Chapter 8: 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 Control Center Enterprise ID.

In this Chapter

This chapter contains the following topics:

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Overview, continued

In this Chapter (continued)

View eBill List

Introduction

The **View eBill** screen provides you a listing of the account numbers associated to your Control Center 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 access to various functions that can performed on the data on this screen or guide you to the appropriate screens.
- The **Filters** sub-section of the screen (under **Advanced** button) 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 Control Center 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 Control Center 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	
Refresh	This link allows you to refresh the application for new data.
Advanced	This button allows access to filtering criteria for the data.
Search For	This drop-down allows you to search for specific data.
Download Account List	This button allows you to download the account list.
Make a Payment	This drop-down takes you to the appropriate screen for the selection made on the payment criteria in this drop-down.
Filters Section	
Invoice Group	This field allows you to enter the unique identifier of the invoice group you want to filter. **Note**: Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. Or you may use commas to filter multiple specific values.
Account Number	This field allows you to enter the unique identifier of the account you want to filter. **Note**: Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. **Example**: If you enter a partial value as follows: **3032***, the system may return **3032**1, **3032**2, **3032**3. etc. Or you may use commas to filter multiple specific values.

Continued on next page

View eBill List, continued

Fields and Descriptions (continued)

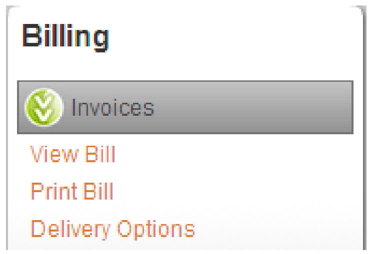
Field Name	Description
Account Name	This field allows you to enter the name of the account you want to filter **Note**: Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. **Example**: If you enter **San***, the system will return account names **San**ta Claus. etc. Or you may use commas to filter multiple specific values.
Account Type	This lists the checkboxes which allows you to select the kind of account you want to filter. Your options include ***CLD*** (**CenturyLink L**ong **D**istance), CLS and CPE.
Balance	This field allows you to enter the current balance owed for each account you want to filter.
Apply	This button allows you to apply your filter.
Clear All Filters	This button allows you to clear the current filter.
− / +	This button minimizes/maximizes the filtering widget.
Close	This button closes the filtering widget.
View eBill List Section	
Invoice Group	This column displays the invoice group that the account belongs to (if any).
Account #	This column displays the unique provider maintained identifier assigned for each account in the list.
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 ***CLD*** (**CenturyLink L**ong **D**istance).
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.

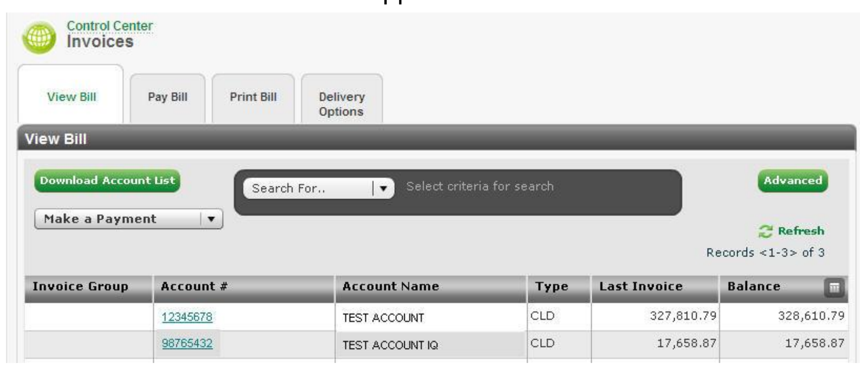
Viewing eBills

Procedure

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Landing page, click on the Invoices in the Billing section.

Result: The Invoices drop down appears.

</td></tr>
<tr><td>2</td><td>From the Invoices dropdown, click on the View Bill link.

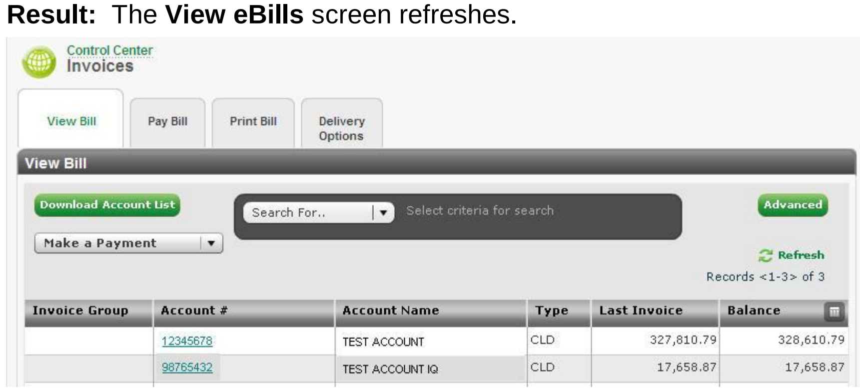
Result: The View Bill screen appears.

</td></tr>
</table>

3	From the **Account #** column, click on the account number hyperlink to view the listed eBill. **Result**: The **eBill invoice** screen appears.

Refresh the View eBills List

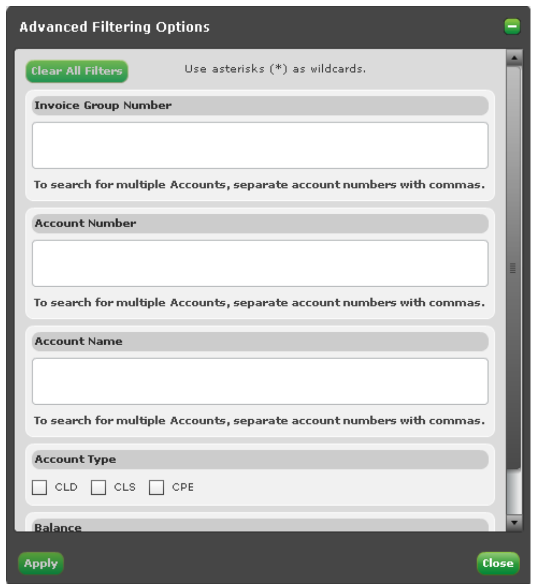
Procedure Follow the steps in the procedure below to **refresh** the **View eBill** screen.

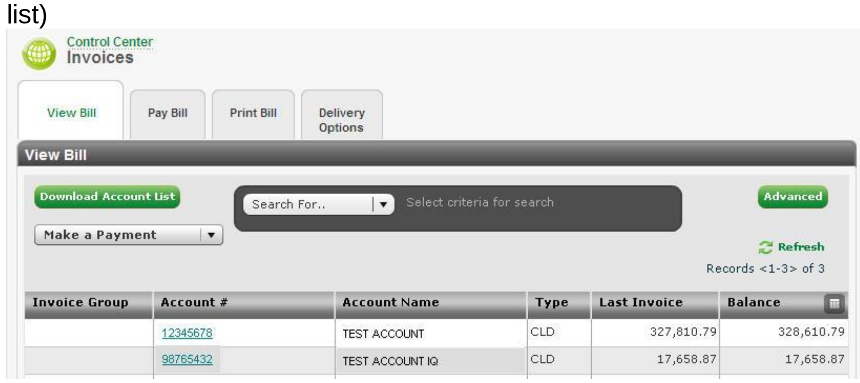
Step	Action
1	From the **View eBills** list screen, click on the **Refresh** link/icon (Refresh) on the right hand side of the screen (above the table). **Result:** The **View eBills** screen refreshes.



Filtering the View eBills List

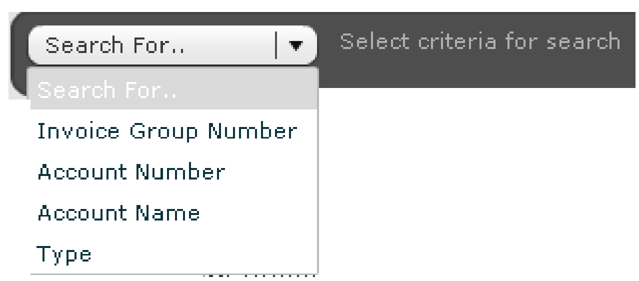
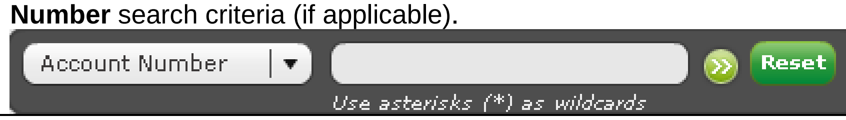
Procedure Follow the steps in the procedure below to **filter** the **View eBill** list.

Step	Action
1	From the **View eBills** list screen, click on the **Advanced** button (). Result: A widget for **Advanced Filtering Options** is displayed 
2	In the **Advanced Filtering Options** widget, enter the unique identifier for your account in the **Account Number** field (if applicable).
3	In the **Account Name** field (if applicable), enter the name of your account.
4	In the **Account Type** section (if applicable), select **CLD** for CenturyLink Long Distance.
5	In the **Balance** section (if applicable), from the drop-down list, select an operator (greater than [>], less than [<] or equal to [=]) and enter a value in the available field. **Note:** The drop-down list and field work together to create the value for your filter. For example, selecting ">" and typing "500" in **Step 5** would return all accounts that have an outstanding balance of greater than 500 dollars.

6	Click . **Result**: The **View eBill** list refreshes and displays only the account numbers that match your filtering criteria.(**Note:** You may have to minimize the **Advanced Filtering Options** widget by clicking  or close the widget by clicking  in order to view/access the refreshed list) 
7	If needed, click  button in the **Advanced Filtering Options** widget to view all the account numbers without a filter.

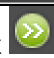
Quick Search on View eBills List

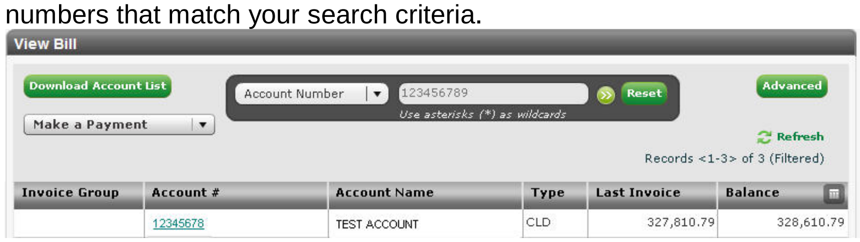
Procedure Follow the steps in the procedure below to **search** the **View eBill** list.

Step	Action
1	From the **View eBills** list screen, click on the **Search For** drop-down field and select one of the available search criteria.  **Result:** A field is made available to enter the value for the search criteria.
2	Enter the unique identifier for your account in the field for the **Account Number** search criteria (if applicable). 

<table>
<tr><td>3</td><td>For the Account Name search criteria (if applicable), enter the name of your account in the field.

</td></tr>
<tr><td>4</td><td>For the Type search criteria (if applicable), enter the account type (e.g. CLD for CenturyLink Long Distance) in the field.

</td></tr>
<tr><td>5</td><td>Click .

Result: The View eBill list refreshes and displays only the account numbers that match your search criteria.

</td></tr>
<tr><td>6</td><td>If needed, click 

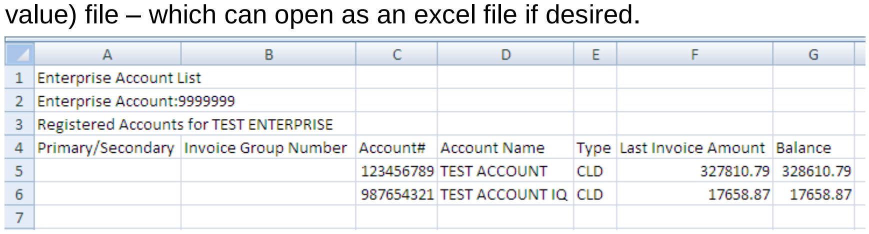
to view all the account numbers without a search criteria.</td></tr>
</table>

Downloading the eBill List

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the View eBills list screen, click on the 

button.

Result: Your View eBill list is exported to a CSV (comma separated value) file – which can open as an excel file if desired.
</td></tr>
</table>

	A	B	C	D	E	F	G
1	Enterprise Account List						
2	Enterprise Account:9999999						
3	Registered Accounts for TEST ENTERPRISE						
4	Primary/Secondary	Invoice Group Number	Account#	Account Name	Type	Last Invoice Amount	Balance
5			123456789	TEST ACCOUNT	CLD	327810.79	328610.79
6			987654321	TEST ACCOUNT IQ	CLD	17658.87	17658.87
7							

Delivery Options

Introduction

The **Delivery Options** screen provides you a listing of the accounts associated with your Control Center 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 Control Center 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 **3032**1, **3032**2, **3032**3. 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 **San**ta Claus, **San**itation, etc.

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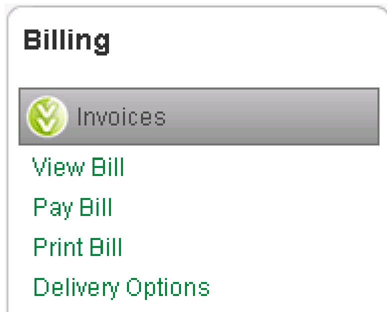
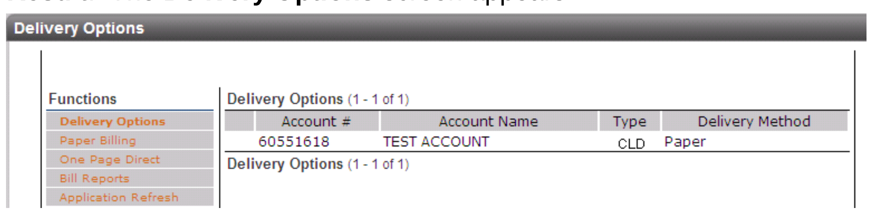
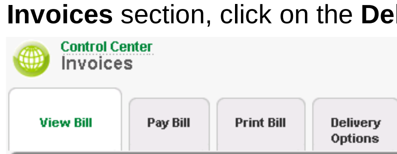
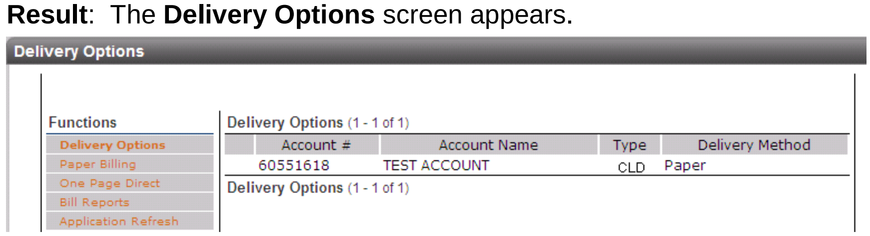
Delivery Options, continued

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 ***CLD*** *(***CenturyLink L**ong **D**istance).
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.
Go	This button allows you to apply your filter.
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*** *(***CenturyLink L**ong **D**istance).
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	From the **Landing** page, click on the **Invoices** in the **Billing** section. **Result:** The **Invoices** drop down appears. 
2	From the **Invoices** dropdown, click on the **Delivery Options** link. **Result**: The **Delivery Options** screen appears. 
3	**OR** alternatively, you could click on the **View Bill** link (or any other link) from the **Invoices** dropdown (as seen in #1 above) and then from the **Invoices** section, click on the **Delivery Options** tab.  **Result**: The **Delivery Options** screen appears. 

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 recommend 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	
☐	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** (**CenturyLink L**ong **D**istance).
Delivery Method	This column identifies the delivery method for each account listed.

Accessing Paper Billing

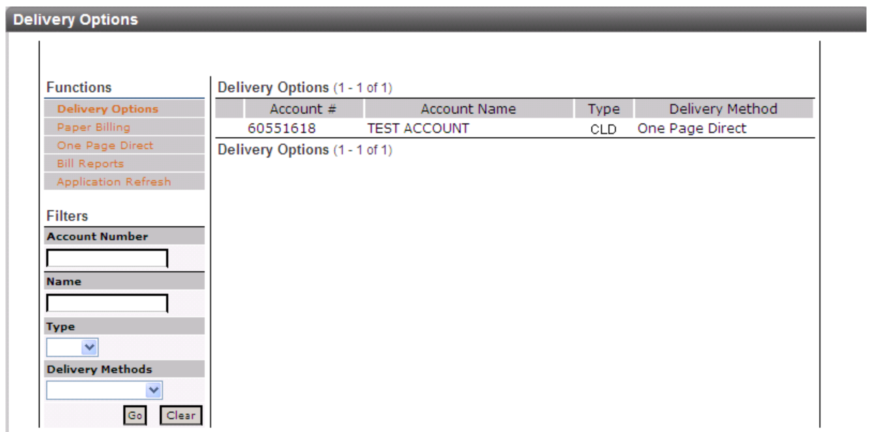
Procedure

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the **Delivery Options** screen, click on the **Paper Billing** functions link.

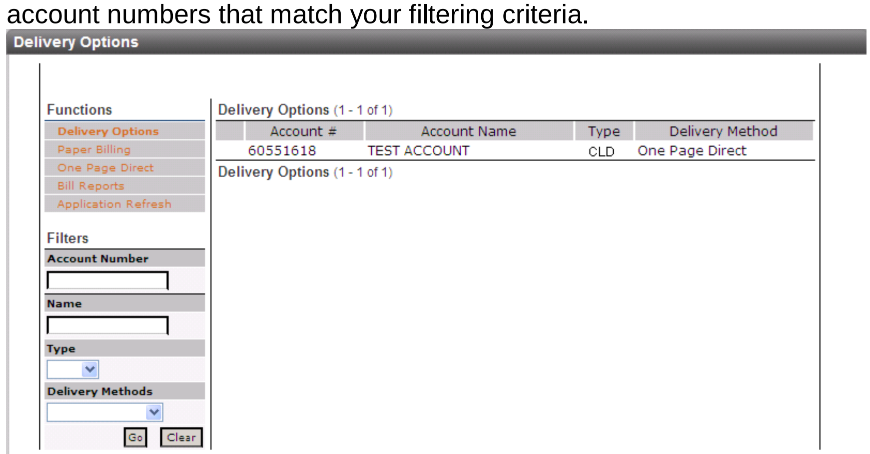
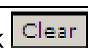
Result: The **Enroll Full Paper** screen appears.



</td></tr>
</table>

Filtering the Paper Billing List

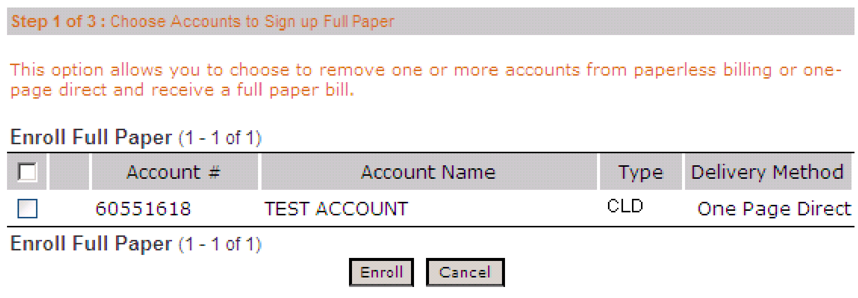
Procedure Follow the steps in the procedure below to **filter** the **Paper Billing** list.

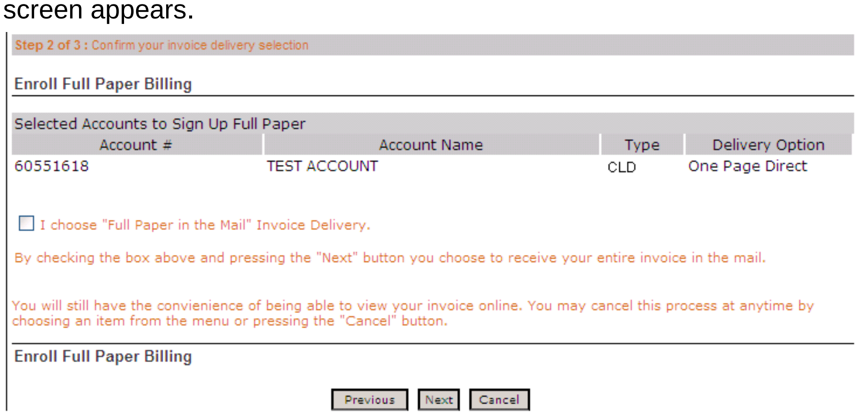
Step	Action
1	From the **Enroll Full Paper** list screen, enter the unique identifier for your account in the **Account Number** field (if applicable).
2	In the **Name** field (if applicable), enter the name of your account.
3	From the **Type** drop down list (if applicable), select **CLD** for CenturyLink 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	Click . **Result**: The **Enroll Full Paper** list refreshes and displays only the account numbers that match your filtering criteria. 
6	If needed, click  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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Delivery Options screen, click on the Paper Billing functions link.

Result: The Step 1 of 3: Choose Accounts to Sign up Full Paper screen appears.

</td></tr>
<tr><td>2</td><td>From the Enroll Full Paper list, select the checkbox for each account listed you want to enroll in Full Paper billing.</td></tr>
<tr><td>3</td><td>Click Enroll.

Result: The Step 2 of 3: Confirm your invoice delivery selection screen appears.

</td></tr>
</table>

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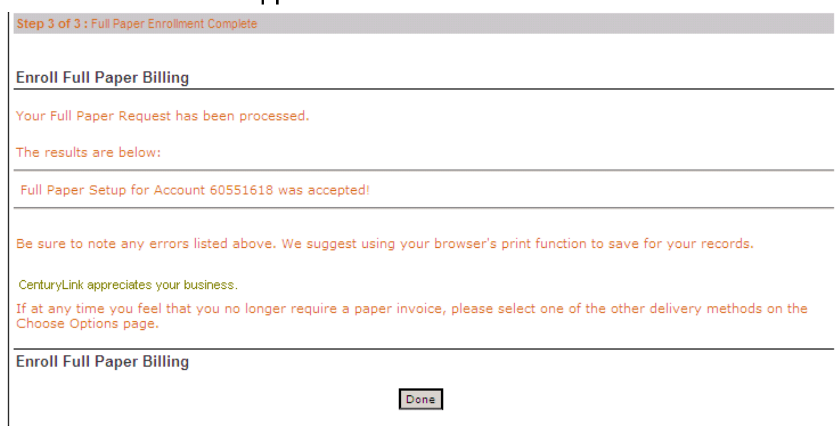
Enrolling Accounts in Full Paper Billing, continued

Procedure (continued).

Step	Action
4	Select the **I choose "Full Paper in the Mail" Invoice Delivery** checkbox.
5	Click  . **Result**: The **Step 3 of 3: Full Paper Enrollment Complete** confirmation screen appears. 
6	Click  . **Result**: The system returns you to the **Delivery Options** screen.

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 **CLD** accounts.

Fields and Descriptions

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

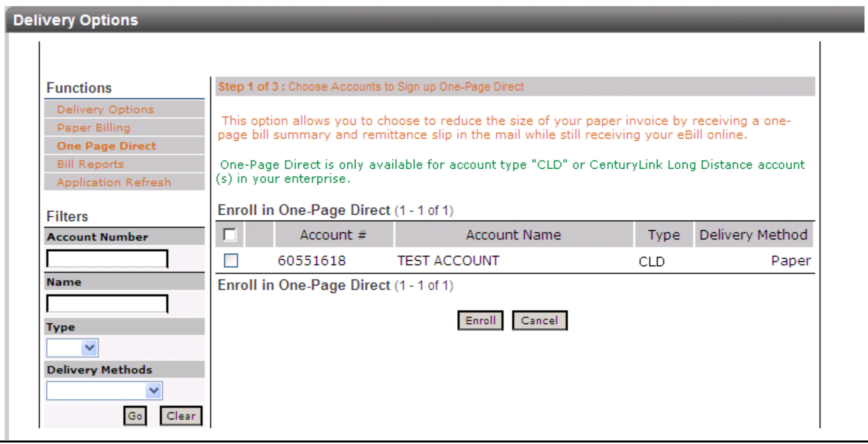
Field Name	Description
Enroll in One Page Direct	
☐	This checkbox allows you to select the account(s) you want to enroll for One Page Direct billing.
Account #	This column displays the unique provider maintained identifier for each account listed.
Account Name	This column displays the unique customer 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 **CLD** (**CenturyLink L**ong **D**istance).
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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
From the Delivery Options screen, click on the One Page Direct functions link.

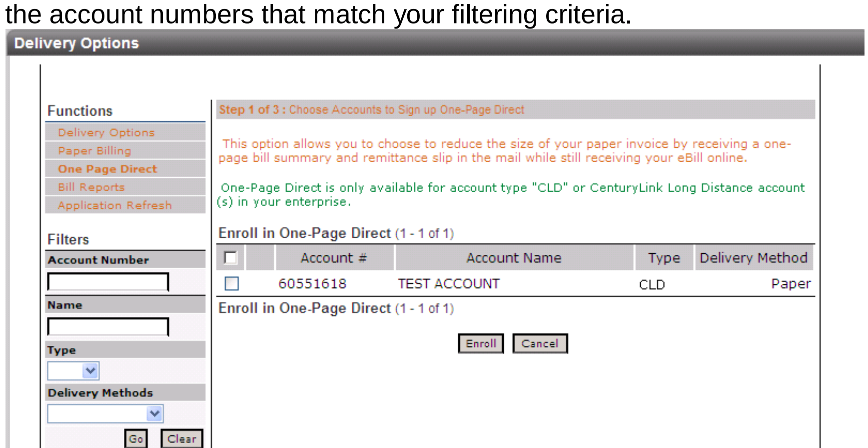
Result: The Enroll in One Page Direct screen appears.


</td></tr>
</table>

Filtering the One Page Direct List

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Enroll in One Page Direct list screen, enter the unique identifier for your account in the Account Number field (if applicable).</td></tr>
<tr><td>2</td><td>In the Name field (if applicable), enter the name of your account.</td></tr>
<tr><td>3</td><td>From the Type drop down list (if applicable), select CLD for CenturyLink Long Distance.</td></tr>
<tr><td>4</td><td>From the Delivery Method drop-down list, select the means by which bills are sent to the account(s) you want to filter.</td></tr>
<tr><td>5</td><td>Click Go .

Result: The Enroll in One Page Direct list refreshes and displays only the account numbers that match your filtering criteria.

</td></tr>
<tr><td>6</td><td>If needed, click Clear to view all the account numbers without a filter.</td></tr>
</table>

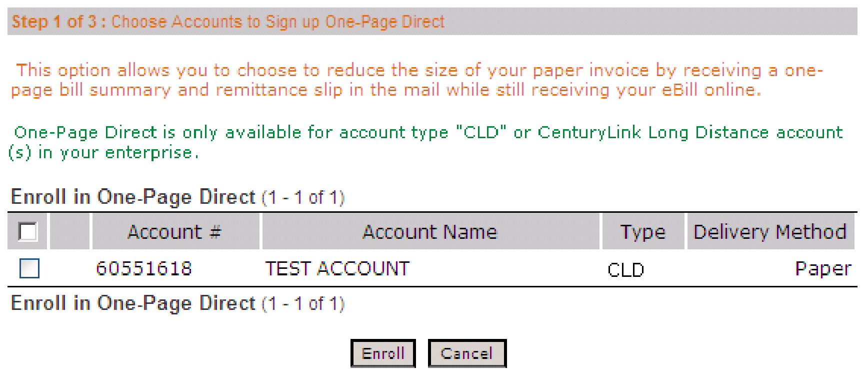
Enrolling Accounts in One Page Direct Billing

Procedure

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

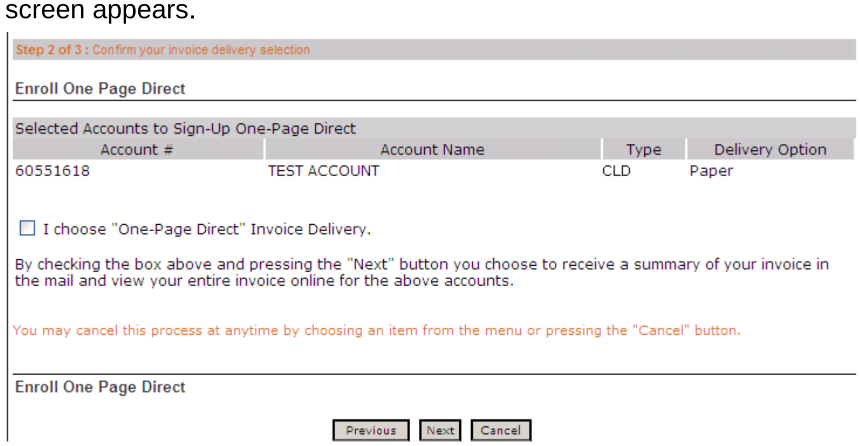
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
From the Delivery Options screen, click on the One Page Direct functions link.

Result: The Step 1 of 3: Choose Accounts to Sign up One-Page Direct screen appears.



</td></tr>
<tr><td>2</td><td>From the Enroll in One Page Direct list, select the checkbox for each account listed you want to enroll in One Page Direct billing.</td></tr>
<tr><td>3</td><td>
Click Enroll.

Result: The Step 2 of 3: Confirm your invoice delivery selection screen appears.



</td></tr>
</table>

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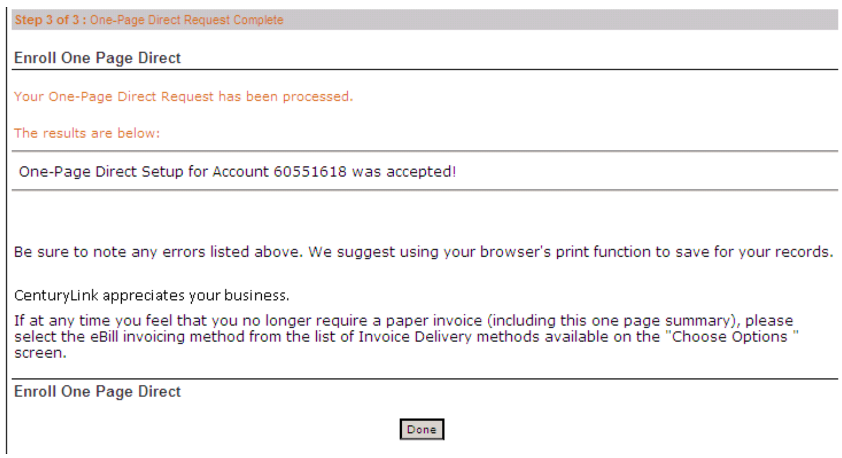
Enrolling Accounts in One Page Direct Billing, continued

Procedure (continued)

Step	Action
4	Select the **I choose "One Page Direct" Invoice Delivery** checkbox.
5	Click Next. **Result**: The **Step 3 of 3: One-Page Direct Request Complete** confirmation screen appears. 
6	Click Done. **Result**: The system returns you to the **Delivery Options** screen.

Request a Paper Bill

Introduction

The **Request Paper Bill** functionality is not available for Wholesale customers and has been has been disabled by a CenturyLink 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 **CLD** (**CenturyLink** **L**ong **D**istance).
Balance	This column displays the current balance owed for each account listed.
Report Selections	
PAC Summary	This option allows you to include a **PAC** (**P**roject **A**ccount **C**ode) **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)

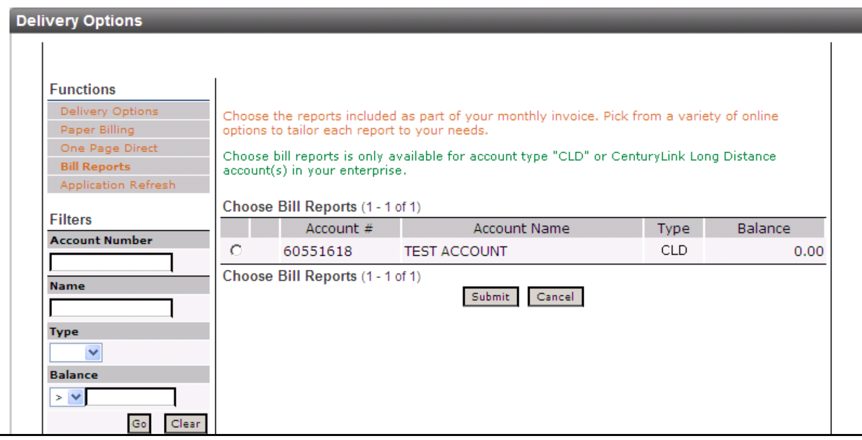
Field Name	Description
High Call Volume	This option allows you to include a **High Call (HC) Volume** report with your monthly invoice. **Note**: When requesting this report you will need to select a **HC Unit of Measure** and a **Threshold Value**. The values may include the following: • HC Unit of Measure = Minutes of Usage, Dollars Charged or No. of Calls. • Threshold Value = This value must be between 5 and 999.
Long Duration	This option allows you to include a **Long Duration (LD)** report with your monthly invoice. **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: • LD Unit of Measure = Minutes of Usage or Dollars Charged • Threshold Value = This value must be between 30 and 999.
Unanswered Call	This option allows you to include an **Unanswered Call** report with your monthly invoice.
Top City	This option allows you to include a **Top City** report with your monthly invoice. **Note**: When requesting this report you will need to select a **Threshold Value**. This value must be between 5 and 100.
Area Code Summary	This option allows you to include an **Area Code Summary** report with your monthly invoice. **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.
LATA Summary	This option allows you to include a **LATA Summary** report with your monthly invoice.

Accessing Bill Reports

Procedure

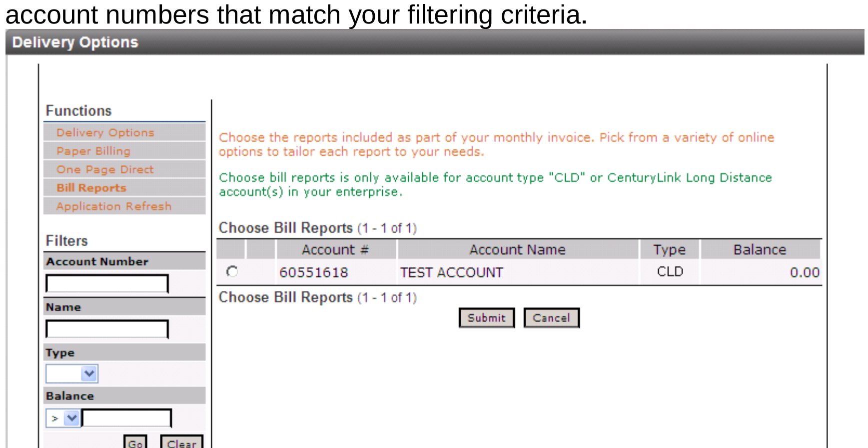
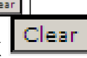
Follow the steps in the procedure below to **access** the **Choose Bill Reports** screen.

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



Filtering the Bill Reports List

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

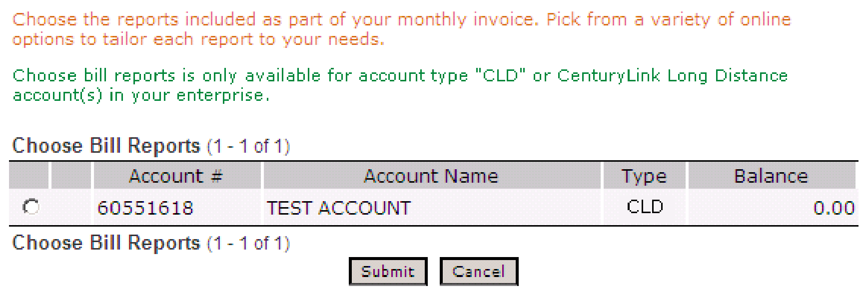
Step	Action
1	From the **Choose Bill Reports** list screen, enter the unique identifier for your account in the **Account Number** field (if applicable).
2	In the **Name** field (if applicable), enter the name of your account.
3	From the **Type** drop down list (if applicable), select **CLD** for CenturyLink 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

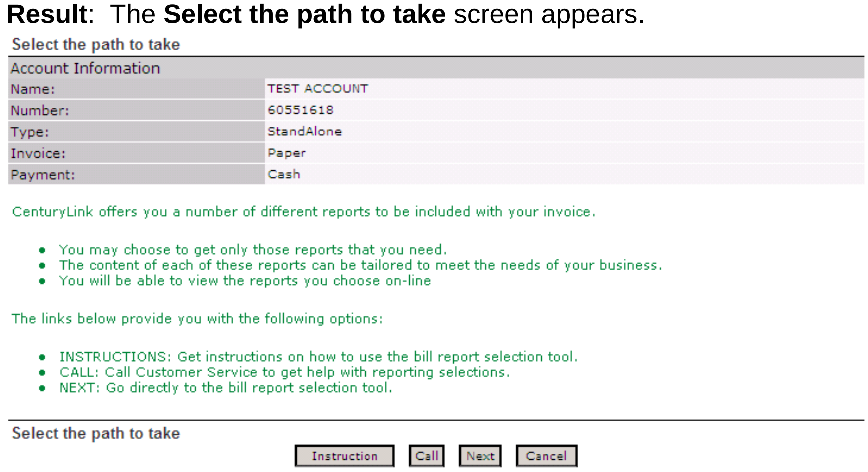
Procedure

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Delivery Options screen, click on the Bill Reports functions link.

Result: The Choose Bill Reports screen appears.


</td></tr>
<tr><td>2</td><td>From the Choose Bill Reports list, select the radio button for each account that should be included in your request.</td></tr>
<tr><td>3</td><td>Click Submit.

Result: The Select the path to take screen appears.


</td></tr>
</table>

Continued on next page

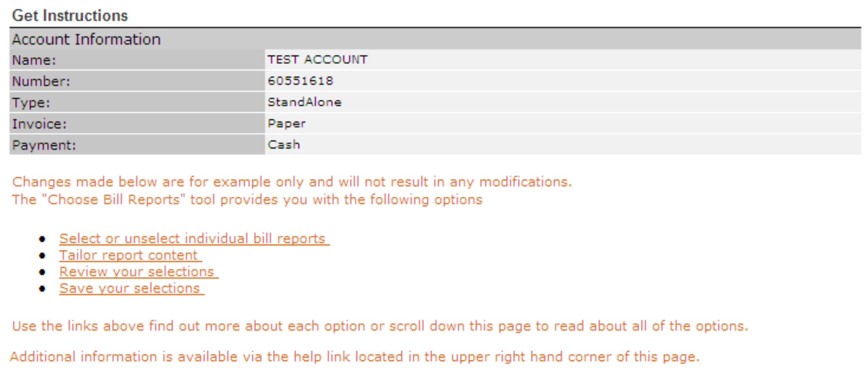
Selecting Bill Reports, continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>

Click Instruction for help in completing the report request.

Result: The **Get Instructions** screen appears.



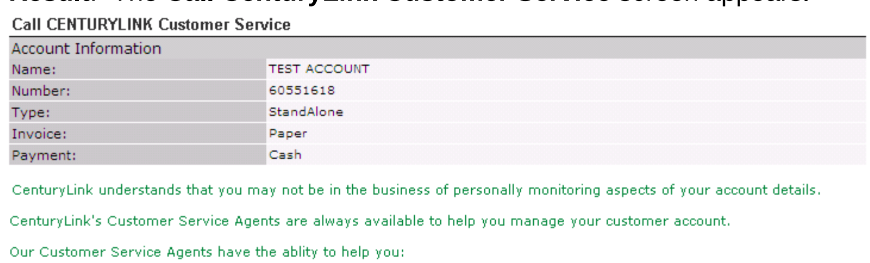
</td></tr>
<tr><td>5</td><td>

Click Previous to return to the **Select the path to take** screen.

</td></tr>
<tr><td>6</td><td>

Click Call to obtain contact information for further assistance.

Result: The **Call CenturyLink Customer Service** screen appears.



</td></tr>
</table>

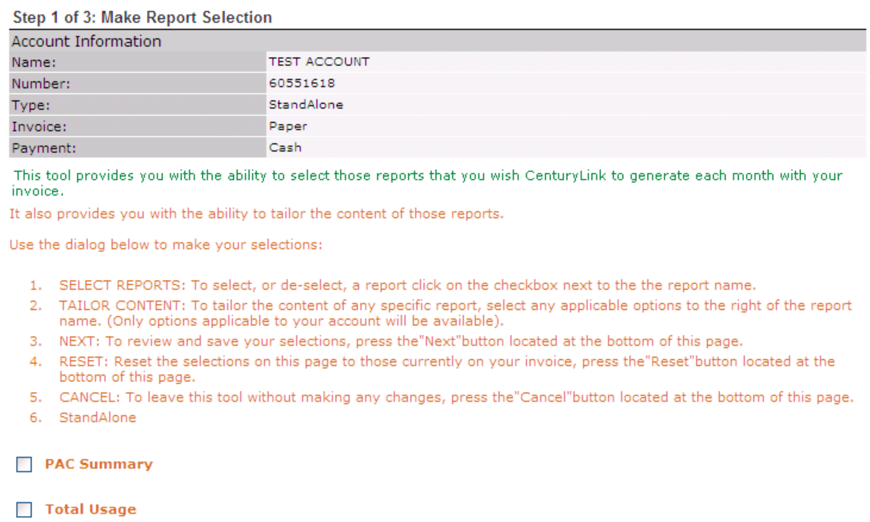
Continued on next page

Selecting Bill Reports, continued

Procedure (continued)

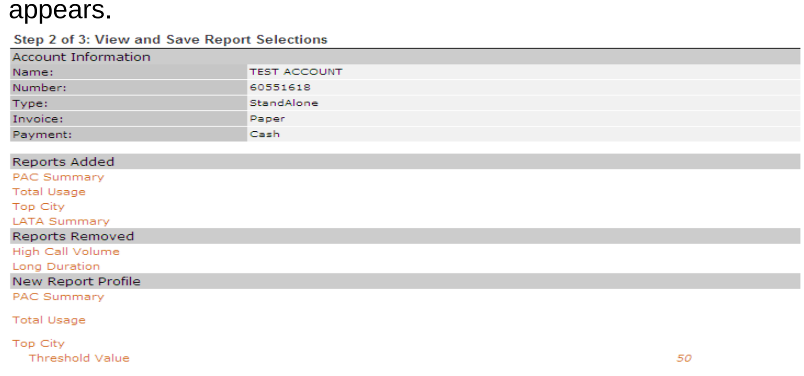
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>Click Previous to return to the Select the path to take screen.</td></tr>
<tr><td>8</td><td>Click Next to continue the process of selecting the reports to be included with your monthly invoice.

Result: The Step 1 of 3: Make Report Selection screen appears.



</td></tr>
<tr><td>9</td><td>From the Make Report Selection checkbox(es), select each report that should be included in your monthly invoice.</td></tr>
<tr><td>10</td><td>Click Next.

Result: The Step 2 of 3: View and Save Report Selections screen appears.

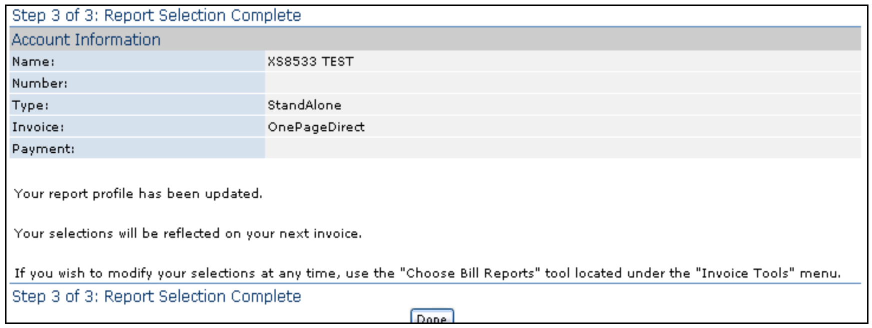


</td></tr>
</table>

Continued on next page

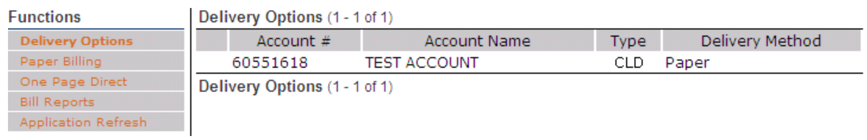
Selecting Bill Reports, continued

Procedure (continued)

Step	Action
11	Click  to confirm your selections. **Result**: The **Step 3 of 3: Report Selection Complete** screen appears. 
12	Click  . **Result**: The system returns you to the **Delivery Options** screen.

Refresh the Delivery Options List

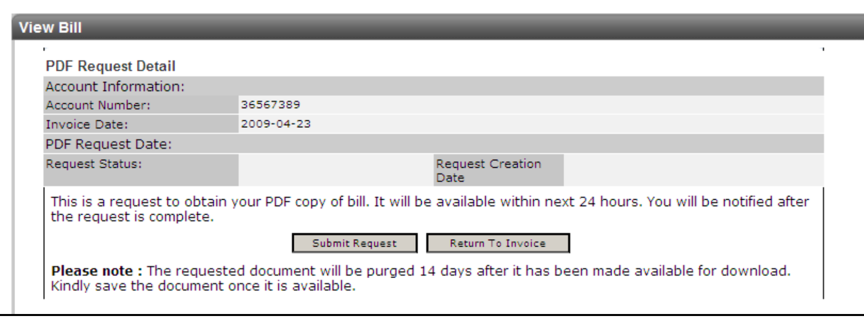
Procedure Follow the steps in the procedure below to **refresh** the **Delivery Options** screen.

Step	Action
1	From the **Delivery Options** list screen, click on the **Application Refresh** link from the **Functions** section. **Result:** The **Delivery Options** screen refreshes. 

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.

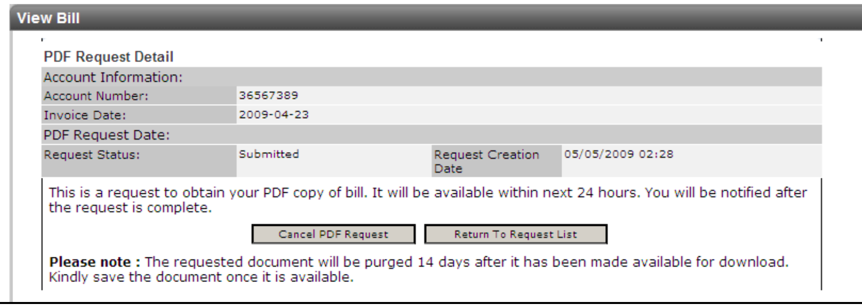
Procedure Follow the steps in the procedure below to **request** the **Request Bill Copy [PDF]**.

Step	Action
1	From the **View eBills** list screen under table of contents click on **Request Bill Copy.**
2	**Result**: The **PDF Request Detail** screen appears. 

3

Make sure that the information is correct and click on

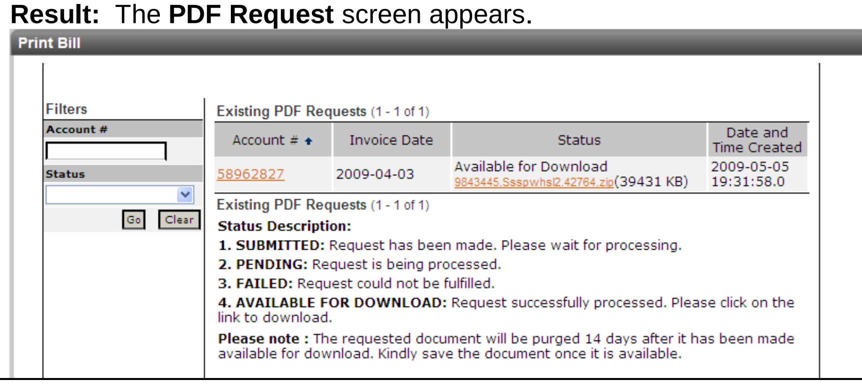
You will then get a confirmation that the PDF **Request Status:** Submitted



4

Once you receive an email stating that your PDF is ready click on **Print Bill** tab.

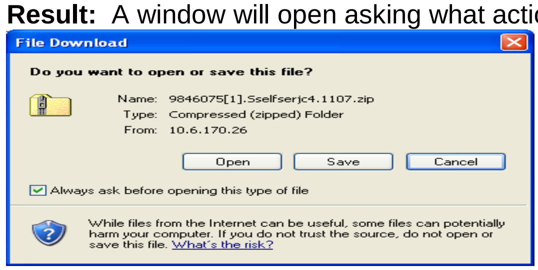
Result: The **PDF Request** screen appears.



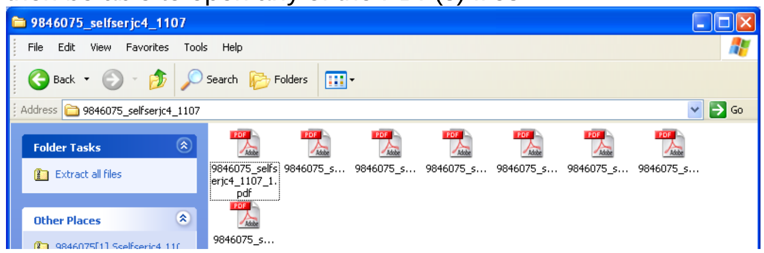
5

Click on the hyperlink that is available for Download

Result: A window will open asking what action you want to take.



Note: For large accounts that are over 500 pages the resulting PDF(s) will be "zipped" to better accommodate the resulting size. This may take several minutes depending on the performance of your personal computer.

6	Click on  . **Result:** A separate window will be opened with your PDFs. 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 Control Center 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

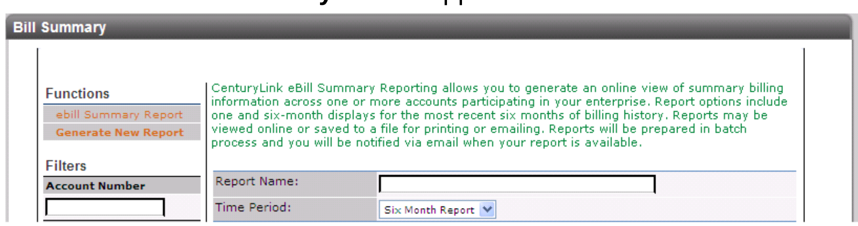
The table below describes the fields and buttons displayed on the **eBill Summary Report** screen.

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 **3032**1, **3032**2, **3032**3, etc.

Field Name	Description
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 **San**ta Claus, **San**itation, etc.
Type	This drop-down list allows you to select the kind of account you want to filter. Your options include ***CLD*** (**CenturyLink L**ong **D**istance).
Last Invoice	This field allows you to enter the total dollar amount of each account's previous invoice.
Go	This button allows you to apply your filter.
Clear	This button allows you to clear the current filter.
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.
☐	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 **CLD** (**CenturyLink L**ong **D**istance).
Submit Request	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.

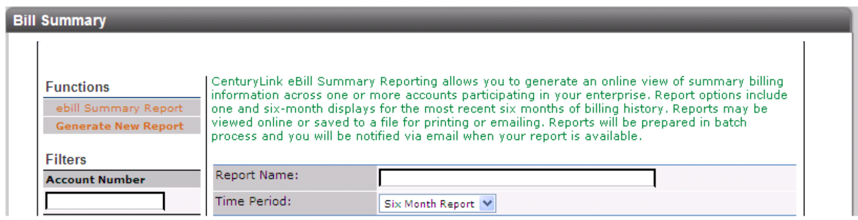
Step	Action
1	From the **Landing** page, click on the **Reports** in the **Billing** section. **Result:** The **Reports** drop down appears. 
2	From the **Reports** dropdown, click on the **Bill Summary** link. **Result**: The **Bill Summary** screen appears. 

Accessing the Generate New Report

Procedure

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

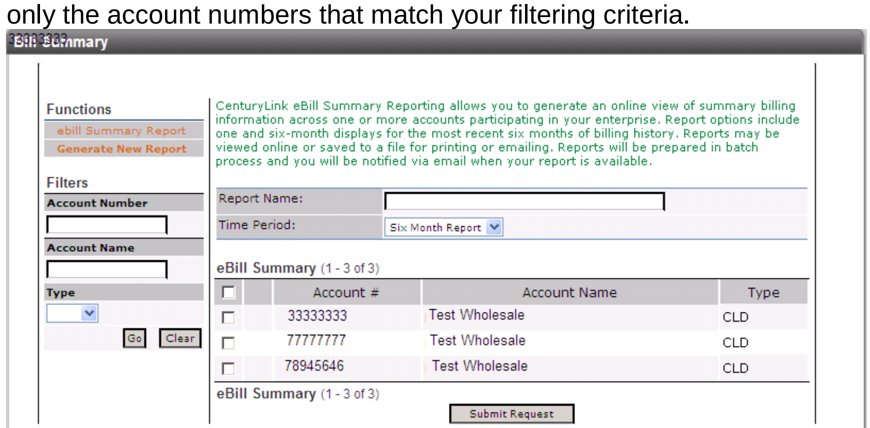
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the eBill Summary Report screen, click on the Generate New Report functions link.

Result: The Generate New Report screen appears.


</td></tr>
</table>

Filtering the eBill Summary Account List

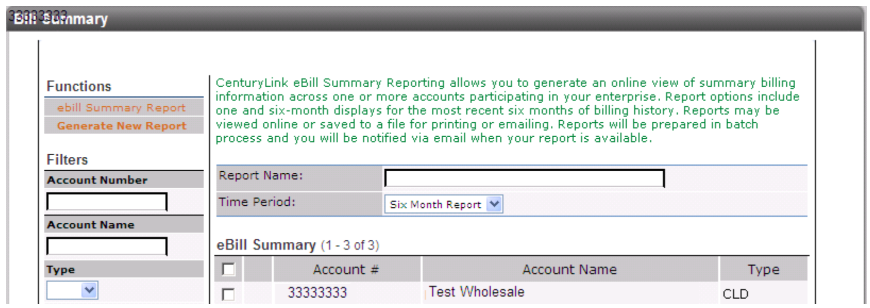
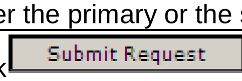
Procedure Follow the steps in the procedure below to **filter** the **eBill Summary Report** list.

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 **CLD** for CenturyLink Long Distance.
4	Click Go. **Result**: The **Generate New Report** account list refreshes and displays only the account numbers that match your filtering criteria. 
5	If needed, click Clear to view all the account numbers without a filter.

Generating an eBill Summary Report

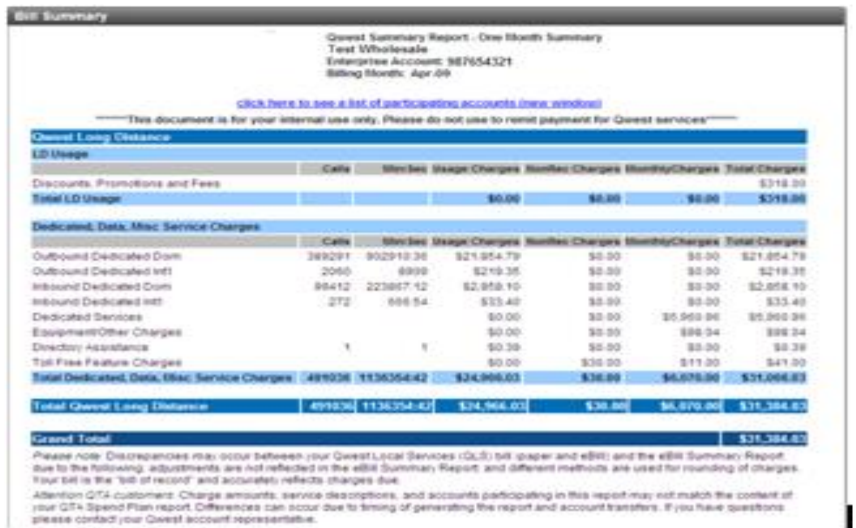
Procedure

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	From the **Functions** section, click on the **Generate New Report** link. **Result**: The **Generate eBill Summary Report** screen appears. 
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	Select the checkbox(es) for the accounts that should be included in your report. **Note:** If an account has sub-accounts associated with it, you may select either the primary or the sub-accounts; however not both.
6	Click . **Result:** The system processes your request and returns you to the **Available Reports** screen. **Note:** This may take several minutes for reports to be available.

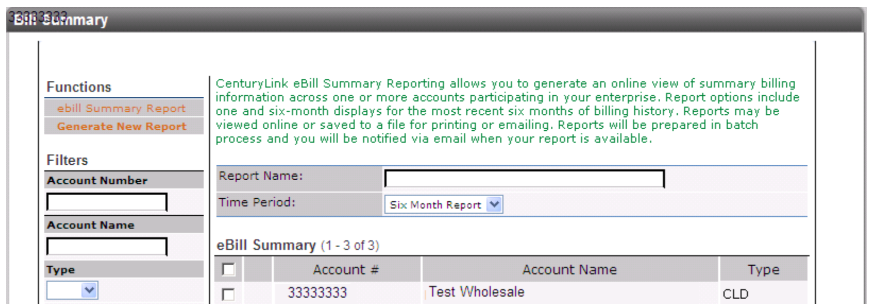
Viewing the eBill Summary Report Details

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

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

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	Click  . **Result**: The **Generate eBill Summary Report** screen appears. 
4	**Modify** the fields on the screen, as needed.
5	Click  . **Result:** The system processes your request and returns you to the **Available Reports** screen.

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	Click . **Result**: The **Initiate Summary Report Deletion** screen appears. 
3	Click . **Result:** The system processes your request and returns you to the **Available Reports** screen.

QTA Spend Report

Introduction

The **Spend Report** functionality is not available for Wholesale customers and has been has been disabled by a CenturyLink 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 has been disabled by a CenturyLink 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 has been disabled by a CenturyLink 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 has been disabled by a CenturyLink 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 has been disabled by a CenturyLink 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 Control Center 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

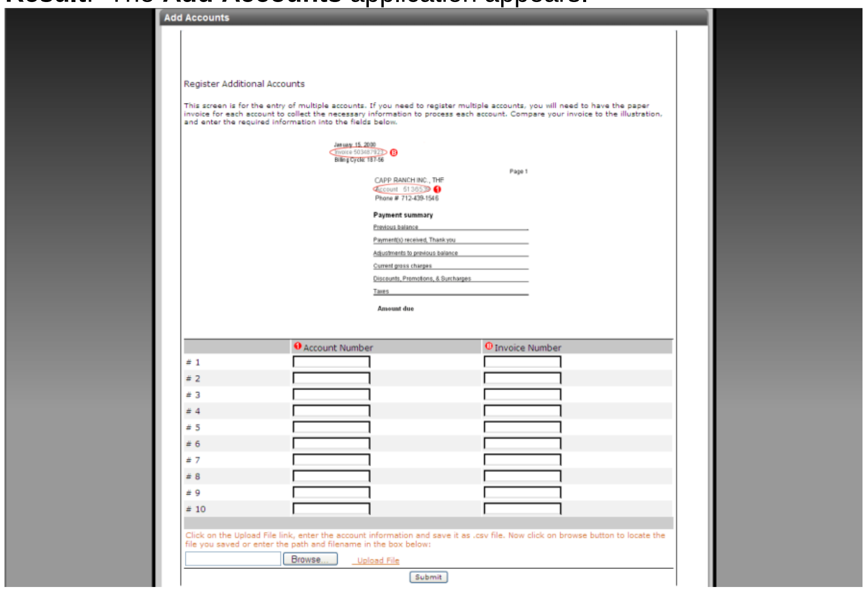
The table below describes the fields and buttons displayed on the **Add Accounts** application.

Field Name	Description
Account Number	This *required* 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 *required* field shall contain your unique **Invoice** number and is located in the top right corner of your monthly invoice/eBill under the invoice date.
Browse...	This button allows you to browse and upload a CSV file containing the information for multiple accounts to be registered under your Control Center Enterprise ID.
Submit	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	From the **eBilling** module, click on the **Add Accounts** application. **Result**: The **Add Accounts** application appears. 

Continued on next page

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 Control Center Enterprise ID.

Continued on next page

Adding an Account(s), continued

Procedure (continued)

Step	Action
5	Click  . **Result**: The Control Center system validates the information you entered. If everything is correct, the accounts are added to your CenturyLink Enterprise ID and a confirmation page appears indicating a success or failure.
6	Click  .

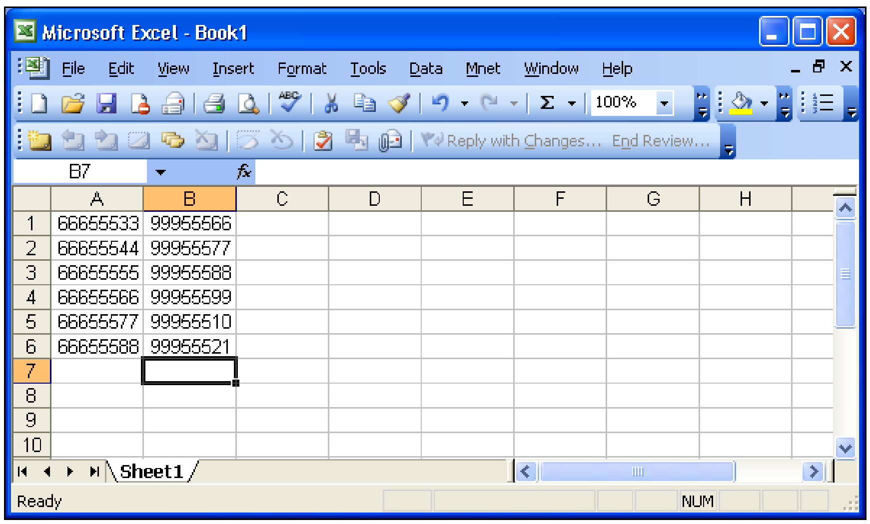
Uploading Multiple Accounts

Procedure

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From a text editing application such as Microsoft Excel, create an upload file with the following criteria:

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.

Sample:


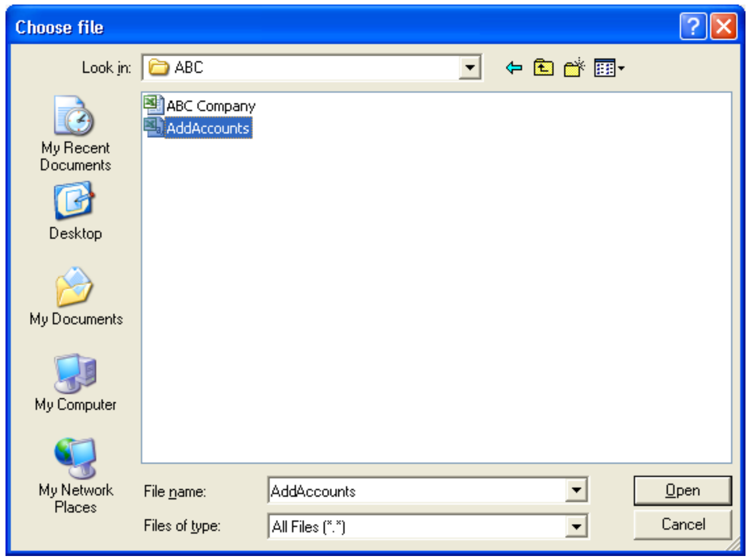
</td></tr>
<tr><td>2</td><td>Save the file with all the information as a *.CSV file. Note the directory in which you saved it.</td></tr>
</table>

Continued on next page

Uploading Multiple Accounts, continued

Procedure (continued)

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>From the Add Accounts screen, click Browse... .

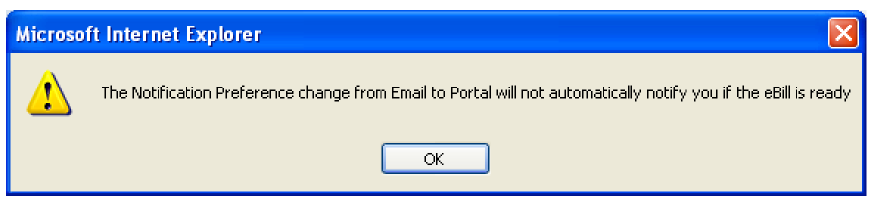
Result: A Choose File dialog box appears.

</td></tr>
<tr><td>4</td><td>Navigate to the directory in which you placed the file.</td></tr>
<tr><td>5</td><td>Select the file and click Open .</td></tr>
<tr><td>6</td><td>Click Submit .

Result: The Control Center system validates the information you entered. If everything is correct, the accounts are added to your CenturyLink Enterprise ID and a confirmation page appears indicating a success or failure.</td></tr>
<tr><td>7</td><td>Click Done .</td></tr>
</table>

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	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. **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.
2	Click  . **Result**: A reminder will show.  Click OK. **Result:** A confirmation page appears, indicating the success or failure of the addition.

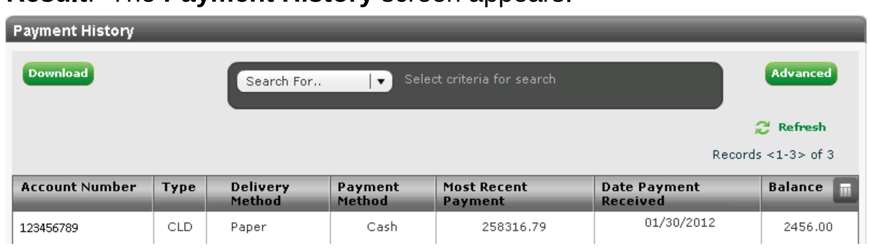
Paying Bill by ACH (Automated Clearing House) One Time Payment

Procedure

Follow the steps in the procedure below to make a one time **payment** by ACH.

Note: ACH is only available for customers who are not currently paying by wire transfer. Most customers already have wire transfer setup to pay their bills and should continue to use this as their payment method. Payment should be made according to the terms in your CenturyLink Wholesale Service Agreement (WSA) see section 6 for Financial Responsibility, Payment and Security. Any questions regarding payment see your CenturyLink Service Manager or contact CenturyLink Wholesale Collections at 1 888 496-7447.

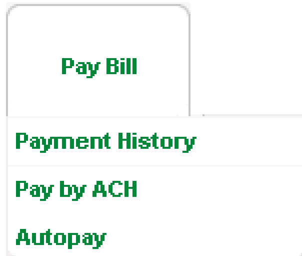
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Landing page screen under Billing select Invoices and then Pay bill.


Result: The Payment History screen appears.


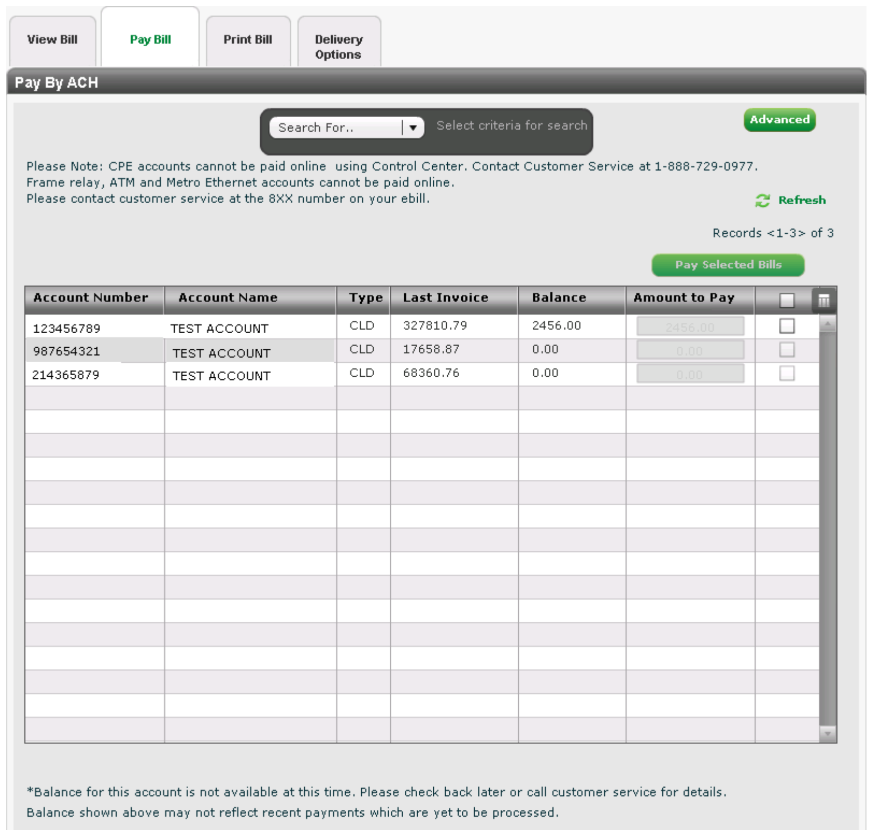
</td></tr>
</table>

2

To make a one time payment, hover your cursor over the **Pay Bill** tab and click on the **Pay By ACH** option from the dropdown.

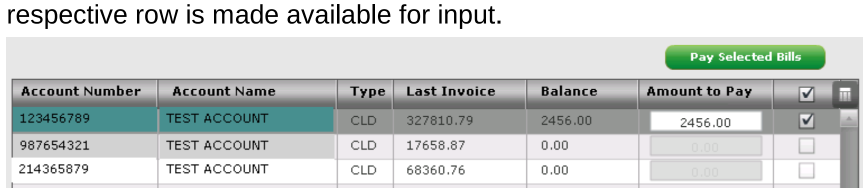


Result: **Pay By ACH** screen appears.

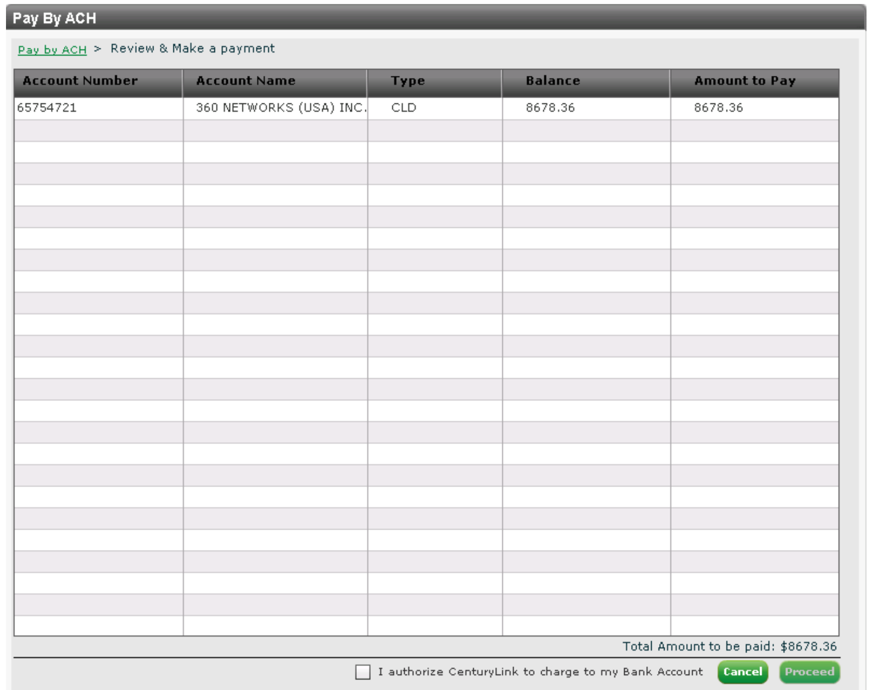


Click on the checkbox for the account that you wish to pay for. Make sure you check the accounts you want to pay. To select all accounts, click on the topmost checkbox.

Once the checkbox is selected, the Amount To Pay field for the respective row is made available for input.

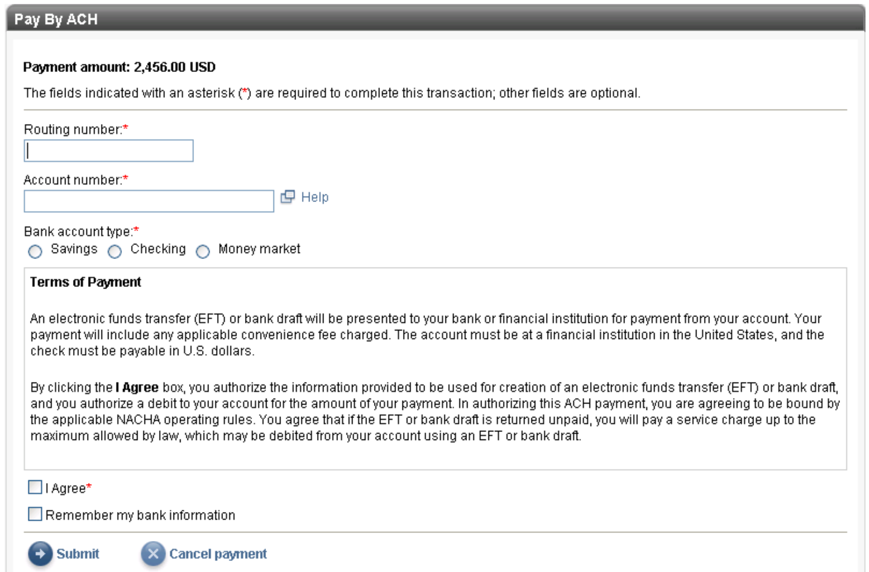


Note: If the balance is Zero or Not Available, then those rows are not accessible for selection.

3	Click on  **Result**: **Review and Make a Payment** screen appears.  Check the box for 'I authorize CenturyLink to charge to my Bank Account'. Note: You may click on  to abort the one time payment, and it will take you back to the **Pay By ACH** screen. To continue with the payment, see next step.

<table>
<tr>
<td>4</td>
<td>
Click on 

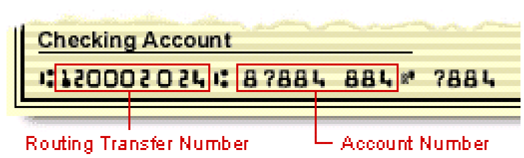
Result: **Bank Information** screen appears.



Enter your Routing Number and Account Number, select the Bank Account Type for the account number entered, review the terms of payment and click the checkbox for 'I Agree'.

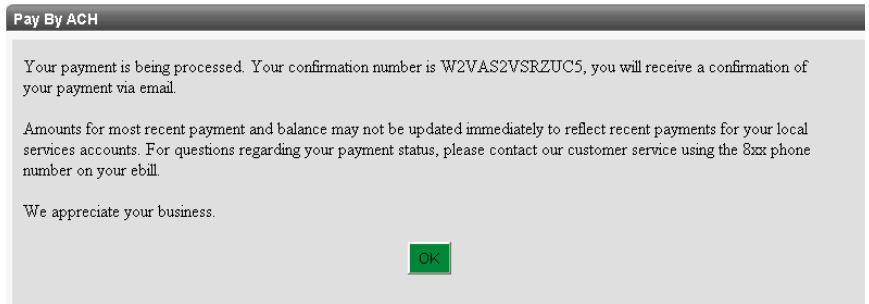
If you wish to store this bank information, then click the checkbox for 'Remember my bank information'. In doing so, the system will store this in a secure wallet online and you can re-use this information for future one time payments.

Note: For your reference, a method of identifying Routing Number and Account Number is shown below:



If you wish to abort this payment, click on 

, else to proceed, see next step.
</td>
</tr>
</table>

5	Click on  Once the payment is submitted, a submission confirmation shows up as shown in example below:  Make a note of the confirmation number from your screen for future reference. An email will be sent notifying you have this transaction. Click OK on the screen to return to the View Bills list screen.

Paying Bill by ACH (Automated Clearing House) Auto Pay

Procedure

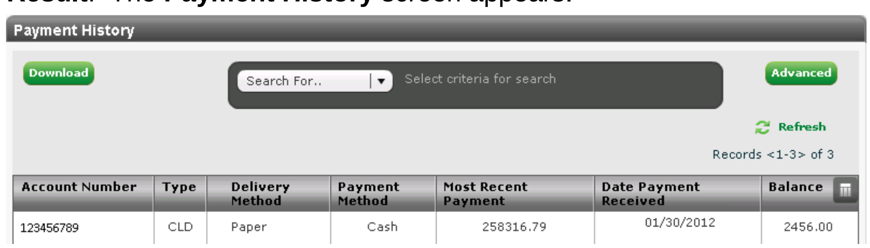
Follow the steps in the procedure below to have **payments** by ACH automatically debited for 1 or more accounts.

Note: ACH is only available for customers who are not currently paying by wire transfer. Most customers already have wire transfer setup to pay their bills and should continue to use this as their payment method. Payment should be made according to the terms in your CenturyLink Wholesale Service Agreement (WSA) see section 6 for Financial Responsibility, Payment and Security. Any questions regarding payment see your CenturyLink Service Manager or contact CenturyLink Wholesale Collections at 1 888 496-7447.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the **Landing page** screen under Billing select Invoices and then **Pay bill**.

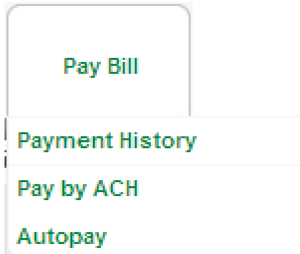
Result: The **Payment History** screen appears.



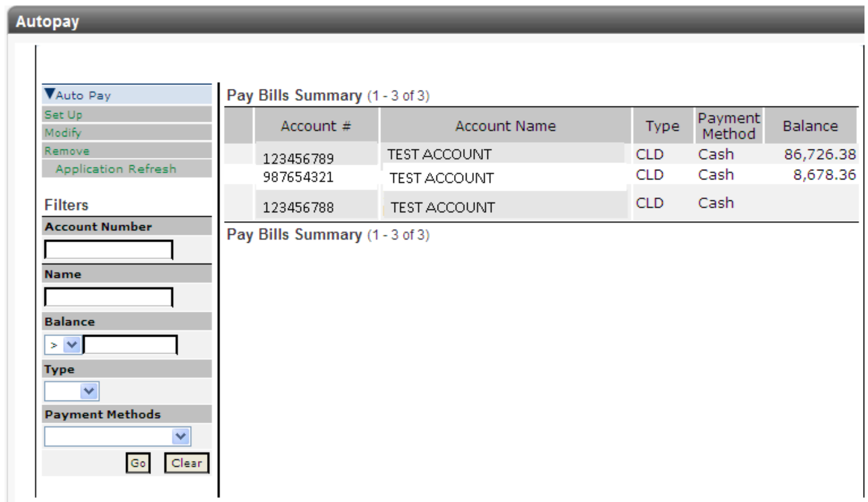
</td></tr>
</table>

2

To access Auto Pay functions, move the cursor to the Pay Bill tab and select Autopay option from the dropdown.



Result: **Autopay** screen is displayed

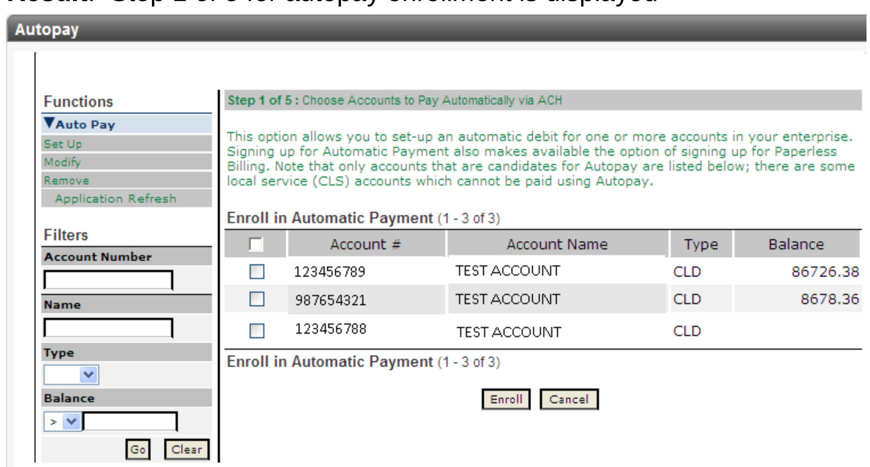


Check the accounts you want to enroll in Auto Pay. There is an option to select all accounts.

3

To setup Auto Pay, click on Setup from the left hand side menu.

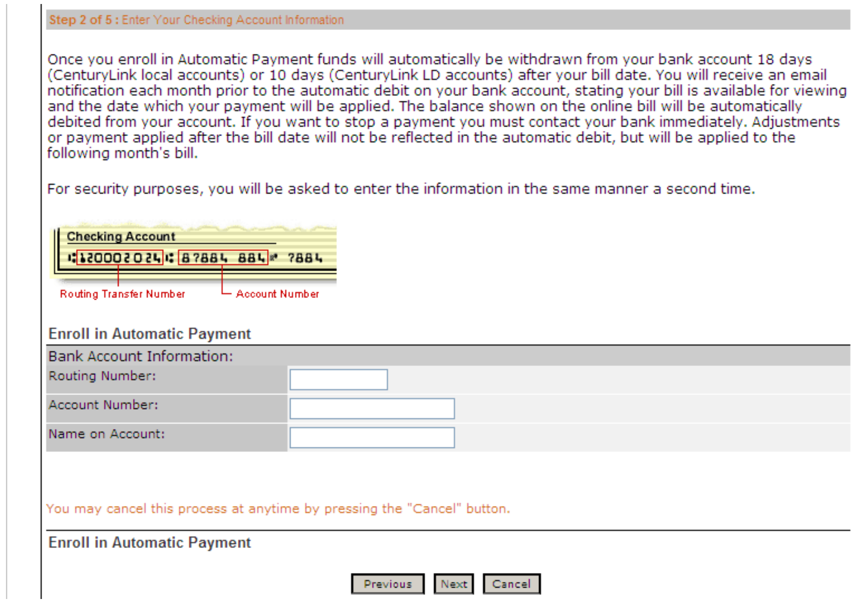
Result: Step 1 of 5 for autopay enrollment is displayed



Check the accounts you want to enroll in Auto Pay. There is an option to select all accounts.

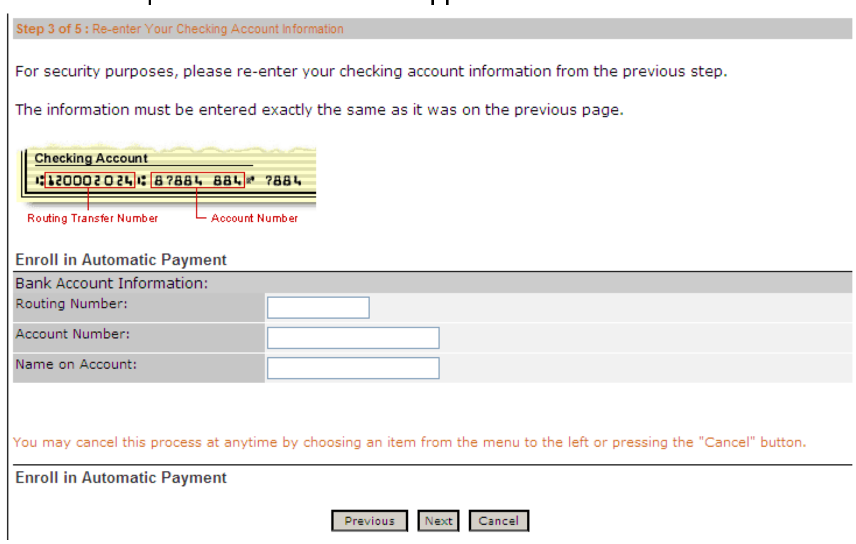
<table>
<tr>
<td>4</td>
<td>
Click on 

Result: Step 2 of 5 wizard screen appears.



Follow the steps of inputting Bank Routing Number, Bank Account Number and Name on Bank Account.
</td>
</tr>
<tr>
<td>5</td>
<td>
Click on 

Result: Step 3 of 5 wizard screen appears.



For security purposes please enter your Bank Routing Number, Bank Account Number and Name on Bank Account in the same manner a second time.
</td>
</tr>
</table>

<table>
<tr><td>6</td><td>
Click on Next

Result: Step 4 of 5 wizard screen appears.

Step 4 of 5 : Confirm Your Automaic Payment ACH Enrollment Information
Please review the bank account information and CenturyLink accounts that you have entered and confirm your payment.

Enroll in Automatic Payment
Account Information:
Payment Method: Automatic Payment ACH
Routing Number: *****2024
Account Number: *****6789
Name on Account: test

Selected Accounts
Account # | Account Name | Type | Balance
123456789 | TEST ACCOUNT | CLD | $8,678.36

Authorization
In order for us to process your request, you must authorize this recurring Automatic Payment ACH enrollment request by checking the box below, entering your full name in the space provided below and click NEXT button. CenturyLink will automatically deduct from your checking account when payment is due.

☐ I authorize CenturyLink and the financial institution to process variable entries to my financial account. This authority is valid until I notify CenturyLink to revoke this authorization, or CenturyLink revokes this authorization. Denial of the charges by the financial institution, or any failure of CenturyLink to receive the total due shown on the telephone bill does not relieve the undersigned of any obligation to make full payment.

I understand and agree that CenturyLink is not liable for incorrect bank statements or incorrect debits to my account. CenturyLink offers this service to you free of charge, however, a fee may be charged from your bank.

Name: Date:Feb 22, 2012

Terms & Conditions
With this agreement, you are electing to provide an electronic record of your authorization for automatic bill payment and consent to the receipt of confirmation of your authorization and any notices required for any payment in electronic form. You have the alternative option of enrolling in the Automatic payment program by submitting a paper form to CenturyLink. Upon notice to CenturyLink, you may also withdraw your consent to the receipt of electronic confirmations and notifications related to this authorization. You may also withdraw your consent to any conditions of this authorization, which may result in termination or modification of the automatic payment agreement by CenturyLink.

Very that all information is correct and check the box Authorizing CenturyLink to charge your bank account.

☑ I authorize CenturyLink and the financial institution to process variable entries to my financial account.

Next fill in your name in the Name: field.

Name: Test
</td></tr>
<tr><td>7</td><td>
Click on Next

Result: Step 5 of 5 wizard screen appears.

Step 5 of 5 : Enroll Auto Payment by ACH Complete

Enroll in Automatic Payment

Your payment selection has been processed.

The results of your enrollment(s) are below:

Recurring ACH enrollment for Account 123456789, TEST ACCOUNT was accepted.

Please note, your recurring ACH enrollment for local accounts will not be applied immediately.

Be sure to note any errors listed above. We suggest using your browser's print function to save for your records.

CenturyLink appreciates your business.
Enroll in Automatic Payment

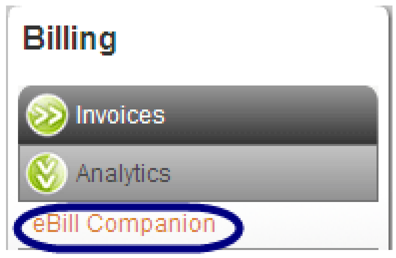
Done

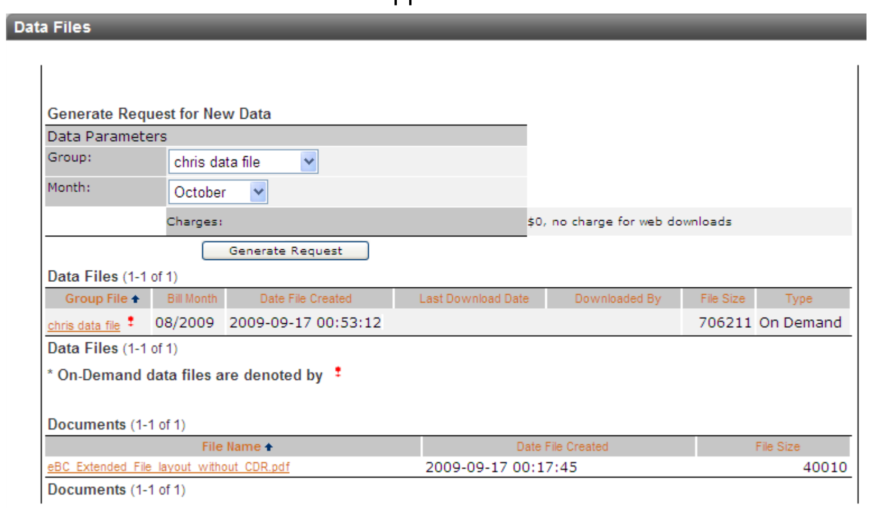
Your account is now setup to be deducted on a monthly basis.
</td></tr>
<tr><td>8</td><td>If you want to Modify Account(s) enrolled in Auto Pay click on the Modify and select the account you would like to modify and follow the wizard in the same manner as described above</td></tr>
<tr><td>9</td><td>To Remove accounts enrolled in Auto Pay click on the remove button and follow the steps to remove accounts(s).</td></tr>
</table>

Account Groups for Data Files

Procedure

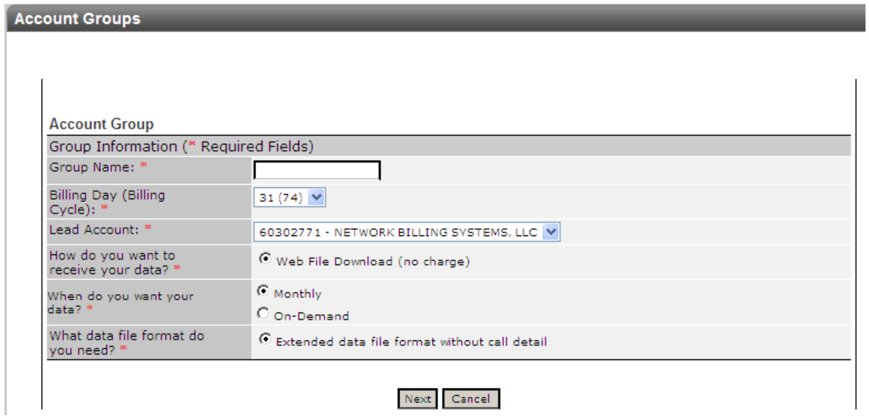
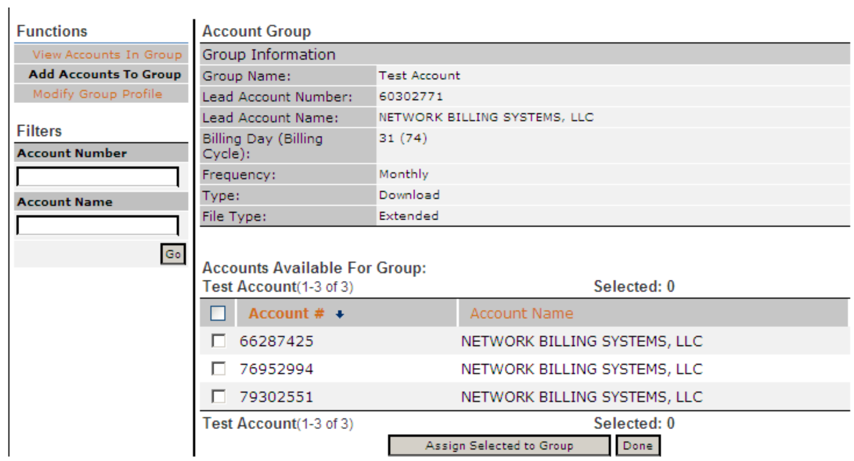
Follow the steps in the procedure below to setup Account Groups. You must setup account groups first to make your **Data files** available.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Landing page screen under Billing select Analytics then eBill Companion.


Result: The Data Files screen appears.


Note: The first time a user selects eBill Companion you will be directed to setup an Account Group. Follow the steps below to setup Account Groups.</td></tr>
</table>

<table>
<tr><td>2</td><td>From the Account Groups page select Create New Group

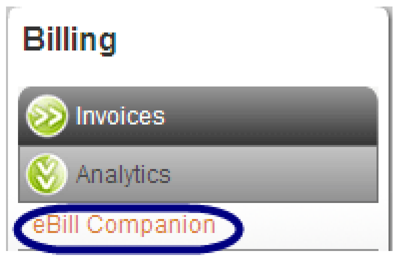
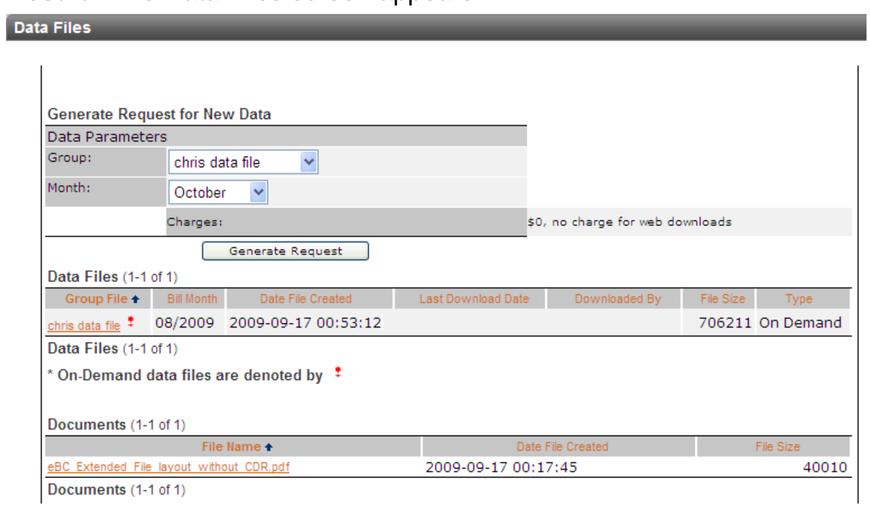
Result: The Account Group page appears.
</td></tr>
<tr><td>3</td><td>Select a Group Name and the Lead account for the account. Click Next
Result: Add Accounts To Group screen appears.

Select by check mark which accounts you want included in the group.
Click on Assign Selected to Group
Your account group will be setup. If needed you can add other accounts or modify by following the left side navigations.</td></tr>
</table>

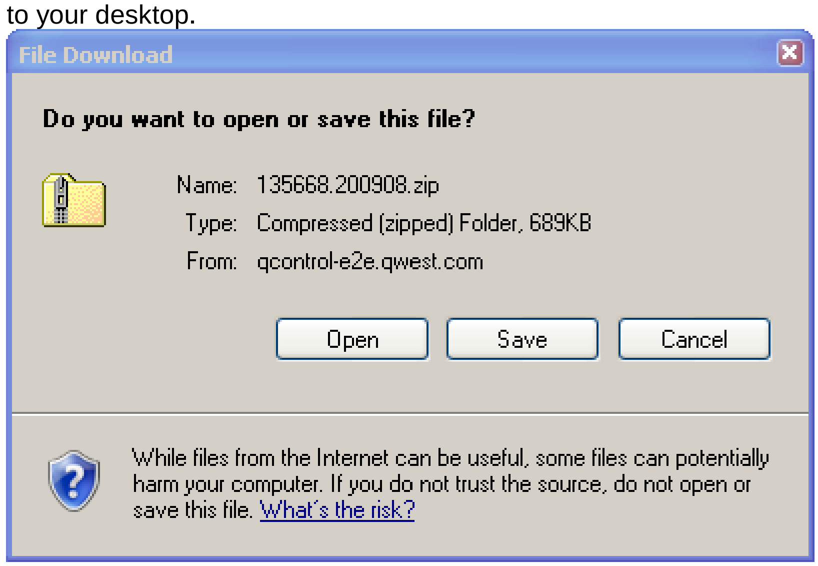
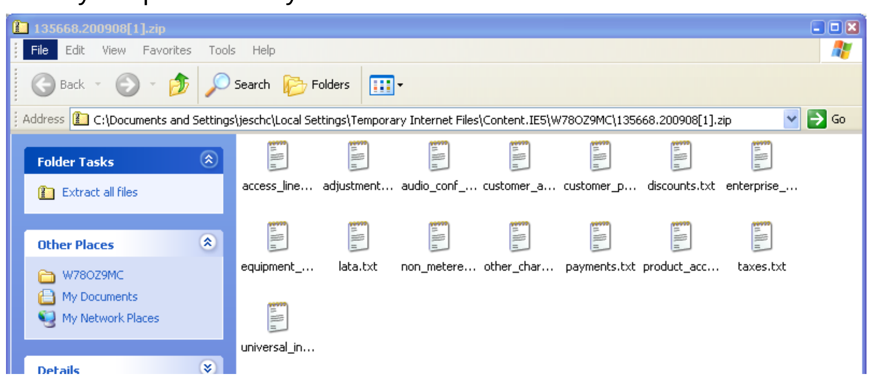
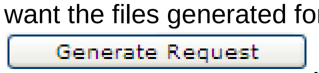
Data Files

Procedure

Follow the steps in the procedure below to get your **Data files**. Data files can be downloaded to a customers own database. Once downloaded, the files can then be opened in their own database where the data can be viewed and arranged by the customer.

Note: Only the last 3 months worth of data is available. If users want months prior to the last 3 months a request will need to be made the customer care center or a service manager.

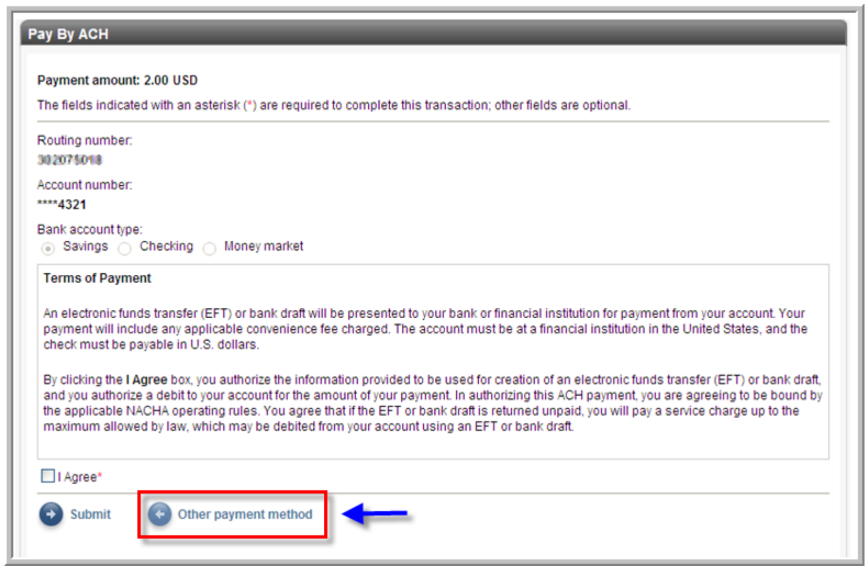
Step	Action
1	From the **Landing page** screen under Billing select **Analytics** then **eBill Companion**.  **Result**: The Data Files screen appears.  Note: The first time a user selects eBill Companion you will be directed to setup an Account Group. Follow the steps in section Account Groups of Data Files to setup an account group.

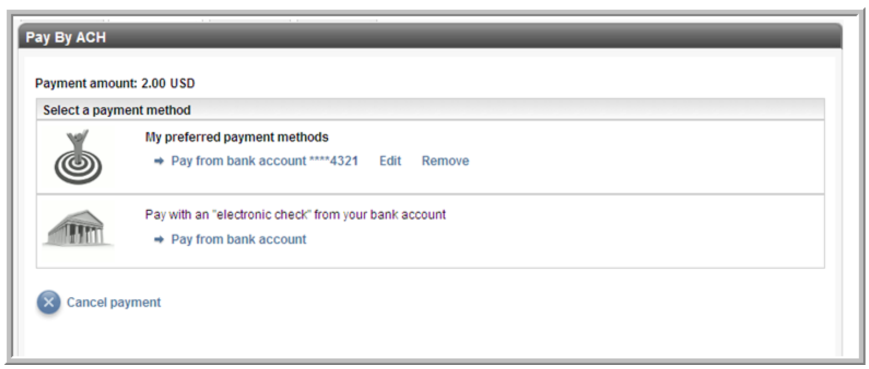
2	Next select the Data File you want to download. Click on the Group file hyperlink.  **Result**: Zip file is made available you can either open the file or save it to your desktop. 
3	Once you open this file you will have access to the Data Files 
4	These files can be opened in Excel or imported into a data base. The data can be viewed and arranged by the user.
5	If you do not see a file listed in the last 3 months click on the Group you want the files generated for and the month then click on . An email will be sent to the user once the data files are available.

Changing or Deleting Saved Bank Account Information

Procedure Follow the below steps to change or delete saved bank account information

<table>
<tr>
<td>1</td>
<td>
Follow the process of paying your bill through Pay by ACH until you arrive at this page:

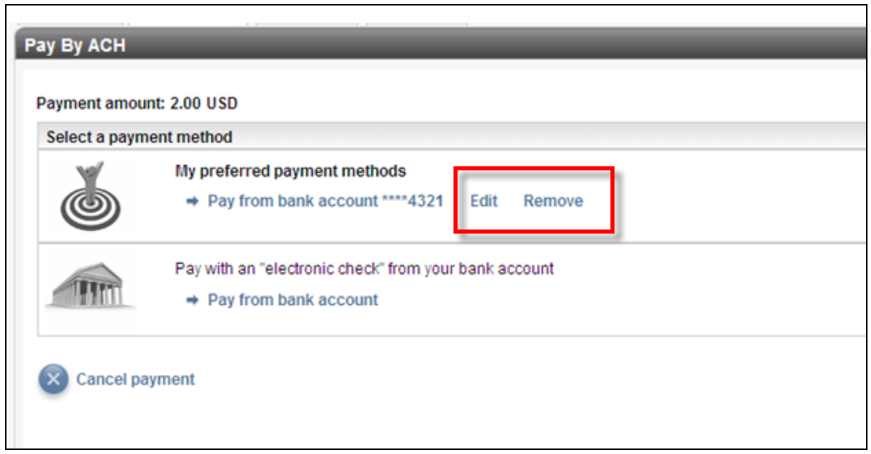


Click on Other Payment Method link. The following screen will appear.
</td>
</tr>
<tr>
<td>2</td>
<td>


Under “My preferred payment methods” the current bank information is visible.

Clicking the “Pay with an “electronic check” from your bank account” will return you to the Payment Method screen and you may continue paying your bill with the existing saved bank information.
</td>
</tr>
</table>

<table>
<tr><td>3</td><td>Select Edit to modify the bank information. Select Remove to remove the existing bank information.

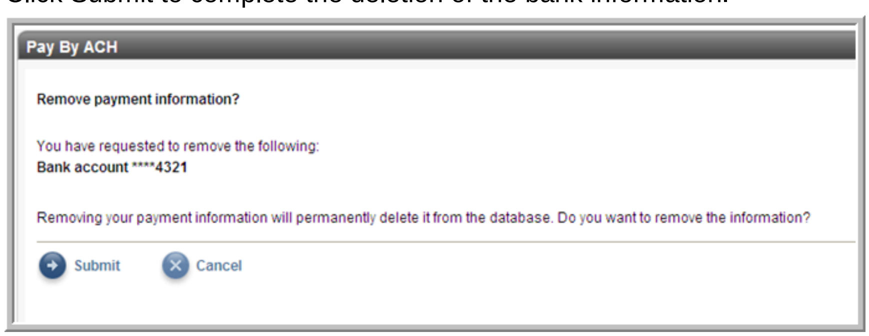


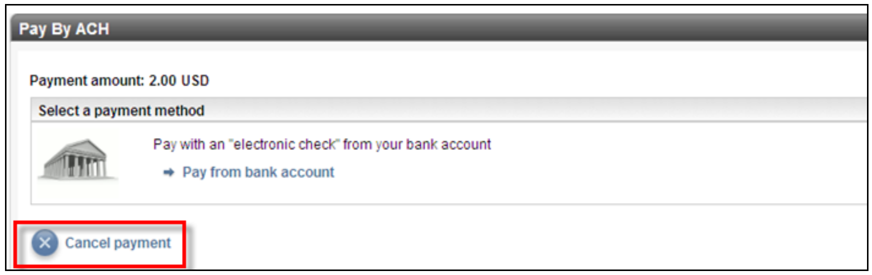
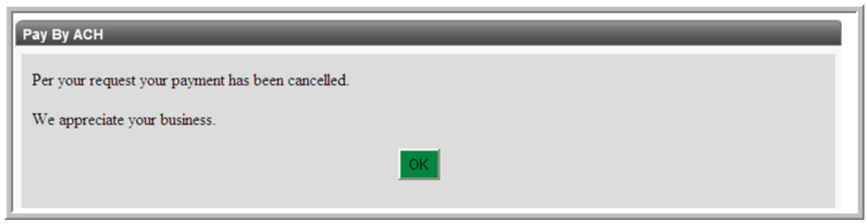
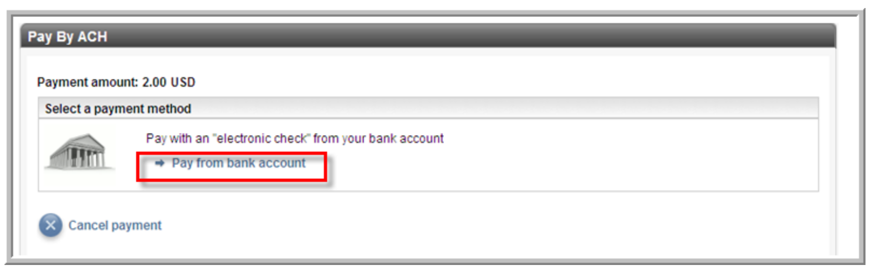
The following screen will appear.</td></tr>
<tr><td>4</td><td>

If you selected Edit:

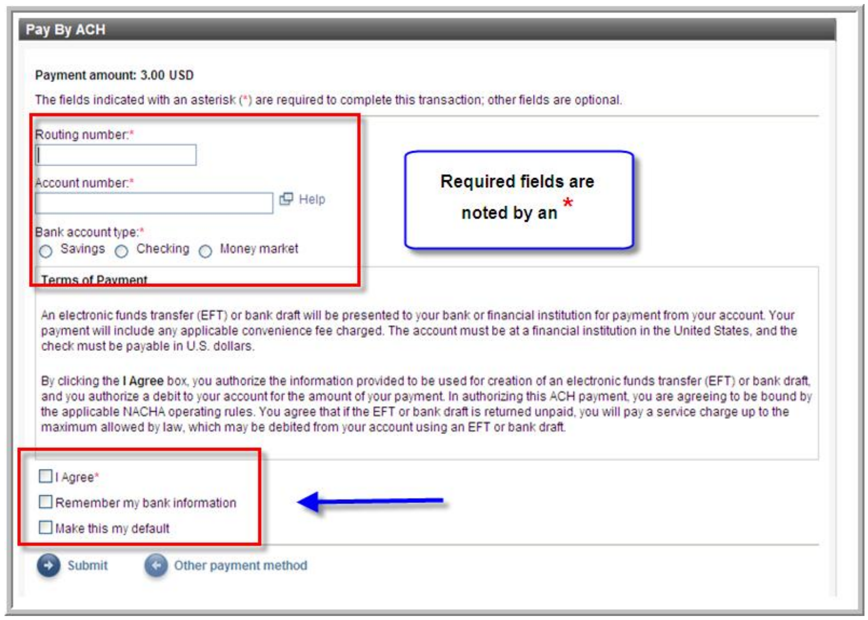
Select one of the radio button options to change the Bank Account Type. You will be prompted to enter the new information.   Click Save to store the changes made.</td></tr>
<tr><td>5</td><td>If you selected Remove:

You will be prompted to confirm removing the bank information. Click Cancel to return to Other Payment Method screen and stop the deletion. Click Submit to complete the deletion of the bank information.


</td></tr>
</table>

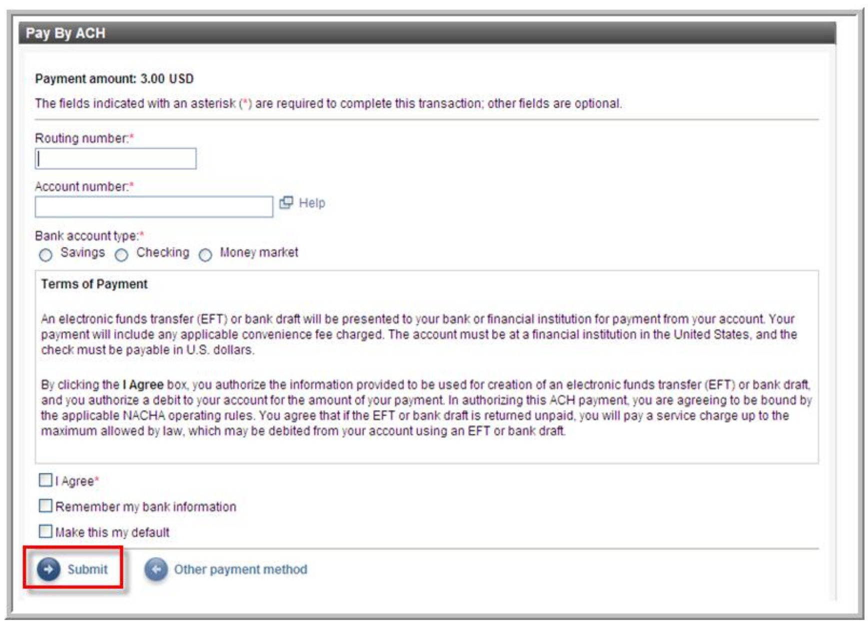
6	If you click Submit, you will be presented with the following page. NOTE: There is a cancel payment option. 
7	If you click Cancel Payment to abort paying your bill by Pay by ACH, the following message appears.  Click OK to return to View Bill Page
8	Under the option Pay with electronic check from your bank account, click the Pay from bank account link. 

<table>
<tr>
<td>9</td>
<td>
You will be able to select another or add a bank account to pay from. NOTE: The fields designated by an * are required.



** To proceed with the payment, click I Agree checkbox

** To save this new bank information, click Remember my bank information checkbox.

** To reuse this new bank information as a default account for the next or future payments, click Make this my default checkbox. This information will be stored for future use once the transaction proceeds from this page to submission.
</td>
</tr>
<tr>
<td>10</td>
<td>


Click Submit to complete processing your payment.
</td>
</tr>
</table>

11	To return to the previous screen, click Other Payment Method