

Chapter 8: eBilling Module

Overview

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

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Overview, continued

Confidential

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View eBill List

Introduction



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

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

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

Fields and Descriptions

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

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

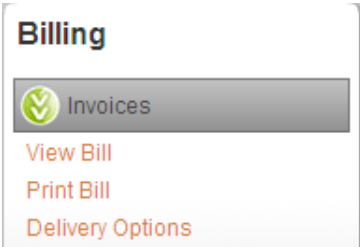
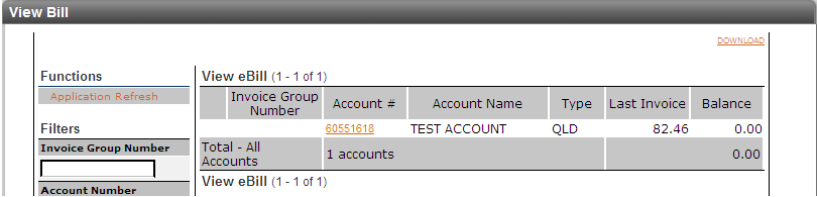

Continued on next page

View eBill List, continued**Fields and Descriptions** (continued)

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

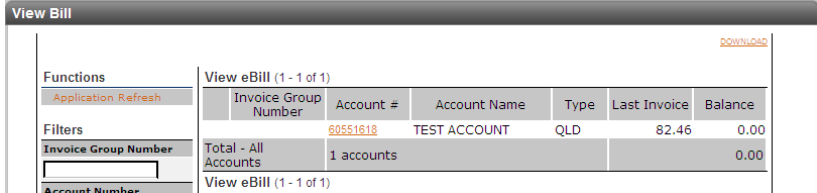
Viewing eBills

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

Step	Action																												
1	<p>From the Landing page, click on the Invoices in the Billing section.</p> <p>Result: The Invoices drop down appears.</p> 																												
2	<p>From the Invoices dropdown, click on the View Bill link.</p> <p>Result: The View Bill screen appears.</p>  <table border="1" data-bbox="597 982 1360 1100"> <thead> <tr> <th colspan="7">View eBill (1 - 1 of 1)</th> </tr> <tr> <th>Invoice Group Number</th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Last Invoice</th> <th>Balance</th> <th></th> </tr> </thead> <tbody> <tr> <td></td> <td>60551618</td> <td>TEST ACCOUNT</td> <td>QLD</td> <td>82.46</td> <td>0.00</td> <td></td> </tr> <tr> <td colspan="2">Total - All Accounts</td> <td>1 accounts</td> <td></td> <td></td> <td>0.00</td> <td></td> </tr> </tbody> </table>	View eBill (1 - 1 of 1)							Invoice Group Number	Account #	Account Name	Type	Last Invoice	Balance			60551618	TEST ACCOUNT	QLD	82.46	0.00		Total - All Accounts		1 accounts			0.00	
View eBill (1 - 1 of 1)																													
Invoice Group Number	Account #	Account Name	Type	Last Invoice	Balance																								
	60551618	TEST ACCOUNT	QLD	82.46	0.00																								
Total - All Accounts		1 accounts			0.00																								
3	<p>From the Account # column, click on the account number hyperlink to view the listed eBill.</p> <p>Result: The eBill invoice screen appears.</p> 																												

Refresh the View eBills List

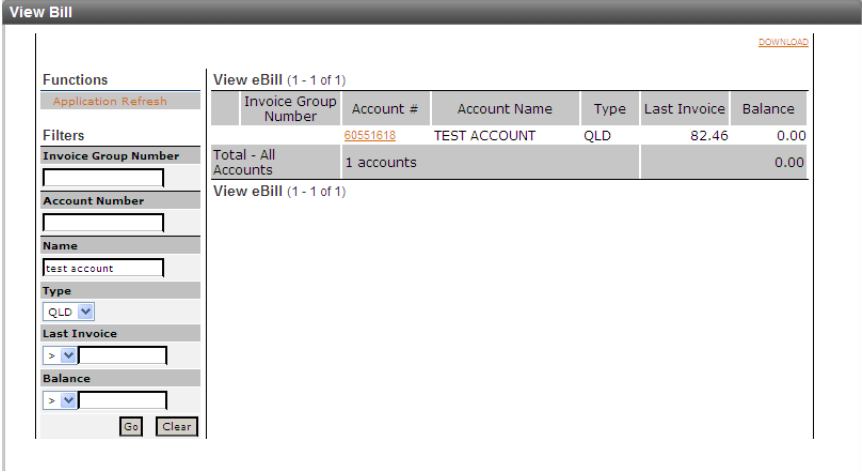
Procedure Follow the steps in the procedure below to **refresh** the **View eBill** screen.

Step	Action
1	<p data-bbox="594 443 1433 499">From the View eBills list screen, click on the Application Refresh link from the Functions section.</p> <p data-bbox="594 533 1104 562">Result: The View eBills screen refreshes.</p>  <p>The screenshot shows the 'View eBill' interface. On the left, there is a 'Functions' section with an 'Application Refresh' button. Below it are 'Filters' for 'Invoice Group Number' and 'Account Number'. The main area displays a table titled 'View eBill (1 - 1 of 1)' with columns: Invoice Group Number, Account #, Account Name, Type, Last Invoice, and Balance. The table contains one row for 'TEST ACCOUNT' with an invoice group number of '80551818', type 'QLD', last invoice of '82.46', and a balance of '0.00'. A 'Total - All Accounts' row shows '1 accounts' and a balance of '0.00'. A 'download' link is visible in the top right corner of the table area.</p>

Filtering the View eBills List

Procedure

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

Step	Action
1	From the View eBills list screen, enter the unique identifier for your account in the Account Number field (if applicable).
2	In the Name field (if applicable), enter the name of your account.
3	From the Type drop down list (if applicable), select QLD for CenturyLink Long Distance.
4	From the Last Invoice drop-down list (if applicable), select an operator (greater than [>], less than [<] or equal to [=]) for the value you enter in Step 5 .
5	In the Last Invoice field (if applicable), enter the total dollar amount of each account's previous invoice to base your search. Note: The drop-down list and field work together to create the value for your filter. For example, selecting ">" in Step 4 and typing "500" in Step 5 would return all invoices a previous balance of 500 dollars.
6	From the Balance drop-down list (if applicable), select an operator (greater than [>], less than [<] or equal to [=]) for the value you enter in Step 7 .
7	In the Balance field (if applicable), enter the dollar amount of the balance on the account(s) for your search. Note: The drop-down list and field work together to create the value for your filter. For example, selecting ">" in Step 6 and enter "300" in Step 7 would return all accounts that have an outstanding balance greater than \$300.
8	Click Go . Result: The View eBill list refreshes and displays only the account numbers that match your filtering criteria.  The screenshot shows the 'View eBill' interface. On the left, there are filter fields: 'Invoice Group Number', 'Account Number', 'Name' (with 'test account' entered), 'Type' (set to 'QLD'), 'Last Invoice' (with '>' selected), and 'Balance' (with '>' selected). There are 'Go' and 'Clear' buttons at the bottom of the filters. On the right, a table titled 'View eBill (1 - 1 of 1)' is displayed. The table has columns: 'Invoice Group Number', 'Account #', 'Account Name', 'Type', 'Last Invoice', and 'Balance'. The first row shows 'Total - All Accounts' with '1 accounts' in the 'Account #' column and '0.00' in the 'Balance' column. A 'DOWNLOAD' link is visible in the top right corner of the interface.
9	If needed, click Clear to view all the account numbers without a filter.

Downloading the eBill List

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

Step	Action																				
1	<p>From the View eBills list screen, click on the DOWNLOAD hyperlink.</p> <p>Result: Your View eBill list is exported to a PDF file.</p> <p>Result: Your View eBill list is exported to a PDF file.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">Enterprise Account List Enterprise Account:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="5" style="background-color: #e1eef6;">Registered Accounts for WHOLESALE SYSTEM ADMINISTRATOR</th> </tr> <tr> <th style="background-color: #e1eef6;">Account #</th> <th style="background-color: #e1eef6;">Account Name</th> <th style="background-color: #e1eef6;">Type</th> <th style="background-color: #e1eef6;">Balance Last Invoice</th> <th style="background-color: #e1eef6;">Balance</th> </tr> </thead> <tbody> <tr> <td></td> <td>K5553 TEST</td> <td>CLD</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td colspan="2" style="background-color: #e1eef6;">Total - All Accounts</td> <td style="background-color: #e1eef6;">1 Accounts</td> <td></td> <td style="text-align: right; background-color: #e1eef6;">\$0.00</td> </tr> </tbody> </table> </div>	Registered Accounts for WHOLESALE SYSTEM ADMINISTRATOR					Account #	Account Name	Type	Balance Last Invoice	Balance		K5553 TEST	CLD	\$0.00	\$0.00	Total - All Accounts		1 Accounts		\$0.00
Registered Accounts for WHOLESALE SYSTEM ADMINISTRATOR																					
Account #	Account Name	Type	Balance Last Invoice	Balance																	
	K5553 TEST	CLD	\$0.00	\$0.00																	
Total - All Accounts		1 Accounts		\$0.00																	

Delivery Options

Introduction

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

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

Fields and Descriptions

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

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

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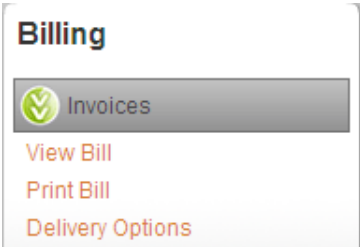
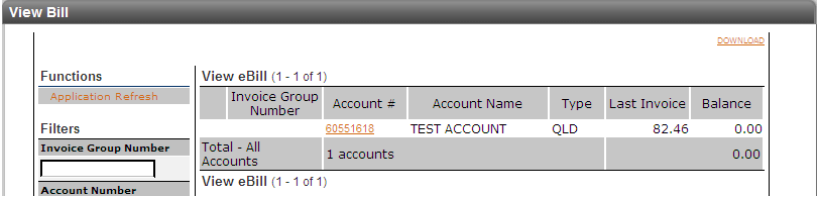
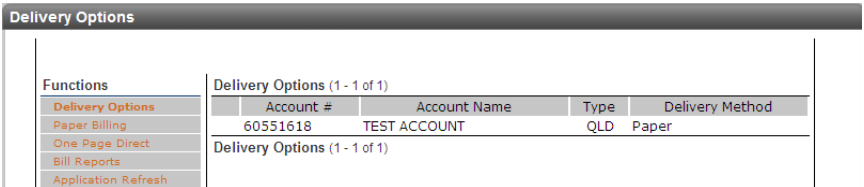
Delivery Options, continued

Fields and Descriptions (continued)

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

Viewing the Delivery Options

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

Step	Action
1	<p>From the Landing page, click on the Invoices in the Billing section.</p> <p>Result: The Invoices drop down appears.</p> 
2	<p>From the Invoices dropdown, click on the View Bill link.</p> <p>Result: The View Bill screen appears.</p> 
3	<p>From the View eBills screen, click on the Delivery Options menu option.</p> <p>Result: The Delivery Options screen appears.</p> 

Paper Billing

Introduction

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

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

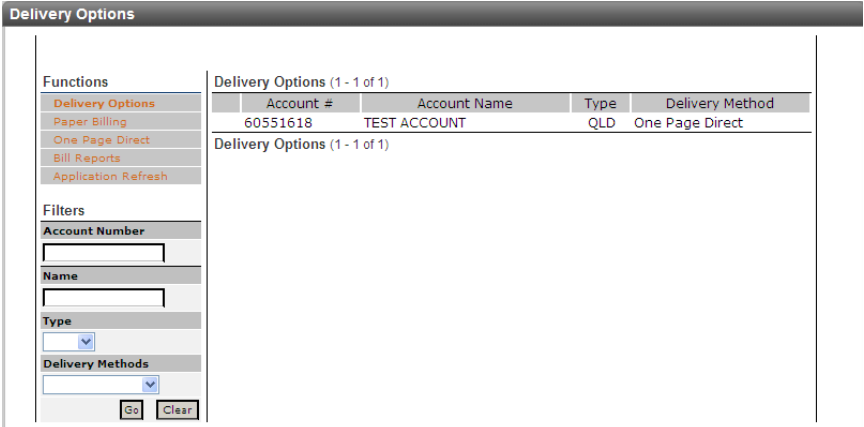
Fields and Descriptions

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

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

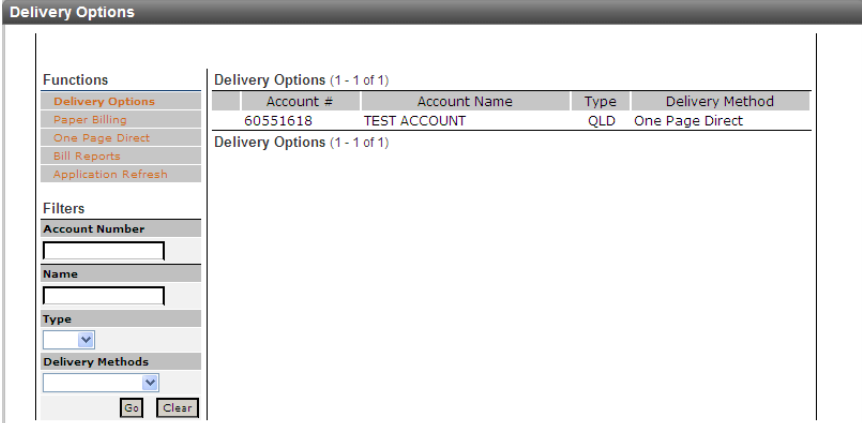
Accessing Paper Billing

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

Step	Action
1	<p>From the Delivery Options screen, click on the Paper Billing functions link.</p> <p>Result: The Enroll Full Paper screen appears.</p>  <p>The screenshot shows the 'Delivery Options' interface. On the left, there is a 'Functions' menu with 'Paper Billing' highlighted. Below it are 'Filters' for 'Account Number', 'Name', 'Type', and 'Delivery Methods'. On the right, a table displays 'Delivery Options (1 - 1 of 1)' with columns for 'Account #', 'Account Name', 'Type', and 'Delivery Method'. The table contains one entry: Account # 60551618, Account Name TEST ACCOUNT, Type QLD, and Delivery Method One Page Direct. At the bottom of the filters are 'Go' and 'Clear' buttons.</p>

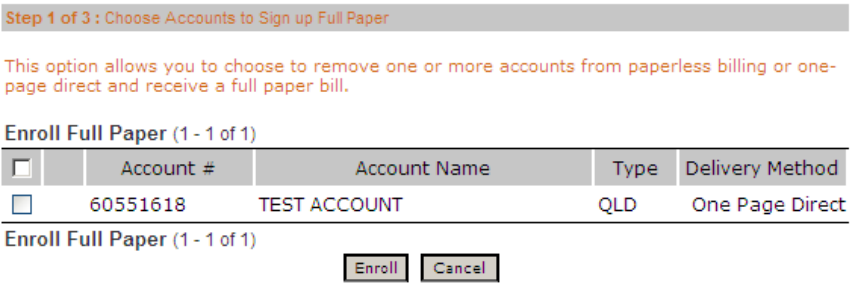
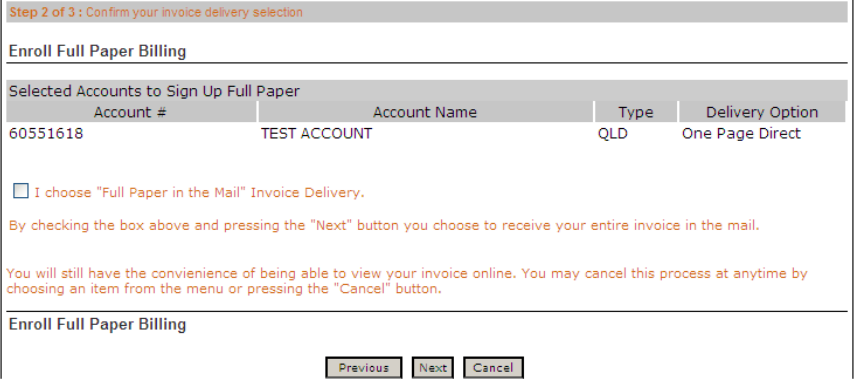
Filtering the Paper Billing List

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

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

Enrolling Accounts in Full Paper Billing

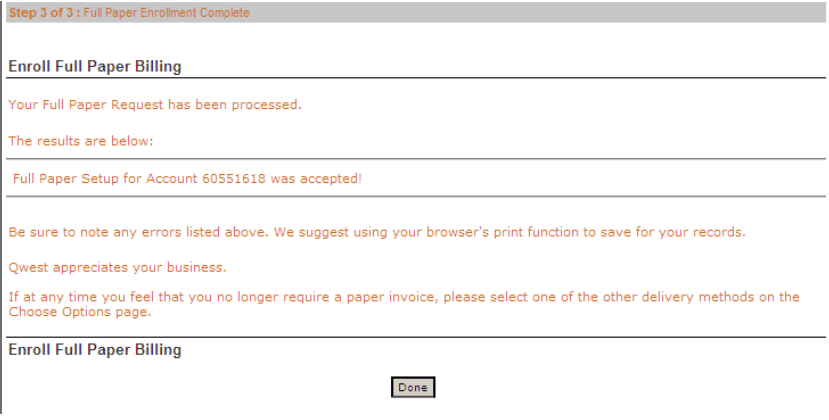
Procedure Follow the steps in the procedure below to **enroll** an account for **Full Paper** billing.

Step	Action
1	<p>From the Delivery Options screen, click on the Paper Billing functions link.</p> <p>Result: The Step 1 of 3: Choose Accounts to Sign up Full Paper screen appears.</p> 
2	<p>From the Enroll Full Paper list, select the checkbox for each account listed you want to enroll in Full Paper billing.</p>
3	<p>Click Enroll.</p> <p>Result: The Step 2 of 3: Confirm your invoice delivery selection screen appears.</p> 

Continued on next page

Enrolling Accounts in Full Paper Billing, continued

Procedure (continued).

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

One Page Direct

Introduction

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

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

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

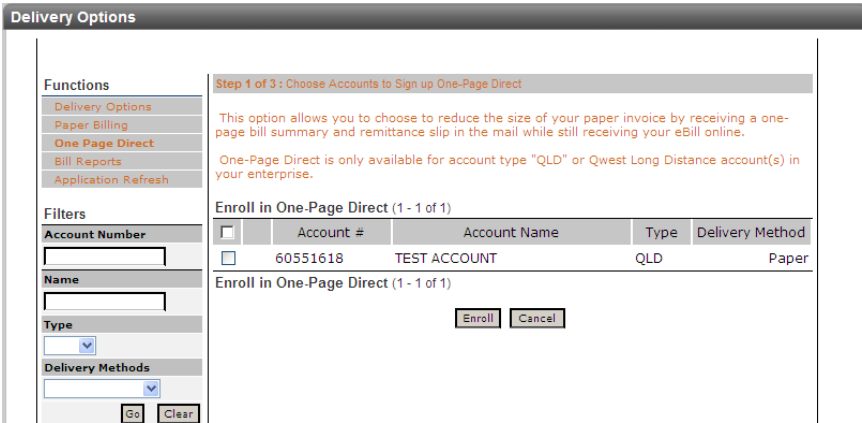
Fields and Descriptions

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

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

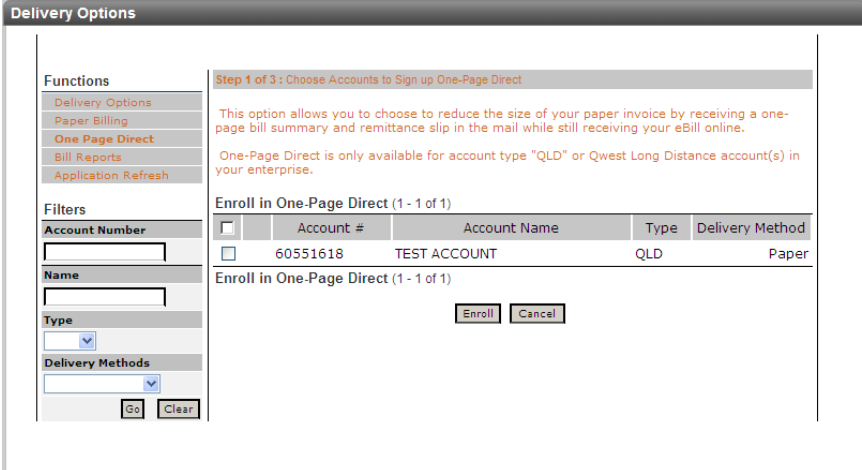
Accessing One Page Direct

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

Step	Action
1	<p>From the Delivery Options screen, click on the One Page Direct functions link.</p> <p>Result: The Enroll in One Page Direct screen appears.</p>  <p>The screenshot shows the 'Delivery Options' interface. On the left, a 'Functions' menu has 'One Page Direct' highlighted. Below it are 'Filters' for Account Number, Name, Type, and Delivery Methods. The main area shows 'Step 1 of 3: Choose Accounts to Sign up One-Page Direct'. A text box explains that this option reduces paper invoice size. Below is a table titled 'Enroll in One-Page Direct (1 - 1 of 1)' with columns for Account #, Account Name, Type, and Delivery Method. One account is listed: 60551618, TEST ACCOUNT, QLD, Paper. At the bottom are 'Enroll' and 'Cancel' buttons.</p>

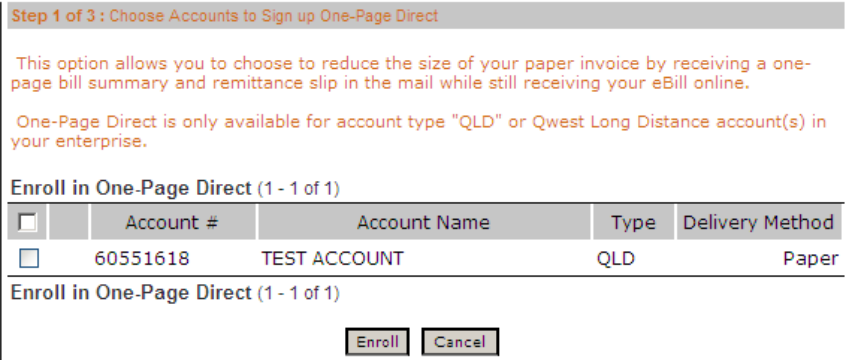
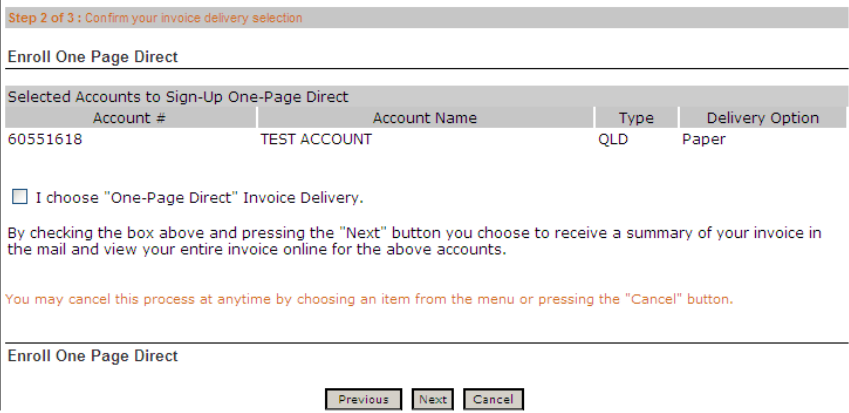
Filtering the One Page Direct List

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

Step	Action										
1	From the Enroll in One Page Direct list screen, enter the unique identifier for your account in the Account Number field (if applicable).										
2	In the Name field (if applicable), enter the name of your account.										
3	From the Type drop down list (if applicable), select QLD for CenturyLink Long Distance.										
4	From the Delivery Method drop-down list, select the means by which bills are sent to the account(s) you want to filter.										
5	<p>Click Go.</p> <p>Result: The Enroll in One Page Direct 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 is a sidebar with 'Delivery Options' and 'Filters'. The 'Filters' section includes fields for 'Account Number', 'Name', 'Type', and 'Delivery Methods'. The main area displays a table titled 'Enroll in One-Page Direct (1 - 1 of 1)' with the following data:</p> <table border="1"> <thead> <tr> <th><input type="checkbox"/></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Delivery Method</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td>60551618</td> <td>TEST ACCOUNT</td> <td>QLD</td> <td>Paper</td> </tr> </tbody> </table> <p>Below the table, there are 'Enroll' and 'Cancel' buttons. The 'Go' button in the step description is highlighted in the original image.</p>	<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method	<input type="checkbox"/>	60551618	TEST ACCOUNT	QLD	Paper
<input type="checkbox"/>	Account #	Account Name	Type	Delivery Method							
<input type="checkbox"/>	60551618	TEST ACCOUNT	QLD	Paper							
6	If needed, click Clear to view all the account numbers without a filter.										

Enrolling Accounts in One Page Direct Billing


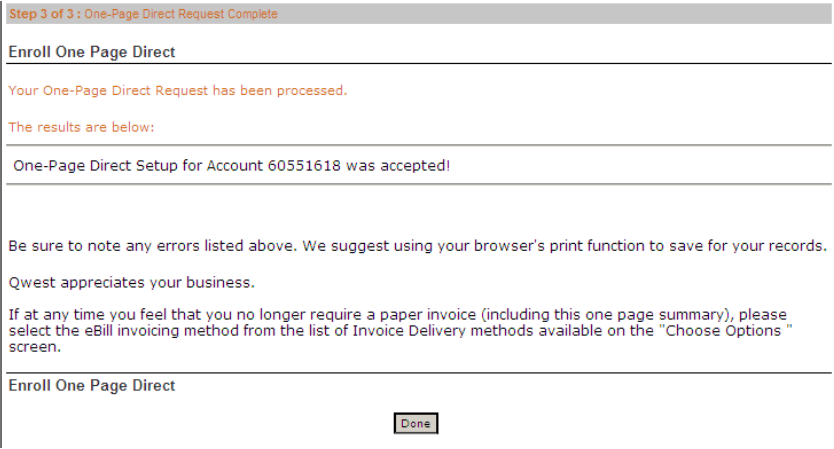

Procedure Follow the steps in the procedure below to **enroll** an account for **One Page Direct** billing.

Step	Action
1	<p>From the Delivery Options screen, click on the One Page Direct functions link.</p> <p>Result: The Step 1 of 3: Choose Accounts to Sign up One-Page Direct screen appears.</p> 
2	<p>From the Enroll in One Page Direct list, select the checkbox for each account listed you want to enroll in One Page Direct billing.</p>
3	<p>Click Enroll.</p> <p>Result: The Step 2 of 3: Confirm your invoice delivery selection screen appears.</p> 

Continued on next page

Enrolling Accounts in One Page Direct Billing, continued

Procedure (continued)

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

Request a Paper Bill

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


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

Bill Reports

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

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

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

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

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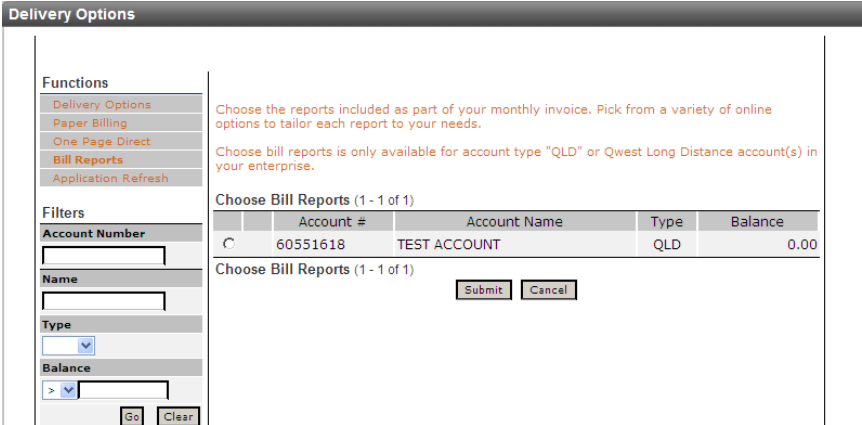
Bill Reports, continued

Fields and Descriptions (continued)

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

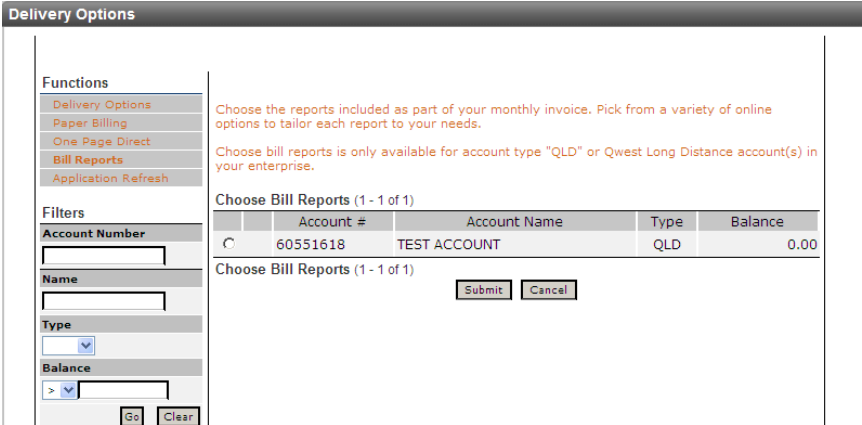
Accessing Bill Reports

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

Step	Action								
1	<p>From the Delivery Options screen, click on the Bill Reports functions link.</p> <p>Result: The Choose Bill Reports screen appears.</p>  <p>The screenshot shows the 'Delivery Options' interface. On the left, there is a 'Functions' menu with 'Bill Reports' highlighted. Below it are 'Filters' for 'Account Number', 'Name', 'Type', and 'Balance'. On the right, the 'Choose Bill Reports (1 - 1 of 1)' screen is displayed, featuring a table with the following data:</p> <table border="1"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>60551618</td> <td>TEST ACCOUNT</td> <td>QLD</td> <td>0.00</td> </tr> </tbody> </table> <p>Buttons for 'Submit' and 'Cancel' are visible at the bottom of the 'Choose Bill Reports' section.</p>	Account #	Account Name	Type	Balance	60551618	TEST ACCOUNT	QLD	0.00
Account #	Account Name	Type	Balance						
60551618	TEST ACCOUNT	QLD	0.00						

Filtering the Bill Reports List

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

Step	Action								
1	From the Choose Bill Reports list screen, enter the unique identifier for your account in the Account Number field (if applicable).								
2	In the Name field (if applicable), enter the name of your account.								
3	From the Type drop down list (if applicable), select QLD for CenturyLink Long Distance.								
4	From the Balance drop-down list (if applicable), select an operator (greater than [$>$], less than [$<$] or equal to [$=$] for the value you enter in Step 5 .								
5	In the Balance field (if applicable), enter the dollar amount of the balance on the account(s) for your search. Note: The drop-down list and field work together to create the value for your filter. For example, selecting " $>$ " in Step 4 and enter "300" in Step 5 would return all accounts that have an outstanding balance greater than \$300.								
6	Click Go . Result: The Choose Bill Repots list refreshes and displays only the account numbers that match your filtering criteria.  <p>The screenshot shows a web interface titled "Delivery Options". 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 "$>$". The main area shows "Choose Bill Reports (1 - 1 of 1)" with a table:</p> <table border="1"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>60551618</td> <td>TEST ACCOUNT</td> <td>QLD</td> <td>0.00</td> </tr> </tbody> </table> <p>Below the table are "Submit" and "Cancel" buttons.</p>	Account #	Account Name	Type	Balance	60551618	TEST ACCOUNT	QLD	0.00
Account #	Account Name	Type	Balance						
60551618	TEST ACCOUNT	QLD	0.00						
7	If needed, click Clear to view all the account numbers without a filter.								

Selecting Bill Reports

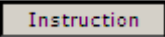


Procedure Follow the steps in the procedure below to **select** the **Bill Reports** that shall be included in your monthly invoice.

Step	Action												
1	<p>From the Delivery Options screen, click on the Bill Reports functions link.</p> <p>Result: The Choose Bill Reports screen appears.</p> <p>Choose the reports included as part of your monthly invoice. Pick from a variety of online options to tailor each report to your needs.</p> <p>Choose bill reports is only available for account type "QLD" or Qwest Long Distance account(s) in your enterprise.</p> <p>Choose Bill Reports (1 - 1 of 1)</p> <table border="1" data-bbox="597 751 1450 821"> <thead> <tr> <th></th> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>60551618</td> <td>TEST ACCOUNT</td> <td>QLD</td> <td>0.00</td> </tr> </tbody> </table> <p>Choose Bill Reports (1 - 1 of 1)</p> <p style="text-align: right;"><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p>		Account #	Account Name	Type	Balance	<input type="radio"/>	60551618	TEST ACCOUNT	QLD	0.00		
	Account #	Account Name	Type	Balance									
<input type="radio"/>	60551618	TEST ACCOUNT	QLD	0.00									
2	<p>From the Choose Bill Reports list, select the radio button for each account that should be included in your request.</p>												
3	<p>Click <input type="button" value="Submit"/>.</p> <p>Result: The Select the path to take screen appears.</p> <p>Select the path to take</p> <table border="1" data-bbox="597 1150 1450 1276"> <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>Qwest offers you a number of different reports to be included with your invoice.</p> <ul style="list-style-type: none"> • You may choose to get only those reports that you need. • The content of each of these reports can be tailored to meet the needs of your business. • You will be able to view the reports you choose on-line <p>The links below provide you with the following options:</p> <ul style="list-style-type: none"> • INSTRUCTIONS: Get instructions on how to use the bill report selection tool. • CALL: Call Customer Service to get help with reporting selections. • NEXT: Go directly to the bill report selection tool. <p>Select the path to take</p> <p style="text-align: right;"><input type="button" value="Instruction"/> <input type="button" value="Call"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/></p>	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												

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Selecting Bill Reports, continued

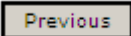


Procedure (continued)

Step	Action												
4	<p>Click  for help in completing the report request.</p> <p>Result: The Get Instructions screen appears.</p> <p>Get Instructions</p> <table border="1" data-bbox="599 600 1450 726"> <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"> • Select or unselect individual bill reports. • Tailor report content. • Review your selections. • Save your selections. <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 Select the path to take screen.</p>												
6	<p>Click  to obtain contact information for further assistance.</p> <p>Result: The Call CenturyLink Customer Service screen appears.</p> <p>Call QWEST Customer Service</p> <table border="1" data-bbox="599 1178 1450 1304"> <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>Qwest understands that you may not be in the business of personally monitoring aspects of your account details. Qwest'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												
Payment:	Cash												

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Selecting Bill Reports, continued




Procedure (continued)

Step	Action												
7	Click  to return to the Select the path to take screen.												
8	<p>Click  to continue the process of selecting the reports to be included with your monthly invoice.</p> <p>Result: The Step 1 of 3: Make Report Selection screen appears.</p> <p>Step 1 of 3: Make Report Selection</p> <table border="1" data-bbox="597 682 1409 800"> <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>This tool provides you with the ability to select those reports that you wish Qwest to generate each month with your invoice. It also provides you with the ability to tailor the content of those reports.</p> <p>Use the dialog below to make your selections:</p> <ol style="list-style-type: none"> 1. SELECT REPORTS: To select, or de-select, a report click on the checkbox next to the report name. 2. TAILOR CONTENT: To tailor the content of any specific report, select any applicable options to the right of the report name. (Only options applicable to your account will be available). 3. NEXT: To review and save your selections, press the "Next" button located at the bottom of this page. 4. RESET: Reset the selections on this page to those currently on your invoice, press the "Reset" button located at the bottom of this page. 5. CANCEL: To leave this tool without making any changes, press the "Cancel" button located at the bottom of this page. 6. StandAlone <p><input type="checkbox"/> PAC Summary</p> <p><input type="checkbox"/> Total Usage</p>	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												
9	From the Make Report Selection checkbox(es), select each report that should be included in your monthly invoice.												
10	<p>Click .</p> <p>Result: The Step 2 of 3: View and Save Report Selections screen appears.</p> <p>Step 2 of 3: View and Save Report Selections</p> <table border="1" data-bbox="597 1392 1385 1488"> <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>Reports Added</p> <p>PAC Summary</p> <p>Total Usage</p> <p>Top City</p> <p>LATA Summary</p> <p>Reports Removed</p> <p>High Call Volume</p> <p>Long Duration</p> <p>New Report Profile</p> <p>PAC Summary</p> <p>Total Usage</p> <p>Top City</p> <p>Threshold Value 50</p> <p>LATA Summary</p>	Account Information		Name:	TEST ACCOUNT	Number:	60551618	Type:	StandAlone	Invoice:	Paper	Payment:	Cash
Account Information													
Name:	TEST ACCOUNT												
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Type:	StandAlone												
Invoice:	Paper												
Payment:	Cash												

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Selecting Bill Reports, continued

Procedure (continued)

Step	Action										
11	<p>Click  to confirm your selections.</p> <p>Result: The Step 3 of 3: Report Selection Complete screen appears.</p> <div data-bbox="597 569 1455 888" style="border: 1px solid black; padding: 5px;"> <p>Step 3 of 3: Report Selection Complete</p> <p>Account Information</p> <table border="1"> <tr> <td>Name:</td> <td>XS8533 TEST</td> </tr> <tr> <td>Number:</td> <td></td> </tr> <tr> <td>Type:</td> <td>StandAlone</td> </tr> <tr> <td>Invoice:</td> <td>OnePageDirect</td> </tr> <tr> <td>Payment:</td> <td></td> </tr> </table> <p>Your report profile has been updated.</p> <p>Your selections will be reflected on your next invoice.</p> <p>If you wish to modify your selections at any time, use the "Choose Bill Reports" tool located under the "Invoice Tools" menu.</p> <p>Step 3 of 3: Report Selection Complete</p> <p style="text-align: right;"></p> </div>	Name:	XS8533 TEST	Number:		Type:	StandAlone	Invoice:	OnePageDirect	Payment:	
Name:	XS8533 TEST										
Number:											
Type:	StandAlone										
Invoice:	OnePageDirect										
Payment:											
12	<p>Click .</p> <p>Result: The system returns you to the Delivery Options screen.</p>										

Refresh the Delivery Options List

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

Step	Action																														
1	<p>From the Delivery Options list screen, click on the Application Refresh link from the Functions section.</p> <p>Result: The Delivery Options screen refreshes.</p> <table border="1" data-bbox="597 573 1451 701"> <tr> <td data-bbox="597 573 776 594">Functions</td> <td colspan="4" data-bbox="776 573 1451 594">Delivery Options (1 - 1 of 1)</td> </tr> <tr> <td data-bbox="597 594 776 615">Delivery Options</td> <td data-bbox="776 594 954 615">Account #</td> <td data-bbox="954 594 1187 615">Account Name</td> <td data-bbox="1187 594 1268 615">Type</td> <td data-bbox="1268 594 1451 615">Delivery Method</td> </tr> <tr> <td data-bbox="597 615 776 636">Paper Billing</td> <td data-bbox="776 615 954 636">60551618</td> <td data-bbox="954 615 1187 636">TEST ACCOUNT</td> <td data-bbox="1187 615 1268 636">QLD</td> <td data-bbox="1268 615 1451 636">Paper</td> </tr> <tr> <td data-bbox="597 636 776 657">One Page Direct</td> <td colspan="4" data-bbox="776 636 1451 657">Delivery Options (1 - 1 of 1)</td> </tr> <tr> <td data-bbox="597 657 776 678">Bill Reports</td> <td colspan="4" data-bbox="776 657 1451 678"></td> </tr> <tr> <td data-bbox="597 678 776 699">Application Refresh</td> <td colspan="4" data-bbox="776 678 1451 699"></td> </tr> </table>	Functions	Delivery Options (1 - 1 of 1)				Delivery Options	Account #	Account Name	Type	Delivery Method	Paper Billing	60551618	TEST ACCOUNT	QLD	Paper	One Page Direct	Delivery Options (1 - 1 of 1)				Bill Reports					Application Refresh				
Functions	Delivery Options (1 - 1 of 1)																														
Delivery Options	Account #	Account Name	Type	Delivery Method																											
Paper Billing	60551618	TEST ACCOUNT	QLD	Paper																											
One Page Direct	Delivery Options (1 - 1 of 1)																														
Bill Reports																															
Application Refresh																															

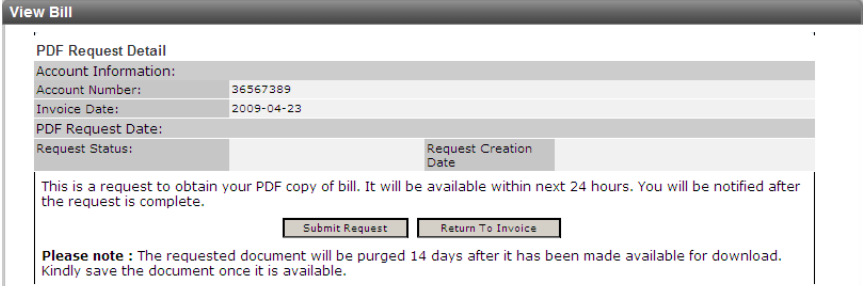
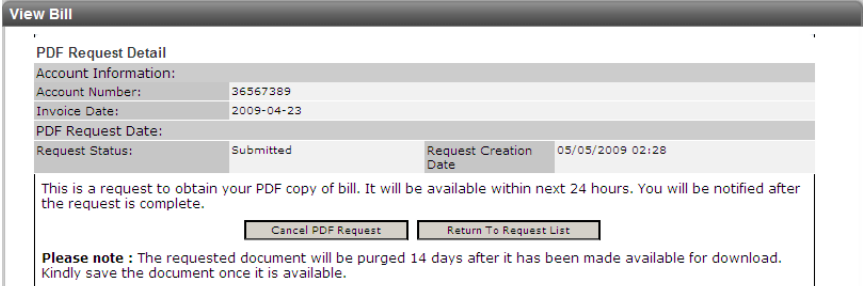
Request Bill Copy [PDF]

Introduction

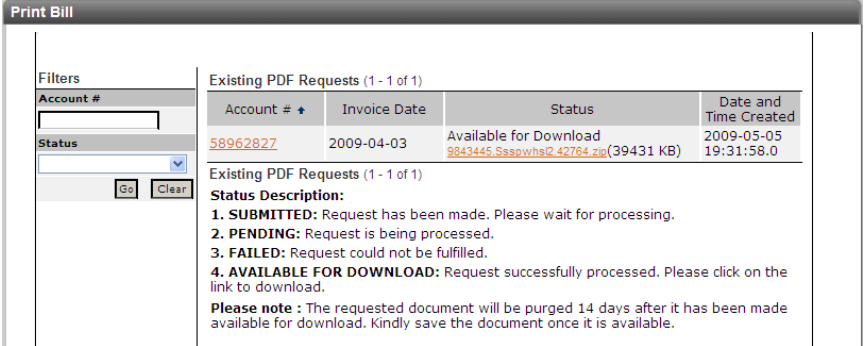
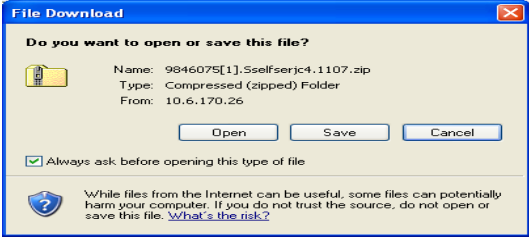

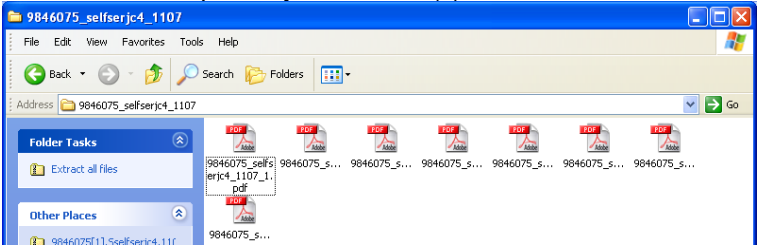
The **Request Bill Copy [PDF]** allows you to create a full PDF copy of your bill and download it to your own computer. You will submit a request for a particular month by account. You can request the previous 12 months. Once you submit a request an email will be sent to you within 24 hours letting you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

Procedure

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

Step	Action
1	From the View eBills list screen under table of contents click on Request Bill Copy .
2	<p>Result: The PDF Request Detail screen appears.</p> 
3	<p>Make sure that the information is correct and click on Submit Request</p> <p>You will then get a confirmation that the PDF Request Status: Submitted</p> 

Request Bill Copy [PDF], continued

<p>4</p>	<p>Once you receive an email stating that your PDF is ready click on Print Bill tab.</p> <p>Result: The PDF Request screen appears.</p>  <p>The screenshot shows a 'Print Bill' window with a 'Filters' section on the left containing 'Account #' and 'Status' dropdowns, and 'Go' and 'Clear' buttons. The main area displays 'Existing PDF Requests (1 - 1 of 1)' with a table:</p> <table border="1"> <thead> <tr> <th>Account #</th> <th>Invoice Date</th> <th>Status</th> <th>Date and Time Created</th> </tr> </thead> <tbody> <tr> <td>58962827</td> <td>2009-04-03</td> <td>Available for Download 9843445.Sssowhs2.42764.zip(39431 KB)</td> <td>2009-05-05 19:31:58.0</td> </tr> </tbody> </table> <p>Below the table, it lists 'Existing PDF Requests (1 - 1 of 1)' and provides a 'Status Description' with four items:</p> <ol style="list-style-type: none"> SUBMITTED: Request has been made. Please wait for processing. PENDING: Request is being processed. FAILED: Request could not be fulfilled. AVAILABLE FOR DOWNLOAD: Request successfully processed. Please click on the link to download. <p>A 'Please note' section states: 'The requested document will be purged 14 days after it has been made available for download. Kindly save the document once it is available.'</p>	Account #	Invoice Date	Status	Date and Time Created	58962827	2009-04-03	Available for Download 9843445.Sssowhs2.42764.zip(39431 KB)	2009-05-05 19:31:58.0
Account #	Invoice Date	Status	Date and Time Created						
58962827	2009-04-03	Available for Download 9843445.Sssowhs2.42764.zip(39431 KB)	2009-05-05 19:31:58.0						
<p>5</p>	<p>Click on the hyperlink that is available for Download</p> <p>Result: A window will open asking what action you want to take.</p>  <p>The screenshot shows a 'File Download' dialog box with the text: 'Do you want to open or save this file?'. It lists file details: Name: 9846075[1].Selfserjc4.1107.zip, Type: Compressed (zipped) Folder, From: 10.6.170.26. There are 'Open', 'Save', and 'Cancel' buttons. A checkbox 'Always ask before opening this type of file' is checked. A warning icon and text at the bottom state: 'While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?'.</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>								
<p>6</p>	<p>Click on .</p> <p>Result: A separate window will be opened with your PDFs. You will then be able to open any of the PDF(s) files.</p>  <p>The screenshot shows a Windows Explorer window titled '9846075_selfserjc4_1107'. The address bar shows '9846075_selfserjc4_1107'. The main pane displays a folder containing several PDF files, some of which are labeled with numbers like '_1', '_2', '_3'.</p> <p>If there are multiple PDFs they will be labeled <u>_1</u>, <u>_2</u>, <u>_3</u> etc.</p>								

eBill Summary Report



Introduction

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

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

Fields and Descriptions

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

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

Continued on next page


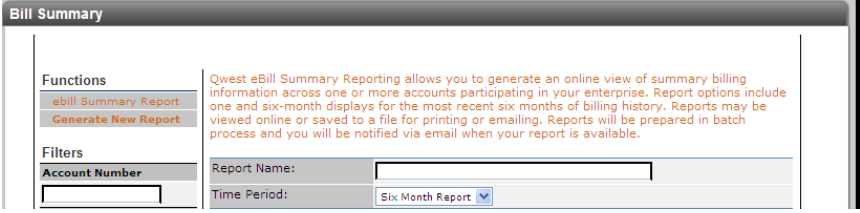
eBill Summary Report, continued

Fields and Descriptions (continued)

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

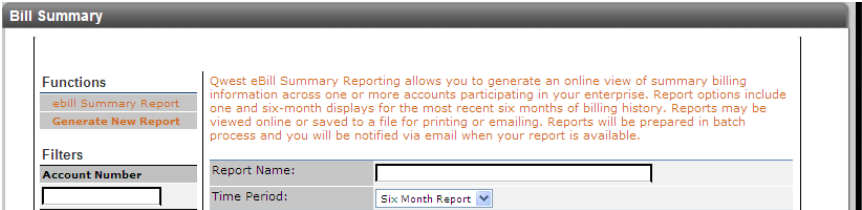
Viewing the eBill Summary Report List

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

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

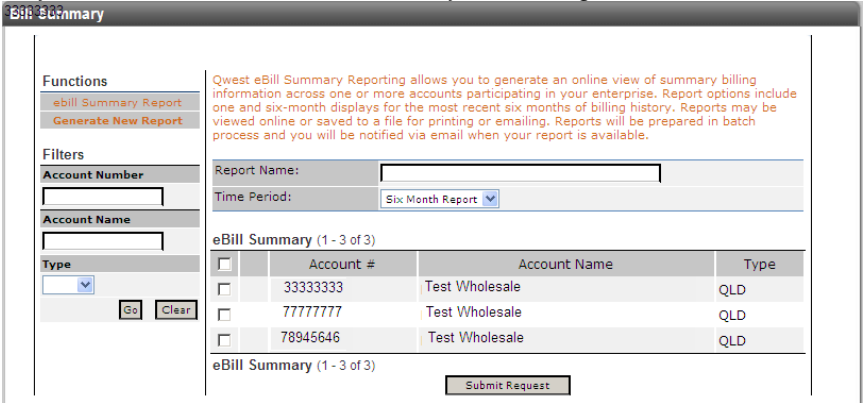
Accessing the Generate New Report

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

Step	Action
1	<p>From the eBill Summary Report screen, click on the Generate New Report functions link.</p> <p>Result: The Generate New Report screen appears.</p>  <p>The screenshot shows a web interface titled "Bill Summary". On the left, there is a "Functions" section with two buttons: "eBill Summary Report" and "Generate New Report", with the latter being highlighted. Below this is a "Filters" section with an "Account Number" input field. On the right side of the interface, there is a text block explaining the reporting feature, followed by a "Report Name:" input field and a "Time Period:" dropdown menu currently set to "Six Month Report".</p>

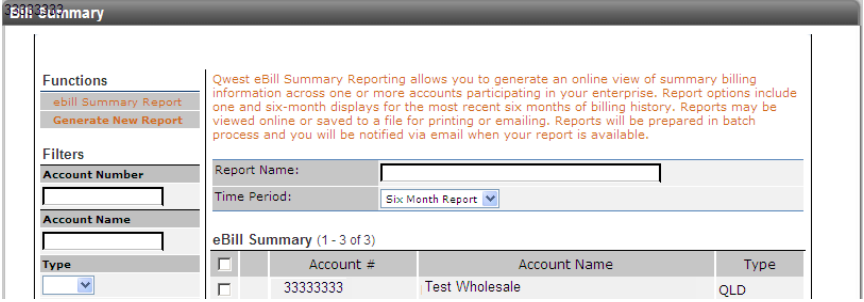
Filtering the eBill Summary Account List

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

Step	Action
1	From the Generate New Report list screen, enter the unique identifier for your account in the Account Number field (if applicable).
2	In the Account Name field (if applicable), enter the name of your account.
3	From the Type drop down list (if applicable), select QLD for CenturyLink Long Distance.
4	<p>Click Go.</p> <p>Result: The Generate New Report account list refreshes and displays only the account numbers that match your filtering criteria.</p>  <p>The screenshot shows the 'eBill Summary' interface. On the left, there are 'Functions' (eBill Summary Report, Generate New Report) and 'Filters' (Account Number, Account Name, Type). The 'Type' filter is set to 'QLD'. Below the filters are 'Go' and 'Clear' buttons. On the right, there is a 'Report Name' field, a 'Time Period' dropdown set to 'Six Month Report', and a table of results. The table has columns for 'Account #', 'Account Name', and 'Type'. The results table shows three rows, all with 'Test Wholesale' as the account name and 'QLD' as the type. A 'Submit Request' button is at the bottom right.</p>
5	If needed, click Clear to view all the account numbers without a filter.

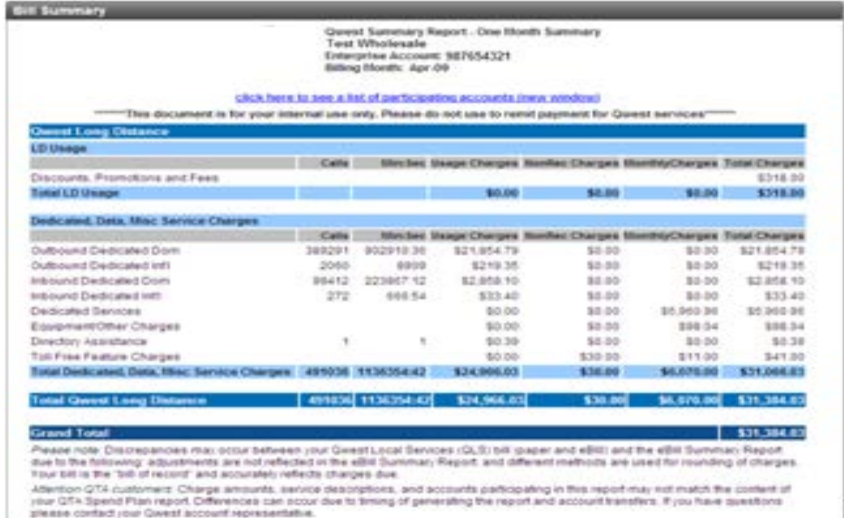
Generating an eBill Summary Report

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

Step	Action
1	From the Reports application, click on the eBill Summary Report menu.
2	<p>From the Functions section, click on the Generate New Report link.</p> <p>Result: The Generate eBill Summary Report screen appears.</p> 
3	In the Report Name field, enter a brief description to name your report.
4	From the Time Period drop-down list, select a specific Month/Year or all Six Months .
5	<p>Select the checkbox(es) for the accounts that should be included in your report.</p> <p>Note: If an account has sub-accounts associated with it, you may select either the primary or the sub-accounts; however not both.</p>
6	<p>Click Submit Request.</p> <p>Result: The system processes your request and returns you to the Available Reports screen.</p> <p>Note: This may take several minutes for reports to be available.</p>


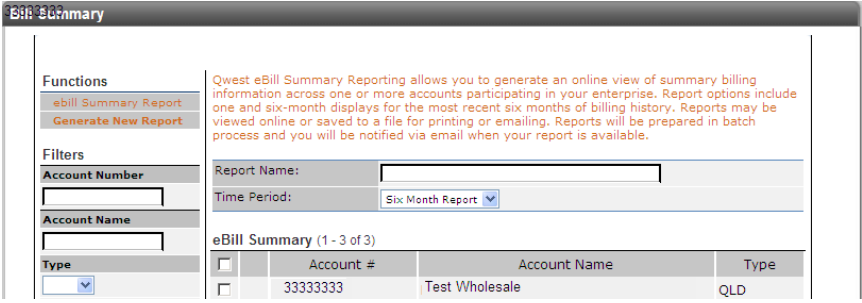

Viewing the eBill Summary Report Details

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

Step	Action
1	<p data-bbox="597 474 1414 531">From the eBill Summary Report screen, click on the desired Report Name link.</p> <p data-bbox="597 579 1321 611">Result: The eBill Summary Report Details screen appears.</p>  <p data-bbox="597 1146 1414 1203">Note: To view in a PDF file version, click on the PDF hyperlink under the Report Name column name.</p>


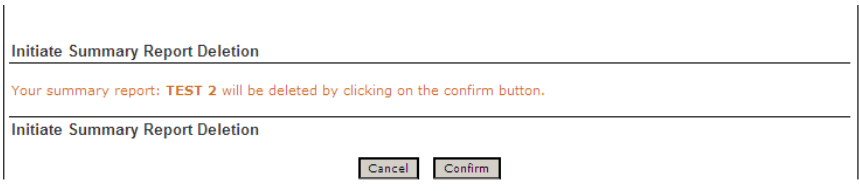

Modifying an eBill Summary Report

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

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

Deleting an eBill Summary Report

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

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

QTA Spend Report

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

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

Analysis Application

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

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

eBill Companion

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

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

LEC Data Files

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

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

Service Records

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

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

Add Accounts

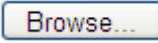
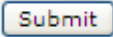
Introduction

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

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

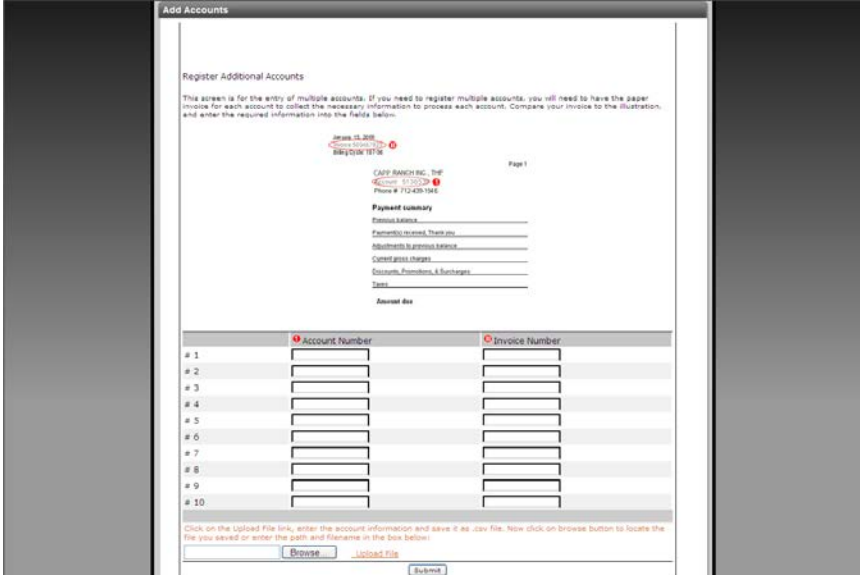
Fields and Descriptions

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

Field Name	Description
Account Number	This <i>required</i> field shall contain your unique customer Account number and is located in the top left corner of your monthly invoice/eBill under your Company Name.
Invoice Number	This <i>required</i> field shall contain your unique Invoice number and is located in the top right corner of your monthly invoice/eBill under the invoice date.
	This button allows you to browse and upload a CSV file containing the information for multiple accounts to be registered under your 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 eBilling module, click on the Add Accounts application.</p> <p>Result: The Add Accounts application appears.</p> 

Continued on next page

Adding an Account(s), continued



Procedure (continued)

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

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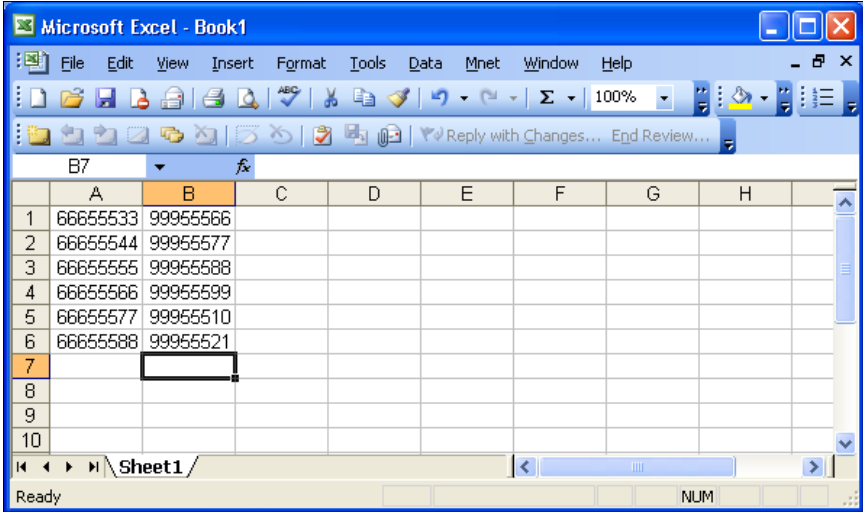
Adding an Account(s), continued

Procedure (continued)

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

Uploading Multiple Accounts

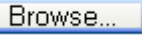
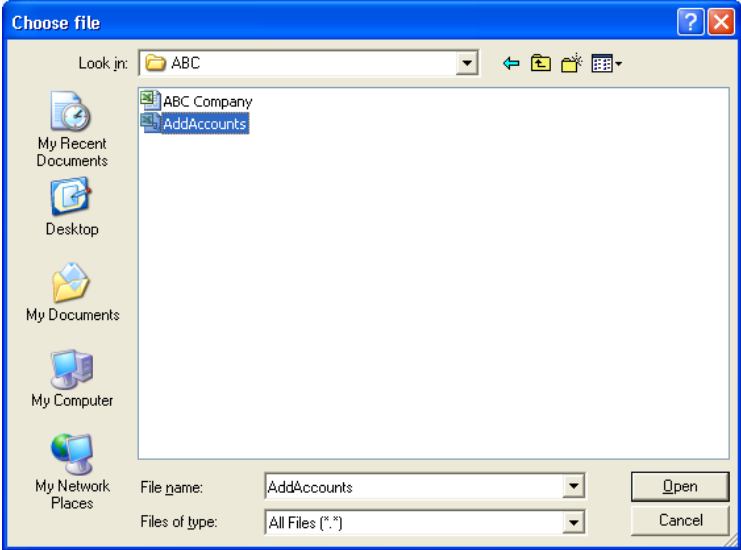
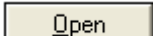


Procedure Follow the steps in the procedure below to **create** and **upload** file of multiple accounts.

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

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Uploading Multiple Accounts, continued

Procedure (continued)



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

Modifying Email Notification

Procedure

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

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


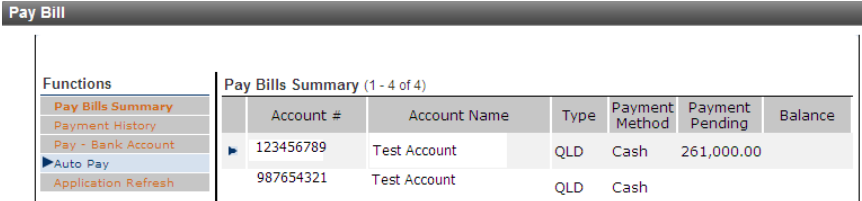
Step	Action
1	<p>From the My Profile screen under Administration, click on the drop down next to Notification Preferences. You must key in your current password into the Your Current Password field.</p> <p>Note: Preference 'Email' will send an email of billing notification to email address on file. Preference 'Portal' will have a note on the home page.</p>
2	<p>Click .</p> <p>Result: A reminder will show.</p> <div data-bbox="597 949 1451 1134" style="border: 1px solid blue; padding: 5px;"> <p>Microsoft Internet Explorer ✖</p> <p> The Notification Preference change from Email to Portal will not automatically notify you if the eBill is ready</p> <p style="text-align: center;"><input type="button" value="OK"/></p> </div> <p>Click OK.</p> <p>Result: A confirmation page appears, indicating the success or failure of the addition.</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																																										
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2

To make a one time payment click Pay – Bank Account

Result: Step 1 of 5 wizard screen appears.

Pay Bill

Functions

- Pay Bills Summary
- Payment History
- Pay - Bank Account**
- Auto Pay
- Application Refresh

Filters

Account Number

Name

Type

Last Invoice

Balance

Step 1 of 5 : Select the Accounts and Amounts to Pay

One-time Payment (Bank Account) - Each month you must initiate and authorize Qwest to debit from your bank account to pay your bill. You will continue to receive a paper bill in addition to being able to view your bill online. Currently there is no charge for this payment method from Qwest; however, your banking institution may charge you a fee.

The list below contains accounts which are candidates for payment.

Please select the account(s) which you would like to make a payment on and specify the amount of the payment.

Pay Bill by ACH (1 - 3 of 3)

<input type="checkbox"/>	Account #	Account Name	Type	Last Invoice	Balance	Amount To Pay
<input type="checkbox"/>	123456789	Test Account	QLD	11,469.20	136,942.46	136942.4
<input type="checkbox"/>	987654321	Test Account	QLD	684.82	684.82	684.82

Modify the amount to pay as necessary. Make sure you check the accounts you want to pay. There is an option to select all accounts.

3

Click on

Result: Step 2 of 5 wizard screen appears.

Pay Bill

Step 2 of 5 : Enter your Bank Account Information

To sign up to automatically pay your invoice via your checking account, please enter the following information.

Checking Account

⑆120002024⑆87884884⑆7884

Routing Transfer Number Account Number

Pay eBills Using ACH

Bank Account Information:

Routing Number:

Account Number:

Name on Account:

Total Charges: **\$177,659.52**


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

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

Pay eBills Using ACH

Notice: Total Charges of what will be submitted is shown. Follow the steps of inputting Bank Routing Number, Bank Account Number and Name on Bank Account.

4

Click on 

Result: Step 3 of 5 wizard screen appears.

Pay Bill

Step 3 of 5: Re-enter your Bank 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.

Checking Account

⑆120002024⑆ 87884 884 ⑆7884

Routing Transfer Number Account Number

Pay eBills Using ACH

Bank Account Information:

Routing Number:




Account Number:

Name on Account:

Total Charges: **\$177,659.52**


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

Pay eBills Using ACH

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

5

Click on 

Result: Step 4 of 5 wizard screen appears.

Pay Bill

Step 4 of 5: Confirm your payment

Please review the bank account information and Qwest accounts that you have entered and confirm your payment.

Pay eBills Using ACH

Checking Account Information:

Payment Amount: \$177,659.52

Routing Number: 102000076

Account Number: 123456

Name on Account: Test

Selected Accounts




Account #	Account Name	Type	Balance	Amount To Pay
1234567890	TEST ACCOUNT	QLD	\$136,942.46	\$136,942.46
987654321	TEST ACCOUNT	QLD	\$684.82	\$684.82
34567821	TEST ACCOUNT	QLD	\$40,032.24	\$40,032.24

By checking the box below and pressing the "Next" button you authorize Qwest Communications to charge to your bank account.

I Authorize QWEST to charge my bank account.

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

Pay eBills Using ACH

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

I Authorize QWEST to charge my bank account.

6

Click on

Result: Step 5 of 5 wizard screen appears.

Pay Bill

Step 5 of 5 : One-time Payment by ACH Complete

Pay eBills Using ACH
The results of your payment(s) are below:

Payment for Account 123456789 in the amount of \$40,032.24 is pending authorization.

Payment for Account 987654321 in the amount of \$684.82 is pending authorization.

Payment for Account 45678932 in the amount of \$136,942.46 is pending authorization.

Please note, your ACH payment will not be applied immediately in your current balance. Please allow at least 24 to 48 hours for the transaction to process with your banking institution.

Be sure to note any errors listed above. We suggest using your browser's print function to save for your records. Please note you may have multiple transactions listed above due to how Qwest processes transactions.

Qwest appreciates your business.

Pay eBills Using ACH


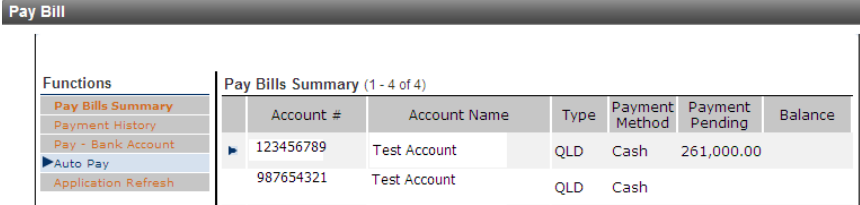
Your bank account will be deducted within 48 hours the amount listed on this screen. An email will be sent notifying you have this transaction.

Paying Bill by ACH (Automated Clearing House) Auto Pay

Procedure

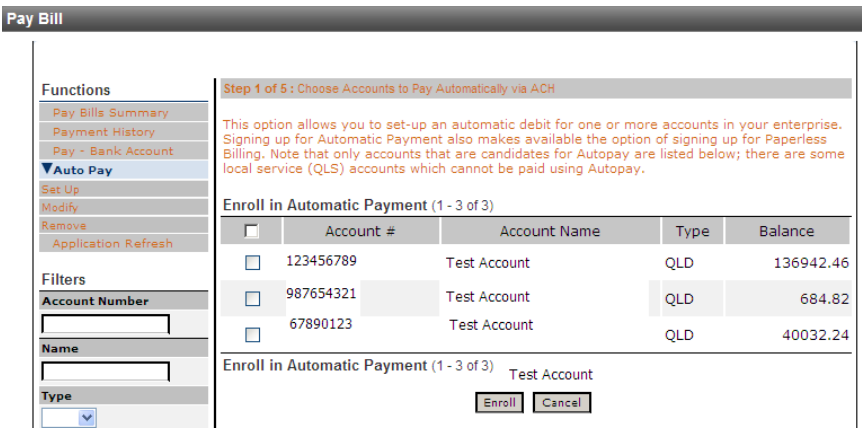
Follow the steps in the procedure below to have **payments** by ACH automatically debited for 1 or more accounts.

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.

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▶ Auto Pay																																											
Application Refresh																																											

2 To setup Auto Pay click on the Auto Pay and Set Up

Result: Step 1 of 5 wizard screen appears.



The screenshot shows the 'Pay Bill' interface. On the left is a sidebar with 'Auto Pay' selected. The main area is titled 'Step 1 of 5: Choose Accounts to Pay Automatically via ACH'. It contains a table of accounts to enroll in:

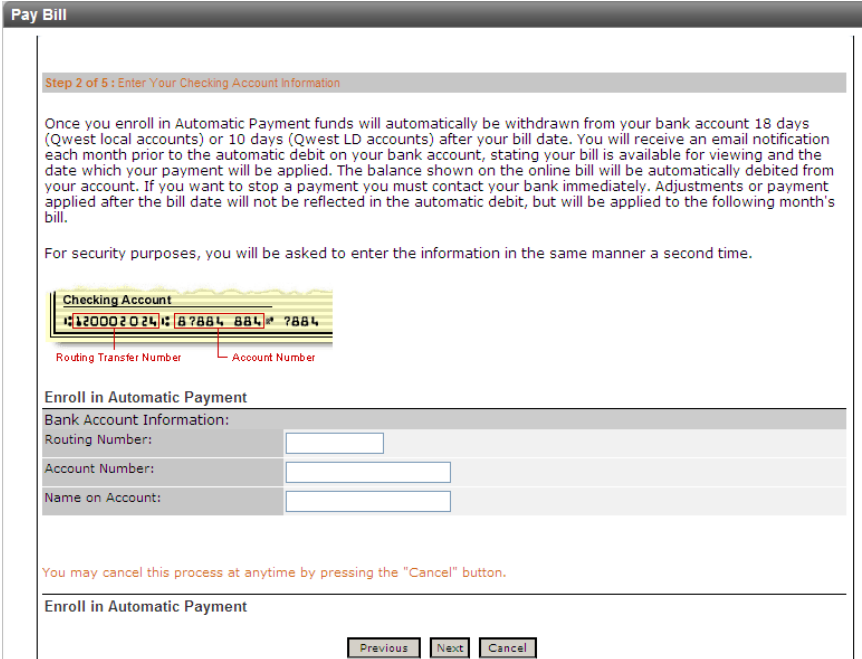
<input type="checkbox"/>	Account #	Account Name	Type	Balance
<input type="checkbox"/>	123456789	Test Account	QLD	136942.46
<input type="checkbox"/>	987654321	Test Account	QLD	684.82
<input type="checkbox"/>	67890123	Test Account	QLD	40032.24

Below the table, there is a section 'Enroll in Automatic Payment (1 - 3 of 3)' with a 'Test Account' label and 'Enroll' and 'Cancel' buttons.

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

3 Click on **Enroll**


Result: Step 2 of 5 wizard screen appears.



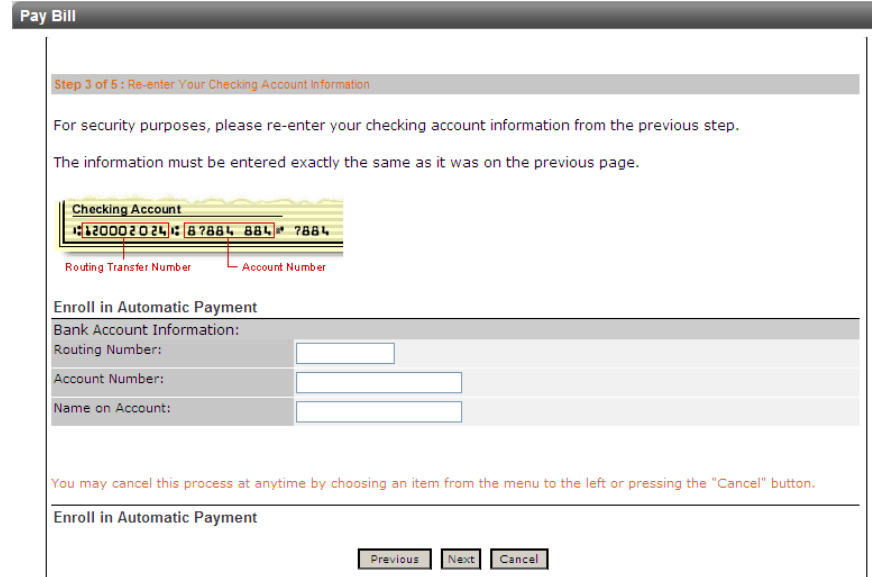
The screenshot shows the 'Pay Bill' interface for 'Step 2 of 5: Enter Your Checking Account Information'. It includes explanatory text about automatic payments and security. A sample routing and account number is shown: **⑆120002024⑆ 87884 884⑆ 7884**. Red lines indicate 'Routing Transfer Number' and 'Account Number'. Below this is a 'Bank Account Information' section with input fields for 'Routing Number', 'Account Number', and 'Name on Account'. At the bottom, there are 'Previous', 'Next', and 'Cancel' buttons.

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

4

Click on 

Result: Step 3 of 5 wizard screen appears.



Pay Bill

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.

Checking Account

⑆120002024⑆ 87884 884 ⑈7884

Routing Transfer Number Account Number

Enroll in Automatic Payment

Bank Account Information:

Routing Number:

Account Number:

Name on Account:

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


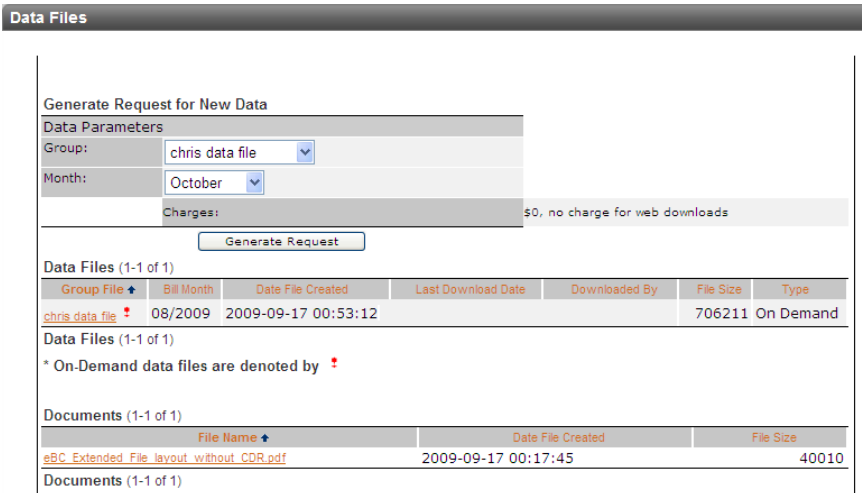
For security purposes please enter your Bank Routing Number, Bank Account Number and Name on Bank Account in the same manner a second time.

<p>5</p>	<p>Click on Next</p> <p>Result: Step 4 of 5 wizard screen appears.</p> <div style="border: 1px solid gray; padding: 5px;"> <p>Step 4 of 5 : Confirm Your Automatic Payment ACH Enrollment Information</p> <p>Please review the bank account information and Qwest accounts that you have entered and confirm your payment.</p> <p>Enroll in Automatic Payment</p> <p>Account Information:</p> <table border="1"> <tr> <td>Payment Method</td> <td>Automatic Payment ACH</td> </tr> <tr> <td>Routing Number</td> <td>102000076</td> </tr> <tr> <td>Account Number</td> <td>123456</td> </tr> <tr> <td>Name on Account</td> <td>Test</td> </tr> </table> <p>Selected Accounts</p> <table border="1"> <thead> <tr> <th>Account #</th> <th>Account Name</th> <th>Type</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td>123456789</td> <td>TEST ACCOUNT</td> <td>QLD</td> <td>\$40,032.24</td> </tr> </tbody> </table> <p>Authorization</p> <p>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. Qwest Communications will automatically deduct from your checking account when payment is due.</p> <p><input type="checkbox"/> I authorize Qwest and the financial institution to process variable entries to my financial account. This authority is valid until I notify Qwest to revoke this authorization, or Qwest revokes this authorization. Denial of the charges by the financial institution, or any failure of Qwest to receive the total due shown on the telephone bill does not relieve the undersigned of any obligation to make full payment.</p> <p>I understand and agree that Qwest is not liable for incorrect bank statements or incorrect debits to my account. Qwest offers this service to you free of charge, however, a fee may be charged from your bank.</p> <p>Name: <input type="text"/> Date: Oct 11, 2009</p> <p>Terms & Conditions</p> <p>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 Qwest. Upon notice to Qwest, you may also withdraw your consent to the receipt of electronic confirmations and notifications related to</p> </div> <p>Very that all information is correct and check the box Authorizing CenturyLink to charge your bank account.</p> <p><input checked="" type="checkbox"/> I authorize Qwest and the financial institution to process variable entries to my financial account.</p> <p>Next fill in your name in the Name: field.</p> <p>Name: <input type="text" value="Test"/></p>	Payment Method	Automatic Payment ACH	Routing Number	102000076	Account Number	123456	Name on Account	Test	Account #	Account Name	Type	Balance	123456789	TEST ACCOUNT	QLD	\$40,032.24
Payment Method	Automatic Payment ACH																
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Account Number	123456																
Name on Account	Test																
Account #	Account Name	Type	Balance														
123456789	TEST ACCOUNT	QLD	\$40,032.24														
<p>6</p>	<p>Click on Next</p> <p>Result: Step 5 of 5 wizard screen appears.</p> <div style="border: 1px solid gray; padding: 5px;"> <p>Pay Bill</p> <p>Step 5 of 5 : Enroll Auto Payment by ACH Complete</p> <p>Enroll in Automatic Payment</p> <p>Your payment selection has been processed.</p> <p>The results of your enrollment(s) are below:</p> <table border="1"> <tr> <td>Recurring ACH enrollment for Account 123456789, TEST ACCOUNT</td> <td>was accepted.</td> </tr> </table> <p>Please note, your recurring ACH enrollment for local accounts will not be applied immediately.</p> <p>Be sure to note any errors listed above. We suggest using your browser's print function to save for your records.</p> <p>Qwest appreciates your business.</p> <p>Enroll in Automatic Payment</p> <p style="text-align: center;">Done</p> </div> <p>Your account is now setup to be deducted on a monthly basis.</p>	Recurring ACH enrollment for Account 123456789, TEST ACCOUNT	was accepted.														
Recurring ACH enrollment for Account 123456789, TEST ACCOUNT	was accepted.																
<p>7</p>	<p>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</p>																

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

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 Landing page screen under Billing select Analytics then eBill Companion.</p>  <p>Result: 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.

Account Groups

Account Group

Group Information (* Required Fields)

Group Name: *

Billing Day (Billing Cycle): * 31 (74)

Lead Account: * 60302771 - NETWORK BILLING SYSTEMS, LLC

How do you want to receive your data? * Web File Download (no charge)

When do you want your data? * Monthly On-Demand

What data file format do you need? * Extended data file format without call detail

Next Cancel

3

Select a Group Name and the Lead account for the account. Click

Next

Result: Add Accounts To Group screen appears.

Functions

- View Accounts In Group
- Add Accounts To Group**
- Modify Group Profile

Filters

Account Number

Account Name

Go

Account Group

Group Information

Group Name: Test Account

Lead Account Number: 60302771

Lead Account Name: NETWORK BILLING SYSTEMS, LLC

Billing Day (Billing Cycle): 31 (74)

Frequency: Monthly

Type: Download

File Type: Extended

Accounts Available For Group: Test Account(1-3 of 3) Selected: 0

<input type="checkbox"/>	Account # +	Account Name
<input type="checkbox"/>	66287425	NETWORK BILLING SYSTEMS, LLC
<input type="checkbox"/>	76952994	NETWORK BILLING SYSTEMS, LLC
<input type="checkbox"/>	79302551	NETWORK BILLING SYSTEMS, LLC

Test Account(1-3 of 3) Selected: 0

Assign Selected to Group Done

Select by check mark which accounts you want included in the group.

Click on

Assign Selected to Group

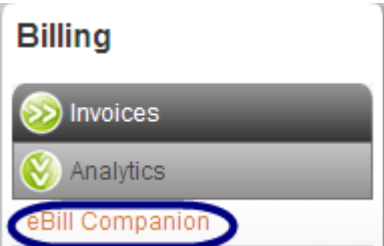
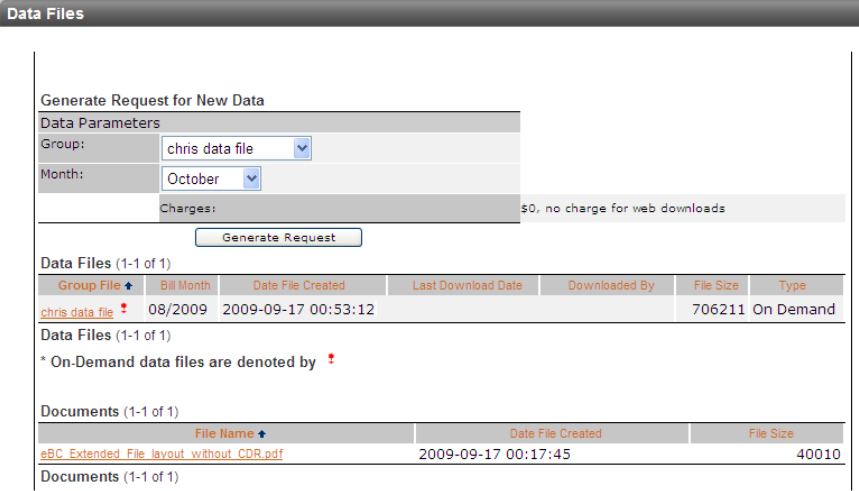
Your account group will be setup. If needed you can add other accounts or modify by following the left side navigations.


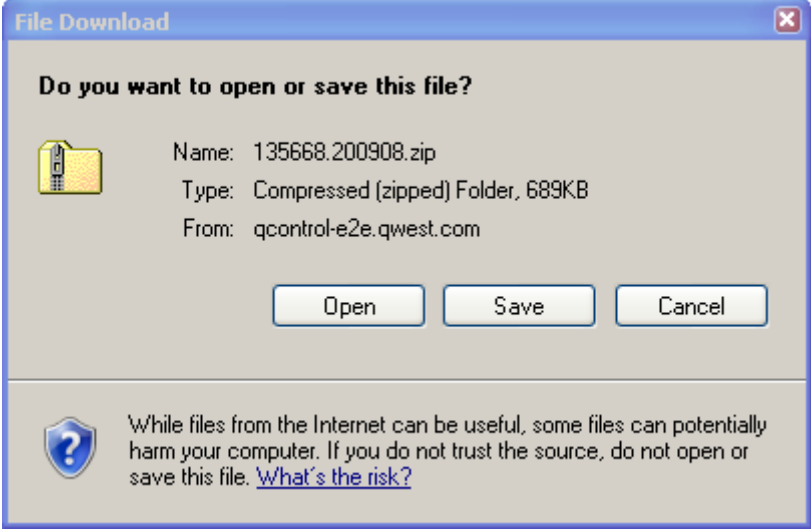
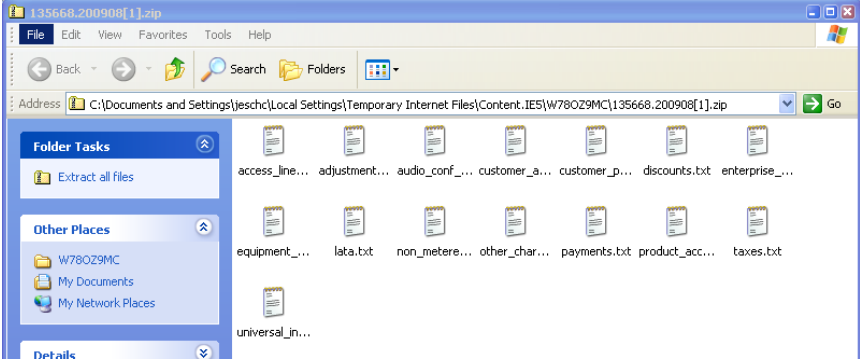
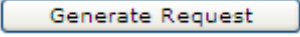
Data Files

Procedure

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

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

Step	Action
1	<p>From the Landing page screen under Billing select Analytics then eBill Companion.</p>  <p>Result: 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>

<p>2</p>	<p>Next select the Data File you want to download. Click on the Group file hyperlink.</p>  <p>Result: Zip file is made available you can either open the file or save it to your desktop.</p> 
<p>3</p>	<p>Once you open this file you will have access to the Data Files</p> 
<p>4</p>	<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>
<p>5</p>	<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>