. Example: If you enter a partial value of 3032 , the system will return account numbers 30321 , 30322 , 30323 . etc.
Name	This field allows you to enter the name of the account you want to filter Note: The system automatically applies a wildcard character to the value entered. Example: If you enter San , the system will return account names Santa Claus , Sanitation , etc.

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Delivery Options, continued

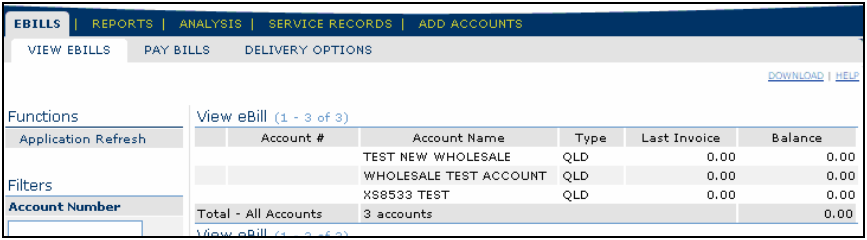
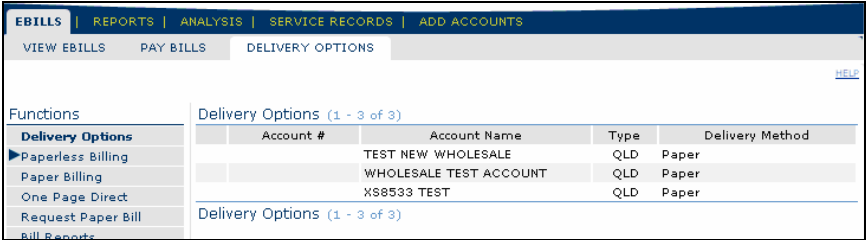
Fields and Descriptions

(continued)

Field Name	Description
Type	This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (Qwest Long Distance) .
Delivery Methods	This drop-down list allows you to select the means by which bills are sent to the account(s) you want to filter.
Balance	The field allows you to enter the dollar amount of the balance on the accounts you want to filter. Note: This field displays only under the Bill Reports function.
<input type="button" value="Go"/>	This button allows you to apply your filter.
<input type="button" value="Clear"/>	This button allows you to clear the current filter.
Delivery Options Section	
Account #	This column displays the unique provider maintained identifier for each account listed.
Account Name	This column displays the unique customer maintained identifier for each account listed.
Type	This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (Qwest Long Distance) .
Delivery Method	This column identifies the delivery method for each account listed.
Balance	This column displays the current balance owed for each account listed. Note: This field displays only under the Bill Reports function.

Viewing the Delivery Options

Procedure Follow the steps in the procedure below to **view** the **Delivery Options** screen.

Step	Action
1	<p>From the Home page, click on the eBilling module.</p> <p>Result: The View eBills screen appears.</p>  <p>The screenshot shows the 'View eBills' screen with a navigation bar at the top containing 'EBILLS', 'REPORTS', 'ANALYSIS', 'SERVICE RECORDS', and 'ADD ACCOUNTS'. Below the navigation bar are tabs for 'VIEW EBILLS', 'PAY BILLS', and 'DELIVERY OPTIONS'. A sidebar on the left includes 'Functions' (Application Refresh) and 'Filters' (Account Number). The main content area displays a table titled 'View eBill (1 - 3 of 3)' with columns: Account #, Account Name, Type, Last Invoice, and Balance. The table lists three accounts: TEST NEW WHOLESALE, WHOLESALE TEST ACCOUNT, and XS8533 TEST, all with a Type of QLD and a Balance of 0.00. A 'Total - All Accounts' row shows 3 accounts with a total balance of 0.00.</p>
2	<p>From the View eBills screen, click on the Delivery Options menu option.</p> <p>Result: The Delivery Options screen appears.</p>  <p>The screenshot shows the 'Delivery Options' screen with the same navigation bar as the previous screen. The 'DELIVERY OPTIONS' tab is now active. The sidebar on the left includes 'Functions' (Delivery Options, Paperless Billing, Paper Billing, One Page Direct, Request Paper Bill, Bill Reports) and 'Filters' (Account Number). The main content area displays a table titled 'Delivery Options (1 - 3 of 3)' with columns: Account #, Account Name, Type, and Delivery Method. The table lists three accounts: TEST NEW WHOLESALE, WHOLESALE TEST ACCOUNT, and XS8533 TEST, all with a Type of QLD and a Delivery Method of Paper.</p>

Paperless Billing

Introduction

The **Paperless Billing** (including Add Non-Automatic Payment Accounts, Add Automatic Payment Accounts and Remove Accounts) functionality is not available for Wholesale customers and has been disabled by a Qwest System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Paper Billing

Introduction

The **Enroll Full Paper** screen allows you to begin the process of signing accounts to receive only paper bills; this option is not recommended for the Wholesale customer.

- The **Functions** section allows you to select the manner in which you want bills for your accounts to be delivered.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **Enroll Full Paper** section displays a list of accounts that are available to enroll for Paper Billing.

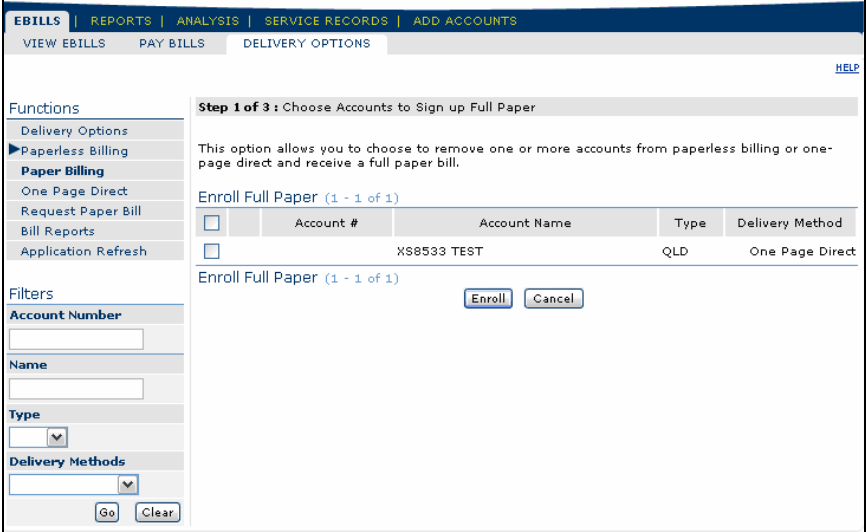
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Enroll in Full Paper** screen.

Field Name	Description
Enroll Full Paper	
<input type="checkbox"/>	This checkbox allows you to select the account(s) you want to enroll for Full Paper billing.
Account #	This column displays the unique provider maintained identifier for each account listed.
Account Name	This column displays the unique customer maintained identifier for each account listed.
Type	This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (Qwest Long Distance) .
Delivery Method	This column identifies the delivery method for each account listed.

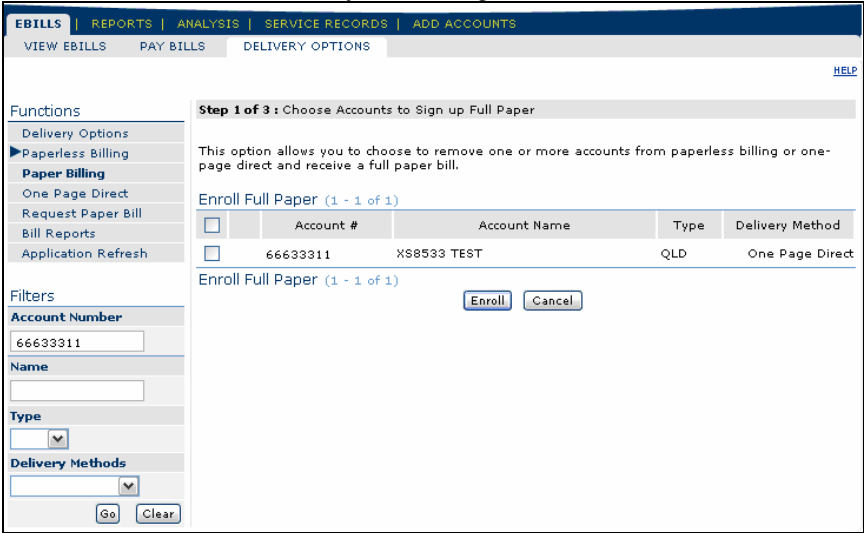
Accessing Paper Billing

Procedure Follow the steps in the procedure below to **access** the **Paper Billing** screen.

Step	Action
1	<p>From the Delivery Options screen, click on the Paper Billing functions link.</p> <p>Result: The Enroll Full Paper screen appears.</p> 

Filtering the Paper Billing List

Procedure Follow the steps in the procedure below to **filter** the **Paper Billing** list.

Step	Action
1	From the Enroll Full Paper list screen, enter the unique identifier for your account in the Account Number field (if applicable).
2	In the Name field (if applicable), enter the name of your account.
3	From the Type drop down list (if applicable), select QLD for Qwest Long Distance.
4	From the Delivery Method drop-down list, select the means by which bills are sent to the account(s) you want to filter.
5	<p>Click <input type="button" value="Go"/>.</p> <p>Result: The Enroll Full Paper list refreshes and displays only the account numbers that match your filtering criteria.</p>  <p>The screenshot shows a web interface with a navigation bar (EBILLS, REPORTS, ANALYSIS, SERVICE RECORDS, ADD ACCOUNTS) and tabs (VIEW EBILLS, PAY BILLS, DELIVERY OPTIONS). A sidebar contains 'Functions' (Delivery Options, Paperless Billing, Paper Billing, One Page Direct, Request Paper Bill, Bill Reports, Application Refresh) and 'Filters' (Account Number: 66633311, Name, Type, Delivery Methods). The main content area is titled 'Step 1 of 3: Choose Accounts to Sign up Full Paper' and includes a table with columns: Account #, Account Name, Type, Delivery Method. The table contains one row: 66633311, X88533 TEST, QLD, One Page Direct. There are 'Enroll' and 'Cancel' buttons below the table.</p>
6	If needed, click <input type="button" value="Clear"/> to view all the account numbers without a filter.

Enrolling Accounts in Full Paper Billing



Procedure Follow the steps in the procedure below to **enroll** an account for **Full Paper** billing.

Step	Action										
1	<p>From the Delivery Options screen, click on the Paper Billing functions link.</p> <p>Result: The Step 1 of 3: Choose Accounts to Sign up Full Paper screen appears.</p> <div data-bbox="597 604 1458 890" style="border: 1px solid black; padding: 5px;"> <p>Step 1 of 3 : Choose Accounts to Sign up Full Paper</p> <p>This option allows you to choose to remove one or more accounts from paperless billing or one-page direct and receive a full paper bill.</p> <p>Enroll Full Paper (1 - 1 of 1)</p> <table border="1" data-bbox="602 751 1453 827"> <thead> <tr> <th><input type="checkbox"/></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Delivery Method</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>66633311</td> <td>XS8533 TEST</td> <td>QLD</td> <td>One Page Direct</td> </tr> </tbody> </table> <p>Enroll Full Paper (1 - 1 of 1)</p> <p style="text-align: right;"><input type="button" value="Enroll"/> <input type="button" value="Cancel"/></p> </div>	<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method	<input type="checkbox"/>	66633311	XS8533 TEST	QLD	One Page Direct
<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method							
<input type="checkbox"/>	66633311	XS8533 TEST	QLD	One Page Direct							
2	<p>From the Enroll Full Paper list, select the checkbox for each account listed you want to enroll in Full Paper billing.</p>										
3	<p>Click <input type="button" value="Enroll"/>.</p> <p>Result: The Step 2 of 3: Confirm your invoice delivery selection screen appears.</p> <div data-bbox="597 1188 1458 1402" style="border: 1px solid black; padding: 5px;"> <p>Step 2 of 3 : Confirm your invoice delivery selection</p> <p>Enroll Full Paper Billing</p> <hr/> <p>Selected Accounts to Sign Up Full Paper</p> <table border="1" data-bbox="602 1297 1453 1344"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Delivery Option</th> </tr> </thead> <tbody> <tr> <td>66633311</td> <td>XS8533 TEST</td> <td>QLD</td> <td>One Page Direct</td> </tr> </tbody> </table> <p><input type="checkbox"/> I choose "Full Paper in the Mail" Invoice Delivery.</p> </div>	Account #	Account Name	Type	Delivery Option	66633311	XS8533 TEST	QLD	One Page Direct		
Account #	Account Name	Type	Delivery Option								
66633311	XS8533 TEST	QLD	One Page Direct								

Continued on next page

Enrolling Accounts in Full Paper Billing, continued

Procedure (continued).

Step	Action
4	Select the I choose “One Page Direct” Invoice Delivery checkbox.
5	<p>Click  .</p> <p>Result: The Step 3 of 3: Full Paper Enrollment Complete confirmation screen appears.</p> <div data-bbox="597 653 1455 884" style="border: 1px solid black; padding: 5px;"> <p>Step 3 of 3 : Full Paper Enrollment Complete</p> <p>Enroll Full Paper Billing</p> <p>Your Full Paper Request has been processed.</p> <p>The results are below:</p> <p>Full Paper Setup for Account 66633311 was accepted!</p> </div>
6	<p>Click  .</p> <p>Result: The system returns you to the Delivery Options screen.</p>

One Page Direct

Introduction

The **Enroll in One Page Direct** screen allows you to select One Page Direct billing for one or all of your listed accounts; this is the recommended delivery option for Wholesale customers. This screen is divided into three sections: Functions, Filters and Enroll in One-Page Direct.

- The **Functions** section allows you to select the manner in which you want bills for your accounts to be delivered.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **Enroll in One Page Direct** section displays a list of accounts that are available for One Page Direct billing.

Note: One-Page Direct is only available for **QLD** accounts.

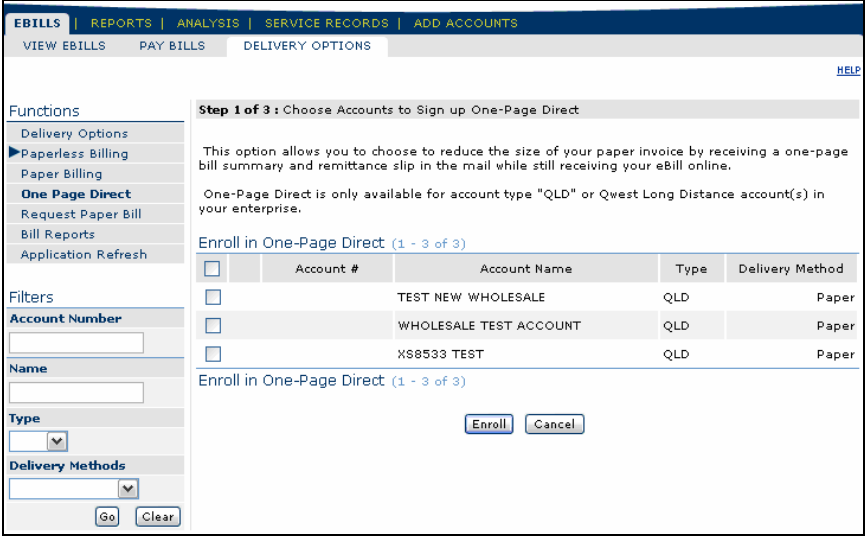
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Enroll in One Page Direct** screen.

Field Name	Description
Enroll in One Page Direct	
<input type="checkbox"/>	This checkbox allows you to select the account(s) you want to enroll for One Page Direct billing.
Account #	This column displays the unique provider maintained identifier for each account listed.
Account Name	This column displays the unique customer maintained identifier for each account listed.
Type	This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (Qwest Long Distance) .
Delivery Method	This column identifies the delivery method for each account listed.


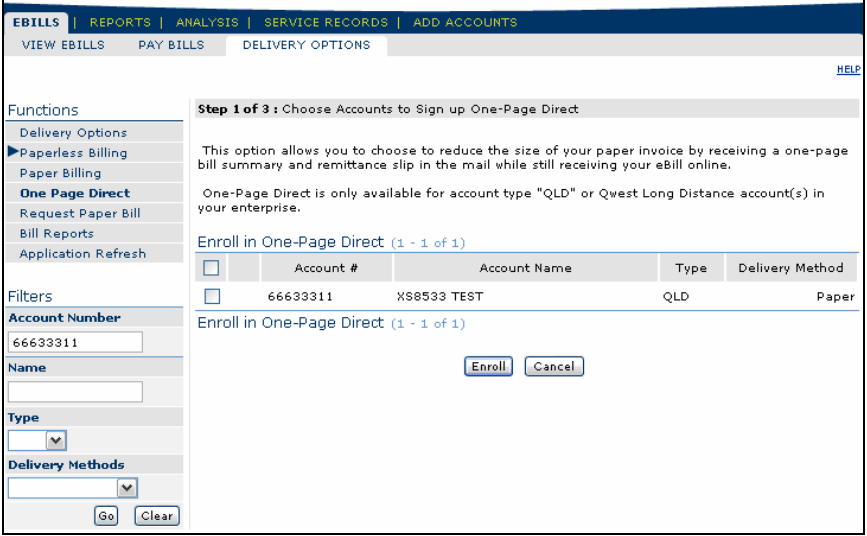

Accessing One Page Direct

Procedure Follow the steps in the procedure below to **access** the **One Page Direct** screen.

Step	Action
1	<p>From the Delivery Options screen, click on the One Page Direct functions link.</p> <p>Result: The Enroll in One Page Direct screen appears.</p>  <p>The screenshot displays the 'Enroll in One-Page Direct' interface. At the top, there are navigation tabs: EBILLS, REPORTS, ANALYSIS, SERVICE RECORDS, and ADD ACCOUNTS. Below these are sub-tabs: VIEW EBILLS, PAY BILLS, and DELIVERY OPTIONS. A 'HELP' link is visible in the top right. The left sidebar contains a 'Functions' menu with options: Delivery Options, Paperless Billing (selected), Paper Billing, One Page Direct, Request Paper Bill, Bill Reports, and Application Refresh. Below the menu are 'Filters' for Account Number, Name, Type, and Delivery Methods, each with a search input and 'Go'/'Clear' buttons. The main content area is titled 'Step 1 of 3: Choose Accounts to Sign up One-Page Direct'. It contains a paragraph explaining the feature: 'This option allows you to choose to reduce the size of your paper invoice by receiving a one-page bill summary and remittance slip in the mail while still receiving your eBill online. One-Page Direct is only available for account type "QLD" or Qwest Long Distance account(s) in your enterprise.' Below this is a table with columns: Account #, Account Name, Type, and Delivery Method. Three accounts are listed, each with a checkbox in the first column: TEST NEW WHOLESALE, WHOLESALE TEST ACCOUNT, and X88533 TEST. At the bottom right of the main content area are 'Enroll' and 'Cancel' buttons.</p>

Filtering the One Page Direct List


Procedure Follow the steps in the procedure below to **filter** the **One Page Direct** list.

Step	Action
1	From the Enroll in One Page Direct list screen, enter the unique identifier for your account in the Account Number field (if applicable).
2	In the Name field (if applicable), enter the name of your account.
3	From the Type drop down list (if applicable), select QLD for Qwest Long Distance.
4	From the Delivery Method drop-down list, select the means by which bills are sent to the account(s) you want to filter.
5	<p>Click .</p> <p>Result: The Enroll in One Page Direct list refreshes and displays only the account numbers that match your filtering criteria.</p> 
6	If needed, click  to view all the account numbers without a filter.

Enrolling Accounts in One Page Direct Billing

Procedure



Follow the steps in the procedure below to **enroll** an account for **One Page Direct** billing.

Step	Action										
1	<p>From the Delivery Options screen, click on the One Page Direct functions link.</p> <p>Result: The Step 1 of 3: Choose Accounts to Sign up One-Page Direct screen appears.</p> <div data-bbox="597 632 1455 905" style="border: 1px solid black; padding: 5px;"> <p>Step 1 of 3 : Choose Accounts to Sign up One-Page Direct</p> <p>This option allows you to choose to reduce the size of your paper invoice by receiving a one-page bill summary and remittance slip in the mail while still receiving your eBill online.</p> <p>One-Page Direct is only available for account type "QLD" or Qwest Long Distance account(s) in your enterprise.</p> <p>Enroll in One-Page Direct (1 - 3 of 3)</p> <table border="1" data-bbox="602 835 1450 898"> <thead> <tr> <th><input type="checkbox"/></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Delivery Method</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>66666644</td> <td>TEST NEW WHOLESALE</td> <td>QLD</td> <td>Paper</td> </tr> </tbody> </table> </div>	<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method	<input type="checkbox"/>	66666644	TEST NEW WHOLESALE	QLD	Paper
<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method							
<input type="checkbox"/>	66666644	TEST NEW WHOLESALE	QLD	Paper							
2	<p>From the Enroll in One Page Direct list, select the checkbox for each account listed you want to enroll in One Page Direct billing.</p>										
3	<p>Click .</p> <p>Result: The Step 2 of 3: Confirm your invoice delivery selection screen appears.</p> <div data-bbox="597 1199 1455 1598" style="border: 1px solid black; padding: 5px;"> <p>Step 2 of 3 : Confirm your invoice delivery selection</p> <p>Enroll One Page Direct</p> <hr/> <p>Selected Accounts to Sign-Up One-Page Direct</p> <table border="1" data-bbox="602 1308 1450 1350"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Delivery Option</th> </tr> </thead> <tbody> <tr> <td>66666644</td> <td>XS8533 TEST</td> <td>QLD</td> <td>Paper</td> </tr> </tbody> </table> <p><input type="checkbox"/> I choose "One-Page Direct" Invoice Delivery.</p> <p>By checking the box above and pressing the "Next" button you choose to receive a summary of your invoice in the mail and view your entire invoice online for the above accounts.</p> <p>You may cancel this process at anytime by choosing an item from the menu or pressing the "Cancel" button.</p> <hr/> <p>Enroll One Page Direct</p> <p style="text-align: right;"> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/> </p> </div>	Account #	Account Name	Type	Delivery Option	66666644	XS8533 TEST	QLD	Paper		
Account #	Account Name	Type	Delivery Option								
66666644	XS8533 TEST	QLD	Paper								

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Enrolling Accounts in One Page Direct Billing, continued

Procedure (continued)

Step	Action
4	Select the I choose “One Page Direct” Invoice Delivery checkbox.
5	<p>Click  .</p> <p>Result: The Step 3 of 3: One-Page Direct Request Complete confirmation screen appears.</p> <div data-bbox="597 653 1455 884" style="border: 1px solid black; padding: 5px;"> <p>Step 3 of 3 : One-Page Direct Request Complete</p> <p>Enroll One Page Direct</p> <p>Your One-Page Direct Request has been processed.</p> <p>The results are below:</p> <p>One-Page Direct Setup for Account 66666644 was accepted!</p> </div>
6	<p>Click  .</p> <p>Result: The system returns you to the Delivery Options screen.</p>

Request a Paper Bill

Introduction The **Request Paper Bill** functionality is not available for Wholesale customers and has been disabled by a Qwest System Administrator.


Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Bill Reports

Introduction The **Choose Bill Reports** screen allows you to select an account and generate reporting details that will be included in your monthly invoice. This screen is divided into three sections: Functions, Filters and Choose Bill Reports.

- The **Functions** section allows you to select the manner in which you want bills for your accounts to be delivered.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **Choose Bill Reports** section displays a list of accounts that are available for monthly reporting.

Fields and Descriptions The table below describes the fields and buttons displayed on the **Choose Bill Reports** screen.

Field Name	Description
Choose Bill Reports	
	This radio button allows you to choose the account for which you want to select reports.
Account #	This column displays the unique provider maintained identifier for each account listed.
Account Name	This column displays the unique customer maintained identifier for each account listed.
Type	This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (Qwest Long Distance) .
Balance	This column displays the current balance owed for each account listed.
Report Selections	
PAC Summary	This option allows you to include a PAC (Project Account Code) Summary report with your monthly invoice.
Total Usage	This option allows you to include a Total Usage report with your monthly invoice.

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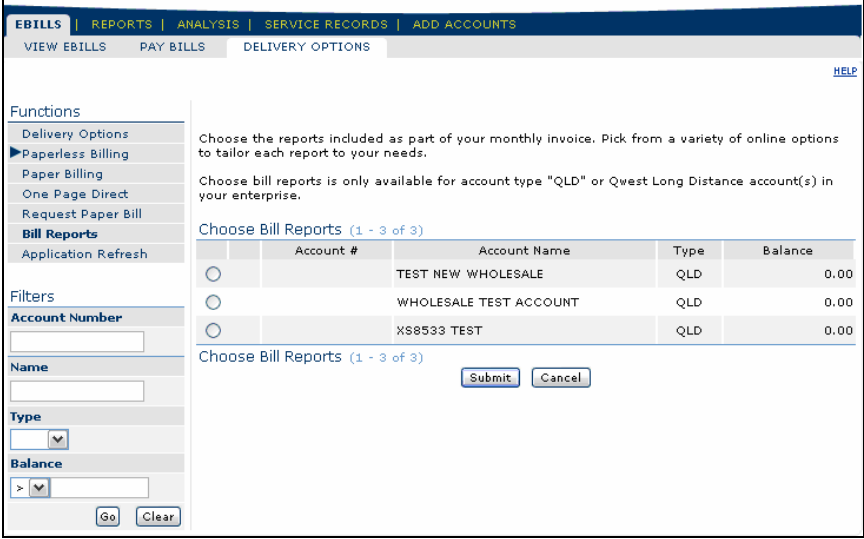
Bill Reports, continued

Fields and Descriptions (continued)

Field Name	Description
High Call Volume	<p>This option allows you to include a High Call (HC) Volume report with your monthly invoice.</p> <p>Note: When requesting this report you will need to select a HC Unit of Measure and a Threshold Value. The values may include the following:</p> <ul style="list-style-type: none"> • HC Unit of Measure = Minutes of Usage, Dollars Charged or No. of Calls. • Threshold Value = This value must be between 5 and 999.
Long Duration	<p>This option allows you to include a Long Duration (LD) report with your monthly invoice.</p> <p>Note: When requesting this report you will need to select a LD Unit of Measure and a Threshold Value. The values may include the following:</p> <ul style="list-style-type: none"> • LD Unit of Measure = Minutes of Usage or Dollars Charged • Threshold Value = This value must be between 30 and 999.
Unanswered Call	<p>This option allows you to include an Unanswered Call report with your monthly invoice.</p>
Top City	<p>This option allows you to include a Top City report with your monthly invoice.</p> <p>Note: When requesting this report you will need to select a Threshold Value. This value must be between 5 and 100.</p>
Area Code Summary	<p>This option allows you to include an Area Code Summary report with your monthly invoice.</p> <p>Note: When requesting this report you will need to select a Sort Order. This value may include Sort by Area Code (numeric), Sort by State then Area Code or Sort by Total Charges in Area Code.</p>
LATA Summary	<p>This option allows you to include a LATA Summary report with your monthly invoice.</p>

Accessing Bill Reports


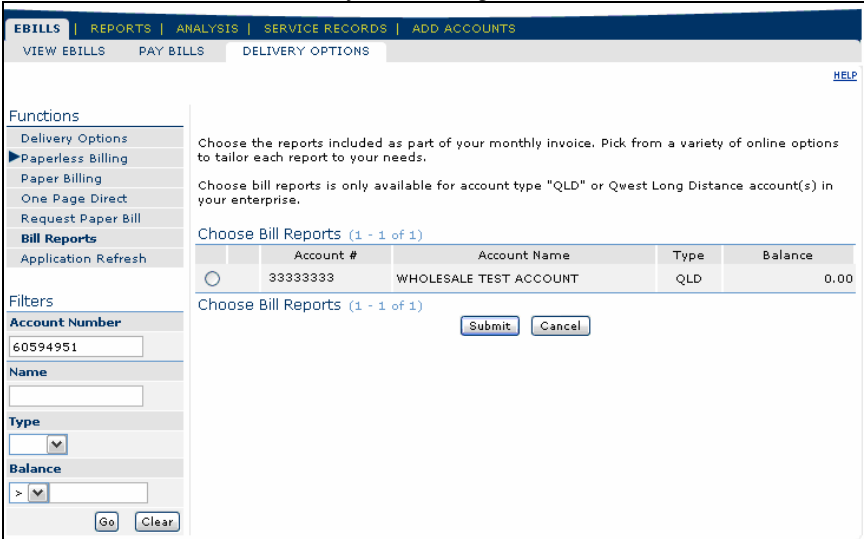

Procedure Follow the steps in the procedure below to **access** the **Choose Bill Reports** screen.

Step	Action
1	<p>From the Delivery Options screen, click on the Bill Reports functions link.</p> <p>Result: The Choose Bill Reports screen appears.</p> 

Filtering the Bill Reports List

Procedure

Follow the steps in the procedure below to **filter** the **Bill Reports** list.

Step	Action
1	From the Choose Bill Reports list screen, enter the unique identifier for your account in the Account Number field (if applicable).
2	In the Name field (if applicable), enter the name of your account.
3	From the Type drop down list (if applicable), select QLD for Qwest Long Distance.
4	From the Balance drop-down list (if applicable), select an operator (greater than [$>$], less than [$<$] or equal to [$=$] for the value you enter in Step 5 .
5	In the Balance field (if applicable), enter the dollar amount of the balance on the account(s) for your search. Note: The drop-down list and field work together to create the value for your filter. For example, selecting " $>$ " in Step 4 and enter "300" in Step 5 would return all accounts that have an outstanding balance greater than \$300.
6	Click  . Result: The Choose Bill Repots list refreshes and displays only the account numbers that match your filtering criteria. 
7	If needed, click  to view all the account numbers without a filter.

Selecting Bill Reports

Procedure

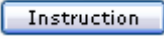
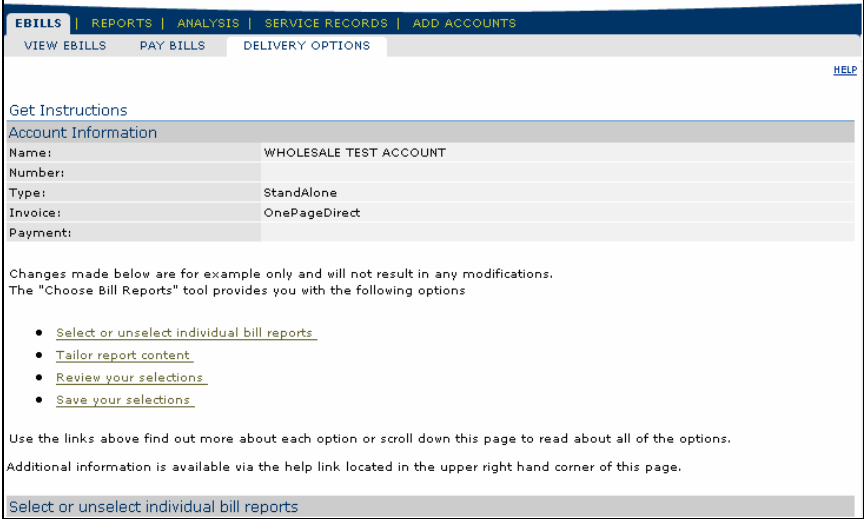


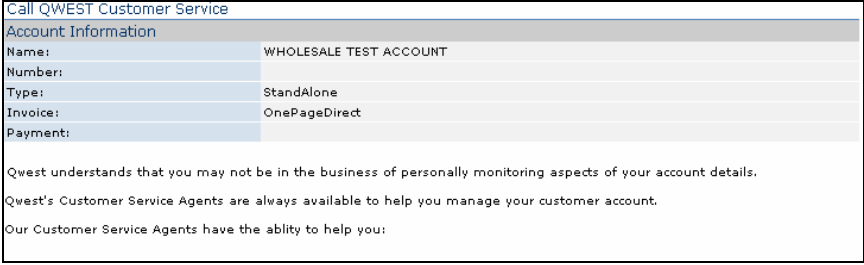
Follow the steps in the procedure below to **select** the **Bill Reports** that shall be included in your monthly invoice.

Step	Action										
1	<p>From the Delivery Options screen, click on the Bill Reports functions link.</p> <p>Result: The Choose Bill Reports screen appears.</p> <div data-bbox="597 604 1455 890" style="border: 1px solid black; padding: 5px;"> <p>Choose the reports included as part of your monthly invoice. Pick from a variety of online options to tailor each report to your needs.</p> <p>Choose bill reports is only available for account type "QLD" or Qwest Long Distance account(s) in your enterprise.</p> <p>Choose Bill Reports (1 - 1 of 1)</p> <table border="1" data-bbox="602 758 1450 821"> <thead> <tr> <th></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>33333333</td> <td>WHOLESALE TEST ACCOUNT</td> <td>QLD</td> <td>0.00</td> </tr> </tbody> </table> <p>Choose Bill Reports (1 - 1 of 1)</p> <p style="text-align: right;"><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p> </div>		Account #	Account Name	Type	Balance	<input type="radio"/>	33333333	WHOLESALE TEST ACCOUNT	QLD	0.00
	Account #	Account Name	Type	Balance							
<input type="radio"/>	33333333	WHOLESALE TEST ACCOUNT	QLD	0.00							
2	<p>From the Choose Bill Reports list, select the radio button for each account that should be included in your request.</p>										
3	<p>Click <input type="button" value="Submit"/>.</p> <p>Result: The Select the path to take screen appears.</p> <div data-bbox="597 1152 1455 1434" style="border: 1px solid black; padding: 5px;"> <p>Select the path to take</p> <p>Qwest offers you a number of different reports to be included with your invoice.</p> <ul style="list-style-type: none"> • You may choose to get only those reports that you need. • The content of each of these reports can be tailored to meet the needs of your business. • You will be able to view the reports you choose on-line <p>The links below provide you with the following options:</p> <ul style="list-style-type: none"> • INSTRUCTIONS: Get instructions on how to use the bill report selection tool. • CALL: Call Customer Service to get help with reporting selections. • NEXT: Go directly to the bill report selection tool. <p>Select the path to take</p> <p style="text-align: right;"><input type="button" value="Instruction"/> <input type="button" value="Call"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/></p> </div>										

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Selecting Bill Reports, continued




Procedure (continued)

Step	Action
4	<p>Click  for help in completing the report request.</p> <p>Result: The Get Instructions screen appears.</p> 
5	<p>Click  to return to the Select the path to take screen.</p>
6	<p>Click  to obtain contact information for further assistance.</p> <p>Result: The Call QWEST Customer Service screen appears.</p> 

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Selecting Bill Reports, continued




Procedure (continued)

Step	Action										
7	Click  to return to the Select the path to take screen.										
8	<p>Click  to continue the process of selecting the reports to be included with your monthly invoice.</p> <p>Result: The Step 1 of 3: Make Report Selection screen appears.</p> <div data-bbox="597 667 1455 1176" style="border: 1px solid black; padding: 5px;"> <p>Step 1 of 3: Make Report Selection</p> <p>Account Information</p> <table border="1"> <tr><td>Name:</td><td>XS8533 TEST</td></tr> <tr><td>Number:</td><td></td></tr> <tr><td>Type:</td><td>StandAlone</td></tr> <tr><td>Invoice:</td><td>OnePageDirect</td></tr> <tr><td>Payment:</td><td></td></tr> </table> <p>This tool provides you with the ability to select those reports that you wish Qwest to generate each month with your invoice. It also provides you with the ability to tailor the content of those reports.</p> <p>Use the dialog below to make your selections:</p> <ol style="list-style-type: none"> 1. SELECT REPORTS: To select, or de-select, a report click on the checkbox next to the the report name. 2. TAILOR CONTENT: To tailor the content of any specific report, select any applicable options to the right of the report name. (Only options applicable to your account will be available). 3. NEXT: To review and save your selections, press the "Next" button located at the bottom of this page. 4. RESET: Reset the selections on this page to those currently on your invoice, press the "Reset" button located at the bottom of this page. 5. CANCEL: To leave this tool without making any changes, press the "Cancel" button located at the bottom of this page. 6. StandAlone <p><input type="checkbox"/> PAC Summary</p> <p><input type="checkbox"/> Total Usage</p> </div>	Name:	XS8533 TEST	Number:		Type:	StandAlone	Invoice:	OnePageDirect	Payment:	
Name:	XS8533 TEST										
Number:											
Type:	StandAlone										
Invoice:	OnePageDirect										
Payment:											
9	From the Make Report Selection checkbox(es), select each report that should be included in your monthly invoice.										
10	<p>Click .</p> <p>Result: The Step 2 of 3: View and Save Report Selections screen appears.</p> <div data-bbox="597 1461 1455 1789" style="border: 1px solid black; padding: 5px;"> <p>Step 2 of 3: View and Save Report Selections</p> <p>Account Information</p> <table border="1"> <tr><td>Name:</td><td>XS8533 TEST</td></tr> <tr><td>Number:</td><td></td></tr> <tr><td>Type:</td><td>StandAlone</td></tr> <tr><td>Invoice:</td><td>OnePageDirect</td></tr> <tr><td>Payment:</td><td></td></tr> </table> <p>Reports Added</p> <p>PAC Summary</p> <p>Reports Removed</p> <p>No Reports Removed.</p> <p>New Report Profile</p> <p>PAC Summary</p> </div>	Name:	XS8533 TEST	Number:		Type:	StandAlone	Invoice:	OnePageDirect	Payment:	
Name:	XS8533 TEST										
Number:											
Type:	StandAlone										
Invoice:	OnePageDirect										
Payment:											

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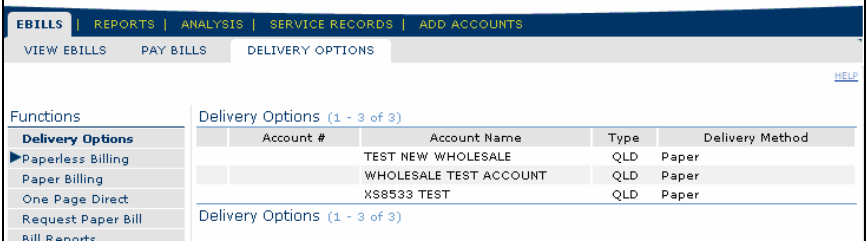
Selecting Bill Reports, continued

Procedure (continued)

Step	Action												
11	<p>Click  to confirm your selections.</p> <p>Result: The Step 3 of 3: Report Selection Complete screen appears.</p> <div data-bbox="597 573 1455 888" style="border: 1px solid black; padding: 5px;"> <p>Step 3 of 3: Report Selection Complete</p> <table border="1"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>XS8533 TEST</td> </tr> <tr> <td>Number:</td> <td></td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>OnePageDirect</td> </tr> <tr> <td>Payment:</td> <td></td> </tr> </tbody> </table> <p>Your report profile has been updated.</p> <p>Your selections will be reflected on your next invoice.</p> <p>If you wish to modify your selections at any time, use the "Choose Bill Reports" tool located under the "Invoice Tools" menu.</p> <p>Step 3 of 3: Report Selection Complete</p> <p style="text-align: right;"></p> </div>	Account Information		Name:	XS8533 TEST	Number:		Type:	StandAlone	Invoice:	OnePageDirect	Payment:	
Account Information													
Name:	XS8533 TEST												
Number:													
Type:	StandAlone												
Invoice:	OnePageDirect												
Payment:													
12	<p>Click  .</p> <p>Result: The system returns you to the Delivery Options screen.</p>												

Refresh the Delivery Options List

Procedure Follow the steps in the procedure below to **refresh** the **Delivery Options** screen.

Step	Action																																																		
1	<p>From the Delivery Options list screen, click on the Application Refresh link from the Functions section.</p> <p>Result: The Delivery Options screen refreshes.</p>  <table border="1" data-bbox="597 575 1458 814"> <thead> <tr> <th colspan="5">EBILLS REPORTS ANALYSIS SERVICE RECORDS ADD ACCOUNTS</th> </tr> <tr> <td colspan="2">VIEW EBILLS</td> <td colspan="2">PAY BILLS</td> <td>DELIVERY OPTIONS</td> </tr> <tr> <td colspan="5" style="text-align: right;">HELP</td> </tr> <tr> <td colspan="2">Functions</td> <td colspan="3">Delivery Options (1 - 3 of 3)</td> </tr> <tr> <th>Delivery Options</th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Delivery Method</th> </tr> <tr> <td>Paperless Billing</td> <td></td> <td>TEST NEW WHOLESALE</td> <td>QLD</td> <td>Paper</td> </tr> <tr> <td>Paper Billing</td> <td></td> <td>WHOLESALE TEST ACCOUNT</td> <td>QLD</td> <td>Paper</td> </tr> <tr> <td>One Page Direct</td> <td></td> <td>X88533 TEST</td> <td>QLD</td> <td>Paper</td> </tr> <tr> <td>Request Paper Bill</td> <td colspan="4">Delivery Options (1 - 3 of 3)</td> </tr> <tr> <td>Bill Reports</td> <td colspan="4"></td> </tr> </thead></table>	EBILLS REPORTS ANALYSIS SERVICE RECORDS ADD ACCOUNTS					VIEW EBILLS		PAY BILLS		DELIVERY OPTIONS	HELP					Functions		Delivery Options (1 - 3 of 3)			Delivery Options	Account #	Account Name	Type	Delivery Method	Paperless Billing		TEST NEW WHOLESALE	QLD	Paper	Paper Billing		WHOLESALE TEST ACCOUNT	QLD	Paper	One Page Direct		X88533 TEST	QLD	Paper	Request Paper Bill	Delivery Options (1 - 3 of 3)				Bill Reports				
EBILLS REPORTS ANALYSIS SERVICE RECORDS ADD ACCOUNTS																																																			
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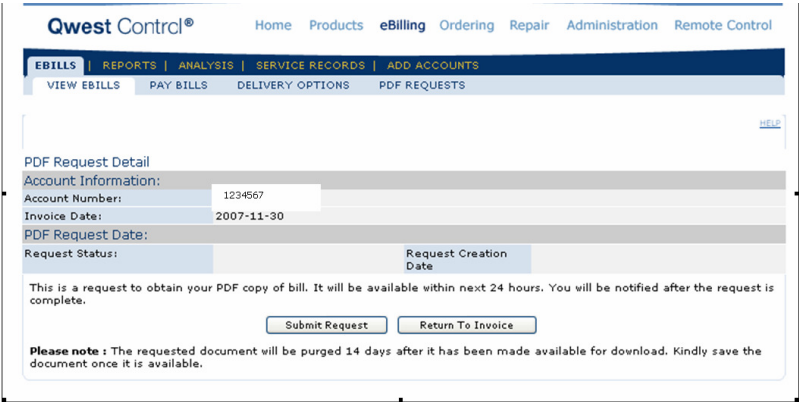

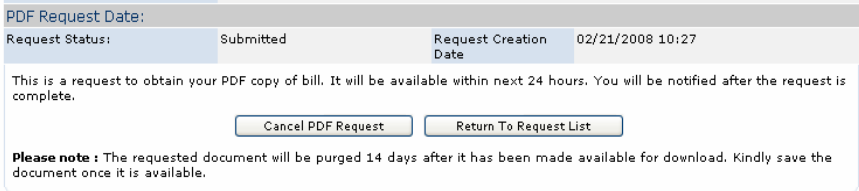
Request Bill Copy [PDF]

Introduction

The **Request Bill Copy [PDF]** allows you to create a full PDF copy of your bill and download it to your own computer. You will submit a request for a particular month by account. You can request the previous 12 months. Once you submit a request an email will be sent to you within 24 hours letting you know the PDF is available. Once it is available you will click on the PDF REQUEST tab and click on the appropriate account.

Procedure

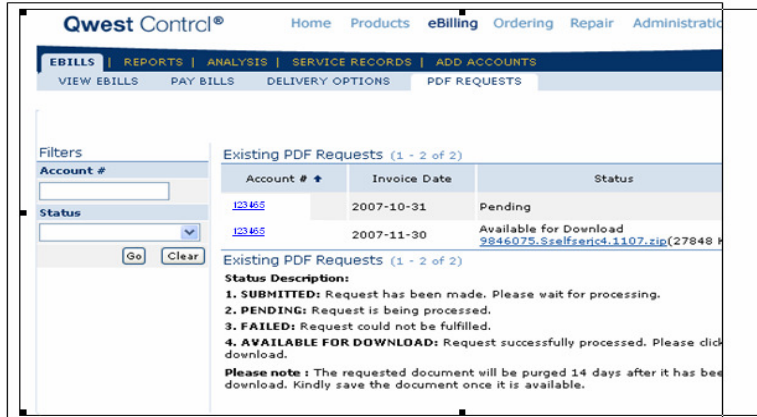
Follow the steps in the procedure below to **request the Request Bill Copy [PDF]**.

Step	Action
1	From the View eBills list screen under table of contents click on Request Bill Copy .
2	<p>Result: The PDF Request Detail screen appears.</p>  <p>The screenshot shows the 'Qwest Control' interface with a navigation menu including 'EBILLS', 'REPORTS', 'ANALYSIS', 'SERVICE RECORDS', and 'ADD ACCOUNTS'. Below the menu, there are tabs for 'VIEW EBILLS', 'PAY BILLS', 'DELIVERY OPTIONS', and 'PDF REQUESTS'. The main content area is titled 'PDF Request Detail' and contains the following information:</p> <ul style="list-style-type: none"> Account Information: <ul style="list-style-type: none"> Account Number: 1234567 Invoice Date: 2007-11-30 PDF Request Date: Request Status: Request Creation Date: <p>Below the information, there is a message: "This is a request to obtain your PDF copy of bill. It will be available within next 24 hours. You will be notified after the request is complete." and two buttons: "Submit Request" and "Return To Invoice".</p> <p>Please note : The requested document will be purged 14 days after it has been made available for download. Kindly save the document once it is available.</p>
3	<p>Make sure that the information is correct and click on</p>  <p>You will then get a confirmation that the PDF Request Status: Submitted</p>  <p>The screenshot shows the 'PDF Request Status: Submitted' screen. It contains the following information:</p> <ul style="list-style-type: none"> PDF Request Date: Request Status: Submitted Request Creation Date: 02/21/2008 10:27 <p>Below the information, there is a message: "This is a request to obtain your PDF copy of bill. It will be available within next 24 hours. You will be notified after the request is complete." and two buttons: "Cancel PDF Request" and "Return To Request List".</p> <p>Please note : The requested document will be purged 14 days after it has been made available for download. Kindly save the document once it is available.</p>

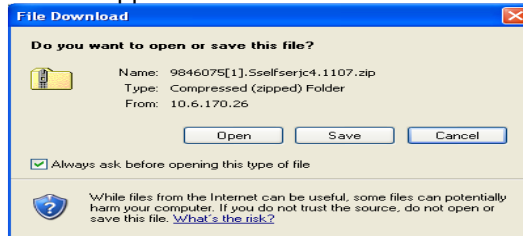
Request Bill Copy [PDF], continued

4 Once you receive an email stating that your PDF is ready click on **PDF Request** module.

Result: The **PDF Request** screen appears.

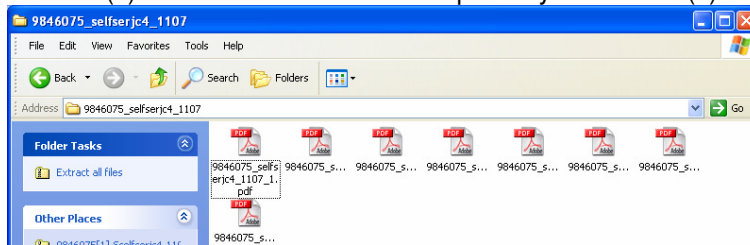


5 Click on the hyperlink that is available for Download
 Note: For large accounts that are over 500 pages the resulting PDF(s) will be “zipped” to better accommodate the resulting size. Click on open.



This may take several minutes depending on the performance of your personal computer.

6 You will then see a file to click on. Once you click on the file you will see the PDF(s). You will then be able to open any of the PDF(s) files.



If there are multiple PDFs they will be labeled **_1, _2, _3** etc.

eBill Summary Report



Introduction

The **eBill Summary Report** screen allows you to generate an online summary of billing information across one or more accounts participating in your Qwest Control Enterprise ID. You may select a view of one month or six months to display your the most recent billing information. This screen is divided into three sections: Functions, Filters and eBill Summary.

- The **Functions** section allows you to generate a new report.
- The **Filters** section of the screen allows you to define the criteria for your list of account numbers. Once your criterion is applied the screen will only display those account numbers based on the criteria defined.
- The **eBill Summary** section displays a list of accounts available to generate your report.

Fields and Descriptions

The table below describes the fields and buttons displayed on the **eBill Summary Report** screen.


Field Name	Description
Functions Section	
eBill Summary Report	This link allows you view a list of reports generated and available for review.
Generate New Report	This link allows you to generate a new eBill Summary report.
Filters Section	
Account Number	This field allows you to enter the unique identifier of the account you want to filter. Note: The system automatically applies a wildcard character to the value entered. Example: If you enter a partial value of 3032 , the system will return account numbers 30321 , 30322 , 30323 , etc.
Account Name	This field allows you to enter the name of the account you want to filter Note: The system automatically applies a wildcard character to the value entered. Example: If you enter San , the system will return account names Santa Claus , Sanitation , etc.
Type	This drop-down list allows you to select the kind of account you want to filter. Your options include QLD (Qwest Long Distance) .
Last Invoice	This field allows you to enter the total dollar amount of each account's previous invoice.
	This button allows you to apply your filter.
	This button allows you to clear the current filter.

Continued on next page

eBill Summary Report, continued

Fields and Descriptions

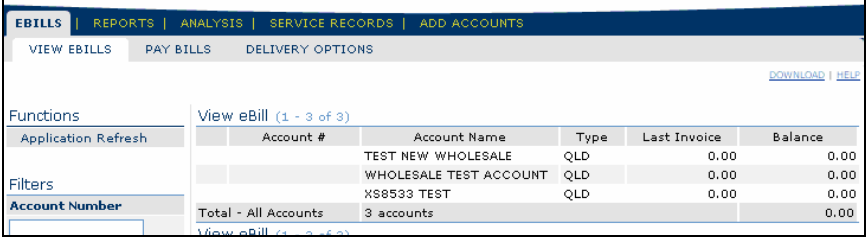
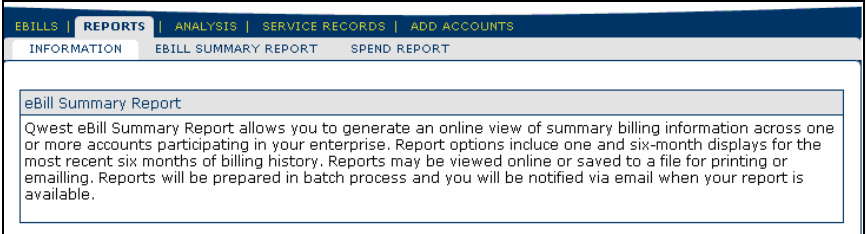
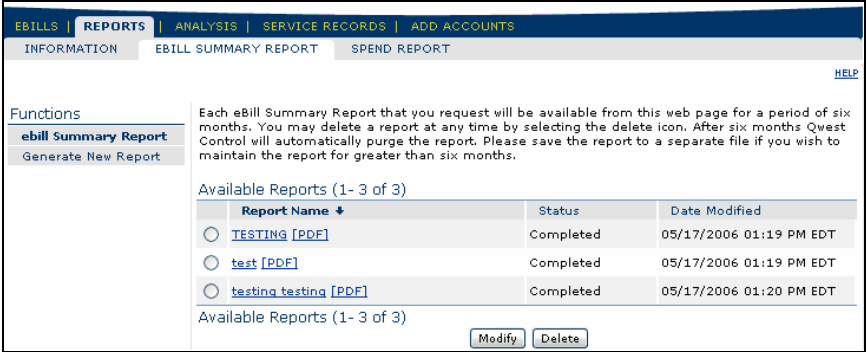
(continued)

Field Name	Description
eBill Summary Section	
Report Name	This field allows you to enter a descriptive name for the eBill Summary report.
Time Period	This drop-down list allows you to select the period for your report. Note: You may choose to generate the report for one of the previous six months or the entire six-month period.
<input type="checkbox"/>	This checkbox allows you select the accounts you want to include in the report. Note: If an account has sub-accounts associated with it, you may select either the primary or the sub-accounts; however not both.
Account #	This column displays the unique provider maintained identifier for each account listed.
Account Name	This column displays the unique customer maintained identifier for each account listed.
Type	This drop-down list allows you to select the type of account. Your options include QLD (Qwest Long Distance) .
	This button allows you to generate your eBill Summary report.

Viewing the eBill Summary Report List

Procedure

Follow the steps in the procedure below to **access** the **eBill Summary** report list screen.

Step	Action
1	<p>From the Home page, click on the eBilling module.</p> <p>Result: The View eBills screen appears.</p>  <p>The screenshot shows the 'View eBills' screen with a navigation bar (EBILLS, REPORTS, ANALYSIS, SERVICE RECORDS, ADD ACCOUNTS) and sub-tabs (VIEW EBILLS, PAY BILLS, DELIVERY OPTIONS). A sidebar on the left contains 'Functions' (Application Refresh) and 'Filters' (Account Number). The main area displays a table titled 'View eBill (1 - 3 of 3)' with columns: Account #, Account Name, Type, Last Invoice, and Balance. The table lists three accounts: TEST NEW WHOLESALE, WHOLESALE TEST ACCOUNT, and X88533 TEST, all with a balance of 0.00. A 'Total - All Accounts' row shows 3 accounts and a balance of 0.00.</p>
2	<p>From the View eBills screen, click on the Reports application.</p> <p>Result: The reports Information screen appears.</p>  <p>The screenshot shows the 'Reports Information' screen with the same navigation bar and sub-tabs (INFORMATION, EBILL SUMMARY REPORT, SPEND REPORT). A text box titled 'eBill Summary Report' contains the following text: 'Qwest eBill Summary Report allows you to generate an online view of summary billing information across one or more accounts participating in your enterprise. Report options include one and six-month displays for the most recent six months of billing history. Reports may be viewed online or saved to a file for printing or emailing. Reports will be prepared in batch process and you will be notified via email when your report is available.'</p>
3	<p>From the Information screen, click on the eBill Summary Report menu.</p> <p>Result: The Available Reports screen appears.</p>  <p>The screenshot shows the 'Available Reports' screen with the same navigation bar and sub-tabs (INFORMATION, EBILL SUMMARY REPORT, SPEND REPORT). A sidebar on the left contains 'Functions' (ebill Summary Report, Generate New Report). The main area contains a text box explaining that reports are available for six months and can be deleted. Below this is a table titled 'Available Reports (1- 3 of 3)' with columns: Report Name, Status, and Date Modified. The table lists three reports: TESTING [PDF], test [PDF], and testing testing [PDF], all with a status of 'Completed' and a date of 05/17/2006. At the bottom, there are 'Modify' and 'Delete' buttons.</p>

Sorting the eBill Summary Report List

Procedure

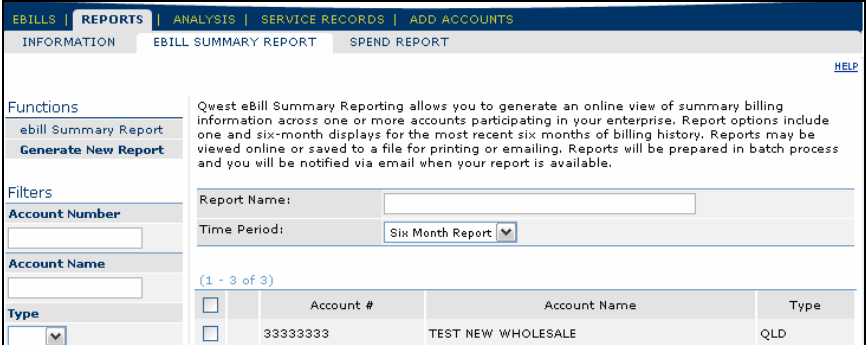
Follow the steps in the procedure below to **sort** the **eBill Summary** report list screen.

Step	Action
1	From the eBill Summary Report screen, click on the Report Name column label to sort the list by the report name defined.
2	From the eBill Summary Report screen, click on the Status column label to sort the list by the current status.
3	From the eBill Summary Report screen, click on the Date Modified column label to sort the list by the date and time the report was last modified.

Accessing the Generate New Report


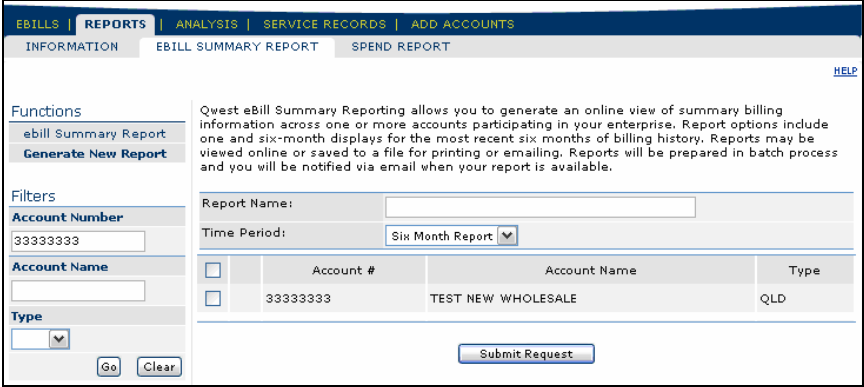

Procedure

Follow the steps in the procedure below to **access** the **Generate New Report** screen.

Step	Action
1	<p>From the eBill Summary Report screen, click on the Generate New Report functions link.</p> <p>Result: The Generate New Report screen appears.</p> 


Filtering the eBill Summary Account List

Procedure Follow the steps in the procedure below to **filter** the **eBill Summary Report** list.

Step	Action
1	From the Generate New Report list screen, enter the unique identifier for your account in the Account Number field (if applicable).
2	In the Account Name field (if applicable), enter the name of your account.
3	From the Type drop down list (if applicable), select QLD for Qwest Long Distance.
4	<p>Click .</p> <p>Result: The Generate New Report account list refreshes and displays only the account numbers that match your filtering criteria.</p>  <p>The screenshot shows the 'Generate New Report' interface. On the left, there are filter sections for 'Account Number' (33333333), 'Account Name', and 'Type'. On the right, there is a 'Report Name' field, a 'Time Period' dropdown set to 'Six Month Report', and a table of results. The table has columns for 'Account #', 'Account Name', and 'Type'. One row is visible with '33333333' in the Account # column, 'TEST NEW WHOLESALE' in the Account Name column, and 'QLD' in the Type column. There are 'Go' and 'Clear' buttons at the bottom left, and a 'Submit Request' button at the bottom right.</p>
5	If needed, click  to view all the account numbers without a filter.

Generating an eBill Summary Report

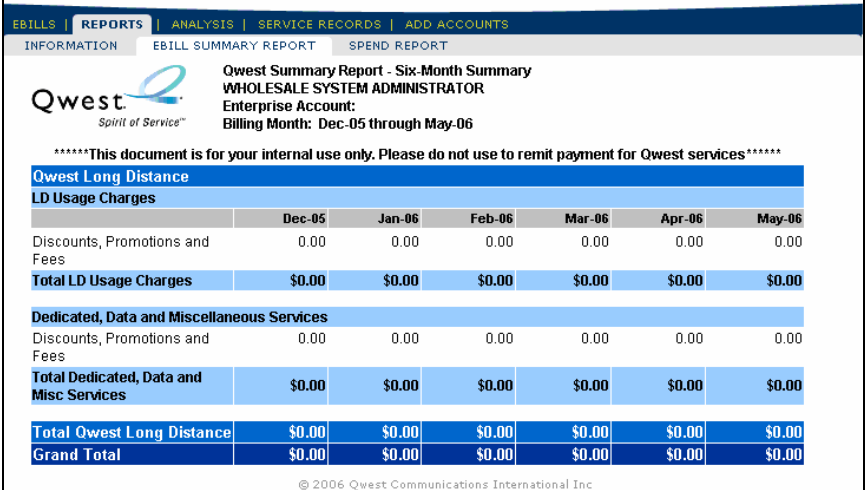
Procedure Follow the steps in the procedure below to **generate** the **eBill Summary** report.

Step	Action								
1	From the Reports application, click on the eBill Summary Report menu.								
2	<p>From the Functions section, click on the Generate New Report link.</p> <p>Result: The Generate eBill Summary Report screen appears.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Qwest eBill Summary Reporting allows you to generate an online view of summary billing information across one or more accounts participating in your enterprise. Report options include one and six-month displays for the most recent six months of billing history. Reports may be viewed online or saved to a file for printing or emailing. Reports will be prepared in batch process and you will be notified via email when your report is available.</p> <p>Report Name: <input type="text"/></p> <p>Time Period: <input type="text" value="Six Month Report"/></p> <p>eBill Summary (1 - 3 of 3)</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>33333333</td> <td>TEST NEW WHOLESALE</td> <td>QLD</td> </tr> </tbody> </table> </div>	<input type="checkbox"/>	Account #	Account Name	Type	<input type="checkbox"/>	33333333	TEST NEW WHOLESALE	QLD
<input type="checkbox"/>	Account #	Account Name	Type						
<input type="checkbox"/>	33333333	TEST NEW WHOLESALE	QLD						
3	In the Report Name field, enter a brief description to name your report.								
4	From the Time Period drop-down list, select a specific Month/Year or all Six Months .								
5	<p>Select the checkbox(es) for the accounts that should be included in your report.</p> <p>Note: If an account has sub-accounts associated with it, you may select either the primary or the sub-accounts; however not both.</p>								
6	<p>Click  .</p> <p>Result: The system processes your request and returns you to the Available Reports screen.</p>								

Viewing the eBill Summary Report Details

Procedure


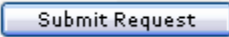
Follow the steps in the procedure below to **view** the **eBill Summary** report details screen.

Step	Action
1	<p>From the eBill Summary Report screen, click on the desired Report Name link.</p> <p>Result: The eBill Summary Report Details screen appears.</p>  <p>Note: To view in a PDF file version, click on the PDF hyperlink under the Report Name column name.</p>

Qwest Summary Report - Six-Month Summary						
WHOLESALE SYSTEM ADMINISTRATOR						
Enterprise Account:						
Billing Month: Dec-05 through May-06						
*****This document is for your internal use only. Please do not use to remit payment for Qwest services*****						
Qwest Long Distance						
LD Usage Charges						
	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06
Discounts, Promotions and Fees	0.00	0.00	0.00	0.00	0.00	0.00
Total LD Usage Charges	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Dedicated, Data and Miscellaneous Services						
Discounts, Promotions and Fees	0.00	0.00	0.00	0.00	0.00	0.00
Total Dedicated, Data and Misc. Services	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Qwest Long Distance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Grand Total	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00


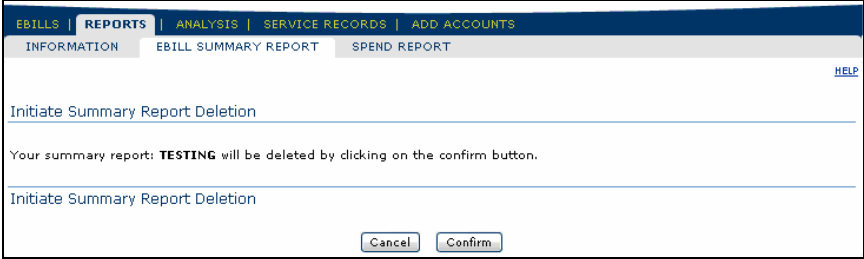

Modifying an eBill Summary Report

Procedure Follow the steps in the procedure below to **modify** the **eBill Summary** report criteria.

Step	Action								
2	From the eBill Summary Report screen, click on the radio button next to the report that needs modify.								
3	<p>Click  .</p> <p>Result: The Generate eBill Summary Report screen appears.</p> <div style="border: 1px solid black; padding: 5px;"> <p>Qwest eBill Summary Reporting allows you to generate an online view of summary billing information across one or more accounts participating in your enterprise. Report options include one and six-month displays for the most recent six months of billing history. Reports may be viewed online or saved to a file for printing or emailing. Reports will be prepared in batch process and you will be notified via email when your report is available.</p> <p>Report Name: <input type="text"/></p> <p>Time Period: <input type="text" value="Six Month Report"/></p> <p>eBill Summary (1 - 3 of 3)</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>33333333</td> <td>TEST NEW WHOLESALE</td> <td>QLD</td> </tr> </tbody> </table> </div>	<input type="checkbox"/>	Account #	Account Name	Type	<input type="checkbox"/>	33333333	TEST NEW WHOLESALE	QLD
<input type="checkbox"/>	Account #	Account Name	Type						
<input type="checkbox"/>	33333333	TEST NEW WHOLESALE	QLD						
4	Modify the fields on the screen, as needed.								
5	<p>Click  .</p> <p>Result: The system processes your request and returns you to the Available Reports screen.</p>								

Deleting an eBill Summary Report

Procedure Follow the steps in the procedure below to **delete** an **eBill Summary** report.

Step	Action
1	From the eBill Summary Report screen, click on the radio button next to the report that needs deleted.
2	<p>Click  .</p> <p>Result: The Initiate Summary Report Deletion screen appears.</p> 
3	<p>Click  .</p> <p>Result: The system processes your request and returns you to the Available Reports screen.</p>

QTA Spend Report

Introduction The **Spend Report** functionality is not available for Wholesale customers and has been disabled by a Qwest System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Analysis Application

Introduction The **Analysis Application** (including Information, eBill Companion and LEC Data Files) functionality is not available for Wholesale customers and has been disabled by a Qwest System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

eBill Companion

Introduction The **eBill Companion** (including: Data Files, Account Groups, Application Downloads) functionality is not available for Wholesale customers and has been disabled by a Qwest System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

LEC Data Files

Introduction The **LEC Data Files** (including: Data Files and Accounts Groups) functionality is not available for Wholesale customers and has been disabled by a Qwest System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Service Records

Introduction The **Service Records** functionality is not available to Wholesale customers and has been disabled by a Qwest System Administrator.

Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

Add Accounts

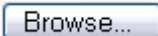

Introduction

The **Add Accounts** application allows you to register your accounts within the Qwest Control system. You can enter accounts one at a time or bulk upload accounts using a single file.

Note: You will need a copy of your invoice to register your accounts.

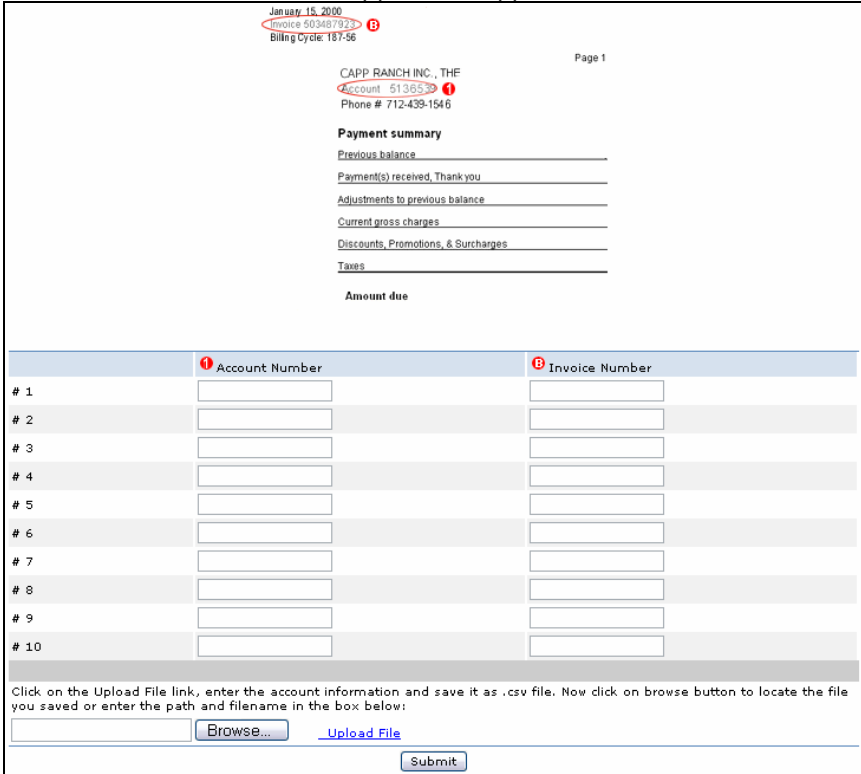
Fields and Descriptions

The table below describes the fields and buttons displayed on the **Add Accounts** application.

Field Name	Description
Account Number	This <i>required</i> field shall contain your unique customer Account number and is located in the top left corner of your monthly invoice/eBill under your Company Name.
Invoice Number	This <i>required</i> field shall contain your unique Invoice number and is located in the top right corner of your monthly invoice/eBill under the invoice date.
	This button allows you to browse and upload a CSV file containing the information for multiple accounts to be registered under your Qwest Control Enterprise ID.
	This button allows you to save your entries in the Add Accounts application.

Adding an Account(s)

Procedure Follow the steps in the procedure below to **register** an account in the **Add Accounts** application.

Step	Action																																	
1	<p>From the eBilling module, click on the Add Accounts application.</p> <p>Result: The Add Accounts application appears.</p>  <p>January 15, 2000 Invoice 50348792 Billing cycle: 187-56</p> <p>Page 1</p> <p>CAPP RANCH INC., THE Account 513653 Phone # 712-439-1546</p> <p>Payment summary</p> <p>Previous balance _____ Payment(s) received, Thank you _____ Adjustments to previous balance _____ Current gross charges _____ Discounts, Promotions, & Surcharges _____ Taxes _____</p> <p>Amount due</p> <table border="1"> <thead> <tr> <th></th> <th>Account Number</th> <th>Invoice Number</th> </tr> </thead> <tbody> <tr><td># 1</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 2</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 3</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 4</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 5</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 6</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 7</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 8</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 9</td><td><input type="text"/></td><td><input type="text"/></td></tr> <tr><td># 10</td><td><input type="text"/></td><td><input type="text"/></td></tr> </tbody> </table> <p>Click on the Upload File link, enter the account information and save it as .csv file. Now click on browse button to locate the file you saved or enter the path and filename in the box below:</p> <p><input type="text"/> <input type="button" value="Browse..."/> Upload File</p> <p><input type="button" value="Submit"/></p>		Account Number	Invoice Number	# 1	<input type="text"/>	<input type="text"/>	# 2	<input type="text"/>	<input type="text"/>	# 3	<input type="text"/>	<input type="text"/>	# 4	<input type="text"/>	<input type="text"/>	# 5	<input type="text"/>	<input type="text"/>	# 6	<input type="text"/>	<input type="text"/>	# 7	<input type="text"/>	<input type="text"/>	# 8	<input type="text"/>	<input type="text"/>	# 9	<input type="text"/>	<input type="text"/>	# 10	<input type="text"/>	<input type="text"/>
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Adding an Account(s), continued

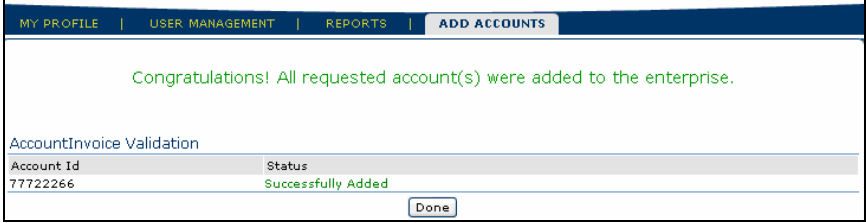
Procedure (continued)

Step	Action
2	In the Account Number field, enter your customer Account number. Note: The customer Account number can be located in the top left corner of your monthly eBill summary page, under your Company Name.
3	In the Invoice Number field, enter your Invoice number. Note: The Invoice number can be located in the top right corner of your monthly eBill summary page, under the invoice date.
4	Repeat Steps 2 and 3 for each account that needs registered/added to your Qwest Control Enterprise ID.

Continued on next page

Adding an Account(s), continued

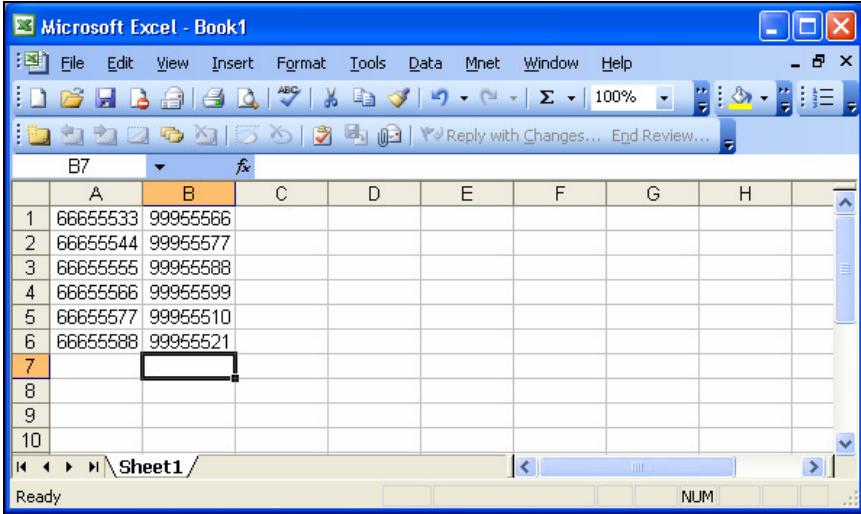
Procedure (continued)

Step	Action				
5	<p>Click <input type="button" value="Submit"/>.</p> <p>Result: The Qwest Control system validates the information you entered. If everything is correct, the accounts are added to your Qwest Enterprise ID and a confirmation page appears indicating a success or failure.</p>  <table border="1" data-bbox="548 625 1409 846"><thead><tr><th data-bbox="553 632 808 659">Account Id</th><th data-bbox="813 632 1404 659">Status</th></tr></thead><tbody><tr><td data-bbox="553 665 808 693">77722266</td><td data-bbox="813 665 1404 693">Successfully Added</td></tr></tbody></table>	Account Id	Status	77722266	Successfully Added
Account Id	Status				
77722266	Successfully Added				
6	Click <input type="button" value="Done"/> .				

Uploading Multiple Accounts

Procedure

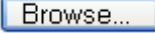
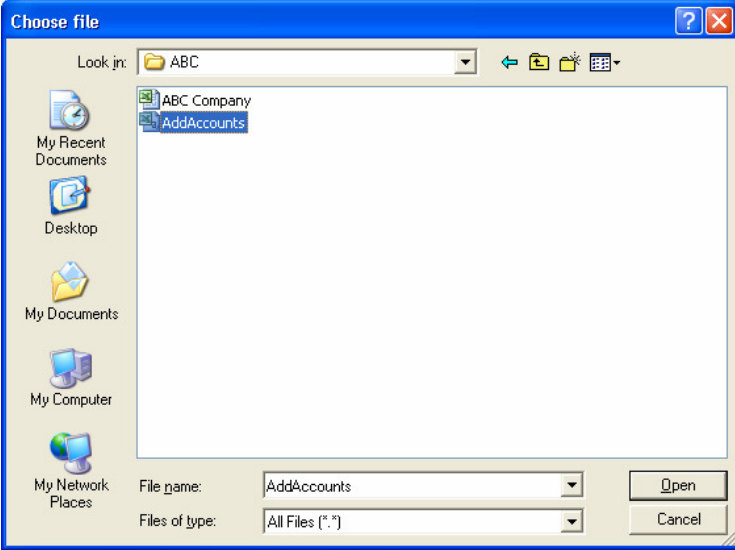
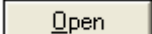
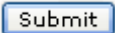
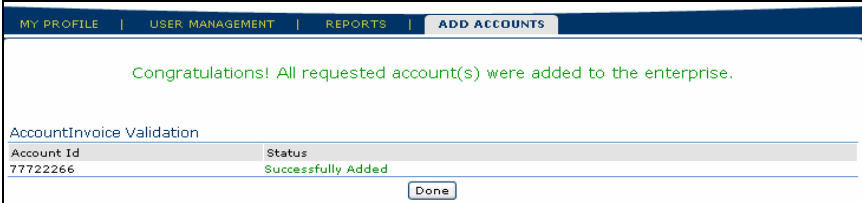

Follow the steps in the procedure below to **create** and **upload** file of multiple accounts.

Step	Action																																																																																																			
1	<p>From a text editing application such as Microsoft Excel, create an upload file with the following criteria:</p> <ul style="list-style-type: none"> • In the first column enter all the Account Number(s) that will be added (punctuation, spaces, etc. must be excluded). • In the second column enter the corresponding Invoice Number(s) for each account number (punctuation, spaces, etc. must be excluded). • Delete sheets 2 and 3 from the excel spreadsheet. <p>Sample:</p>  <p>The screenshot shows a Microsoft Excel window titled 'Microsoft Excel - Book1'. The spreadsheet has columns A through H and rows 1 through 10. Column A contains account numbers and column B contains invoice numbers. The data is as follows:</p> <table border="1"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> <th>G</th> <th>H</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>66655533</td> <td>99955566</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>66655544</td> <td>99955577</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>66655555</td> <td>99955588</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>66655566</td> <td>99955599</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>66655577</td> <td>99955510</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>6</td> <td>66655588</td> <td>99955521</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>8</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>9</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>10</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		A	B	C	D	E	F	G	H	1	66655533	99955566							2	66655544	99955577							3	66655555	99955588							4	66655566	99955599							5	66655577	99955510							6	66655588	99955521							7									8									9									10								
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2	<p>Save the file with all the information as a *.CSV file. Note the directory in which you saved it.</p>																																																																																																			

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Uploading Multiple Accounts, continued

Procedure (continued)


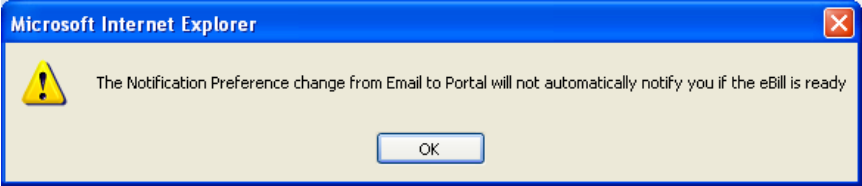
Step	Action
3	<p>From the Add Accounts screen, click .</p> <p>Result: A Choose File dialog box appears.</p> 
4	Navigate to the directory in which you placed the file.
5	Select the file and click  .
6	<p>Click .</p> <p>Result: The Qwest Control system validates the information you entered. If everything is correct, the accounts are added to your Qwest Enterprise ID and a confirmation page appears indicating a success or failure.</p> 
7	Click  .

Modifying Email Notification

Procedure

Follow the steps in the procedure below to **modify** the **email notification**.

Note: Only CSA and eBill Admin User Group get email notifications and therefore these users will only have the option of changing the notification process.

Step	Action
1	<p>From the My Profile screen under Administration, click on the drop down next to Notification Preferences. You must key in your current password into the Your Current Password field.</p> <p>Note: Preference 'Email' will send an email of billing notification to email address on file. Preference 'Portal' will have a note on the home page.</p>
2	<p>Click .</p> <p>Result: A reminder will show.</p>  <p>Click OK.</p> <p>Result: A confirmation page appears, indicating the success or failure of the addition.</p> 