

## Chapter 8: Billing Module

### Overview

#### Introduction

The **Billing** module allows you to access your online invoices, specify your delivery options, request and view a history of your charges and add more billing accounts to your Control Center Enterprise ID.

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## Overview, continued

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## View Bill List

### Introduction

The **View Bill** screen provides you a listing of the account numbers associated to your Control Center Enterprise ID that are established for Billing. From this screen you can access your online invoices. This screen is divided into three sections: Functions, Filters and View Bill.

- The **Functions** section allows you to access to various functions that can be 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 Bill** 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 Bill 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 Bill** screen.

Field Name	Description
<b>Functions Section</b>	
<b>Download Accounts</b>	This button allows you to download the account list.
<b>Search For</b>	This drop-down allows you to search for specific data.
<b>Advanced</b>	This button allows access to filtering criteria for the data.
<b>Make a Payment</b>	This drop-down takes you to the appropriate screen for the selection made on the payment criteria in this drop-down.
<b>Request PDFs for Checked</b>	This button allows you to Request PDF for one or more accounts selected (in checkboxes) below in the list.
<b>Refresh</b>	This link allows you to refresh the application for new data.
<b>Filters Section</b>	
<b>Invoice Group</b>	<p>This field allows you to enter the unique identifier of the invoice group you want to filter.</p> <p><b>Note:</b> Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. Or you may use commas to filter multiple specific values.</p>
<b>Account Number</b>	<p>This field allows you to enter the unique identifier of the account you want to filter.</p> <p><b>Note:</b> Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. <b>Example:</b> If you enter a partial value as follows: <b>3032*</b>, the system may return <b>30321</b>, <b>30322</b>, <b>30323</b>. Etc.</p> <p>Or you may use commas to filter multiple specific values.</p>

*Continued on next page*

## View Bill List, continued

Fields and  
Descriptions (continued)

Field Name	Description
<b>Account Name</b>	This field allows you to enter the name of the account you want to filter  <b>Note:</b> Use the asterisk (*) as wildcard character to the value entered to obtain multiple results. <b>Example:</b> If you enter <b>San*</b> , the system will return account names <b>Santa Claus</b> . Etc. Or you may use commas to filter multiple specific values.
<b>Account Type</b>	This lists the checkboxes which allows you to select the kind of account you want to filter. Your options include <b>CLD</b> ( <b>CenturyLink Long Distance</b> ), CLS and CPE.
<b>View Bill List Section</b>	
<b>Invoice Group</b>	This column displays the invoice group that the account belongs to (if any).
<b>Account #</b>	This column displays the unique provider maintained identifier assigned for each account in the list.
<b>Account Name</b>	This column displays the customer maintained identifier assigned for each account in the list.
<b>Type</b>	This column provides the type of account for each listed item. Values include <b>CLD</b> ( <b>CenturyLink Long Distance</b> ).
<b>Last Invoice</b>	This column displays the total dollar amount of each account's previous invoice.
<b>Balance</b>	This column displays the current balance owed for each account listed.
<b>Current 3<sup>rd</sup> Party Charges</b>	This column provides Current 3 <sup>rd</sup> Party Charges, divided by Telecom and Non Telecom.
<b>checkbox</b>	Allows you to select one or more accounts for the "Request PDF(s) For Checked" button.
<b>Customize Columns</b>	Icon shown in red box below, allows you to Customize Columns displayed and column order.

View Bill | Pay Bill | Bill PDFs/Data Downloads | Delivery Options

View Bill

Download Accounts

Invoice Group Number [v] Search [ ] Reset

Use asterisks (\*) as wildcards

Advanced Search

Make a Payment [v]

Records < 1 - 1 > of 1

Request PDF(s) For Checked

Refresh

Note: Savvis accounts are not displayed on this page. To access Savvis accounts login to SavvisStation

"Cramming occurs when unauthorized charges appear on your telephone bill". To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunication charges from appearing on your bill."

Invoice Group	Account #	Account Name	Type	Last Invoice	Balance	Current 3rd Party Charges Telecom	Non Telecom	checkbox
▶			CLD	118280.68	56119.19	-	-	

Confidential

4

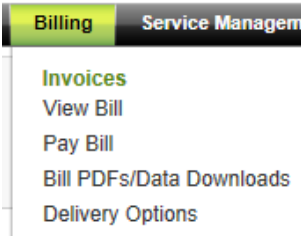
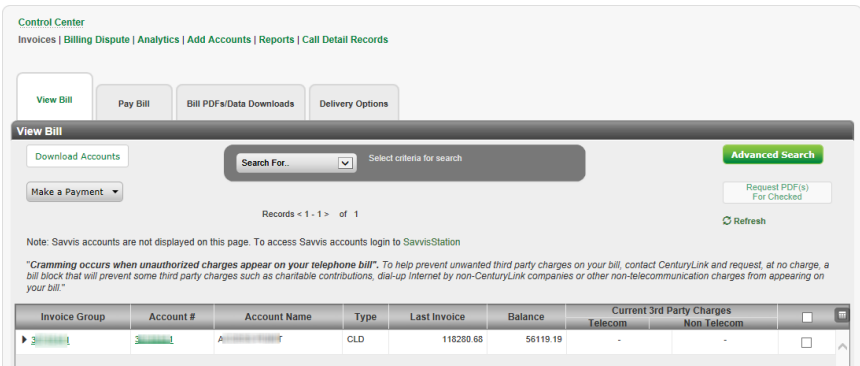
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## Viewing Bills

## Procedure

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

Step	Action																				
1	<p>From the <b>Landing</b> page mega menu, click <b>Billing</b>.</p>  <p>The screenshot shows a dropdown menu with the following options: <b>Invoices</b>, View Bill, Pay Bill, Bill PDFs/Data Downloads, and Delivery Options. The 'Billing' button is highlighted in green.</p>																				
2	<p>Under the <b>Invoices</b> section, click on the <b>View Bill</b> link.</p> <p><b>Result:</b> The <b>View Bill</b> screen appears.</p>  <p>The screenshot shows the 'View Bill' screen. At the top, there's a 'Control Center' section with links: Invoices   Billing Dispute   Analytics   Add Accounts   Reports   Call Detail Records. Below this are four buttons: View Bill (highlighted in green), Pay Bill, Bill PDFs/Data Downloads, and Delivery Options. Under the 'View Bill' button, there are three sub-buttons: Download Accounts, Make a Payment (with a dropdown arrow), and a search bar with a 'Search For...' dropdown and a 'Select criteria for search' dropdown. To the right of the search bar is an 'Advanced Search' button. Below the search bar, it says 'Records &lt; 1 - 1 &gt; of 1'. A note states: 'Note: Savvis accounts are not displayed on this page. To access Savvis accounts login to SavvisStation'. Below the note is a disclaimer: '"Gramming occurs when unauthorized charges appear on your telephone bill". To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunication charges from appearing on your bill.' At the bottom is a table with the following data:</p> <table> <tr> <th>Invoice Group</th><th>Account #</th><th>Account Name</th><th>Type</th><th>Last Invoice</th><th>Balance</th><th>Current 3rd Party Charges Telecom</th><th>Current 3rd Party Charges Non Telecom</th><th></th><th></th></tr> <tr> <td>▶ 21000001</td><td>51000001</td><td>Account 1</td><td>CLD</td><td>118200 68</td><td>56119 19</td><td>-</td><td>-</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> </table>	Invoice Group	Account #	Account Name	Type	Last Invoice	Balance	Current 3rd Party Charges Telecom	Current 3rd Party Charges Non Telecom			▶ 21000001	51000001	Account 1	CLD	118200 68	56119 19	-	-	<input type="checkbox"/>	<input type="checkbox"/>
Invoice Group	Account #	Account Name	Type	Last Invoice	Balance	Current 3rd Party Charges Telecom	Current 3rd Party Charges Non Telecom														
▶ 21000001	51000001	Account 1	CLD	118200 68	56119 19	-	-	<input type="checkbox"/>	<input type="checkbox"/>												

3

From the **Account #** column, click on the account number hyperlink to view the listed Bill.

**Result:** The **View Bill Details** screen appears.

**Select Month:**  
November 30, 2007

**Table of Contents**

- Bill Summary
- Terms and Conditions
- Your Account Balance
- Invoice Group Summary
- Discounts, Promotions and Fees
- Service Summary
- 12-Month Review of Spending
- Remit Page [HTML]
- Remit Page [PDF]
- **Need? Request Bill Copy [PDF]**
- Custom Reports**
  - Usage Summary
  - Country/City Code Table
  - Project Code Summary
  - Total Usage
  - High Call Volume
  - Long Duration Calls
  - Toll Free Unanswered

**TEST**  
Account: 1234567  
Phone: 303-555-4567

November 30, 2007  
Invoice: 000200669  
Billing Cycle: 195-73

**Bill Summary**

Previous Balance	634,334.17
No payments received	
Adjustments to Previous Balance	-348,163.25
Balance Forward	
<b>Current Charges</b>	
Current Gross Charges	281,064.56
Discounts, Promotions and Fees	5,048.39
Government Fees and Taxes	18.09
Other Fees & Monthly Charges	2.89
<b>Current Net Charges</b>	6296,629.92
<b>Amount Due</b>	<b>9574,300.84</b>

**How to Reach Us:**


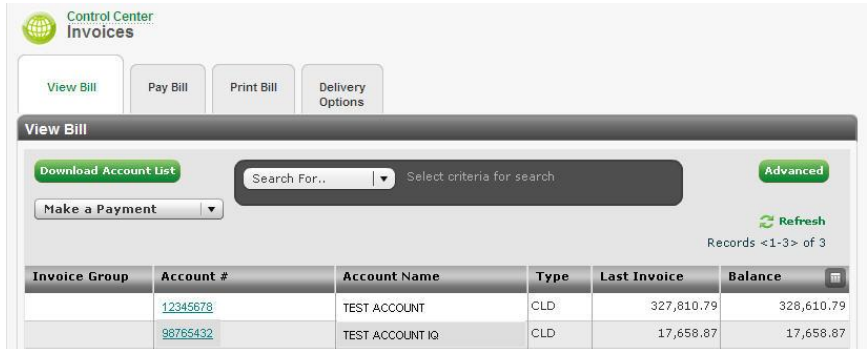
Contact Us

- **Over:** values to wholesale customers. Because your business is so important to us, we have created special toll free numbers to address your inquiries. For assistance with billing or invoice inquiries, please call our Customer Financial Services Department at 1-888-496-7667.
- For service support or sales information, please call our Center Reader Support Team at 1-888-674-6790.

## Refresh the View Bill List

### Procedure


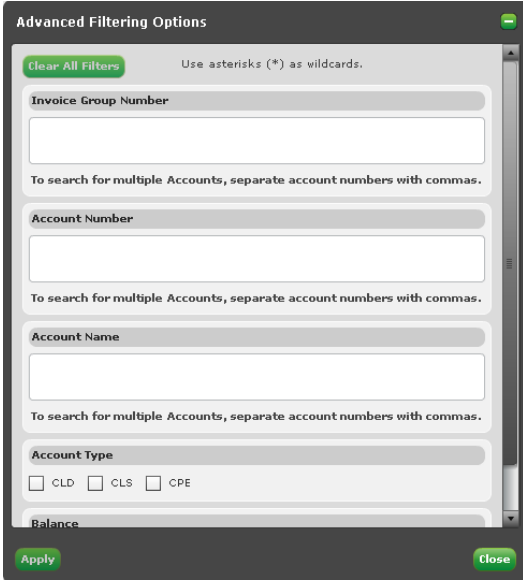
Follow the steps in the procedure below to **refresh** the **View Bill** screen.

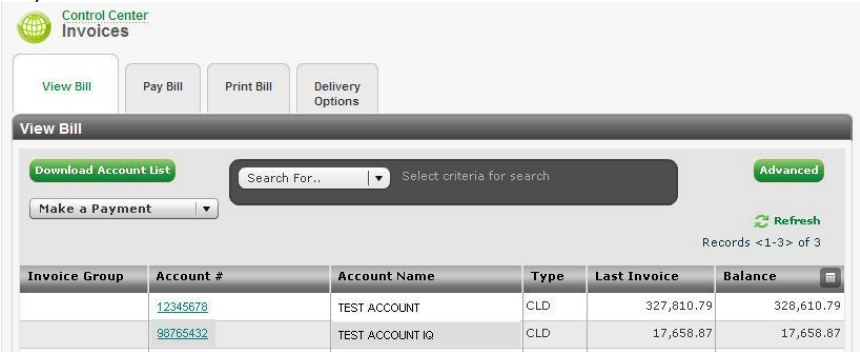
Step	Action
1	<p>From the <b>View Bill</b> list screen, click on the <b>Refresh</b> link/icon (  <b>Refresh</b> ) on the right hand side of the screen (above the table).</p> <p><b>Result:</b> The <b>View Bill</b> screen refreshes.</p> 

## Filtering the View Bill List

### Procedure

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

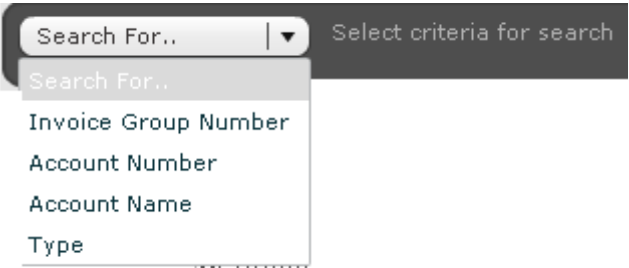
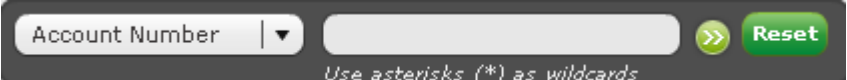
Step	Action
1	<p>From the <b>View Bill</b> list screen, click on the <b>Advanced</b> button (.</p> <p>Result: A widget for <b>Advanced Filtering Options</b> is displayed</p> 
2	In the <b>Advanced Filtering Options</b> widget, enter the unique identifier for your account in the <b>Account Number</b> field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

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

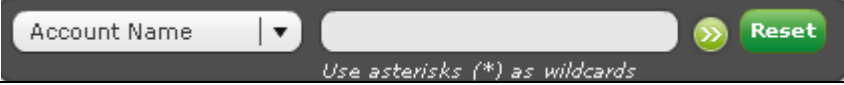


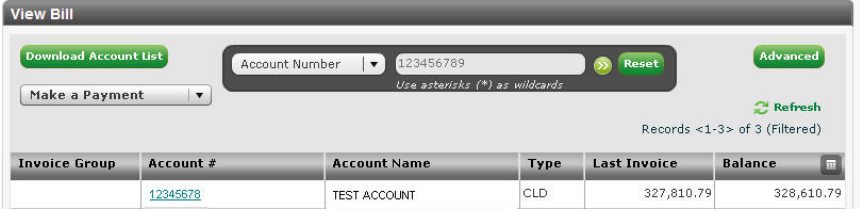

## Quick Search on View Bill List

### Procedure

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

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

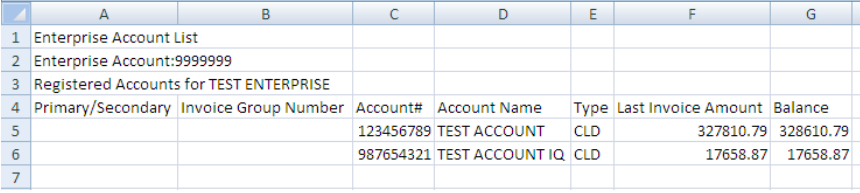


3	<p>For the <b>Account Name</b> search criteria (if applicable), enter the name of your account in the field.</p> 
4	<p>For the <b>Type</b> search criteria (if applicable), enter the account type (e.g. CLD for CenturyLink Long Distance) in the field.</p> 
5	<p>Click .</p> <p><b>Result:</b> The <b>View Bill</b> list refreshes and displays only the account numbers that match your search criteria.</p> 
6	<p>If needed, click  to view all the account numbers without a search criteria.</p>

## Downloading the Bill List

### Procedure

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

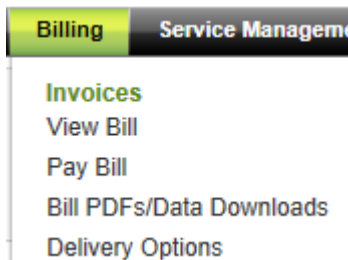
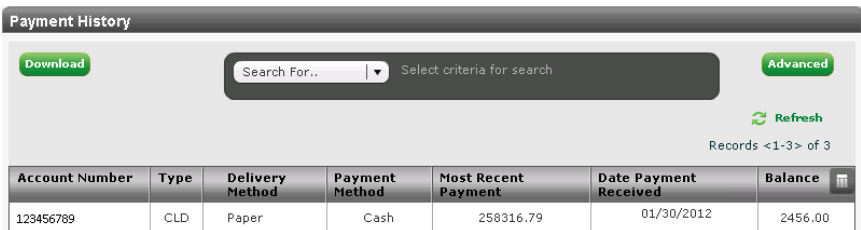
Step	Action
1	<p>From the <b>View Bill</b> list screen, click on the <b>Download Accounts</b> button.</p> <p><b>Result:</b> Your <b>View Bill</b> list is exported to a CSV (comma separated value) file – which can open as an excel file if desired.</p> 

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

### Procedure

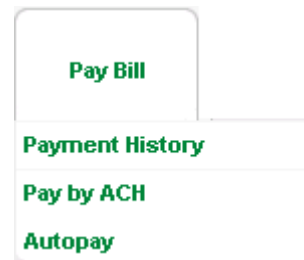
Follow the steps in the procedure below to make a **one-time payment** by ACH.

**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.

Step	Action														
1	<p>From the <b>Landing page</b> screen under <b>Billing</b> select <b>Pay Bill</b>.</p>  <p><b>Result:</b> The <b>Payment History</b> screen appears.</p>  <table><thead><tr><th>Account Number</th><th>Type</th><th>Delivery Method</th><th>Payment Method</th><th>Most Recent Payment</th><th>Date Payment Received</th><th>Balance</th></tr></thead><tbody><tr><td>123456789</td><td>CLD</td><td>Paper</td><td>Cash</td><td>258316.79</td><td>01/30/2012</td><td>2456.00</td></tr></tbody></table>	Account Number	Type	Delivery Method	Payment Method	Most Recent Payment	Date Payment Received	Balance	123456789	CLD	Paper	Cash	258316.79	01/30/2012	2456.00
Account Number	Type	Delivery Method	Payment Method	Most Recent Payment	Date Payment Received	Balance									
123456789	CLD	Paper	Cash	258316.79	01/30/2012	2456.00									

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.

[illegible]

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.

						Pay Selected Bills	
Account Number	Account Name	Type	Last Invoice	Balance	Amount to Pay	<input checked="" type="checkbox"/>	
123456789	TEST ACCOUNT	CLD	327810.79	2456.00	2456.00	<input checked="" type="checkbox"/>	
987654321	TEST ACCOUNT	CLD	17658.87	0.00	0.00	<input type="checkbox"/>	
214365879	TEST ACCOUNT	CLD	68360.76	0.00	0.00	<input type="checkbox"/>	

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

3


Click on

### Pay Selected Bills

**Result:** Review and Make a Payment screen appears.

[illegible]

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.

4

Click on

**Proceed****Result:** Bank Information screen appears.

**Pay By ACH**

**Payment amount:** 2,456.00 USD

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional.

Routing number:\*

Account number:\*  
 [Help](#)

Bank account type:\*  
☐ Savings ☐ Checking ☐ Money market

**Terms of Payment**

An electronic funds transfer (EFT) or bank draft will be presented to your bank or financial institution for payment from your account. Your payment will include any applicable convenience fee charged. The account must be at a financial institution in the United States, and the check must be payable in U.S. dollars.

By clicking the **I Agree** box, you authorize the information provided to be used for creation of an electronic funds transfer (EFT) or bank draft, and you authorize a debit to your account for the amount of your payment. In authorizing this ACH payment, you are agreeing to be bound by the applicable NACHA operating rules. You agree that if the EFT or bank draft is returned unpaid, you will pay a service charge up to the maximum allowed by law, which may be debited from your account using an EFT or bank draft.

☐ I Agree\*

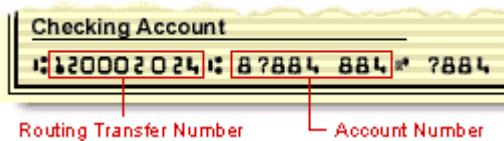
☐ Remember my bank information

[Submit](#) [Cancel payment](#)

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

[Cancel payment](#)

, or to proceed, see next step.

5



Click on

Once the payment is submitted, a submission confirmation shows up as shown in example below:

**Pay By ACH**

Your payment is being processed. Your confirmation number is W2VAS2VSRZUC5, you will receive a confirmation of your payment via email.

Amounts for most recent payment and balance may not be updated immediately to reflect recent payments for your local services accounts. For questions regarding your payment status, please contact our customer service using the 8xx phone number on your ebill.

We appreciate your business.

**OK**

Make a note of the confirmation number from your screen for future reference. An email will be sent notifying you have this transaction.

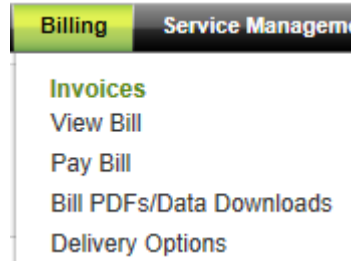
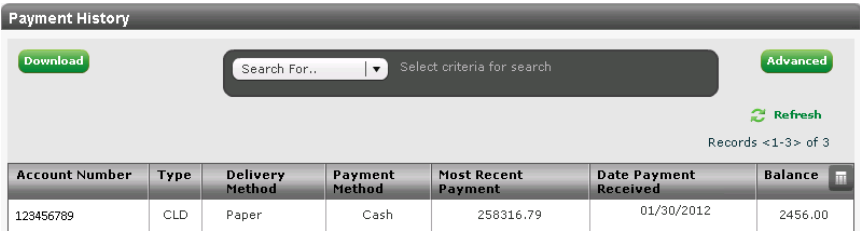
Click OK on the screen to return to the View Bill list screen.

## Paying Bill by ACH (Automated Clearing House) Auto Pay

### Procedure

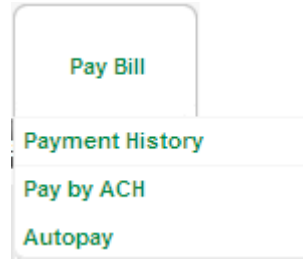
Follow the steps in the procedure below to have **payments** by ACH automatically debited for 1 or more accounts.

**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.

Step	Action
1	<p>From the <b>Landing page</b> screen under Billing select Invoices and then <b>Pay bill</b>.</p>  <p><b>Result:</b> The <b>Payment History</b> screen appears.</p> 

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

**Autopay**

▼ Auto Pay  
 Set Up  
 Modify  
 Remove  
 Application Refresh

**Filters**

**Account Number**

**Name**

**Balance**

**Type**

**Payment Methods**

**Pay Bills Summary (1 - 3 of 3)**

Account #	Account Name	Type	Payment Method	Balance
123456789	TEST ACCOUNT	CLD	Cash	86,726.38
987654321	TEST ACCOUNT	CLD	Cash	8,678.36
123456788	TEST ACCOUNT	CLD	Cash	

**Pay Bills Summary (1 - 3 of 3)**

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

**Autopay**

**Functions**  
 ▼ Auto Pay  
 Set Up  
 Modify  
 Remove  
 Application Refresh

**Filters**

**Account Number**

**Name**

**Type**

**Balance**

**Step 1 of 5: Choose Accounts to Pay Automatically via ACH**

This option allows you to set-up an automatic debit for one or more accounts in your enterprise. Signing up for Automatic Payment also makes available the option of signing up for Paperless Billing. Note that only accounts that are candidates for Autopay are listed below; there are some local service (CLS) accounts which cannot be paid using Autopay.

**Enroll in Automatic Payment (1 - 3 of 3)**

<input type="checkbox"/>	Account #	Account Name	Type	Balance
<input type="checkbox"/>	123456789	TEST ACCOUNT	CLD	86726.38
<input type="checkbox"/>	987654321	TEST ACCOUNT	CLD	8678.36
<input type="checkbox"/>	123456788	TEST ACCOUNT	CLD	

**Enroll in Automatic Payment (1 - 3 of 3)**

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

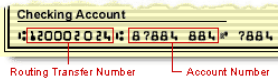


4

Click on **Enroll****Result:** Step 2 of 5 wizard screen appears.**Step 2 of 5: Enter Your Checking Account Information**

Once you enroll in Automatic Payment funds will automatically be withdrawn from your bank account 18 days (CenturyLink local accounts) or 10 days (CenturyLink LD accounts) after your bill date. You will receive an email notification each month prior to the automatic debit on your bank account, stating your bill is available for viewing and the date which your payment will be applied. The balance shown on the online bill will be automatically debited from your account. If you want to stop a payment you must contact your bank immediately. Adjustments or payment applied after the bill date will not be reflected in the automatic debit, but will be applied to the following month's bill.

For security purposes, you will be asked to enter the information in the same manner a second time.

**Enroll in Automatic Payment****Bank Account Information:**

Routing Number:	<input type="text"/>
Account Number:	<input type="text"/>
Name on Account:	<input type="text"/>

You may cancel this process at anytime by pressing the "Cancel" button.

**Enroll in Automatic Payment**

**Previous** **Next** **Cancel**

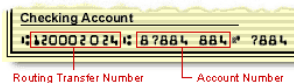
Follow the steps of inputting Bank Routing Number, Bank Account Number and Name on Bank Account.

5

Click on **Next****Result:** Step 3 of 5 wizard screen appears.**Step 3 of 5: Re-enter Your Checking Account Information**

For security purposes, please re-enter your checking account information from the previous step.

The information must be entered exactly the same as it was on the previous page.

**Enroll in Automatic Payment****Bank Account Information:**

Routing Number:	<input type="text"/>
Account Number:	<input type="text"/>
Name on Account:	<input type="text"/>

You may cancel this process at anytime by choosing an item from the menu to the left or pressing the "Cancel" button.

**Enroll in Automatic Payment**

**Previous** **Next** **Cancel**

For security purposes please enter your Bank Routing Number, Bank Account Number and Name on Bank Account in the same manner a second time.

6

Click on **Next**

Result: Step 4 of 5 wizard screen appears.

Step 4 of 5: Confirm Your Automatic 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:

7

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.

8

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

9

To Remove accounts enrolled in Auto Pay click on the remove button and follow the steps to remove accounts(s).

## Changing or Deleting Saved Bank Account Information

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

1

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.

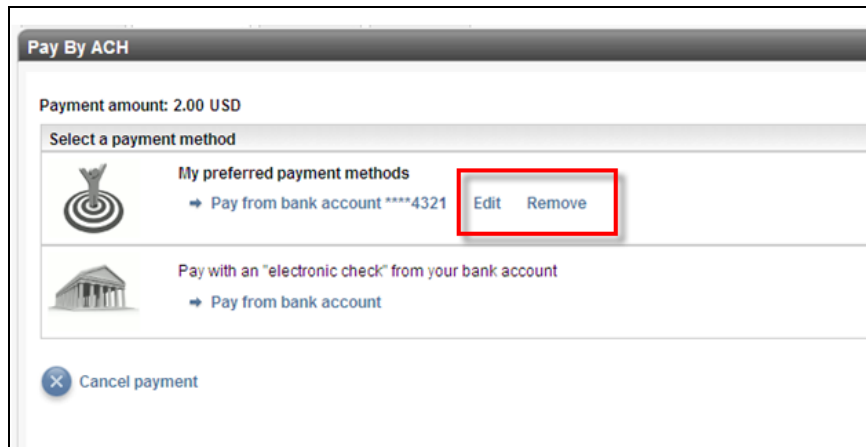
2

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.

3

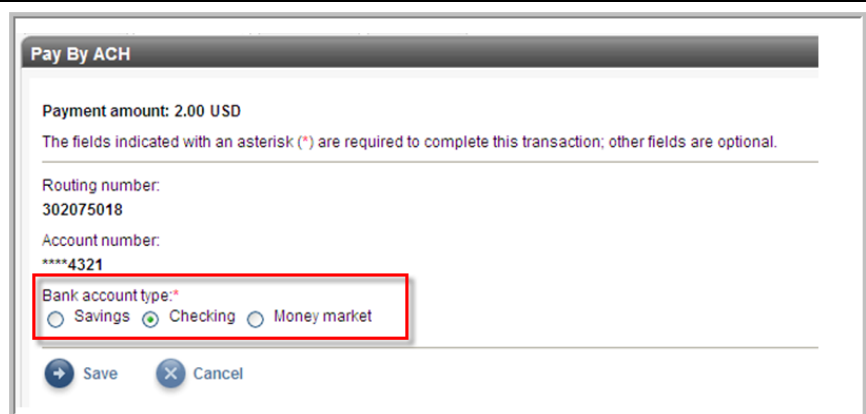
Select **Edit** to modify the bank information. Select **Remove** to remove the existing bank information.



The screenshot shows the 'Pay By ACH' interface. At the top, it says 'Payment amount: 2.00 USD'. Below that is a section titled 'Select a payment method'. Under this, there are two main options: 'My preferred payment methods' and 'Pay with an "electronic check" from your bank account'. The first option shows a target icon and a link to 'Pay from bank account \*\*\*\*4321'. Next to this link are two buttons: 'Edit' and 'Remove', which are highlighted with a red rectangle. The second option shows a bank building icon and a link to 'Pay from bank account'. At the bottom left, there is a 'Cancel payment' button with a close icon.

The following screen will appear.

4



The screenshot shows the 'Pay By ACH' interface with account details. It displays 'Payment amount: 2.00 USD' and a note: 'The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional.' Below this, it shows 'Routing number: 302075018' and 'Account number: \*\*\*\*4321'. A red rectangle highlights the 'Bank account type:' section, which has three radio button options: 'Savings', 'Checking' (which is selected), and 'Money market'. At the bottom, there are 'Save' and 'Cancel' buttons.

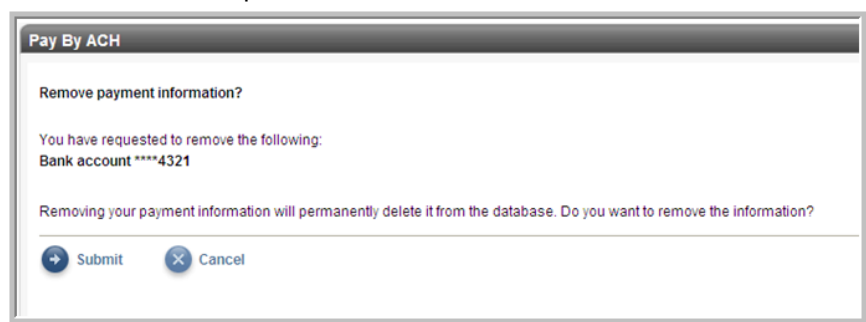
If you selected **Edit**:

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.

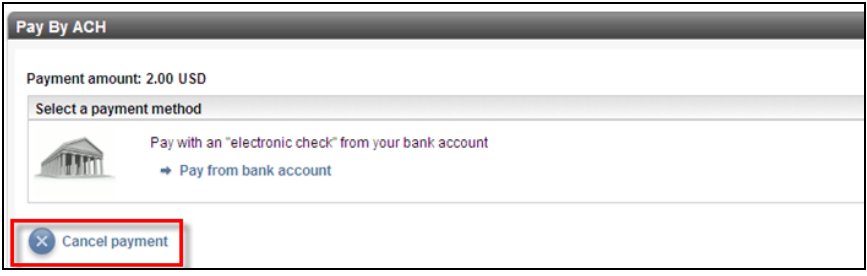
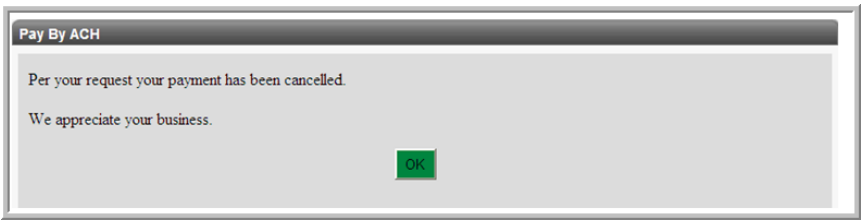
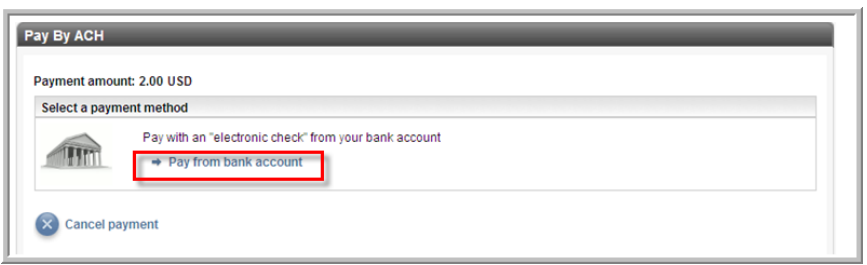
5

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.



The screenshot shows a confirmation dialog titled 'Remove payment information?'. It states: 'You have requested to remove the following: Bank account \*\*\*\*4321'. Below this, it asks: 'Removing your payment information will permanently delete it from the database. Do you want to remove the information?'. At the bottom, there are 'Submit' and 'Cancel' buttons.

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

9

You will be able to select another or add a bank account to pay from.  
NOTE: The fields designated by an \* are required.

**Pay By ACH**

Payment amount: 3.00 USD

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional.

Routing number:\*

Account number:\*  
 [Help](#)

Bank account type:\*  
☐ Savings ☐ Checking ☐ Money market

**Terms of Payment**

An electronic funds transfer (EFT) or bank draft will be presented to your bank or financial institution for payment from your account. Your payment will include any applicable convenience fee charged. The account must be at a financial institution in the United States, and the check must be payable in U.S. dollars.

By clicking the **I Agree** box, you authorize the information provided to be used for creation of an electronic funds transfer (EFT) or bank draft, and you authorize a debit to your account for the amount of your payment. In authorizing this ACH payment, you are agreeing to be bound by the applicable NACHA operating rules. You agree that if the EFT or bank draft is returned unpaid, you will pay a service charge up to the maximum allowed by law, which may be debited from your account using an EFT or bank draft.

☐ I Agree\*  
☐ Remember my bank information  
☐ Make this my default

[Submit](#) [Other payment method](#)

\*\* 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.

10

**Pay By ACH**

Payment amount: 3.00 USD

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional.

Routing number:\*

Account number:\*  
 [Help](#)

Bank account type:\*  
☐ Savings ☐ Checking ☐ Money market

**Terms of Payment**

An electronic funds transfer (EFT) or bank draft will be presented to your bank or financial institution for payment from your account. Your payment will include any applicable convenience fee charged. The account must be at a financial institution in the United States, and the check must be payable in U.S. dollars.

By clicking the **I Agree** box, you authorize the information provided to be used for creation of an electronic funds transfer (EFT) or bank draft, and you authorize a debit to your account for the amount of your payment. In authorizing this ACH payment, you are agreeing to be bound by the applicable NACHA operating rules. You agree that if the EFT or bank draft is returned unpaid, you will pay a service charge up to the maximum allowed by law, which may be debited from your account using an EFT or bank draft.

☐ I Agree\*  
☐ Remember my bank information  
☐ Make this my default

[Submit](#) [Other payment method](#)

Click Submit to complete processing your payment.

11

To return to the previous screen, click Other Payment Method

**Pay By ACH**

Payment amount: 3.00 USD

The fields indicated with an asterisk (\*) are required to complete this transaction; other fields are optional.

Routing number:\*

Account number:\*  
 [Help](#)

Bank account type:\*  
☐ Savings ☐ Checking ☐ Money market

**Terms of Payment**

An electronic funds transfer (EFT) or bank draft will be presented to your bank or financial institution for payment from your account. Your payment will include any applicable convenience fee charged. The account must be at a financial institution in the United States, and the check must be payable in U.S. dollars.

By clicking the **I Agree** box, you authorize the information provided to be used for creation of an electronic funds transfer (EFT) or bank draft, and you authorize a debit to your account for the amount of your payment. In authorizing this ACH payment, you are agreeing to be bound by the applicable NACHA operating rules. You agree that if the EFT or bank draft is returned unpaid, you will pay a service charge up to the maximum allowed by law, which may be debited from your account using an EFT or bank draft.

☐ I Agree\*

☐ Remember my bank information

☐ Make this my default

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



*Continued on next page*



## Delivery Options, continued

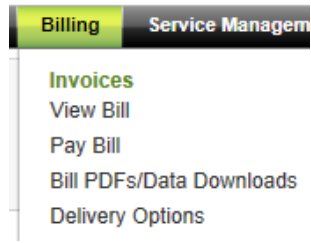
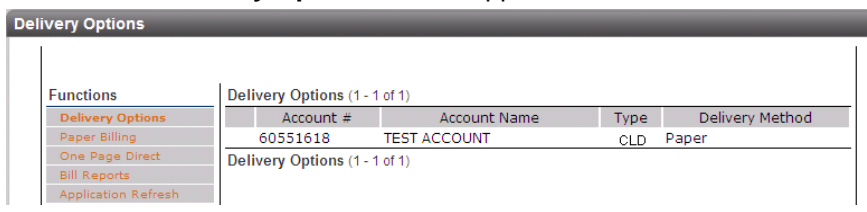
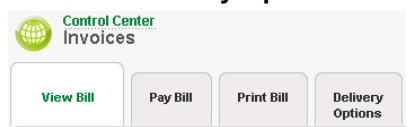
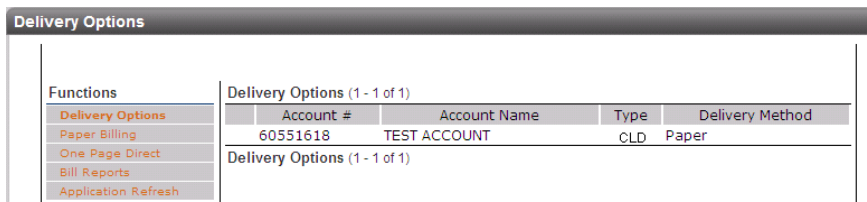
### Fields and Descriptions

(continued)

Field Name	Description
<b>Type</b>	This drop-down list allows you to select the kind of account you want to filter. Your options include <b>CLD (CenturyLink Long Distance)</b> .
<b>Delivery Methods</b>	This drop-down list allows you to select the means by which bills are sent to the account(s) you want to filter.
<b>Balance</b>	The field allows you to enter the dollar amount of the balance on the accounts you want to filter.  <b>Note:</b> This field displays only under the Bill Reports function.
	This button allows you to apply your filter.
	This button allows you to clear the current filter.
<b>Delivery Options Section</b>	
<b>Account #</b>	This column displays the unique provider maintained identifier for each account listed.
<b>Account Name</b>	This column displays the unique customer maintained identifier for each account listed.
<b>Type</b>	This drop-down list allows you to select the kind of account you want to filter. Your options include <b>CLD (CenturyLink Long Distance)</b> .
<b>Delivery Method</b>	This column identifies the delivery method for each account listed.
<b>Balance</b>	This column displays the current balance owed for each account listed.  <b>Note:</b> 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 <b>Landing</b> page mega menu, click <b>Billing</b>.</p> 
2	<p>From the <b>Invoices</b> dropdown, click on the <b>Delivery Options</b> link.</p> <p><b>Result:</b> The <b>Delivery Options</b> screen appears.</p> 
3	<p><b>OR</b> alternatively, you could click on the <b>View Bill</b> link (or any other link) from the <b>Invoices</b> dropdown (as seen in #1 above) and then from the <b>Invoices</b> section, click on the <b>Delivery Options</b> tab.</p>  <p><b>Result:</b> The <b>Delivery Options</b> screen appears.</p> 

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## Paper Billing

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


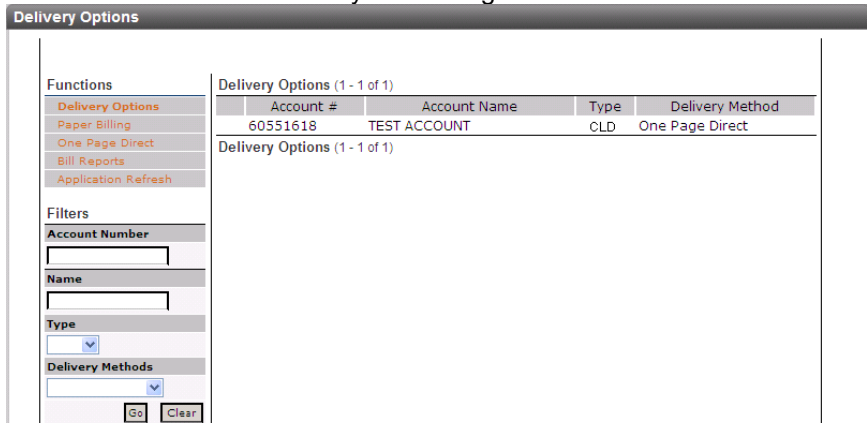

## Accessing Paper Billing

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

Step	Action								
1	<p>From the <b>Delivery Options</b> screen, click on the <b>Paper Billing</b> functions link.</p> <p><b>Result:</b> The <b>Enroll Full Paper</b> screen appears.</p> <div><div>Delivery Options</div><div><div><div>Functions</div><div><div>Delivery Options</div><div>Paper Billing</div><div>One Page Direct</div><div>Bill Reports</div><div>Application Refresh</div></div><div><div>Filters</div><div><div>Account Number</div><div></div></div><div><div>Name</div><div></div></div><div><div>Type</div><div></div></div><div><div>Delivery Methods</div><div></div></div><div><div>Go</div><div>Clear</div></div></div></div><div><div>Delivery Options (1 - 1 of 1)</div><table><tr><th>Account #</th><th>Account Name</th><th>Type</th><th>Delivery Method</th></tr><tr><td>60551618</td><td>TEST ACCOUNT</td><td>CLD</td><td>One Page Direct</td></tr></table><div>Delivery Options (1 - 1 of 1)</div></div></div></div>	Account #	Account Name	Type	Delivery Method	60551618	TEST ACCOUNT	CLD	One Page Direct
Account #	Account Name	Type	Delivery Method						
60551618	TEST ACCOUNT	CLD	One Page Direct						

## Filtering the Paper Billing List

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

Step	Action
1	From the <b>Enroll Full Paper</b> list screen, enter the unique identifier for your account in the <b>Account Number</b> field (if applicable).
2	In the <b>Name</b> field (if applicable), enter the name of your account.
3	From the <b>Type</b> drop down list (if applicable), select <b>CLD</b> for CenturyLink Long Distance.
4	From the <b>Delivery Method</b> drop-down list, select the means by which bills are sent to the account(s) you want to filter.
5	<p>Click .</p> <p><b>Result:</b> The <b>Enroll Full Paper</b> list refreshes and displays only the account numbers that match your filtering criteria.</p>  <p>The screenshot shows a web interface with a sidebar on the left containing 'Functions' (Delivery Options, Paper Billing, One Page Direct, Bill Reports, Application Refresh) and 'Filters' (Account Number, Name, Type, Delivery Methods). The main area displays a table titled 'Delivery Options (1 - 1 of 1)' with columns: Account #, Account Name, Type, and Delivery Method. The table contains one row: 60551618, TEST ACCOUNT, CLD, One Page Direct. Below the table is another section titled 'Delivery Options (1 - 1 of 1)' which is currently empty. At the bottom of the sidebar are 'Go' and 'Clear' buttons.</p>
6	If needed, click  to view all the account numbers without a filter.

## Enrolling Accounts in Full Paper Billing


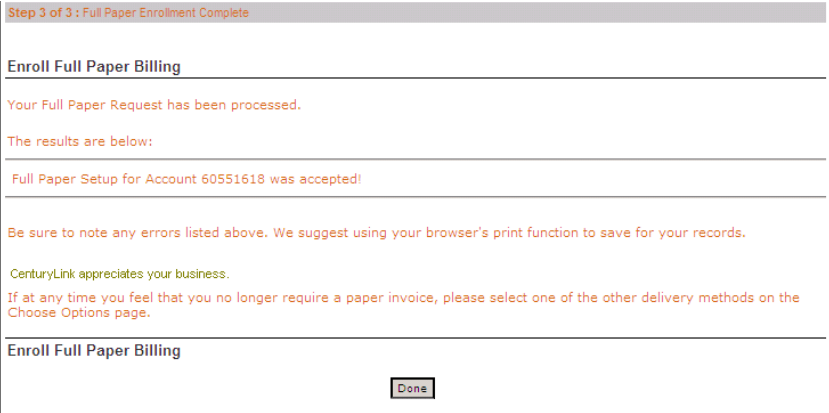

**Procedure** Follow the steps in the procedure below to **enroll** an account for **Full Paper** billing.

Step	Action										
1	<p>From the <b>Delivery Options</b> screen, click on the <b>Paper Billing</b> functions link.</p> <p><b>Result:</b> The <b>Step 1 of 3: Choose Accounts to Sign up Full Paper</b> screen appears.</p> <div><b>Step 1 of 3 : Choose Accounts to Sign up Full Paper</b></div> <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><b>Enroll Full Paper (1 - 1 of 1)</b></p> <table><tr><td><input type="checkbox"/></td><td>Account #</td><td>Account Name</td><td>Type</td><td>Delivery Method</td></tr><tr><td><input type="checkbox"/></td><td>60551618</td><td>TEST ACCOUNT</td><td>CLD</td><td>One Page Direct</td></tr></table> <p><b>Enroll Full Paper (1 - 1 of 1)</b></p> <div><input type="button" value="Enroll"/> <input type="button" value="Cancel"/></div>	<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method	<input type="checkbox"/>	60551618	TEST ACCOUNT	CLD	One Page Direct
<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method							
<input type="checkbox"/>	60551618	TEST ACCOUNT	CLD	One Page Direct							
2	<p>From the <b>Enroll Full Paper</b> 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><b>Result:</b> The <b>Step 2 of 3: Confirm your invoice delivery selection</b> screen appears.</p> <div><b>Step 2 of 3 : Confirm your invoice delivery selection</b></div> <p><b>Enroll Full Paper Billing</b></p> <p>Selected Accounts to Sign Up Full Paper</p> <table><tr><td>Account #</td><td>Account Name</td><td>Type</td><td>Delivery Option</td></tr><tr><td>60551618</td><td>TEST ACCOUNT</td><td>CLD</td><td>One Page Direct</td></tr></table> <p><input type="checkbox"/> I choose "Full Paper in the Mail" Invoice Delivery.</p> <p>By checking the box above and pressing the "Next" button you choose to receive your entire invoice in the mail.</p> <p>You will still have the convenience of being able to view your invoice online. You may cancel this process at anytime by choosing an item from the menu or pressing the "Cancel" button.</p> <p><b>Enroll Full Paper Billing</b></p> <div><input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/></div>	Account #	Account Name	Type	Delivery Option	60551618	TEST ACCOUNT	CLD	One Page Direct		
Account #	Account Name	Type	Delivery Option								
60551618	TEST ACCOUNT	CLD	One Page Direct								

*Continued on next page*

## Enrolling Accounts in Full Paper Billing, continued

**Procedure** (continued)

Step	Action
4	Select the <b>I choose “Full Paper in the Mail” Invoice Delivery</b> checkbox.
5	<p>Click .</p> <p><b>Result:</b> The <b>Step 3 of 3: Full Paper Enrollment Complete</b> confirmation screen appears.</p> 
6	<p>Click .</p> <p><b>Result:</b> The system returns you to the <b>Delivery Options</b> 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 **CLD** accounts.

### Fields and Descriptions

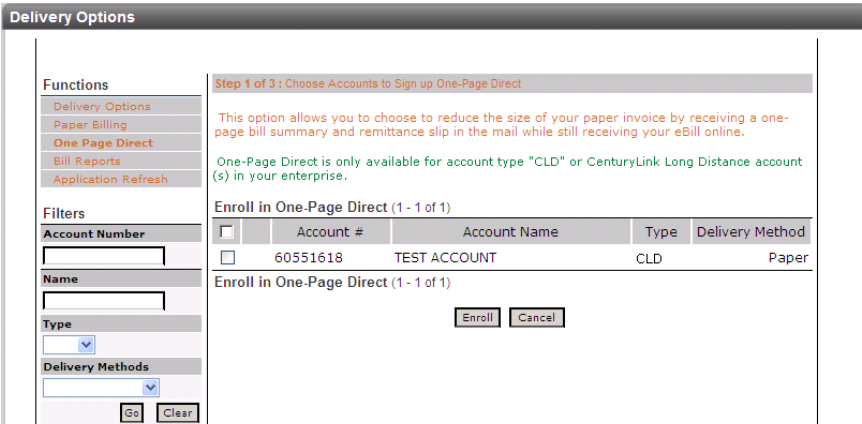
The table below describes the fields and buttons displayed on the **Enroll in One Page Direct** screen.

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



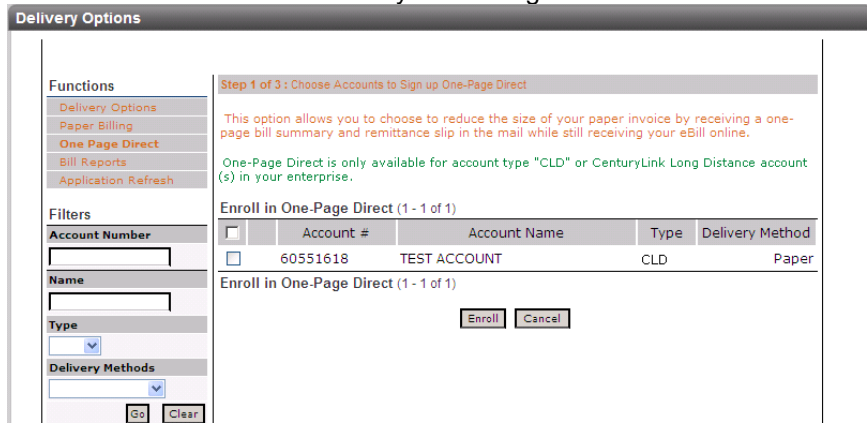
## Accessing One Page Direct

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

Step	Action
1	<p>From the <b>Delivery Options</b> screen, click on the <b>One Page Direct</b> functions link.</p> <p><b>Result:</b> The <b>Enroll in One Page Direct</b> screen appears.</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 <b>Enroll in One Page Direct</b> list screen, enter the unique identifier for your account in the <b>Account Number</b> field (if applicable).
2	In the <b>Name</b> field (if applicable), enter the name of your account.
3	From the <b>Type</b> drop down list (if applicable), select <b>CLD</b> for CenturyLink Long Distance.
4	From the <b>Delivery Method</b> drop-down list, select the means by which bills are sent to the account(s) you want to filter.
5	<p>Click <b>Go</b>.</p> <p><b>Result:</b> The <b>Enroll in One Page Direct</b> list refreshes and displays only the account numbers that match your filtering criteria.</p>  <p>The screenshot shows the 'Enroll in One Page Direct' interface. On the left, there are sections for 'Functions' (Delivery Options, Paper Billing, One Page Direct, Bill Reports, Application Refresh) and 'Filters' (Account Number, Name, Type, Delivery Methods). The 'One Page Direct' function is highlighted. The 'Filters' section shows input fields for 'Account Number', 'Name', 'Type' (set to 'CLD'), and 'Delivery Methods' (set to 'Paper'). Below the filters, there are 'Go' and 'Clear' buttons. The main area displays 'Step 1 of 3: Choose Accounts to Sign up One-Page Direct' with explanatory text. Below this, a table titled 'Enroll in One-Page Direct (1 - 1 of 1)' shows one account: '60551618 TEST ACCOUNT' with 'CLD' type and 'Paper' delivery method. At the bottom right of the table are 'Enroll' and 'Cancel' buttons.</p>
6	If needed, click <b>Clear</b> to view all the account numbers without a filter.

## Enrolling Accounts in One Page Direct Billing

### Procedure


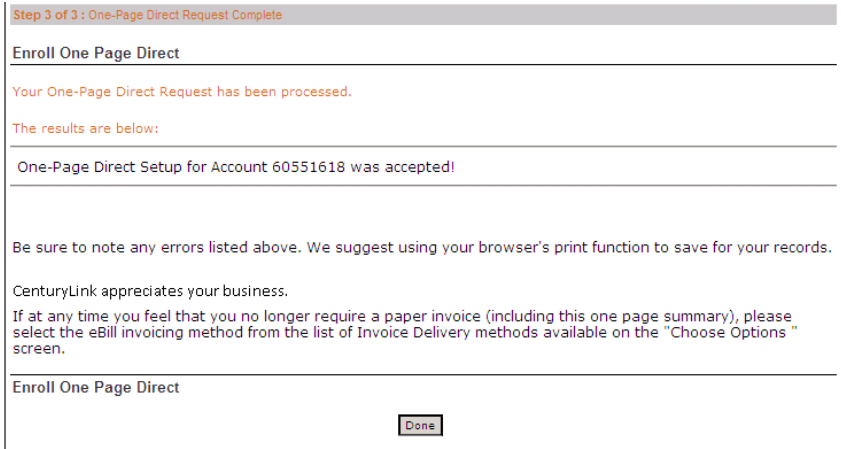

Follow the steps in the procedure below to **enroll** an account for **One Page Direct** billing.

Step	Action										
1	<p>From the <b>Delivery Options</b> screen, click on the <b>One Page Direct</b> functions link.</p> <p><b>Result:</b> The <b>Step 1 of 3: Choose Accounts to Sign up One-Page Direct</b> screen appears.</p> <div><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 "CLD" or CenturyLink Long Distance account(s) in your enterprise.</p><p>Enroll in One-Page Direct (1 - 1 of 1)</p><table><tr><td><input type="checkbox"/></td><td>Account #</td><td>Account Name</td><td>Type</td><td>Delivery Method</td></tr><tr><td><input type="checkbox"/></td><td>60551618</td><td>TEST ACCOUNT</td><td>CLD</td><td>Paper</td></tr></table><p>Enroll in One-Page Direct (1 - 1 of 1)</p><div><input type="button" value="Enroll"/><input type="button" value="Cancel"/></div></div>	<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method	<input type="checkbox"/>	60551618	TEST ACCOUNT	CLD	Paper
<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method							
<input type="checkbox"/>	60551618	TEST ACCOUNT	CLD	Paper							
2	<p>From the <b>Enroll in One Page Direct</b> list, select the checkbox for each account listed you want to enroll in One Page Direct billing.</p>										
3	<p>Click <input type="button" value="Enroll"/>.</p> <p><b>Result:</b> The <b>Step 2 of 3: Confirm your invoice delivery selection</b> screen appears.</p> <div><p>Step 2 of 3 : Confirm your invoice delivery selection</p><p>Enroll One Page Direct</p><p>Selected Accounts to Sign-Up One-Page Direct</p><table><tr><td>Account #</td><td>Account Name</td><td>Type</td><td>Delivery Option</td></tr><tr><td>60551618</td><td>TEST ACCOUNT</td><td>CLD</td><td>Paper</td></tr></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><p>Enroll One Page Direct</p><div><input type="button" value="Previous"/><input type="button" value="Next"/><input type="button" value="Cancel"/></div></div>	Account #	Account Name	Type	Delivery Option	60551618	TEST ACCOUNT	CLD	Paper		
Account #	Account Name	Type	Delivery Option								
60551618	TEST ACCOUNT	CLD	Paper								

*Continued on next page*

## Enrolling Accounts in One Page Direct Billing, continued

**Procedure** (continued)

Step	Action
4	Select the <b>I choose “One Page Direct” Invoice Delivery</b> checkbox.
5	<p>Click .</p> <p><b>Result:</b> The <b>Step 3 of 3: One-Page Direct Request Complete</b> confirmation screen appears.</p> 
6	<p>Click .</p> <p><b>Result:</b> The system returns you to the <b>Delivery Options</b> screen.</p>

## Request a Paper Bill

### Introduction

The **Request Paper Bill** functionality is not available for Wholesale customers and 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
<b>Choose Bill Reports</b>	
	This radio button allows you to choose the account for which you want to select reports.
<b>Account #</b>	This column displays the unique provider maintained identifier for each account listed.
<b>Account Name</b>	This column displays the unique customer maintained identifier for each account listed.
<b>Type</b>	This drop-down list allows you to select the kind of account you want to filter. Your options include <b>CLD (CenturyLink Long Distance)</b> .
<b>Balance</b>	This column displays the current balance owed for each account listed.
<b>Report Selections</b>	
<b>PAC Summary</b>	This option allows you to include a <b>PAC (Project Account Code) Summary</b> report with your monthly invoice.
<b>Total Usage</b>	This option allows you to include a <b>Total Usage</b> report with your monthly invoice.

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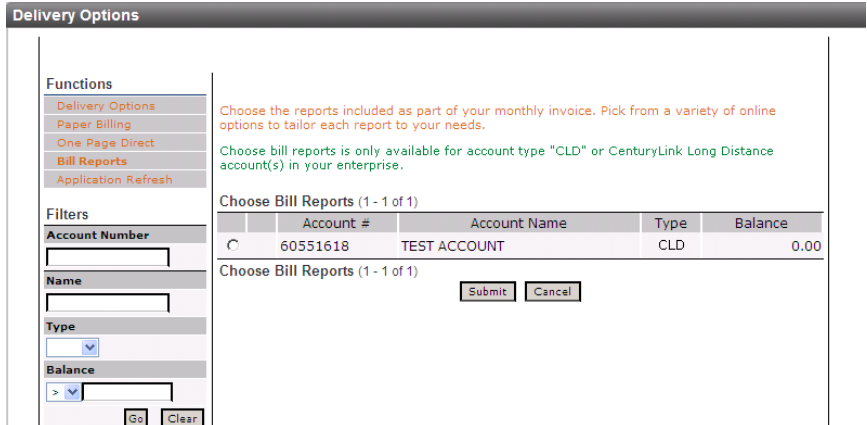
## Bill Reports, continued

Fields and  
Descriptions (continued)

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

## Accessing Bill Reports


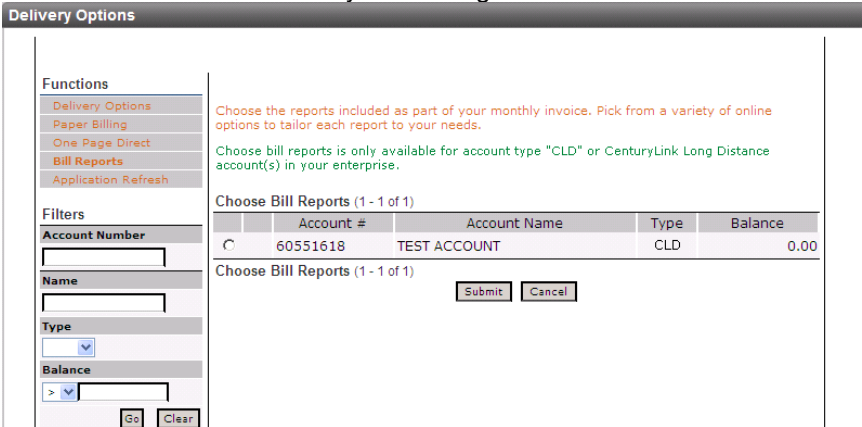

**Procedure** Follow the steps in the procedure below to **access** the **Choose Bill Reports** screen.

Step	Action
1	<p>From the <b>Delivery Options</b> screen, click on the <b>Bill Reports</b> functions link.</p> <p><b>Result:</b> The <b>Choose Bill Reports</b> screen appears.</p>  <p>The screenshot shows the 'Delivery Options' screen. On the left, under 'Functions', the 'Bill Reports' link is highlighted. To the right, there are instructions: 'Choose the reports included as part of your monthly invoice. Pick from a variety of online options to tailor each report to your needs.' and 'Choose bill reports is only available for account type "CLD" or CenturyLink Long Distance account(s) in your enterprise.' Below this is a table titled 'Choose Bill Reports (1 - 1 of 1)' with columns: Account #, Account Name, Type, and Balance. The table contains one row: Account # 60551618, Account Name TEST ACCOUNT, Type CLD, and Balance 0.00. At the bottom of the table are 'Submit' and 'Cancel' buttons. On the left side of the screen, there are filter sections for Account Number, Name, Type, and Balance, each with a text input field and a 'Go' button.</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 <b>Choose Bill Reports</b> list screen, enter the unique identifier for your account in the <b>Account Number</b> field (if applicable).
2	In the <b>Name</b> field (if applicable), enter the name of your account.
3	From the <b>Type</b> drop down list (if applicable), select <b>CLD</b> for CenturyLink Long Distance.
4	From the <b>Balance</b> drop-down list (if applicable), select an operator (greater than [>], less than [<] or equal to [=] for the value you enter in <b>Step 5</b> .
5	In the <b>Balance</b> field (if applicable), enter the dollar amount of the balance on the account(s) for your search.  <b>Note:</b> The drop-down list and field work together to create the value for your filter. For example, selecting ">" in <b>Step 4</b> and enter "300" in <b>Step 5</b> would return all accounts that have an outstanding balance greater than \$300.
6	Click  .  <b>Result:</b> The <b>Choose Bill Repots</b> list refreshes and displays only the account numbers that match your filtering criteria.   <p>The screenshot shows the 'Choose Bill Reports' interface. On the left, there are 'Functions' (Delivery Options, Paper Billing, One Page Direct, Bill Reports, Application Refresh) and 'Filters' (Account Number, Name, Type, Balance). The 'Balance' filter is set to '&gt;'. On the right, there is a table titled 'Choose Bill Reports (1 - 1 of 1)' with columns: Account #, Account Name, Type, and Balance. The table contains one row: 60551618, TEST ACCOUNT, CLD, 0.00. Below the table are 'Submit' and 'Cancel' buttons.</p>
7	If needed, click  to view all the account numbers without a filter.



## Selecting Bill Reports

### Procedure

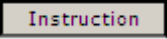
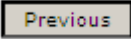

Follow the steps in the procedure below to **select** the **Bill Reports** that shall be included in your monthly invoice.

Step	Action												
1	<p>From the <b>Delivery Options</b> screen, click on the <b>Bill Reports</b> functions link.</p> <p><b>Result:</b> The <b>Choose Bill Reports</b> screen appears.</p> <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 "CLD" or CenturyLink Long Distance account(s) in your enterprise.</p> <p>Choose Bill Reports (1 - 1 of 1)</p> <table><tr><th></th><th>Account #</th><th>Account Name</th><th>Type</th><th>Balance</th></tr><tr><td><input type="radio"/></td><td>60551618</td><td>TEST ACCOUNT</td><td>CLD</td><td>0.00</td></tr></table> <p>Choose Bill Reports (1 - 1 of 1)</p> <div><input type="button" value="Submit"/><input type="button" value="Cancel"/></div>		Account #	Account Name	Type	Balance	<input type="radio"/>	60551618	TEST ACCOUNT	CLD	0.00		
	Account #	Account Name	Type	Balance									
<input type="radio"/>	60551618	TEST ACCOUNT	CLD	0.00									
2	<p>From the <b>Choose Bill Reports</b> 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><b>Result:</b> The <b>Select the path to take</b> screen appears.</p> <p>Select the path to take</p> <table><tr><th colspan="2">Account Information</th></tr><tr><td>Name:</td><td>TEST ACCOUNT</td></tr><tr><td>Number:</td><td>60551618</td></tr><tr><td>Type:</td><td>StandAlone</td></tr><tr><td>Invoice:</td><td>Paper</td></tr><tr><td>Payment:</td><td>Cash</td></tr></table> <p>CenturyLink offers you a number of different reports to be included with your invoice.</p> <ul style="list-style-type: none"><li>You may choose to get only those reports that you need.</li><li>The content of each of these reports can be tailored to meet the needs of your business.</li><li>You will be able to view the reports you choose on-line</li></ul> <p>The links below provide you with the following options:</p> <ul style="list-style-type: none"><li>INSTRUCTIONS: Get instructions on how to use the bill report selection tool.</li><li>CALL: Call Customer Service to get help with reporting selections.</li><li>NEXT: Go directly to the bill report selection tool.</li></ul> <p>Select the path to take</p> <div><input type="button" value="Instruction"/><input type="button" value="Call"/><input type="button" value="Next"/><input type="button" value="Cancel"/></div>	Account Information		Name:	TEST ACCOUNT	Number:	60551618	Type:	StandAlone	Invoice:	Paper	Payment:	Cash
Account Information													
Name:	TEST ACCOUNT												
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## Selecting Bill Reports, continued




### Procedure (continued)

Step	Action												
4	<p>Click  for help in completing the report request.</p> <p><b>Result:</b> The <b>Get Instructions</b> screen appears.</p> <p>Get Instructions</p> <table border="1"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <p>Changes made below are for example only and will not result in any modifications. The "Choose Bill Reports" tool provides you with the following options</p> <ul style="list-style-type: none"> <li>• <a href="#">Select or unselect individual bill reports.</a></li> <li>• <a href="#">Tailor report content.</a></li> <li>• <a href="#">Review your selections.</a></li> <li>• <a href="#">Save your selections.</a></li> </ul> <p>Use the links above find out more about each option or scroll down this page to read about all of the options. Additional information is available via the help link located in the upper right hand corner of this page.</p>	Account Information		Name:	TEST ACCOUNT	Number:	60551618	Type:	StandAlone	Invoice:	Paper	Payment:	Cash
Account Information													
Name:	TEST ACCOUNT												
Number:	60551618												
Type:	StandAlone												
Invoice:	Paper												
Payment:	Cash												
5	<p>Click  to return to the <b>Select the path to take</b> screen.</p>												
6	<p>Click  to obtain contact information for further assistance.</p> <p><b>Result:</b> The <b>Call CenturyLink Customer Service</b> screen appears.</p> <p>Call CENTURYLINK Customer Service</p> <table border="1"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <p>CenturyLink understands that you may not be in the business of personally monitoring aspects of your account details. CenturyLink's Customer Service Agents are always available to help you manage your customer account. Our Customer Service Agents have the ability to help you:</p>	Account Information		Name:	TEST ACCOUNT	Number:	60551618	Type:	StandAlone	Invoice:	Paper	Payment:	Cash
Account Information													
Name:	TEST ACCOUNT												
Number:	60551618												
Type:	StandAlone												
Invoice:	Paper												
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## Selecting Bill Reports, continued




### Procedure (continued)

Step	Action																																								
7	Click  to return to the <b>Select the path to take</b> screen.																																								
8	<p>Click  to continue the process of selecting the reports to be included with your monthly invoice.</p> <p><b>Result:</b> The <b>Step 1 of 3: Make Report Selection</b> screen appears.</p> <p>Step 1 of 3: Make Report Selection</p> <table border="1"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <p>This tool provides you with the ability to select those reports that you wish CenturyLink to generate each month with your invoice.</p> <p>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"> <li>1. <b>SELECT REPORTS:</b> To select, or de-select, a report click on the checkbox next to the report name.</li> <li>2. <b>TAILOR CONTENT:</b> 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).</li> <li>3. <b>NEXT:</b> To review and save your selections, press the "Next" button located at the bottom of this page.</li> <li>4. <b>RESET:</b> Reset the selections on this page to those currently on your invoice, press the "Reset" button located at the bottom of this page.</li> <li>5. <b>CANCEL:</b> To leave this tool without making any changes, press the "Cancel" button located at the bottom of this page.</li> <li>6. StandAlone</li> </ol> <p><input type="checkbox"/> <b>PAC Summary</b></p> <p><input type="checkbox"/> <b>Total Usage</b></p>	Account Information		Name:	TEST ACCOUNT	Number:	60551618	Type:	StandAlone	Invoice:	Paper	Payment:	Cash																												
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Payment:	Cash																																								
9	From the <b>Make Report Selection</b> checkbox(es), select each report that should be included in your monthly invoice.																																								
10	<p>Click .</p> <p><b>Result:</b> The <b>Step 2 of 3: View and Save Report Selections</b> screen appears.</p> <p>Step 2 of 3: View and Save Report Selections</p> <table border="1"> <thead> <tr> <th colspan="2">Account Information</th> </tr> </thead> <tbody> <tr> <td>Name:</td> <td>TEST ACCOUNT</td> </tr> <tr> <td>Number:</td> <td>60551618</td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>Paper</td> </tr> <tr> <td>Payment:</td> <td>Cash</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Reports Added</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>PAC Summary</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Total Usage</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Top City</td> </tr> <tr> <td><input type="checkbox"/></td> <td>LATA Summary</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Reports Removed</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>High Call Volume</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Long Duration</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">New Report Profile</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>PAC Summary</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Total Usage</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Top City</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Threshold Value</td> </tr> <tr> <td><input type="checkbox"/></td> <td>LATA Summary</td> </tr> </tbody> </table> <p>50</p>	Account Information		Name:	TEST ACCOUNT	Number:	60551618	Type:	StandAlone	Invoice:	Paper	Payment:	Cash	Reports Added		<input type="checkbox"/>	PAC Summary	<input type="checkbox"/>	Total Usage	<input type="checkbox"/>	Top City	<input type="checkbox"/>	LATA Summary	Reports Removed		<input type="checkbox"/>	High Call Volume	<input type="checkbox"/>	Long Duration	New Report Profile		<input type="checkbox"/>	PAC Summary	<input type="checkbox"/>	Total Usage	<input type="checkbox"/>	Top City	<input type="checkbox"/>	Threshold Value	<input type="checkbox"/>	LATA Summary
Account Information																																									
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<input type="checkbox"/>	Top City																																								
<input type="checkbox"/>	Threshold Value																																								
<input type="checkbox"/>	LATA Summary																																								

*Continued on next page*

## Selecting Bill Reports, continued

**Procedure** (continued)

Step	Action										
11	<p>Click  to confirm your selections.</p> <p><b>Result:</b> The <b>Step 3 of 3: Report Selection Complete</b> screen appears.</p> <div data-bbox="594 567 1456 886"> <p>Step 3 of 3: Report Selection Complete</p> <p><b>Account Information</b></p> <table> <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>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></p> </div>	Name:	XS8533 TEST	Number:		Type:	StandAlone	Invoice:	OnePageDirect	Payment:	
Name:	XS8533 TEST										
Number:											
Type:	StandAlone										
Invoice:	OnePageDirect										
Payment:											
12	<p>Click  .</p> <p><b>Result:</b> The system returns you to the <b>Delivery Options</b> screen.</p>										

## Refresh the Delivery Options List

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


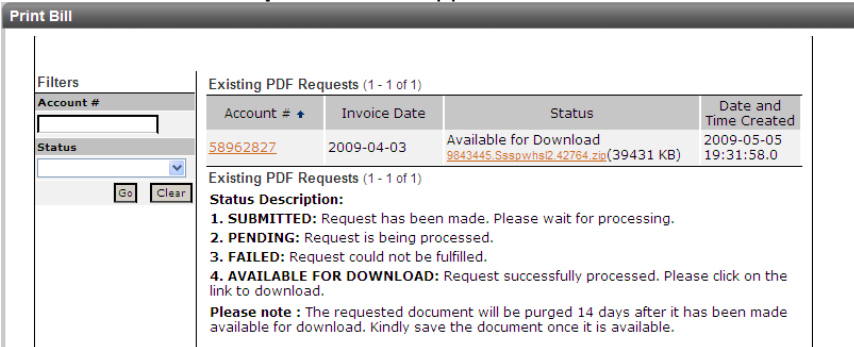
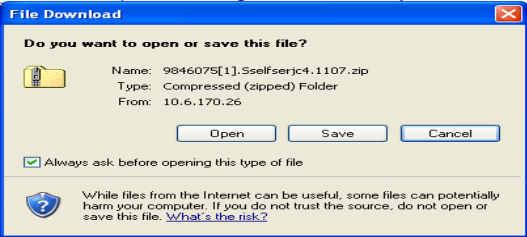
Step	Action								
1	<p>From the <b>Delivery Options</b> list screen, click on the <b>Application Refresh</b> link from the <b>Functions</b> section.</p> <p><b>Result:</b> The <b>Delivery Options</b> screen refreshes.</p> <div><div><div>Functions</div><div><div>Delivery Options</div><div>Paper Billing</div><div>One Page Direct</div><div>Bill Reports</div><div>Application Refresh</div></div></div><div><div>Delivery Options (1 - 1 of 1)</div><table><tr><th>Account #</th><th>Account Name</th><th>Type</th><th>Delivery Method</th></tr><tr><td>60551618</td><td>TEST ACCOUNT</td><td>CLD</td><td>Paper</td></tr></table><div>Delivery Options (1 - 1 of 1)</div></div></div>	Account #	Account Name	Type	Delivery Method	60551618	TEST ACCOUNT	CLD	Paper
Account #	Account Name	Type	Delivery Method						
60551618	TEST ACCOUNT	CLD	Paper						

## Request Bill Copy [PDF]

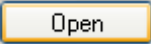
**Introduction** The **Request Bill Copy [PDF]** allows you to create a full PDF copy of your bill and download it to your own computer. You will submit a request for a particular month by account. You can request the previous 12 months. Once you submit a request an email will be sent to you within 24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

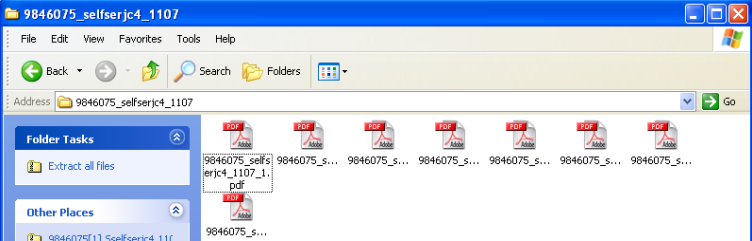
Step	Action
1	From the <b>View Bill</b> list screen under table of contents click on <b>Request Bill Copy</b> .
2	<p><b>Result:</b> The <b>PDF Request Detail</b> screen appears.</p> <div> <div>View Bill</div> <div> <b>PDF Request Detail</b>  Account Information:  Account Number: 36567389  Invoice Date: 2009-04-23  PDF Request Date:  Request Status: Request Creation Date  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.  <input type="button" value="Submit Request"/> <input type="button" value="Return To Invoice"/>  <b>Please note :</b> The requested document will be purged 14 days after it has been made available for download. Kindly save the document once it is available. </div> </div>

3	<p>Make sure that the information is correct and click on <b>Submit Request</b></p> <p>You will then get a confirmation that the PDF Request Status: Submitted</p> 
4	<p>Once you receive an email stating that your PDF is ready click on <b>Print Bill</b> tab.</p> <p><b>Result:</b> The PDF Request screen appears.</p> 
5	<p>Click on the hyperlink that is available for Download</p> <p><b>Result:</b> A window will open asking what action you want to take.</p>  <p>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.</p>

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.

## Request Custom Reports [TSV]

## Introduction

**New September 2016**

The **Request Custom Reports [TSV]** functionality allows users to generate downloaded text files of the subscribed invoice Bill Reports. These Bill Reports include:

- Calls by Area Code
- Calls by Lata
- High Call Volume
- Long Duration Calls
- Project Code Summary
- Recurring Charges Summary
- Short Call Duration
- Toll Free Feature Charges Summary
- Toll Free Unanswered
- Top City, Total Usage
- Usage Summary

The Bill Report text files are grouped in a zip file, and are delimited files using tilde (~) as a delimiter. The text files can also be opened in Excel.

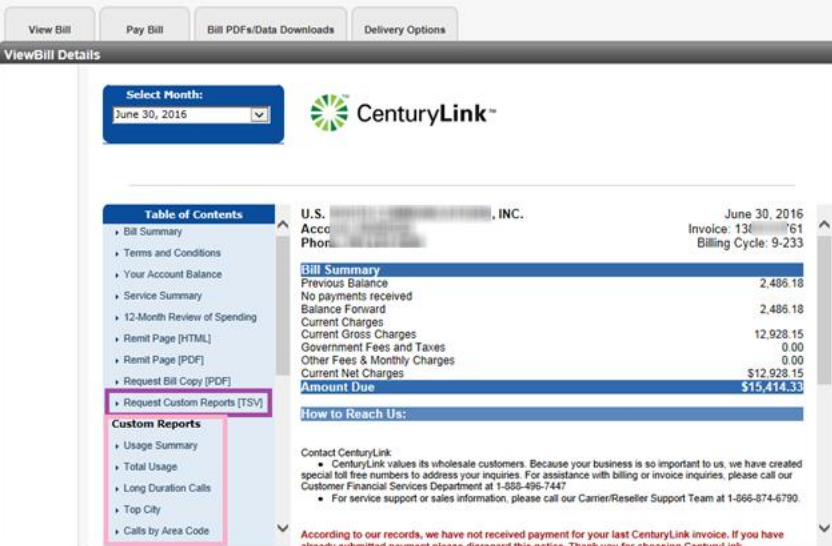
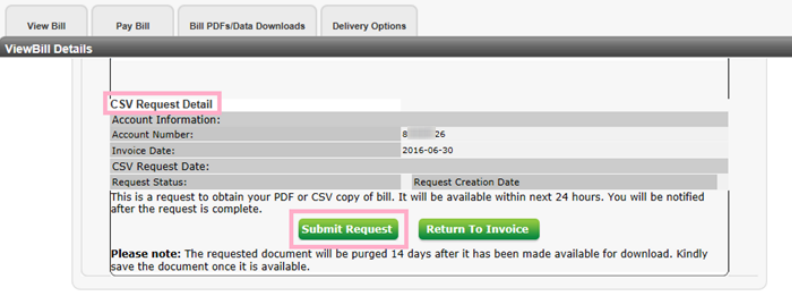
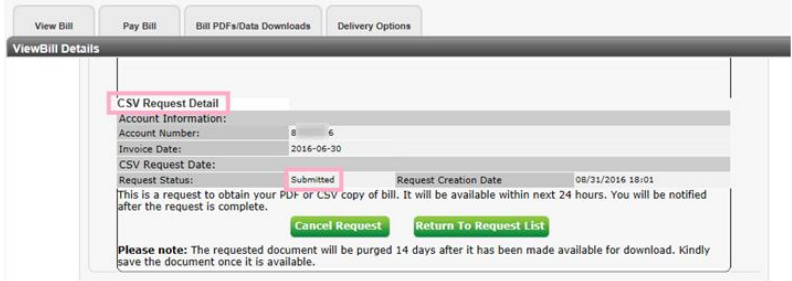
Note: Depending on the long distance product, the Usage Summary Bill Report may generate several different formatted text files (0-7).

Once you submit a request, an email will be sent to you within 24 hours letting you know the Data Download copy of Custom Reports is available. Once it is available, you will click on the Bill PDFs/Data Downloads link/tab (Control Center > Billing) and click on the appropriate zip file.

## Procedure

Follow the steps in the procedure below to request (and open in Excel) the Bill Reports by using **Request Custom Reports [TSV]**.

(continued next page)

Step	Action
1	<p>Navigate to Control Center &gt; Billing &gt; Invoices &gt; View Bill, and click on an account number link to enter an invoice. Utilize the Select Month drop down menu to view other month's invoices.</p> <p>From the <b>View Bill Details</b> screen, under Table of Contents, click on <b>Request Custom Reports [TSV]</b> link.</p> 
2	<p>After selecting the <b>Request Custom Reports [TSV]</b> link, the Request Detail screen appears.</p> <p>Select <b>Submit Request</b> button.</p> 
3	<p>The <b>Request Status</b> field changes to <b>Submitted</b>, and the <b>Request Creation Date</b> field populates.</p> 



4

Click **Return to Request List** button and the **Bill PDFs/Data Downloads** page will show the Submitted request.

View Bill
Pay Bill
Bill PDFs/Data Downloads
Delivery Options

Bill PDFs/Data Downloads

Filters

Account #

Status

Go
Clear

Existing PDF Requests (1 - 11 of 11)

Account #	Invoice Date	Status	Date and Time Created
62016063029	2016-06-30	Available for DownloadWCSV.10155.1155Spl.746732.86 (34 KB)	2016-08-18 11:50:13.0
62016063029	2016-06-30	Available for Download10155.1155Spl.746733.8 (7932 KB)	2016-08-17 09:53:01.0
62016063029	2016-06-30	Submitted	2016-08-31 18:01:10.0
62016063029	2016-06-30	Submitted	2016-08-31 18:01:44.0
62016063029	2016-06-30	Available for Download10155.1155Spl.747093.8.pdf	2016-08-18 11:50:13.0

When the Custom Report Request is ready, an email will be sent to the email address on your user profile.

### Your Custom Report Request for Billing Account

controlcenter@centurylink.com

Sent: Wed 8/31/2016 5:10 PM

To: [\[redacted\]](#)

Dear 15pl:

1000

The Data Download copy of the Custom Reports on account 8111111111111111 is ready. You may access this Data Download file from the "Bill PDFs/Data Downloads" page under Billing in Control Center at <https://controlcenter.centurylink.com>.

Thank you for choosing CenturyLink.

Thank you for choosing CASH24BANK.

Control Center Team

---

5

On Bill PDFs/Data Downloads screen, click the Report link under the Status column to download:

(Note: the zip file name includes the following info:

WCSV.enterpriseID.username.reportID.accountID.YYYYMMDD.zip)

View Bill
Pay Bill
Bill PDFs/Data Downloads
Delivery Options

Bill PDFs/Data Downloads

Filters

Account #

Status

Go
Clear

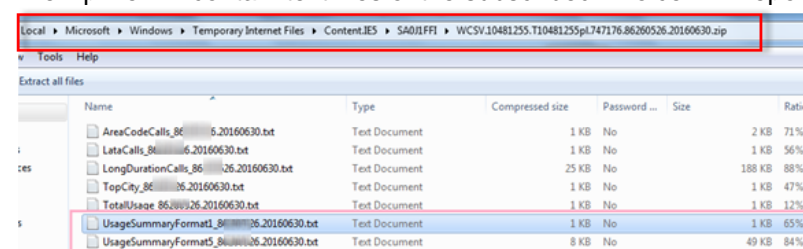
Existing PDF Requests (1 - 11 of 11)

Account #	Invoice Date	Status	Date and Time Created
8	2016-06-30	Available for Download WCSV 1041 255 T1041 255Spl 746732 61 (34 KB)	2016-08-18 11:50:13.0
8	2016-06-30	Available for Download WCSV 1041 255 T1041 255Spl 746733 61 (326 pdf)	2016-08-17 09:53:01.0
8	2016-06-30	Available for Download WCSV 1041 255 T1041 255Spl 746990 86 (34 KB)	2016-08-25 10:40:05.0
8	2016-06-30	Available for Download WCSV 1041 255 T1041 255Spl 746423 86 (526 pdf)	2016-07-25 18:03:05.0
8	2016-06-30	Available for Download WCSV 1041 255 T1041 255Spl 747178 86 (34 KB)	2016-08-31 18:10:05.0

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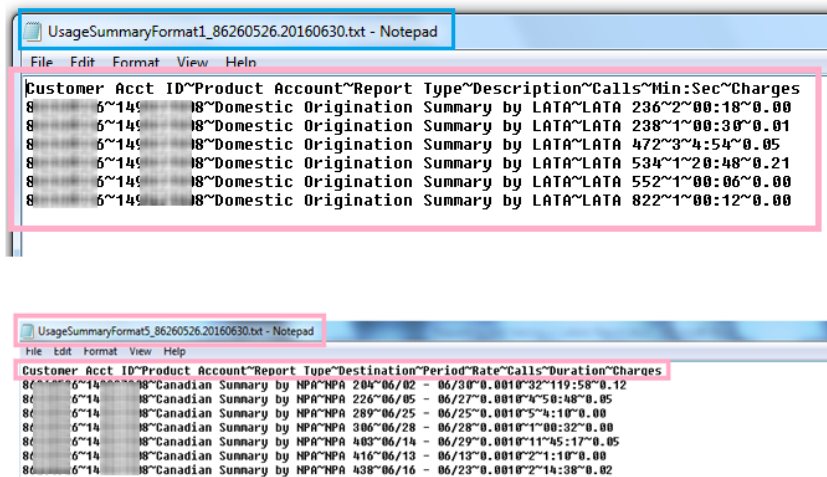
6

The zip file will contain text files of the subscribed invoice Bill Reports:

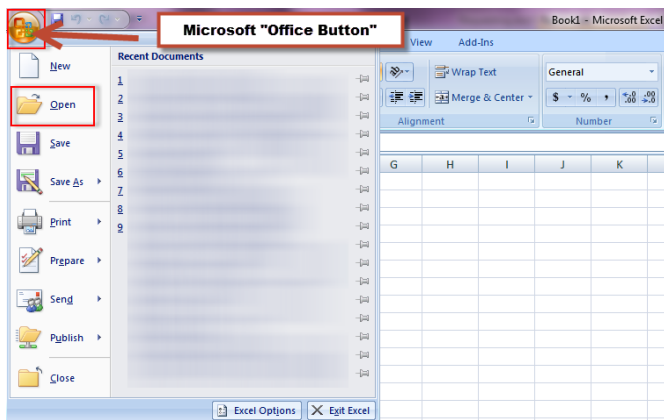


Note that the zip file opens in Temporary Internet Files. Please ensure that you save all the text files to your computer, such as on the Desktop, so you can browse to them easily from Excel, as shown in following steps.

7	Example of Usage Summary reports in Notepad:
---	--

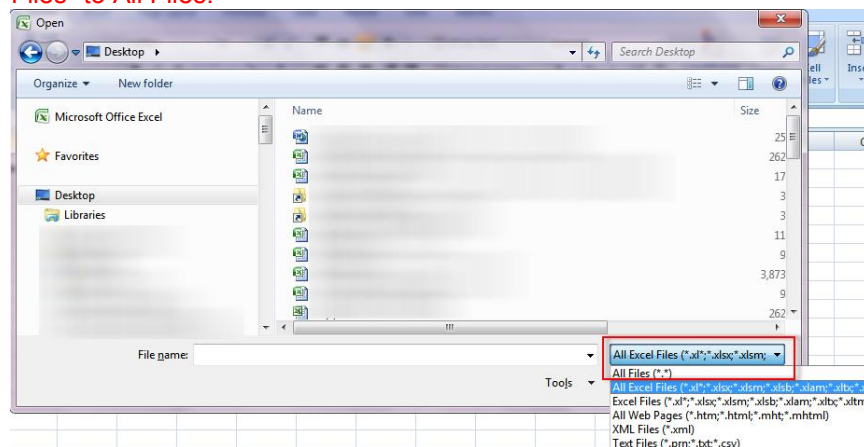


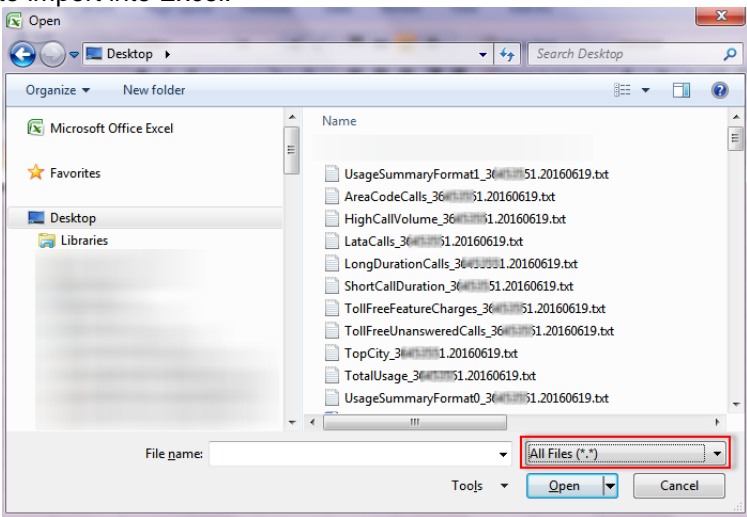
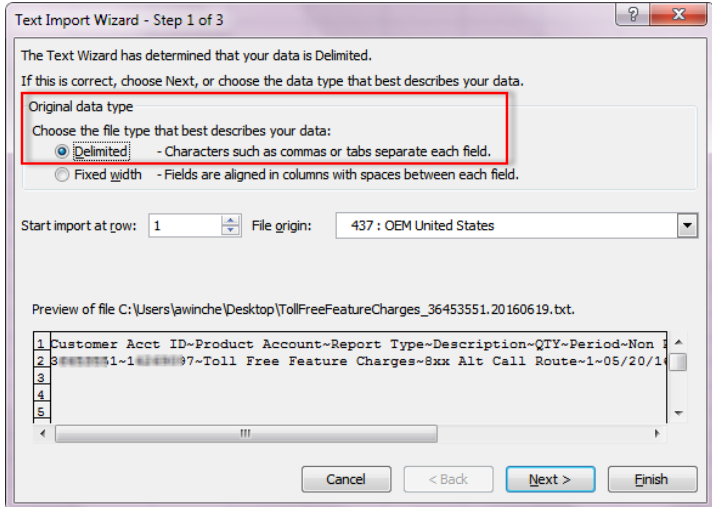
8	To open a text file in Excel, begin by opening Excel, and importing the text file. Click on the “Office Button” and then select the Open icon:
---	--



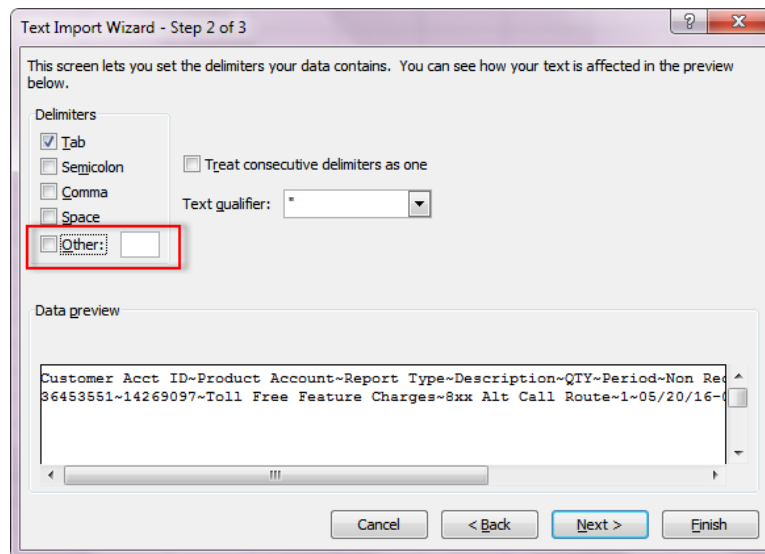
9	In the Open screen, navigate to the location on your computer where you saved the zip/text files, as noted above in step 6.
---	---

Note: at the bottom right corner of the Open screen, change “All Excel Files” to All Files.



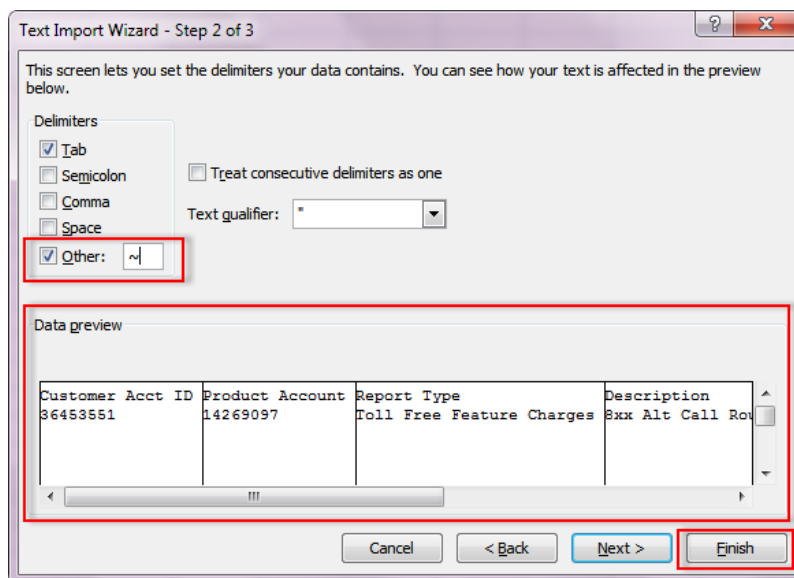
- 10 With All Files displayed, you should now see the text files and can select one to import into Excel:
- 
- 11 When you have selected the file, Excel will now display the Text Import Wizard – Step 1 of 3. Ensure that Original data type has Delimited selected, and click Next button.
- 

- 12 On Text Import Wizard – Step 2 of 3, in Delimiters, click to check the box by “Other” and enter a tilde [~] in the Other: field.

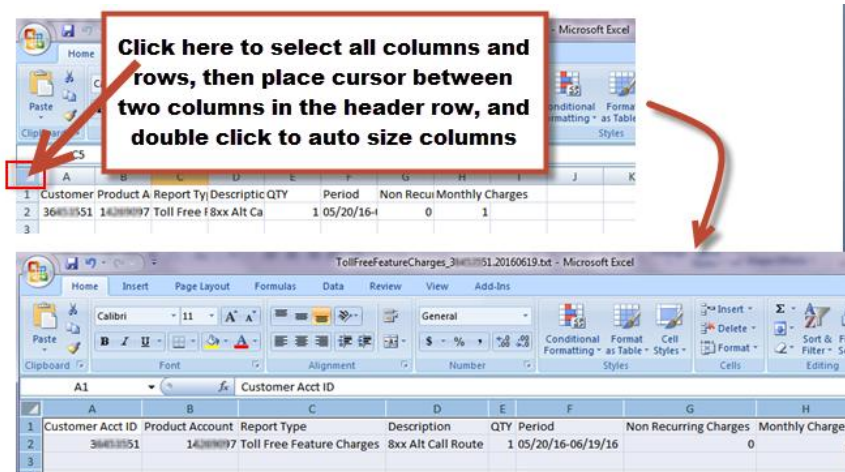


The screen will now appear as shown below, note the change to the Data preview (the tildes [~] have now become columns).

You can now click the Finish button, you do not need to click Next and proceed to Step 3.



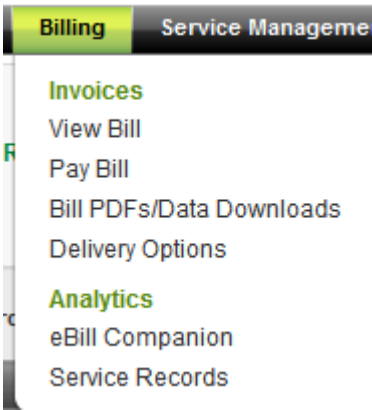
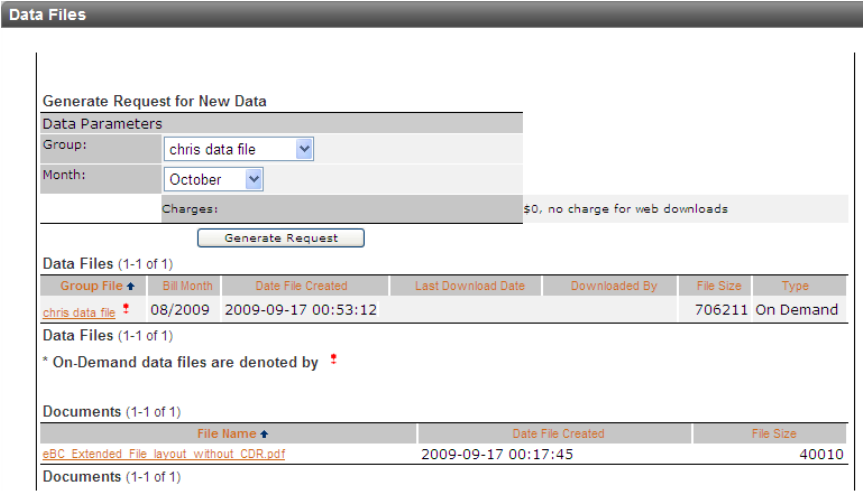
- 13 The imported text file will now display in Excel. You can auto size the columns and proceed to work with the data.



## eBill Companion - Account Groups for Data Files

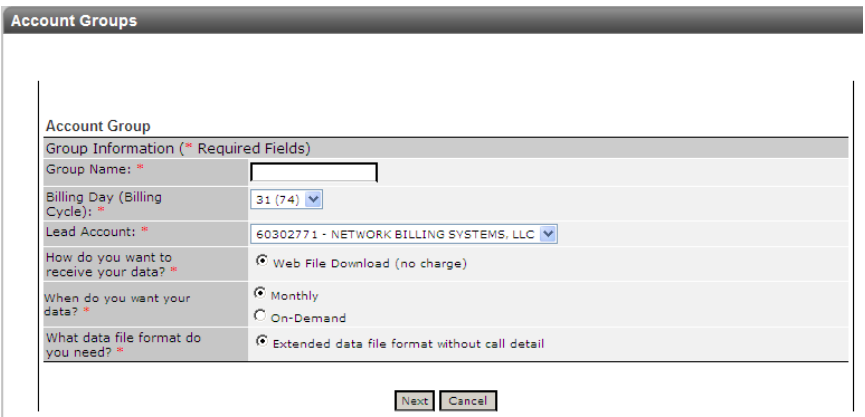
### Procedure

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

Step	Action
1	<p>From the <b>Landing page</b> mega menu, select Billing, then under <b>Analytics</b> select <b>eBill Companion</b>.</p>  <p><b>Result:</b> The Data Files screen appears.</p>  <p>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.</p>

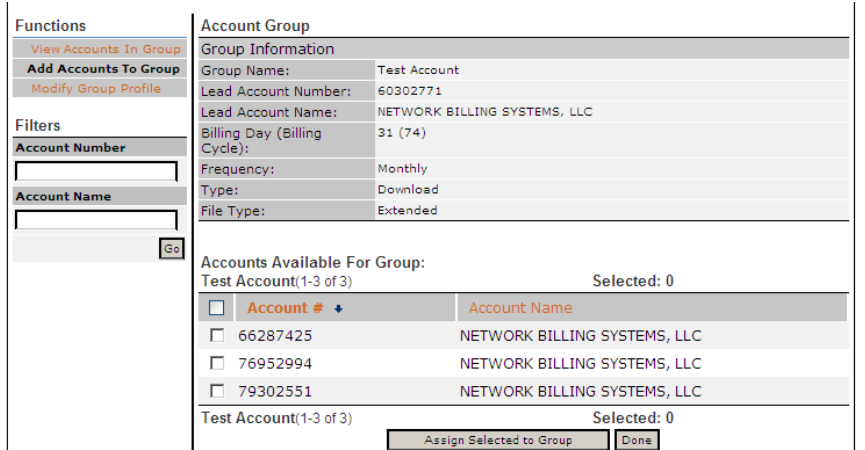
2 From the Account Groups page select Create New Group

**Result:** The Account Group page appears.



3 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**

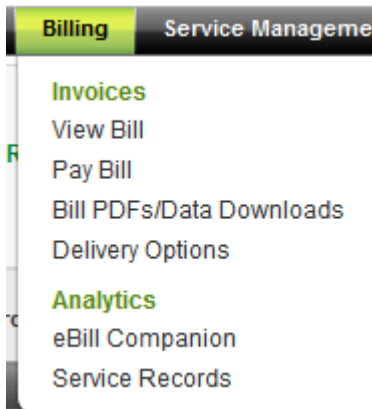
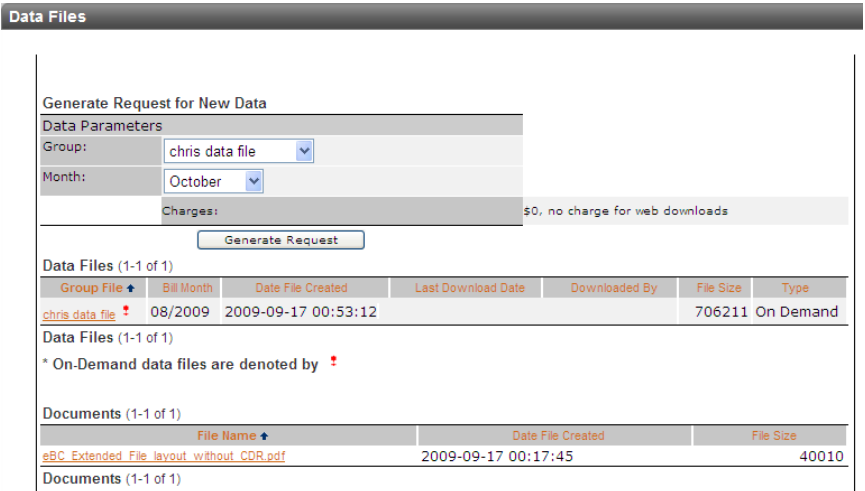
Your account group will be setup. If needed you can add other accounts or modify by following the left side navigations.

## eBill Companion - Data Files


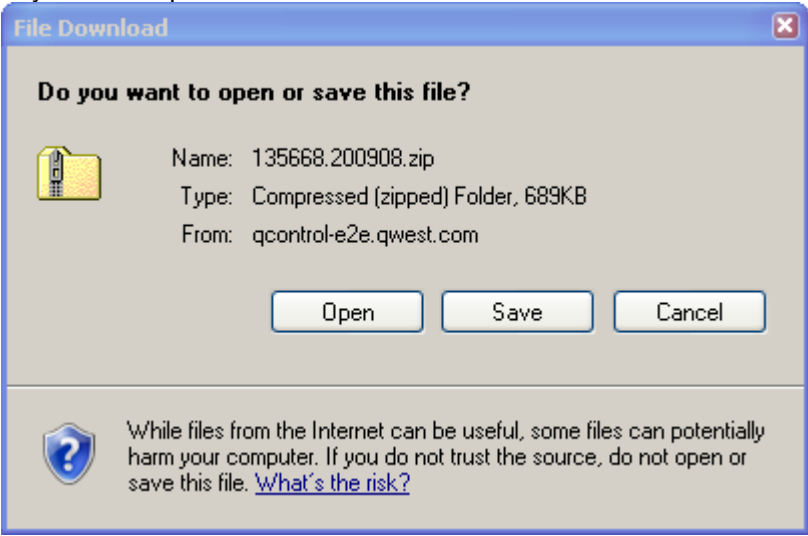
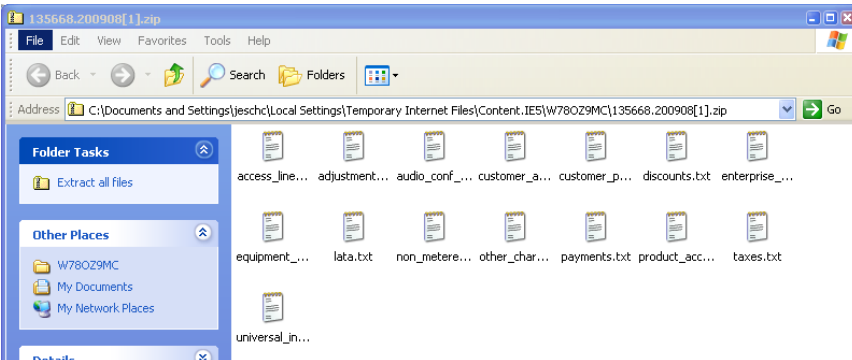
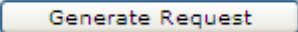
### Procedure

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 month's 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	<p>From the <b>Landing page</b> mega menu, select Billing, then under <b>Analytics</b> select <b>eBill Companion</b>.</p>  <p><b>Result:</b> The Data Files screen appears.</p>  <p>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.</p>



2	<p>Next select the Data File you want to download. Click on the Group file hyperlink.</p>  <p><b>Result:</b> Zip file is made available you can either open the file or save it to your desktop.</p> 
3	<p>Once you open this file you will have access to the Data Files</p> 
4	<p>These files can be opened in Excel or imported into a data base. The data can be viewed and arranged by the user.</p>
5	<p>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.</p>

## Add Accounts

---

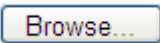
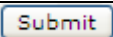
### Introduction

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

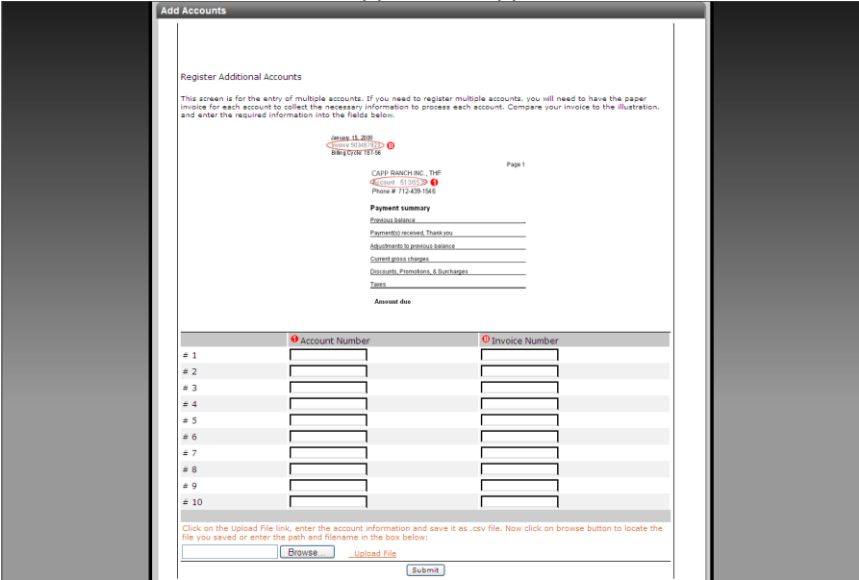
The table below describes the fields and buttons displayed on the **Add Accounts** application.

Field Name	Description
<b>Account Number</b>	This <i>required</i> field shall contain your unique customer <b>Account</b> number and is located in the top left corner of your monthly invoice/Bill under your Company Name.
<b>Invoice Number</b>	This <i>required</i> field shall contain your unique <b>Invoice</b> number and is located in the top right corner of your monthly invoice/Bill 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 Control Center 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 <b>Billing</b> module, click on the <b>Add Accounts</b> application.</p> <p><b>Result:</b> The <b>Add Accounts</b> application appears.</p> 

*Continued on next page*

## Adding an Account(s), continued

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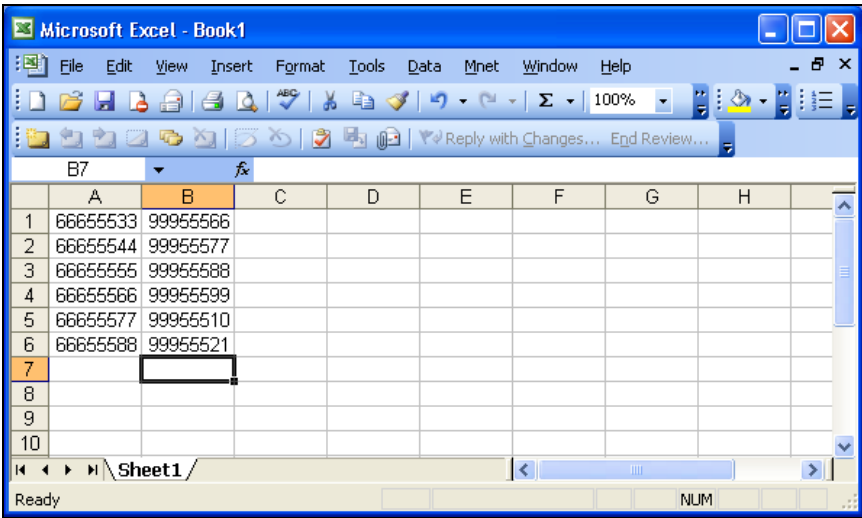
### Procedure (continued)

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

## Uploading Multiple Accounts

### Procedure

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

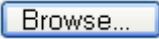
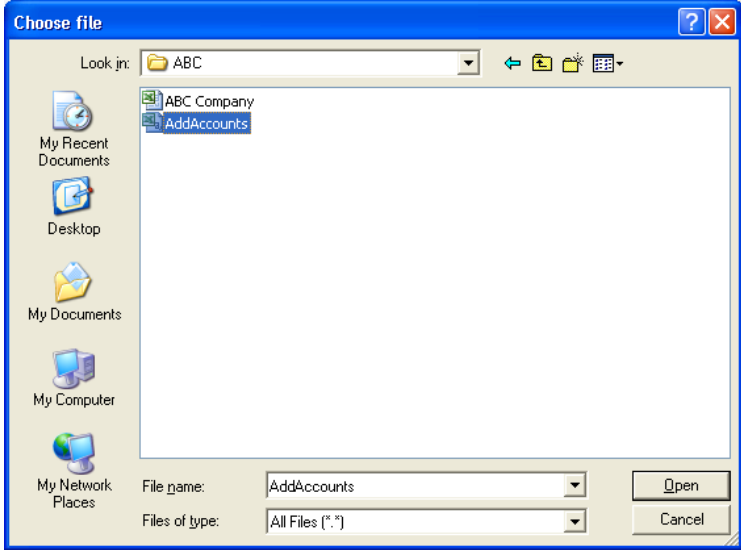
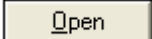
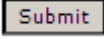

Step	Action
1	<p>From a text editing application such as Microsoft Excel, create an upload file with the following criteria:</p> <ul style="list-style-type: none"> <li>In the first column enter all the <b>Account Number(s)</b> that will be added (punctuation, spaces, etc. must be excluded).</li> <li>In the second column enter the corresponding <b>Invoice Number(s)</b> for each account number (punctuation, spaces, etc. must be excluded).</li> <li>Delete sheets 2 and 3 from the excel spreadsheet.</li> </ul> <p><b>Sample:</b></p> 
2	<p>Save the file with all the information as a <b>*.CSV</b> file. Note the directory in which you saved it.</p>

*Continued on next page*

## Uploading Multiple Accounts, continued

### Procedure

(continued)

Step	Action
3	<p>From the <b>Add Accounts</b> screen, click .</p> <p><b>Result:</b> A <b>Choose File</b> dialog box appears.</p> 
4	Navigate to the directory in which you placed the file.
5	<p>Select the file and click .</p>
6	<p>Click .</p> <p><b>Result:</b> 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.</p>
7	<p>Click .</p>

## Bill Summary Report



### Introduction


The **Bill 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 the most recent billing information. This screen is divided into three sections: Functions, Filters and Bill 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 **Bill 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 **Bill Summary Report** screen.

Field Name	Description
<b>Functions Section</b>	
<b>Bill Summary Report</b>	This link allows you view a list of reports generated and available for review.
<b>Generate New Report</b>	This link allows you to generate a new Bill Summary report.
<b>Filters Section</b>	
<b>Account Number</b>	<p>This field allows you to enter the unique identifier of the account you want to filter.</p> <p><b>Note:</b> The system automatically applies a wildcard character to the value entered. <b>Example:</b> If you enter a partial value of <b>3032</b>, the system will return account numbers <b>30321</b>, <b>30322</b>, <b>30323</b>, etc.</p>
<b>Field Name</b>	<b>Description</b>
<b>Account Name</b>	<p>This field allows you to enter the name of the account you want to filter</p> <p><b>Note:</b> The system automatically applies a wildcard character to the value entered. <b>Example:</b> If you enter <b>San</b>, the system will return account names <b>Santa Claus</b>, <b>Sanitation</b>, etc.</p>
<b>Type</b>	This drop-down list allows you to select the kind of account you want to filter. Your options include <b>CLD (CenturyLink Long Distance)</b> .
<b>Last Invoice</b>	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.
<b>Bill Summary Section</b>	

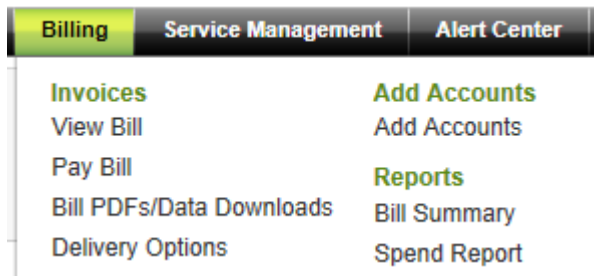
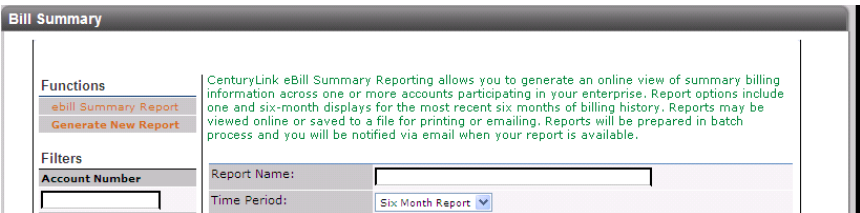
<b>Report Name</b>	This field allows you to enter a descriptive name for the Bill Summary report.
<b>Time Period</b>	This drop-down list allows you to select the period for your report.  <b>Note:</b> You may choose to generate the report for one of the previous six months or the entire six-month period.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



## Viewing the Bill Summary Report List

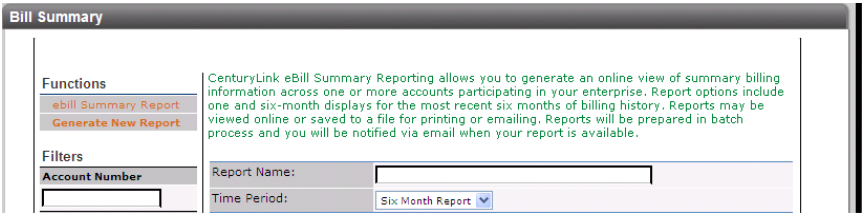
### Procedure

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

Step	Action
1	<p>From the <b>Landing</b> page mega menu, click <b>Billing</b>.</p> 
2	<p>From the <b>Reports</b> dropdown, click on the <b>Bill Summary</b> link.</p> <p><b>Result:</b> The <b>Bill Summary</b> screen appears.</p> 

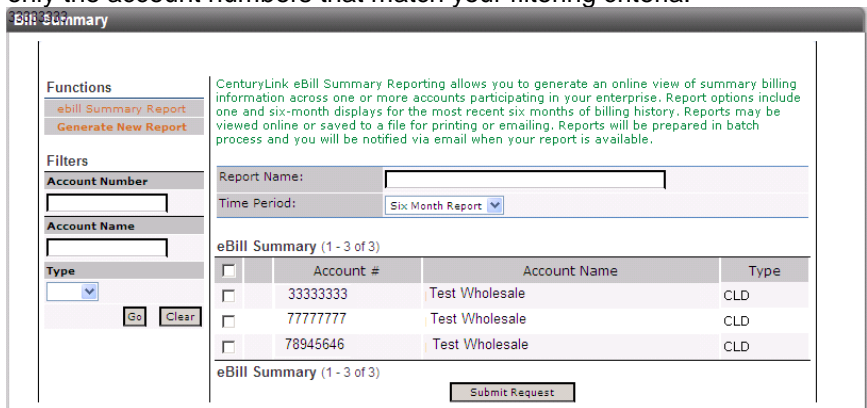
## Accessing the Generate New Report

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

Step	Action
1	<p>From the <b>Bill Summary Report</b> screen, click on the <b>Generate New Report</b> functions link.</p> <p><b>Result:</b> The <b>Generate New Report</b> screen appears.</p>  <p>The screenshot shows the 'Bill Summary' interface. On the left, under 'Functions', there are two links: 'eBill Summary Report' and 'Generate New Report'. Below these, under 'Filters', there is an 'Account Number' field. On the right side of the screen, there is a text area explaining the reporting functionality, followed by a 'Report Name' input field and a 'Time Period' dropdown menu currently set to 'Six Month Report'.</p>

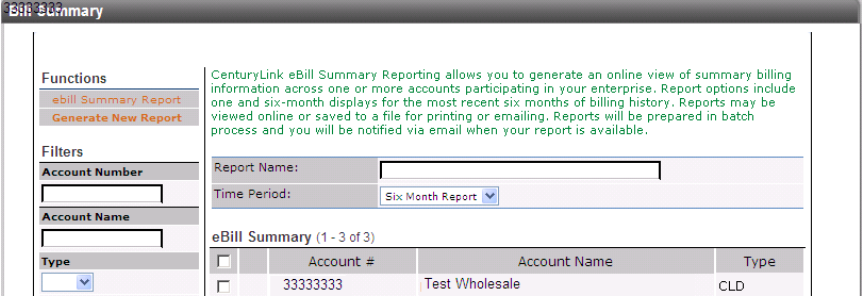
## Filtering the Bill Summary Account List

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

Step	Action
1	From the <b>Generate New Report</b> list screen, enter the unique identifier for your account in the <b>Account Number</b> field (if applicable).
2	In the <b>Account Name</b> field (if applicable), enter the name of your account.
3	From the <b>Type</b> drop down list (if applicable), select <b>CLD</b> for CenturyLink Long Distance.
4	Click <b>Go</b> .  <b>Result:</b> The <b>Generate New Report</b> account list refreshes and displays only the account numbers that match your filtering criteria.   <p>The screenshot shows the 'eBill Summary' interface. On the left, under 'Functions', there are buttons for 'eBill Summary Report' and 'Generate New Report'. Below this is a 'Filters' section with input fields for 'Account Number', 'Account Name', and a 'Type' dropdown menu. To the right of these fields are 'Go' and 'Clear' buttons. On the right side of the interface, there is a text area explaining the reporting functionality, followed by a 'Report Name' input field and a 'Time Period' dropdown menu set to 'Six Month Report'. Below this is a table titled 'eBill Summary (1 - 3 of 3)' with columns for checkboxes, 'Account #', 'Account Name', and 'Type'. The table contains three rows of test data, all with 'CLD' as the type. At the bottom right, there is a 'Submit Request' button.</p>
5	If needed, click <b>Clear</b> to view all the account numbers without a filter.

## Generating an Bill Summary Report


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

Step	Action
1	From the <b>Reports</b> application, click on the <b>Bill Summary Report</b> menu.
2	<p>From the <b>Functions</b> section, click on the <b>Generate New Report</b> link.</p> <p><b>Result:</b> The <b>Generate Bill Summary Report</b> screen appears.</p> 
3	In the <b>Report Name</b> field, enter a brief description to name your report.
4	From the <b>Time Period</b> drop-down list, select a specific <b>Month/Year</b> or all <b>Six Months</b> .
5	<p>Select the checkbox(es) for the accounts that should be included in your report.</p> <p><b>Note:</b> 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 <b>Submit Request</b>.</p> <p><b>Result:</b> The system processes your request and returns you to the <b>Available Reports</b> screen.</p> <p><b>Note:</b> This may take several minutes for reports to be available.</p>

## Viewing the Bill Summary Report Details


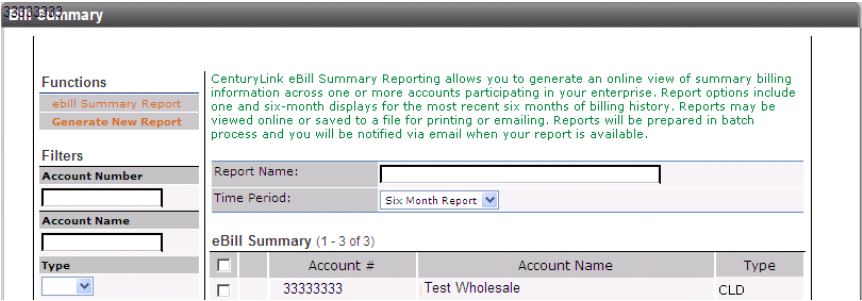

### Procedure

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

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




## Modifying an Bill Summary Report

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

Step	Action
2	From the <b>Bill Summary Report</b> screen, click on the radio button next to the report that needs modify.
3	<p>Click .</p> <p><b>Result:</b> The <b>Generate Bill Summary Report</b> screen appears.</p> 
4	<b>Modify</b> the fields on the screen, as needed.
5	<p>Click .</p> <p><b>Result:</b> The system processes your request and returns you to the <b>Available Reports</b> screen.</p>

## Deleting an Bill Summary Report

**Procedure** Follow the steps in the procedure below to **delete** a **Bill Summary** report.

Step	Action
1	From the <b>Bill Summary Report</b> screen, click on the radio button next to the report that needs deleted.
2	<p>Click .</p> <p><b>Result:</b> The <b>Initiate Summary Report Deletion</b> screen appears.</p>  <p>The screenshot shows the 'Initiate Summary Report Deletion' screen. It has a title bar 'Initiate Summary Report Deletion'. Below the title bar, it says 'Your summary report: TEST 2 will be deleted by clicking on the confirm button.' in orange text. At the bottom right, there are two buttons: 'Cancel' and 'Confirm'.</p>
3	<p>Click .</p> <p><b>Result:</b> The system processes your request and returns you to the <b>Available Reports</b> screen.</p>

## Spend Report

### Introduction

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

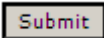
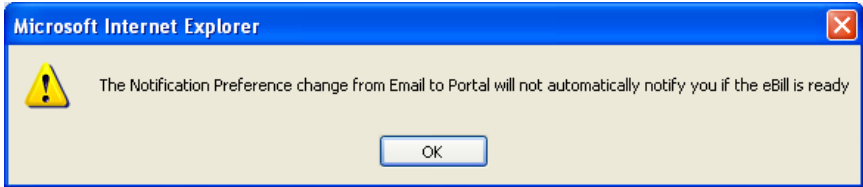
Please contact the Wholesale National Service Delivery Center at 1-800-291-7707 with any additional questions.

## 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 <b>My Profile</b> 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><b>Note:</b> 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><b>Result:</b> A reminder will show.</p>  <p>Click OK.</p> <p><b>Result:</b> A confirmation page appears, indicating the success or failure of the addition.</p>