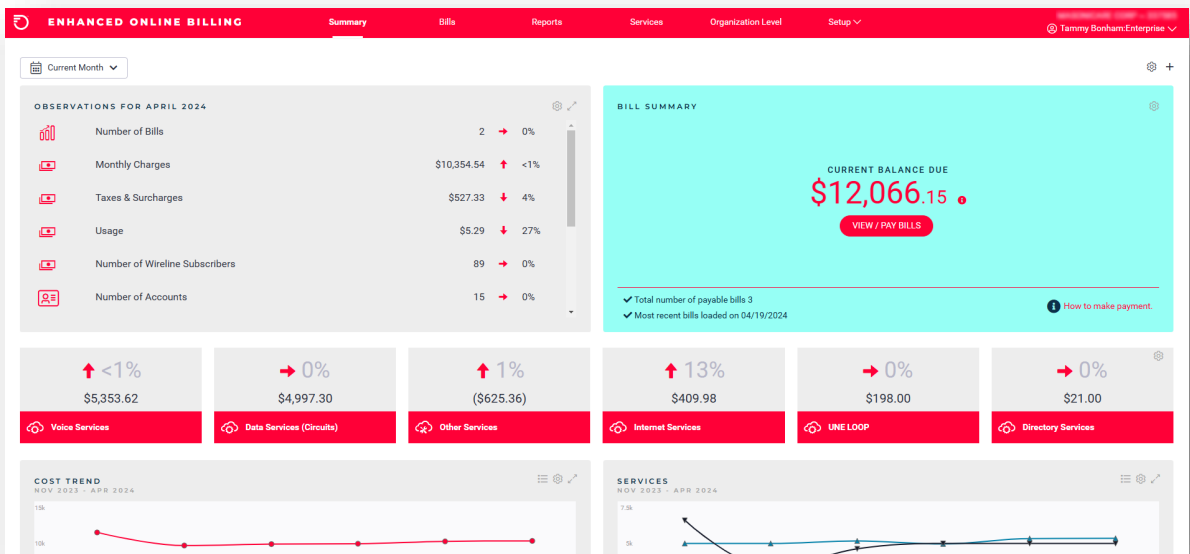


# Enhanced Online Billing

## Enterprise Admin User's Guide



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## **Getting Started as an Enterprise Admin**

Enhanced Online Billing allows the monitoring and analysis of billing data for commercial customers. Commercial functionality allows you to view data and analytics across your enterprise and customize the reports you view and how you receive them. Enhanced Online Billing contains two user levels, Admin & Analyst. This guide focuses on Operator Admin-level functionality.

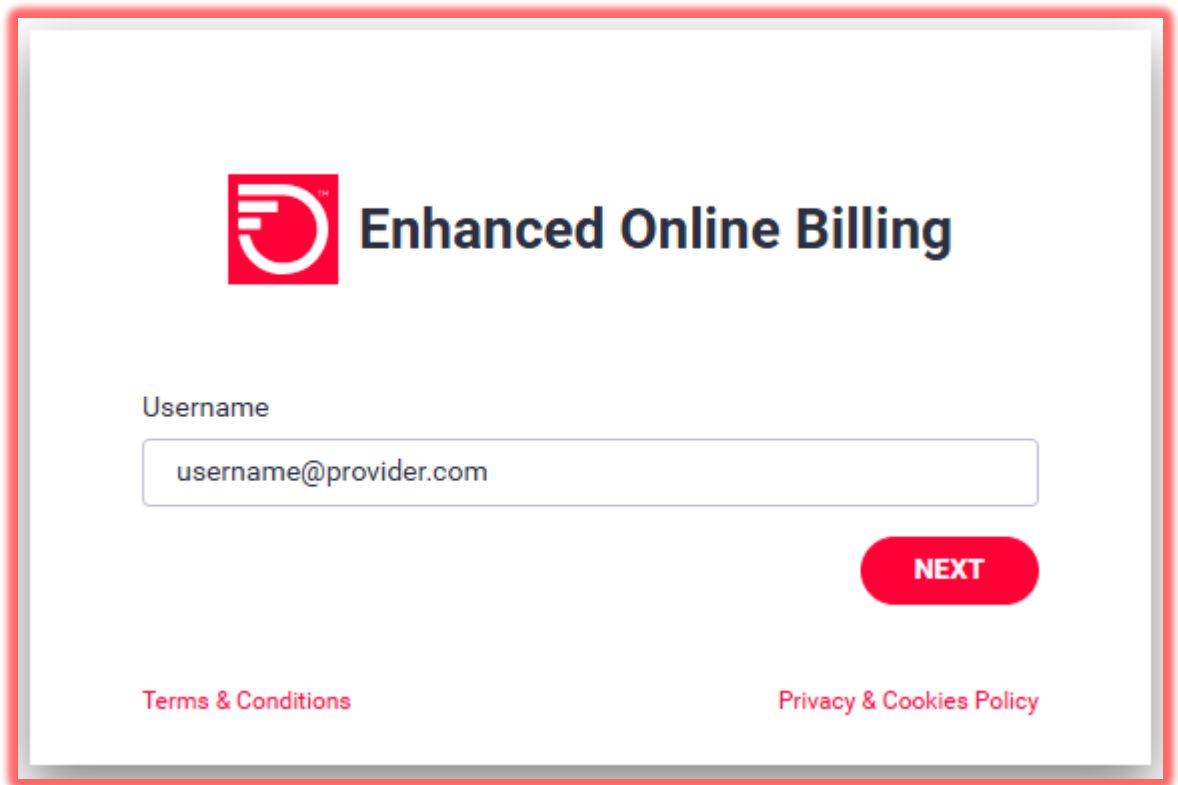
You can view and report on all enterprise levels in your account as an Enterprise Admin user. You can also create, delete and edit all additional users.


Enhanced Online Billing is highly customizable. The functionality described and application images displayed in this guide reflect a general demonstration version of Enhanced Online Billing. The user interface you see varies depending on the level of customization applied to your application.

## Logging On to Enhanced Online Billing

Log in from <https://enhancedonlinebilling.frontier.com>, type your **Operator Admin** username (username@provider.com), then click **NEXT** and enter your password.

Type your **password**, and then click **LOGIN**. Or click **Reset** my password to reset your Operator Admin password.



 **Enhanced Online Billing**

Username

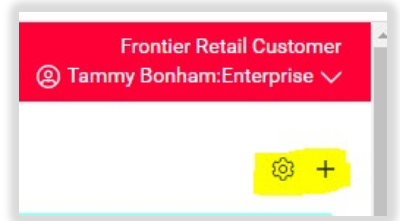
**NEXT**

[Terms & Conditions](#) [Privacy & Cookies Policy](#)

## User Toolbar

The user toolbar allows you to do the following:

- Configure your dashboard.
- Establish your user first name and last name.
- Set a new password.
- Enable bill notification by email.
- Log off of your profile.
- Access support materials.



## Establish Your Username, Password and Notification Preferences

- Click the arrow next to your username
- Click Edit Profile to establish your username, password, and notification preferences.
- Click **Save** when you are finished.

## Configure the Dashboard

Click the **Gear** icon to display a list of options to configure your dashboard. The following options are available:

- **Edit Dashboard**
- **Reset Dashboard**
- **Setup Observations**
- Click **Edit Dashboard** to place the application in **Edit** mode. Refer to the following section for more on editing your dashboard.
- Click **Reset Dashboard** to revert your dashboard to Enhanced Online Billing's default settings (e.g., if you remove a widget you wish to restore).
- Click **Setup Observations** to configure the **OBSERVATIONS FOR <Month Year> widget** that displays categorized analytics about billing and usage for your enterprise accounts.
- Click the **Plus** button next to the **Gear** icon to add any available report widgets that do not already appear on your dashboard.

## Editing Dashboard Widgets

You can edit existing widgets on your dashboard:

- Click **Edit Dashboard**. A settings gear and **X** appear in the upper-right corner of each existing widget on your dashboard.
- Click the **X** to delete widgets from your dashboard, if desired.
- Drag widgets to new locations on your dashboard, if desired.
- Click **Save Dashboard** under **Dashboard Settings** when you have configured your dashboard to your liking.
- Click **Reset Dashboard** to revert your dashboard to Interactive Bill's default settings (e.g., if you remove a widget you wish to restore).
- To exit out of editing your dashboard without saving changes, click the **Summary** tab to refresh the page.

## Summary Tab (Dashboard)

Note: The dashboard is configurable. Your dashboard may look different than the examples shown. You can configure your dashboard to suit your business needs.

The Summary tab provides high-level information about billing and usage across your enterprise. You can configure this dashboard to include widgets with various data and analytics.

Common widgets include:

### SUMMARY TAB

**BILL SUMMARY** – Displays a summarized view of your enterprise bill and allows you to make a payment.

**OBSERVATIONS FOR (Month Year)** – Displays billing and usage observations about your enterprise bill for the current month.

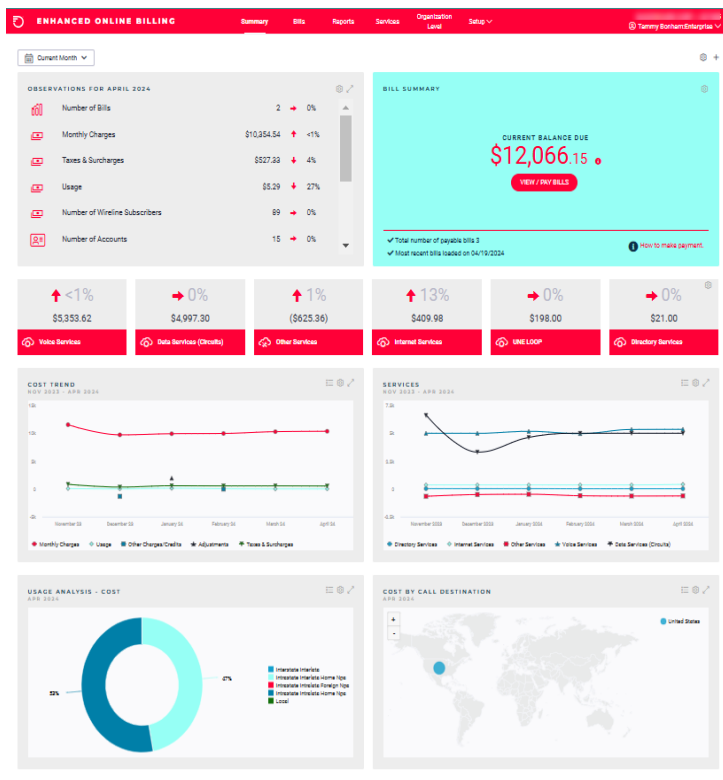
**COST TREND** – Displays costs broken down by month.

**SERVICES** - Displays costs broken down by service type.

**USAGE ANALYSIS** – Displays usage percentages broken down by category.

**COST BY CALL DESTINATION** - Displays geographical data of billable calls.

**FAVORITE REPORTS** – Displays the reports you designate as favorites.



## Displaying and Configuring Data

Throughout the application, you can alter how to display data and configure the data you see using some standard features:


- Use arrows to maximize and minimize widgets for improved viewing
- Use the **Gear** icon to configure what you view.
- Rest the pointer on widget content for high-level information.
- Click on widget content to drill down to details.

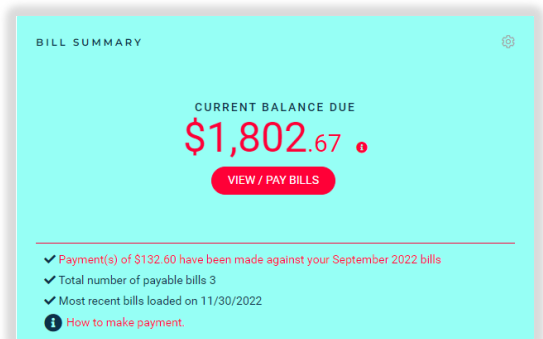
## Bill Summary Widget

The Bill Summary widget appears on the Summary tab. It contains the following information:

- Current enterprise bill amount before taxes and the tax amount
- Balance forward
- Current enterprise bill amount, including taxes
- Total balance as of the current date, including taxes
- Total number of bills for the current month
- Date the bills were loaded
- Ability to make a payment




Click the **View/Pay Bills** icon in the center to navigate to the complete, detailed bill.

You can download and view the charges as a PDF by clicking the  icon



Summary Account:  Summary Account Name:  MANAGE PAYMENT DOWNLOAD SEARCH

Drag a column header and drop it here to group by that column

| <input type="checkbox"/> | Bill Month     | Bill Date  | Due Date   | Summary Account | Summary Account Name | Balance as of Last Bill | Payments Applied | Adjustments Applied | Current Balance Due |                                                                                               |
|--------------------------|----------------|------------|------------|-----------------|----------------------|-------------------------|------------------|---------------------|---------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | September 2022 | 09/13/2022 | 10/07/2022 | 8602587661      |                      | \$43.74                 | \$0.00           | \$0.00              | \$43.74             | Pay  ... |
| <input type="checkbox"/> | September 2022 | 09/13/2022 | 10/07/2022 | 8601975946      |                      | \$1,847.33              | \$0.00           | \$0.00              | \$1,847.33          | Pay  ... |
| <input type="checkbox"/> | September 2022 | 09/13/2022 | 10/07/2022 | 2030717686      |                      | \$44.20                 | \$132.60         | \$0.00              | (\$88.40)           | Pay  ... |

## Make a One Time Payment

Complete the following steps to make a payment:

- Click **VIEW/PAY BILLS** in the **Bill Summary** widget. The Bills tab will open. Select the bill you want to pay by clicking on **Pay**

ENHANCED ONLINE BILLING Summary Bills Reports Services Organization Level Setup

Summary Account Summary Account Name

MANAGE PAYMENT DOWNLOAD SEARCH

Drag a column header and drop it here to group by that column

|                          | Bill Month | Bill Date  | Due Date   | Summary Account | Summary Account Name | Balance as of Last Bill | Payments Applied | Adjustments Applied | Current Balance Due |     |
|--------------------------|------------|------------|------------|-----------------|----------------------|-------------------------|------------------|---------------------|---------------------|-----|
| <input type="checkbox"/> | April 2024 | 04/19/2024 | 05/13/2024 |                 |                      | \$444.58                | \$0.00           | \$0.00              | \$444.58            | Pay |
| <input type="checkbox"/> | April 2024 | 04/19/2024 | 05/13/2024 |                 |                      | \$437.03                | \$0.00           | \$0.00              | \$437.03            | Pay |
| <input type="checkbox"/> | April 2024 | 04/10/2024 | 05/06/2024 |                 |                      | \$562.94                | \$0.00           | \$0.00              | \$562.94            | Pay |

- Select **Pay Now** or **Schedule Payment** in the future.
- Complete the payment fields.
- Click **Next**
- Accept the **Terms & Conditions**
- **Submit**

**Pay Invoice**

Current Balance Due **\$444.58**

\$ 444.58

Pay Now  
 Schedule Payment

**NEXT** **CANCEL**

**Pay Invoice**

Payment Amount **\$444.58**

Mastercard Payment PERSONAL MASTERCARD  
\*\*\*\*\*-4444

I accept the [Terms & Conditions](#)

Note: If you have received a disconnect notice, or need to make a payment to restore services, please contact Collections at 1.800.921.8105 (fee may apply) or submit a payment via our automated service at 1.800.801.6652 (fee may apply) to ensure prompt crediting to your account. **When making an online payment, please allow time for the transfer of funds. If the funds are not received by Frontier by the due date a fee may be assessed.**

**SUBMIT** **CANCEL**

## Setting Up and Managing Auto Pay

Complete the following steps to set up Auto Payment (This must be done for each account level individually)

- From the **Current Balance** screen, click ... on the line (account) you want to set auto pay up on.

ENHANCED ONLINE BILLING Summary Bills Reports Services Organization Level Setup

Current Balance

Summary Account Summary Account Name

MANAGE PAYMENT DOWNLOAD SEARCH

Drag a column header and drop it here to group by that column

| <input type="checkbox"/> | Bill Month | Bill Date  | Due Date   | Summary Account | Summary Account Name | Balance as of Last Bill | Payments Applied | Adjustments Applied | Current Balance Due |         |
|--------------------------|------------|------------|------------|-----------------|----------------------|-------------------------|------------------|---------------------|---------------------|---------|
| <input type="checkbox"/> | April 2024 | 04/19/2024 | 05/13/2024 |                 |                      | \$444.58                | \$0.00           | \$0.00              | \$444.58            | Pay ... |
| <input type="checkbox"/> | April 2024 | 04/19/2024 | 05/13/2024 |                 |                      | \$437.03                | \$0.00           |                     |                     |         |
| <input type="checkbox"/> | April 2024 | 04/10/2024 | 05/06/2024 |                 |                      | \$562.94                | \$0.00           |                     |                     |         |
| <b>Grand Total</b>       |            |            |            |                 |                      | \$1,444.55              | \$0.00           | \$0.00              | \$1,444.55          |         |

View Payments and Adjustments Completed  
View Payments Requested via Enhanced Online Billing  
Manage Auto Pay  
Manage Auto Pay Wallet

Page 1 of 1 20 Items per page 1 - 3 of 3 Items

- Select **Manage Auto Pay Wallet** to set up the payment source.
- Select **Manage Auto Pay** to set up the auto payments.
- Accept the **Terms & Conditions**
- **SAVE**

Manage Wallet - 1051880094

Payment Method Name

Enter Payment Details

Credit Card  Bank Account

Card number

Expiration date

mm yyyy

CVV

Zip code

Make Default

SAVE CANCEL

Manage Auto Pay

Auto Pay is enabled for this account

Your bill will be paid in full on the due date each month.

Select Payment Method

ACH \*\*\*\*\* BUSINESS CHECKING

Add Payment Method

Email

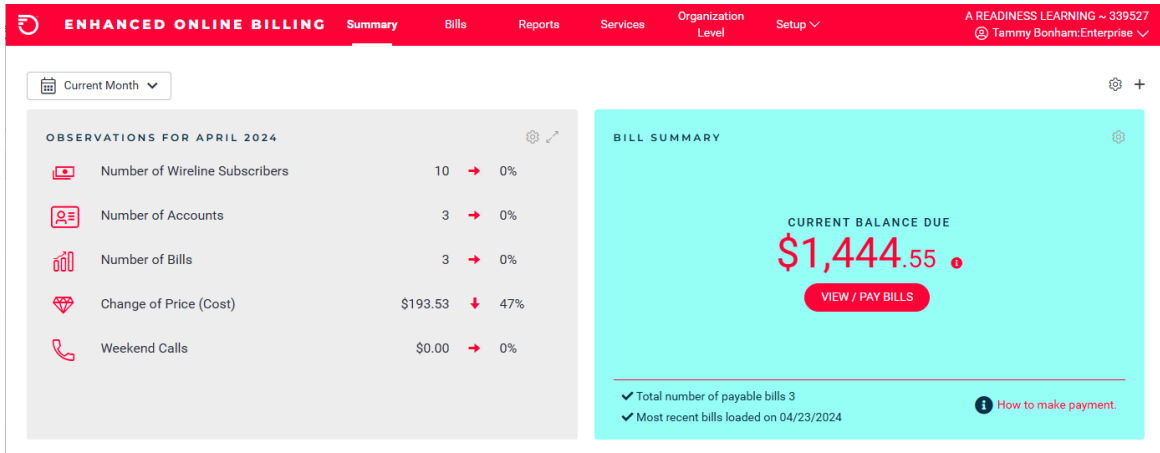
I accept the Terms & Conditions

Note: If you have received a disconnect notice, or need to make a payment to restore services, please contact Collections at 1.800.921.8105 (fee may apply) or submit a payment via our automated service at 1.800.801.6652 (fee may apply) to ensure prompt crediting to your account. **When making an online payment, please allow time for the transfer of funds. If the funds are not received by Frontier by the due date a fee may be assessed.**

SAVE DELETE CANCEL

## OBSERVATIONS Widget

The **OBSERVATIONS** widget displays categorized analytics about billing and usage for your enterprise accounts for the date range selected.



## Configuring the Observations Widget

- Click the **Gear** icon in the upper-right corner of the **OBSERVATIONS FOR** widget to configure the observations to display. The **Edit settings** dialog box appears.
- Use the checkboxes on the far left to select which subjects appear in the **OBSERVATIONS FOR** widget.
- Use **KPI** (key performance indicators) checkboxes to select which analytics you want to appear as cards directly below the **BILL SUMMARY**, provided space is available.
- Use the **Pin** check boxes to prioritize key performance indicators (KPIs), even if the value is small. Values appear from largest to smallest across the row at the bottom of the **OBSERVATIONS FOR** widget.
- Some observations allow you to add parameters, such as a value threshold, to determine when an observation qualifies to appear. Type that threshold value in the **Value** column when available. A report displaying expensive calls would display only calls that met that cost threshold.
- Click **OK** to save your settings.



## Favorite Reports

You can designate a report as a favorite to open it from the **FAVORITE REPORTS** widget on your **Summary Dashboard**. Designating a report as a favorite also allows you to receive the report in email according to your specifications.

Click **SAVE** on the **Filter toolbar**. The **Save Report** dialog box appears.

Type a name for the report. If you want to receive the report by email, select **Deliver** this report, and choose a delivery format.

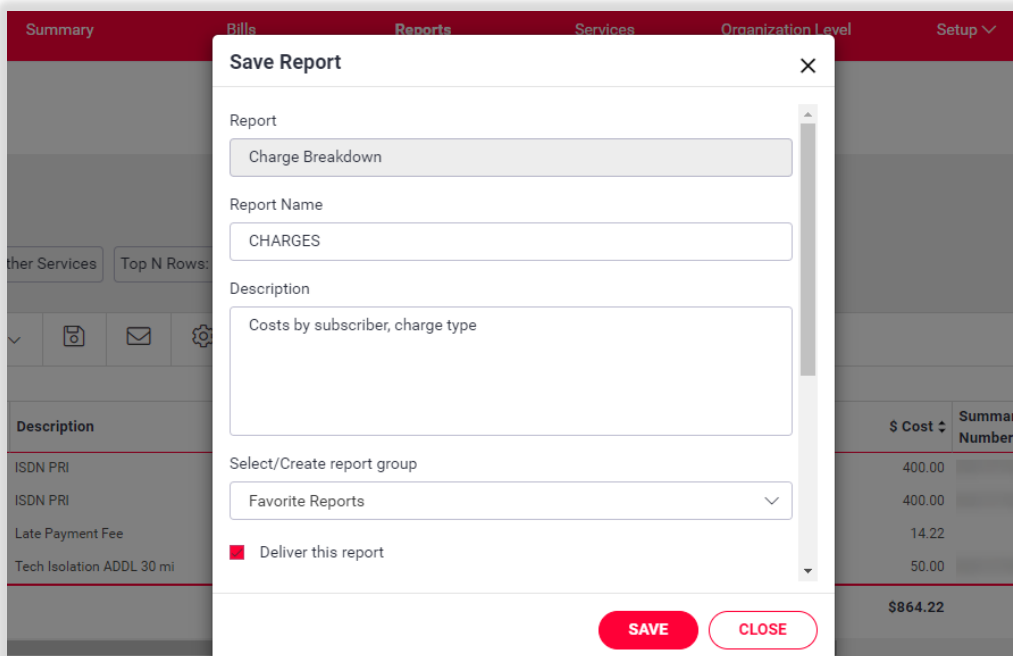
Select **Compress** if you want to compress the file size.

Select **Suppress empty report** to cancel delivery of a report with no data.

Select **Password** if you wish to establish a password required to access the report.

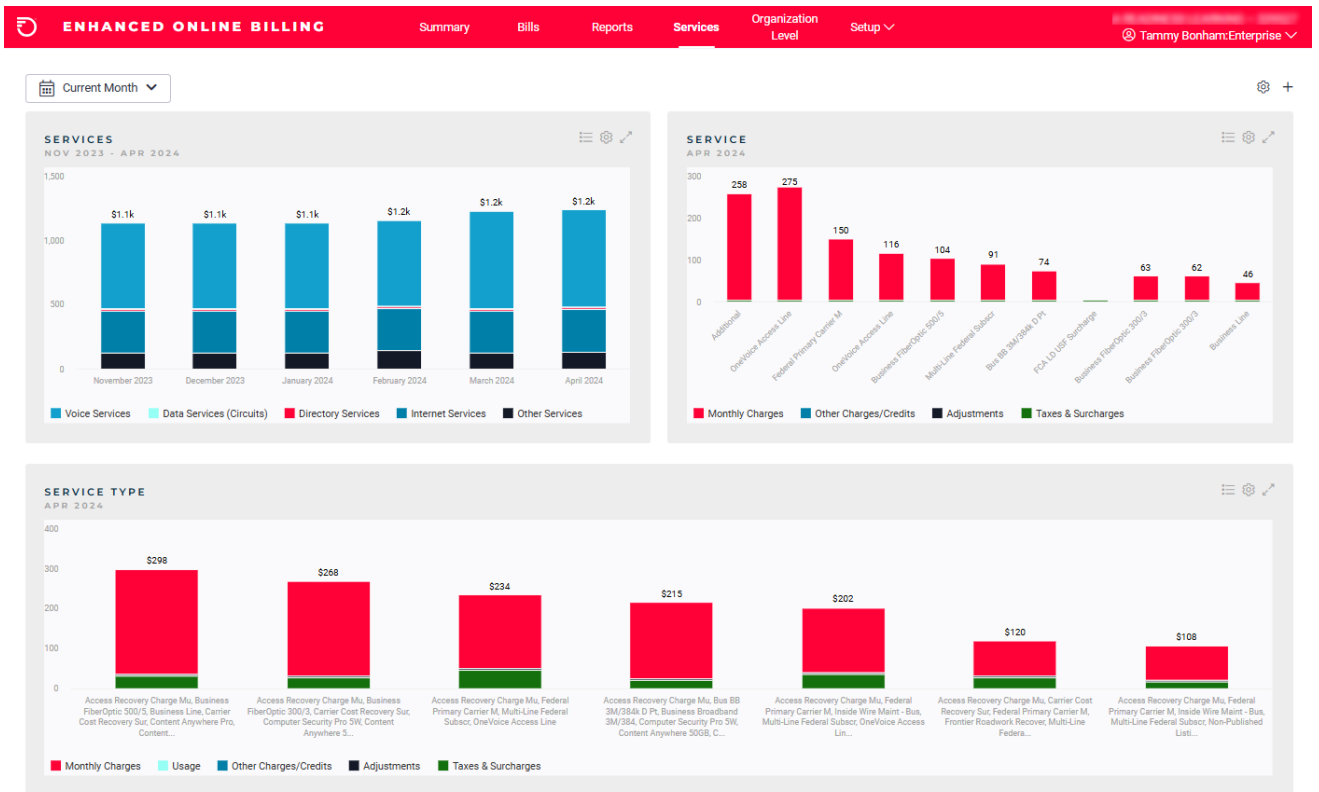
Select **Customize email settings** to determine email recipients, subject content, and body content.


Click **SAVE**. The report appears in your **FAVORITE REPORTS** widget and is emailed to the specified recipients.



# Services Tab

The **Services** tab provides information about services affecting your bill. Select a billing month for which you want to view billing data. Enhanced Online Billing displays a bar graph with summarized information.



Click the View tabular data icon  in the upper right corner of a widget to display its data in list format.

Services Organization Level Setup Frontier Retail Customer  
Tammy Bonham/Enterprise

SERVICE  
SEP 2022

| Service                   | Subscribers | Other Charges/Credits | Monthly Charges | Adjustments | Average per user | Total    |
|---------------------------|-------------|-----------------------|-----------------|-------------|------------------|----------|
| ISDN PRI                  | 2           | ---                   | \$800.00        | ---         | \$400.00         | \$800.00 |
| CSF Toll Rest Stn Ln      | 26          | ---                   | \$169.00        | ---         | \$6.50           | \$169.00 |
| CSF3 Local Loop- 0 & 3 Mi | 28          | ---                   | \$168.00        | ---         | \$6.00           | \$168.00 |
| Centrex Bus Line          | 2           | ---                   | \$113.25        | ---         | \$56.63          | \$113.25 |
| Additional Listing Busine | 10          | ---                   | \$100.00        | ---         | \$10.00          | \$100.00 |
| Tech Isolation 1st hour-R | 1           | ---                   | \$100.00        | ---         | \$100.00         | \$100.00 |
| Carrier Cost Recovery Sur | 9           | ---                   | \$80.91         | ---         | \$8.99           | \$80.91  |

Page 1 of 2 20 items per page 1 - 20 of 32 items

## Organizational Level Tab

The **Organizational Level** tab provides information about the billing impact of organizations across your enterprise.

Select a billing month for which you want to view billing data from the list in the upper left corner of the page. Enhanced Online Billing displays a bar graph with summarized information.



Click the **View tabular data** icon  in the upper right corner of a widget to display its data in list format.

The table view shows a list of billing account numbers and their associated costs for the period APR 2022 - SEP 2022. The table has columns for 'By Month', 'Billing Account Number', and 'Cost'.

| By Month     | Billing Account Number | Cost     |
|--------------|------------------------|----------|
| September 22 | Additional             | \$126.26 |
| September 22 |                        | \$44.20  |
| September 22 |                        | \$424.84 |
| September 22 |                        | \$36.75  |
| September 22 |                        | \$257.54 |
| September 22 |                        | \$43.81  |
| September 22 |                        | \$62.66  |

Page 1 of 4, 20 items per page, 1 - 20 of 66 items

## Reports Tab

The **Reports** tab gives you access to all reports in the application. These reports appear grouped in categories.

- In each report category, you can click **More** or **Less** to display additional or fewer reports for the category.
- You can drag and drop reports you frequently use to the **FAVORITE REPORTS\*** category.
- You can create your report group by clicking **ADD REPORT GROUP**. The new report group appears at the bottom of the page.
- Click the **Gear** icon in the upper-right corner of the report category to edit the category, or click the X to delete the category.
- Report data displays when you click a report.

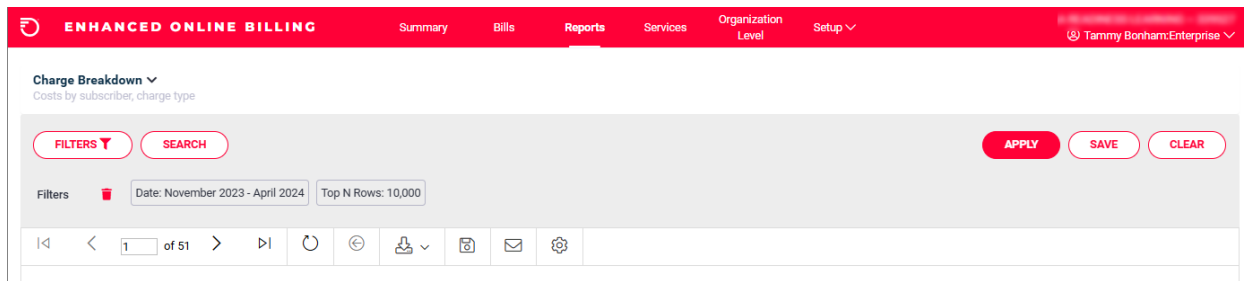
The screenshot shows the 'Enhanced Online Billing' interface with the 'Reports' tab selected. The navigation bar includes 'Summary', 'Bills', 'Reports', 'Services', 'Organization Level', and 'Setup'. The user profile 'Tammy Bonham:Enterprise' is visible in the top right. Below the navigation bar, there is a 'Select a report' dropdown. The main content area is divided into three columns: 'SUMMARY CHARGES', 'USAGE', and 'FAVORITE REPORTS'. The 'SUMMARY CHARGES' column lists reports like 'By Organization Level', 'Cost by Subscriber', 'Cost Trend by Month', 'Charge Breakdown', and 'By Service Type'. The 'USAGE' column lists reports like 'By Destination & Month', 'By Subscriber', 'By Subscriber & Destination', 'By Month', and 'By Destination'. The 'FAVORITE REPORTS' column contains a star icon and a message: 'You can add a report to this group using drag and drop or by Saving the report.' At the bottom right, there is a red 'ADD REPORT GROUP' button.

\*Favorite Reports are specific to user profiles. When creating/saving a report here, it is only viewable to the user who created/saved it.

## Use Lists in Enhanced Online Billing

You can use filters and other functionality to navigate better and manipulate the report data you view.

You can do the following on the Filter toolbar:

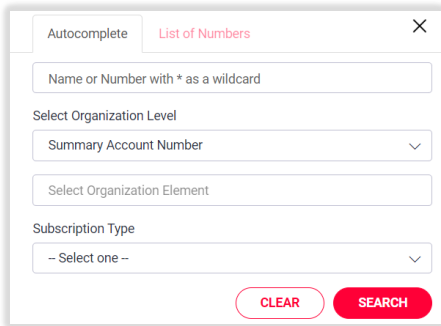


- Click **FILTERS** to view optional filters you can apply to report data to narrow your results.
- Select a filter from the list (not shown). You can select additional criteria from the filter list to narrow your results.
- Click **APPLY** to filter the report data according to your selection(s).
- Click **CLEAR** to clear all filters and display all report data.
- Click **SAVE** to designate the report as a favorite.

Click SEARCH to open a dialog box to assist with narrowing your search. You can search in the following ways:

### Click Search > Autocomplete

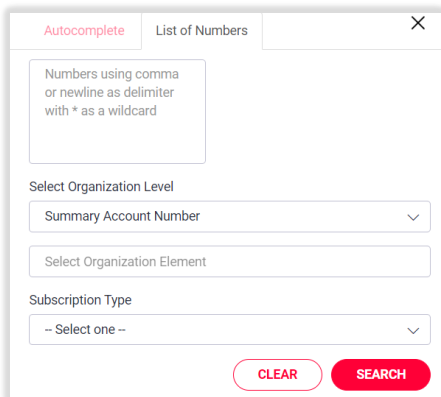
- You can use auto-complete to suggest names and numbers as you type.
- You can use an \* symbol as a wildcard character.
- Enhanced Online Billing also provides relevant filters by which you can search content in the report list.



The screenshot shows a dialog box titled "Autocomplete" with a close button (X) in the top right corner. The "List of Numbers" tab is selected. The main input field contains the text "Name or Number with \* as a wildcard". Below this are four filter sections: "Select Organization Level" with a dropdown menu showing "Summary Account Number"; "Select Organization Element" with an empty text input field; "Subscription Type" with a dropdown menu showing "-- Select one --"; and two buttons at the bottom: "CLEAR" and "SEARCH".

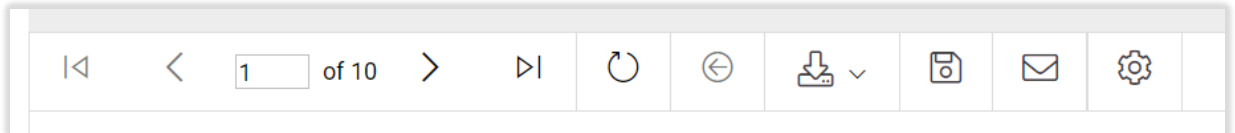
### Click Search > List of Numbers

- You can enter a list of numbers for which to search.
- You can use an \* symbol as a wildcard character.
- Enhanced Online Billing also provides relevant filters by which you can search content in the report list.



The screenshot shows a dialog box titled "List of Numbers" with a close button (X) in the top right corner. The "Autocomplete" tab is selected. The main input field contains the text "Numbers using comma or newline as delimiter with \* as a wildcard". Below this are four filter sections: "Select Organization Level" with a dropdown menu showing "Summary Account Number"; "Select Organization Element" with an empty text input field; "Subscription Type" with a dropdown menu showing "-- Select one --"; and two buttons at the bottom: "CLEAR" and "SEARCH".

You can do the following on the **Report List** toolbar:



- **First Page, Previous Page,<insert page number>, Next Page, Last Page** – Use arrows to navigate to the first, previous, next, and last pages. Or enter a specific page number.
- **Refresh** – Refresh the page.
- **Go back to the parent report** – Use the back arrow to return to the parent report. If you drill down to more detail using a link, you can return to the original report at its highest level.
- **Export** – Export the report in Word, Excel, or PDF formats.
- **Save** – Save the report. See Favorite Reports.
- **Email** – Email the report. You can add recipients by email address, choose a delivery format, compress the data, and establish a password to view the report.
- **Settings** – Choose which columns appear on the report. Use toggles to turn columns on and off to view only the data you wish to see.
- **Up/down arrows next to column names** – Sort in ascending or descending order alphabetically or numerically. Click the **Refresh** icon to revert the report and columns to the original display.
- **Links** – Drill down for more detail. You can use the **Go back to the parent report** icon to return to the original report.

## Bills Tab

Use the **Bills** tab to access each bill comprising the total bill for your enterprise. Click the Bills menu to display the **Bills List**, **Payment Allocation**, and **Payments** pages.

- **Bills List** (default) – Search and display current or previous bills.
- **Payment Allocation** – Make a total payment or pay individual invoices and view payment summary information.
- **Payments** – View payments you have made for selected accounts and months.

### Bills List

- Use the **Bills List** to search and display current or previous bills.
- You can search for bills by account number, name, and billing month. Enter data and click **SEARCH**.
- To return to the full display, clear the search fields, and click **SEARCH**.
- You can apply filters to each column to narrow your results.
- You can download a bill as a PDF or view the bill in the application. When you view a bill, you have options to print or download it.

The screenshot shows the 'ENHANCED ONLINE BILLING' interface. At the top, there is a navigation bar with tabs for Summary, Bills, Reports, Services, Organization Level, and Setup. The 'Bills' tab is active. Below the navigation bar, there are search fields for Account Number, Account Name, and Bills (set to April 2024). There are 'DOWNLOAD' and 'SEARCH' buttons. The main content area displays a table of bills with columns: Bill Month, Bill Date, Bill Type, Summary Account Name, Account Number, Account Name, Prev Bal Less Payment, New Charges & OCCs, and Bill Total. The table shows three summary rows for April 2024, each with a sub-row for the specific bill date (04/19/2024 and 04/10/2024). The Grand Total row shows a total of \$1,444.55. At the bottom, there is a pagination bar showing Page 1 of 1, 20 items per page, and 1-3 of 3 items.

| Bill Month         | Bill Date  | Bill Type | Summary Account Name | Account Number | Account Name | Prev Bal Less Payment | New Charges & OCCs | Bill Total |
|--------------------|------------|-----------|----------------------|----------------|--------------|-----------------------|--------------------|------------|
| Summary Account:   |            |           |                      |                |              |                       |                    |            |
| April 2024         | 04/19/2024 | Invoice   |                      |                |              | \$0.00                | \$437.03           | \$437.03   |
| Summary Account:   |            |           |                      |                |              |                       |                    |            |
| April 2024         | 04/10/2024 | Invoice   |                      |                |              | \$0.00                | \$562.94           | \$562.94   |
| Summary Account:   |            |           |                      |                |              |                       |                    |            |
| April 2024         | 04/19/2024 | Invoice   |                      |                |              | \$0.00                | \$444.58           | \$444.58   |
| <b>Grand Total</b> |            |           |                      |                |              | \$0.00                | \$1,444.55         | \$1,444.55 |

## Pay Bills

From the Bills tab, choose Current Balance from the drop-down in the upper left corner. The Current Balance on the **Bills** tab allows you to make bill payments. You can pay in full, pay only the largest bills, pay only the smallest bills, evenly pay bills, or manually pay bills.

- You can pay individual bills by clicking on **Pay** on the right side of the screen
- To pay on multiple accounts, place a checkmark in the box next to the bill(s) to select for payment.
- Click **Manage Payment**
- Click **Pay Selected Bills**

ENHANCED ONLINE BILLING Summary Bills Reports Services Organization Level Setup Tammy Bonham/Enterprise

Current Balance

Summary Account: [ ] Summary Account Name: [ ] MANAGE PAYMENT DOWNLOAD SEARCH

Drag a column header and drop it here to group by that column

| <input checked="" type="checkbox"/> | Bill Month | Bill Date  | Due Date   | Summary Account | Summary Account Name | Balance as of Last Bill | Payments Applied | Adjustments Applied | Current Balance Due |     |     |
|-------------------------------------|------------|------------|------------|-----------------|----------------------|-------------------------|------------------|---------------------|---------------------|-----|-----|
| <input checked="" type="checkbox"/> | April 2024 | 04/19/2024 | 05/13/2024 |                 |                      | \$444.58                | \$0.00           | \$0.00              | \$444.58            | Pay | ... |
| <input checked="" type="checkbox"/> | April 2024 | 04/19/2024 | 05/13/2024 |                 |                      | \$437.03                | \$0.00           | \$0.00              | \$437.03            | Pay | ... |
| <input checked="" type="checkbox"/> | April 2024 | 04/10/2024 | 05/06/2024 |                 |                      | \$562.94                | \$0.00           | \$0.00              | \$562.94            | Pay | ... |
| <b>Grand Total</b>                  |            |            |            |                 |                      | <b>\$1,444.55</b>       | <b>\$0.00</b>    | <b>\$0.00</b>       | <b>\$1,444.55</b>   |     |     |

Page 1 of 1 20 items per page 1 - 3 of 3 items

- You can adjust payment amounts as needed
- Click **PAY**

ENHANCED ONLINE BILLING Summary Bills Reports Services Organization Level Setup Tammy Bonham/Enterprise

Current Balance > Payment Allocation

Payment Allocation

| Bill Month | Bill Date  | Due Date   | Summary Account | Summary Account Name | Balance as of Last Bill | Payments Applied | Adjustments Applied | Current Balance Due | \$ Payment on Account |
|------------|------------|------------|-----------------|----------------------|-------------------------|------------------|---------------------|---------------------|-----------------------|
| April 2024 | 04/19/2024 | 05/13/2024 |                 |                      | \$437.03                | \$0.00           | \$0.00              | \$437.03            | 437.03                |
| April 2024 | 04/19/2024 | 05/13/2024 |                 |                      | \$444.58                | \$0.00           | \$0.00              | \$444.58            | 444.58                |
| April 2024 | 04/10/2024 | 05/06/2024 |                 |                      | \$562.94                | \$0.00           | \$0.00              | \$562.94            | 562.94                |

## Payments

The **Payments** area on the Bills tab allows you to view payments made. You can search by account name, account number, or invoice number for any month.

ENHANCED ONLINE BILLING Summary Bills Reports Services Organization Level Setup

Tammy Bonham:Enterprise

Payments and Adjustments Completed

Drag a column header and drop it here to group by that column

| Date       | Type    | Summary Account | Summary Account Name | Account Number | Account Name | Description         | Amount   |
|------------|---------|-----------------|----------------------|----------------|--------------|---------------------|----------|
| 04/05/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$434.07 |
| 04/04/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$441.62 |
| 04/04/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$560.53 |
| 03/09/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$462.24 |
| 03/09/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$389.91 |
| 02/29/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$502.98 |
| 02/24/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$441.62 |
| 02/09/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$502.98 |
| 02/09/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$389.91 |
| 01/08/2024 | Payment |                 |                      |                |              | 5/3 BANK REMIT PROC | \$441.52 |

Page 1 of 2 20 Items per page 1 - 20 of 40 items

| Item                | Description                                  |
|---------------------|----------------------------------------------|
| <b>Payment Date</b> | Identifies the date the payment was made.    |
| <b>Payment</b>      | Identifies the payment amount.               |
| <b>Created By</b>   | Identifies the person that made the payment. |
| <b>Status</b>       | Identifies the payment status.               |

## Setup Tab

The **Setup** tab contains the following options:

**People** – Create and manage users.

**Data** – Download billing files and previously delivered reports and manage delivered data.

**Directory** – View organization levels in your enterprise.

## People

You use the **People** option on the **Setup** tab to create new users and manage existing users in your organization.

ENHANCED ONLINE BILLING Summary Bills Reports Services Organization Level Setup

Setup / Users

Username

CREATE UPLOAD DOWNLOAD SEARCH

Drag a column header and drop it here to group by that column

| Status | Username   | Name       | Identity Provider       | Role             | Restrictions | Email      | Number     | Last Modified |
|--------|------------|------------|-------------------------|------------------|--------------|------------|------------|---------------|
| ●      | [Redacted] | [Redacted] | Enhanced Online Billing | Enterprise Admin | None         | [Redacted] | [Redacted] | 05/17/2024    |
| ●      | [Redacted] | [Redacted] | Enhanced Online Billing | Enterprise Admin | None         | [Redacted] | [Redacted] | 05/17/2024    |
| ●      | [Redacted] | [Redacted] | Enhanced Online Billing | Enterprise Admin | None         | [Redacted] | [Redacted] | 05/17/2024    |

Page 1 of 1 20 items per page 1 - 3 of 3 items

## Create a User

You can create **users** in Enhanced Online Billing.

You first must select a user **role** for which you want to create a new user.

- **Admin** – Full platform functions, including viewing all service accounts at every level, all payment accounts, reporting, and the ability to create users.
- **Analyst** – All billing functions listed above. The analyst cannot create or edit users.
- **Group Level User** – Can view billing information and be restricted to specific BTN. **This user cannot make payments.**

- Click **CREATE** on the main **People** page to display a page you use to create a new user.
- Type the username in the **Username** field (required). This should be the user's email address.
- Type the user's email address in the **Email** field (required). Although usernames must be unique and an email address is often used as the username, email addresses do not need to be unique.
- Choose a role from the **User Role** list (required). The role you choose depends on the level of access the user requires.
- In the **Account** pane, choose the log-on method. You can choose the Single Sign-On method or the simple username and password method.
- Click **CREATE** when you are finished.

## Manage Users

You can search for existing usernames established for use within Interactive Bill.

Type a username in the **Username** field, click **Search**, or filter the **Username** column to find a username.

Click **Upload** to upload a properly formatted Excel spreadsheet with user information. Click **Download** to download an Excel spreadsheet with user information.

Click a linked username to impersonate the user. Impersonating a user allows you to view the application as if you are the user with his or her specific permissions. This can help you troubleshoot user issues by seeing what they see. Rest the pointer on a status to see whether a user is active or inactive as of a specific date.

Click the ... link in the right column of a username row to perform the following actions for a user:

- **Edit** – Edit user information.
- **Reset Password** – Enter a new password for the user and confirm the new password. Click Update.
- **Delete** – Confirm deletion of the user.
- **Suspend** – Suspend user access. This option appears for active user records.
- **Activate** – Activate a suspended user. This option appears for suspended user records.
- **View login history** – View login information for the user.

The screenshot displays the 'Setup / Users' page in the Enhanced Online Billing system. At the top, there is a navigation bar with 'ENHANCED ONLINE BILLING' and various menu items like Summary, Bills, Reports, Services, Organization Level, and Setup. Below the navigation bar, there is a search bar for 'Username' and buttons for 'CREATE', 'UPLOAD', 'DOWNLOAD', and 'SEARCH'. The main content area features a table with columns: Status, Username, Name, Identity Provider, Role, Restrictions, Email, Number, and Last Modified. The table contains three rows of user data. A dropdown menu is open for the first user, showing options: Edit, Reset Password, Delete, Suspend, and View login history. A yellow arrow points to the dropdown menu. At the bottom, there is a pagination control showing 'Page 1 of 1' and 'Items per page' set to 20. The footer contains copyright information and a 'Terms & Conditions' link.

## Data

The **Data** option on the **Setup** tab lets you determine settings for bill delivery.

There are seven pages available. The following shows the **My Delivered Data** page, which you use to set up how reports are delivered. Open another page by clicking the **Setup** menu in the upper-left corner.

In addition to **My Delivered Data**, the following pages are available:

**Delivered Reports** – Allows you to view and resend previously delivered reports.

**Enterprise Delivered Data** – This allows you to set up how enterprise-level reports are delivered.

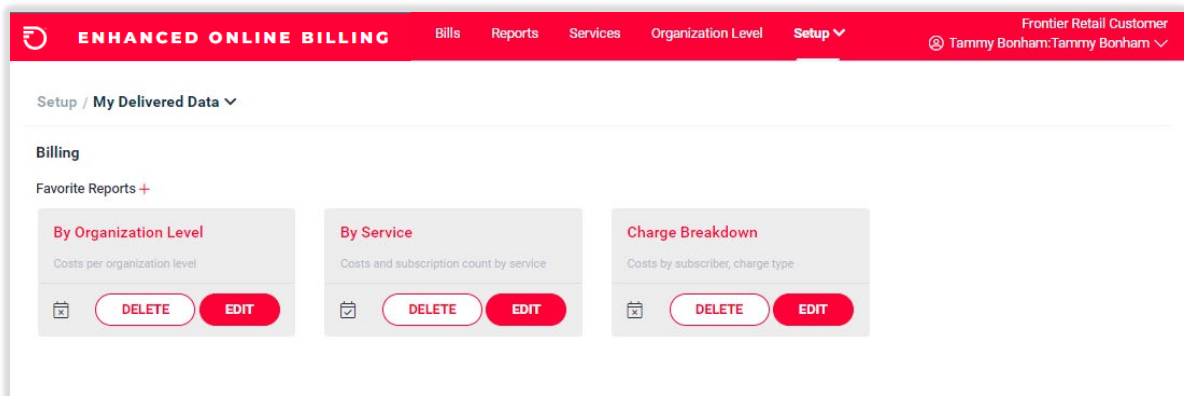
**Setup Recipients at Bill Level** – Allows you to assign users/recipients to billing accounts and provision new bills for delivery.

**Security** – Allows you to set whether passwords are required to open bills and reports and configure password complexity requirements.

| Bill Month    | Generated Date        | Subscription Type | Report | Email | Attachment | Username | Status | Resend |
|---------------|-----------------------|-------------------|--------|-------|------------|----------|--------|--------|
| April 2024    | 4/27/2024 10:43:30 AM | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| April 2024    | 4/27/2024 10:43:30 AM | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| April 2024    | 4/5/2024 10:19:21 AM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| April 2024    | 4/5/2024 10:19:21 AM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| April 2024    | 4/4/2024 12:29:11 PM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| April 2024    | 4/4/2024 12:29:11 PM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| March 2024    | 3/27/2024 10:47:13 AM | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| March 2024    | 3/27/2024 10:47:12 AM | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| March 2024    | 3/6/2024 10:38:29 AM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| March 2024    | 3/6/2024 10:38:29 AM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| March 2024    | 3/5/2024 12:58:56 PM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| March 2024    | 3/5/2024 12:58:56 PM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| February 2024 | 2/27/2024 10:48:49 AM | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| February 2024 | 2/27/2024 10:48:49 AM | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| February 2024 | 2/6/2024 10:33:38 AM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |
| February 2024 | 2/6/2024 10:33:38 AM  | Bill              | ...    | ...   | -          | ...      | Sent   | Resend |

## Data – My Delivered Data

The **My Delivered Data** page on the **Setup** tab lets you determine settings for report delivery. You can choose whether to deliver reports by email as soon as they are available, the report formats, whether to compress file size, and whether a password is required to view reports.



- Click the + link next to **Favorite Reports** to add a report for delivery.
- Click **DELETE** to remove delivery of an existing report.
- Click **EDIT** to configure a report's delivery settings.
- The **Add Report** or **Save Report** dialog box displays when you add or edit a report's settings.

The 'Add Report' dialog box contains the following fields and options:

- Report**: A dropdown menu with 'By Organization Level' selected.
- Name**: A text input field containing 'By Organization Level'.
- Description**: A text area containing 'Costs per organization level'.
- Select/Create report group**: A dropdown menu with 'Favorite Reports' selected.
- Deliver this report
- SAVE** and **CLOSE** buttons at the bottom right.

## Data – Delivered Reports

You use the **Delivered Reports** page on the **Setup** tab to download and resend previously delivered reports.

- Click the **Email** link to download the previously sent email with its attachment or click the **Attachment** link to download the email attachment.
- Select the check box to the left of the file and click **RESEND** to resend the email to the designated recipients.
- You can also select multiple files, expand **RESEND**, and click **Resend Selected**. Or you can expand **RESEND** and click **Resend All**.

Frontier Retail Customer  
Tammy Bonham: Tammy Bonham

Setup / Delivered Reports

**RESEND**

Resend Selected  
Resend All

Resend Emails  
To resend multiple emails at the same time select them on the grid and click the 'Resend' button.

Drag a column header and drop it here to group by that column

| <input type="checkbox"/> | Bill Month | Generated Date           | Subscription Type | Report | Email             | Attachment | Username          | Status |
|--------------------------|------------|--------------------------|-------------------|--------|-------------------|------------|-------------------|--------|
| <input type="checkbox"/> |            | 12/12/2022<br>4:10:18 PM | Platform Emails   | --     | tammy.bonham@g... | --         | tammy.bonham@g... | Sent   |
| <input type="checkbox"/> |            | 12/12/2022<br>4:07:07 PM | Platform Emails   | --     | tammy.bonham@g... | --         | tammy.bonham@g... | Sent   |

Page 1 of 1 | 20 items per page | 1 - 2 of 2 items

## Data – Enterprise Delivered Data

You use the **Enterprise Delivered Data** page of the **Data** option on the **Setup** tab to determine which reports to deliver to users across your enterprise. You can determine the format of the report, whether to compress the file size, whether a password is necessary to view the report, whether users can request their own personal summary, and whether users can unsubscribe from receiving a report.

Any report or bill that Enhanced Online Billing delivers to the enterprise appears on this page.

Frontier Retail Customer  
Tammy Bonham: Tammy Bonham

Setup / Delivered Reports

**Resend Emails**

To resend multiple emails at the same time select them on the grid and click the 'Resend' button.

Drag a column header and drop it here to group by that column

| <input type="checkbox"/> | Bill Month | Generated Date           | Subscription Type | Report | Email             | Attachment | Username          | Status |
|--------------------------|------------|--------------------------|-------------------|--------|-------------------|------------|-------------------|--------|
| <input type="checkbox"/> |            | 12/12/2022<br>4:10:18 PM | Platform Emails   | --     | tammy.bonham@g... | --         | tammy.bonham@g... | Sent   |
| <input type="checkbox"/> |            | 12/12/2022<br>4:07:07 PM | Platform Emails   | --     | tammy.bonham@g... | --         | tammy.bonham@g... | Sent   |

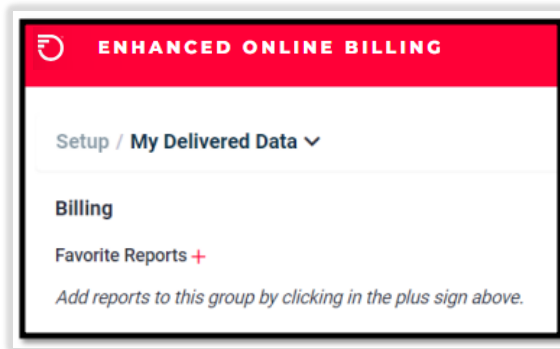
Page 1 of 1 | 20 items per page | 1 - 2 of 2 items

## Data – Setup Bill Ready Notification Emails

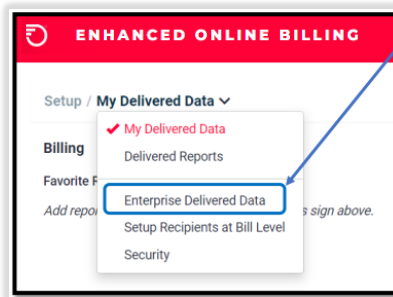
Customers can set up **Bill Ready Notification** emails in Enhanced Online Billing. After logging into Enhanced Online Billing, choose **Data** under the **Setup** menu.



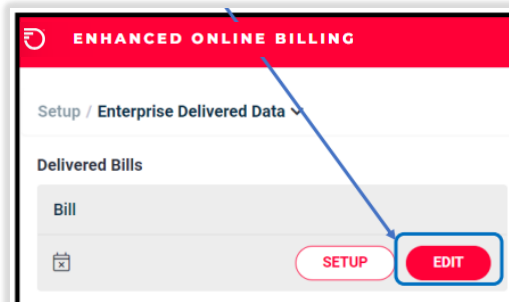
- The following screen will open.



- Click the drop-down arrow to open the menu options. Choose **Enterprise Delivered Data** in the drop-down list.



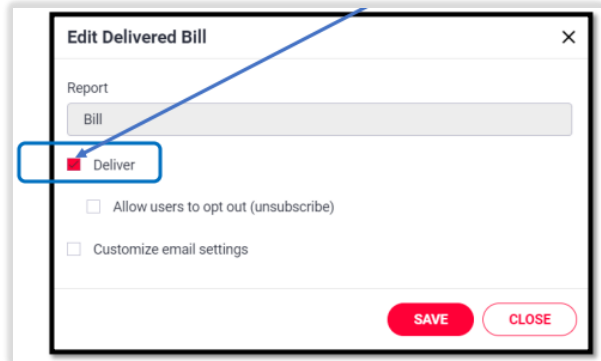
- On the **Delivered Bills** screen, click the **EDIT** button.



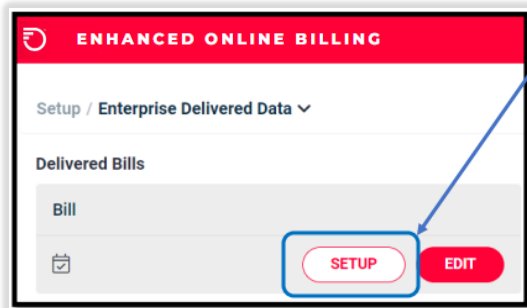
## Data – Setup Bill Ready Notification Emails

- On the **Edit Delivered Bill** screen, check the box beside **Deliver** and click **SAVE**.

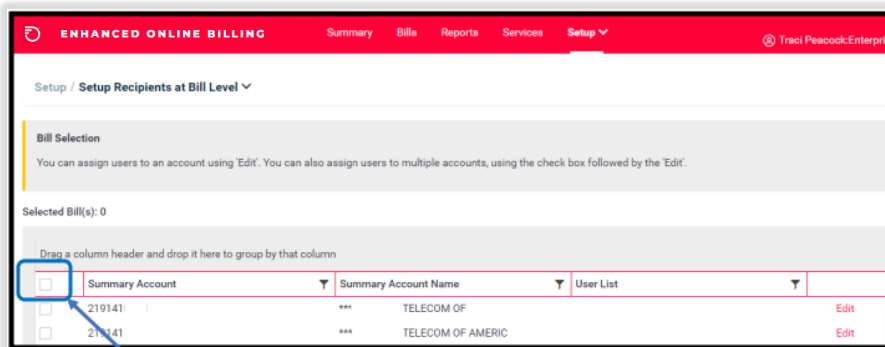
The “Save Successful” message will pop up if the setting change was saved successfully.



- After the change is saved, the **Delivered Bills** screen is displayed again. Click the **SETUP** button.



- The **Setup Recipients at Bill Level** screen displays all Summary Accounts assigned to your Enterprise in Enhanced Online Billing. Recipients can be assigned to individual accounts or multiple accounts by clicking the check box beside the account(s).

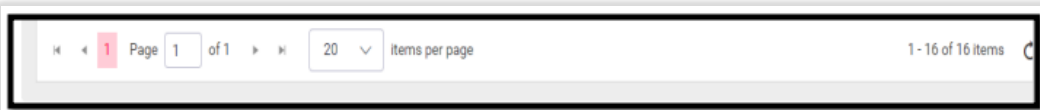


## Data – Setup Bill Ready Notification Emails

- After clicking the check box(es), the chosen accounts are shaded in red.

| <input checked="" type="checkbox"/> | Summary Account | Summary Account Name | User List |      |
|-------------------------------------|-----------------|----------------------|-----------|------|
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF           |           | Edit |
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF AMERIC    |           | Edit |
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF AMERIC    |           | Edit |
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF AMERIC    |           | Edit |
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF           |           | Edit |
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF           |           | Edit |
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF           |           | Edit |

- Please note the **Page** and **Items per Page** at the bottom of the screen. The Items per Page can be increased to 100. **If the number of accounts is spread over multiple pages, the check box at the top must be clicked on each page to select the accounts on the page.**



- After choosing accounts, click the **EDIT** link on any account row.

| <input checked="" type="checkbox"/> | Summary Account | Summary Account Name | User List |      |
|-------------------------------------|-----------------|----------------------|-----------|------|
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF           |           | Edit |
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF AMERIC    |           | Edit |
| <input checked="" type="checkbox"/> | 219141          | TELECOM OF AMERIC    |           | Edit |

## Data – Setup Bill Ready Notification Emails

- The **Setup Delivered Bills** screen displays a list of the accounts chosen and the Usernames assigned to the Enterprise. Click the check box beside the Username(s) that should receive the Bill Ready Notification emails and click the **SAVE** button.

**Setup Delivered Bills**

Selected Bill(s)

20\*\*\*\*\*18 x 95\*\*\*\*\*2 x

Selected User(s): 1

Drag a column header and drop it here to group by that column

| <input checked="" type="checkbox"/> | Username | Name      | Email                   | Opted Out | Role             |
|-------------------------------------|----------|-----------|-------------------------|-----------|------------------|
| <input checked="" type="checkbox"/> | TESTUSER | Test User | example.user@email.c... | No        | Enterprise Admin |

Page 1 of 1 | 20 Items per page | 1 - 1 of 1 Items

**SAVE** **CLOSE**

- The **Setup Recipients at Bill Level** screen displays the Username(s) assigned to each account. To change the users later, click the **EDIT** link.

**Setup / Setup Recipients at Bill Level**

**Bill Selection**

You can assign users to an account using 'Edit'. You can also assign users to multiple accounts, using the check box followed by the 'Edit'.

Selected Bill(s): 0

Drag a column header and drop it here to group by that column

| <input type="checkbox"/> | Summary Account | Summary Account Name | User List |                      |
|--------------------------|-----------------|----------------------|-----------|----------------------|
| <input type="checkbox"/> | 209             |                      | TESTUSER  | <a href="#">Edit</a> |
| <input type="checkbox"/> | 951             |                      | TESTUSER  | <a href="#">Edit</a> |

## Data – Security

You use the **Security** page of the **Data** option on the **Setup** tab to determine whether all delivered reports require password protection and the specifications for report password protection.

Click **SAVE** when you have established your preferred settings.

The screenshot shows the 'Setup / Security' page. Under 'Password Protection', there is a checkbox for 'All delivered reports require password protection'. Under 'Password Complexity', there are five input fields for: 'Minimum total length of password' (set to 8), 'Minimum number of alphabetic characters to include' (set to 1), 'Minimum number of alphabetic characters that must be upper-case' (set to 1), 'Minimum number of numeric characters to include' (set to 1), and 'Minimum number of special characters to include' (set to 1). A red 'SAVE' button is located at the bottom right.

## Directory

You use the **Directory** option on the **Setup** tab to manage and configure organization levels.

The screenshot shows the 'Setup / Organization Levels' page. A dropdown menu is open, showing 'People', 'Data', and 'Directory' (which is highlighted). Below the menu is a table with columns: Subscriber Number, Name, Type, Summary Account Number, Summary Account Name, Billing Account Number, Billing Account Name, Global Account Number, Global Account Name, and Department. The table contains several rows of data, with some rows highlighted in red. At the bottom, there is a pagination control showing 'Page 1 of 3' and '20 items per page'.

## Configure Organizational Levels

You use the **Configure Organization Levels** area of the **Directory** option on the **Setup** tab to establish organization levels, change the order in which organization levels appear in the application, and change drill-down behavior when a user needs more detailed information.

- Click the **Setup** menu in the upper-left corner of the **Directory** page and choose **Configure Organization Levels**.
- Click **ADD NEW LEVEL** to add a new organization level.
- Select the options you need available for the new level.
- Click **SAVE** when you are finished.
- At the bottom of the page, you can use the **Up** and **Down** arrows to modify the order in which organization levels appear.
- You also can include organization levels in drill-down functionality on reports. Select an organization level from either **Not included in drill down** or **Included in drill down**, and then click **ADD** or **REMOVE**.

Organization levels in the **Included in drill down** list become linked on reports to allow users to drill down for more detail.

The screenshot displays the 'Configure Organization Levels' page in the 'ENHANCED ONLINE BILLING' system. The top navigation bar includes 'Summary', 'Bills', 'Reports', 'Services', 'Organization Level', and 'Setup'. The user is logged in as 'Tammy Bottham'. The main content area shows a grid of configuration cards for organization levels. Each card has a 'Reserved Level' header, a text input field for the level name, and a 'Properties' section with 'Visible' and 'Default' checkboxes. A dropdown menu labeled 'Allow as Restriction' is also present. A modal window is open for the 'Department' level, showing options for 'Free text', 'Pick from list', and 'Source Field', along with a 'Properties' section.

## CHANGE LOG

| DATE     | PAGE  | REVISION                                                  | BY           |
|----------|-------|-----------------------------------------------------------|--------------|
| 12/14/22 | All   | Version 1                                                 | Tammy Bonham |
| 1/24/23  | 10    | Added Auto Pay Information                                | Tammy Bonham |
| 7/13/23  | 5     | Removed SMS Reference                                     | Tammy Bonham |
| 7/13/23  | 31-34 | Added Detailed Bill Ready Notification Email Instructions | Tammy Bonham |
| 8/1/23   | 25    | Updated Analyst & Group Level User Roles                  | Tammy Bonham |
| 5/17/24  | All   | Name Rebranding                                           | Tammy Bonham |

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