



United Nations
Department of Field Support



*Guide for Telephone Billing Unit Limited (TBU)
Administrators*

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Introduction to eBilling Telephone System

What is it?

eBilling Telephone System is a centralized web application which automates and streamlines the processing of telephone bills by missions. It is fully-electronic and easy-to-use and facilitates the recovery of costs associated with the personal use of UN telephones.

Why is it needed?

Previously, missions relied on a variety of custom-developed, standalone solutions to manage their telephone billing. These were often overlapping and inconsistent, using different types of databases and different procedures to handle the same functions. Over the years, many of these systems became obsolete, and the significant resources which would be required to maintain and upgrade them are not available.

eBilling was created to fill the need for a single, uniform, and secure electronic telephone billing system to replace these diverse legacy systems.

What are its main features?

- eBilling standardizes the processes by which bills are reviewed, categorized, approved, and processed
- It provides full online support for bills which are generated electronically
- It supports upload functionality for paper bills from mobile and satellite vendors
- It provides look-up tables and live call summaries for easy access to information
- It generates system and email notifications to users
- It enables report generation in PDF and Excel formats
- It integrates with other DFS solutions, including FSS and Active Directory
- It provides heightened security, with centralized procedures for backup and recovery of data.

What benefits does it provide?

- eBilling improves efficiency by reducing error-prone manual processes
- It empowers staff by enabling all end users to manage their own bills and contact lists
- Through its roles-based functionality, it provides multiple oversight layers for review and assessment of expenditures.

About this Guide

This Guide was written from the vantage point of Telephone Billing Unit (TBU) Administrators. Additional Guides are available for End Users, Finance Admins, Mission Admins, PABX Admins, and Super Admins.

Who is a TBU Administrator

TBU Administrators are members of the Telephone Billing Unit who are charged with certain administrative responsibilities in eBilling. These include:

- Converting bills using the Bill Conversion tool
- Creating service providers
- Creating telephone assets
- Associating staff to assets
- Managing TBU Contact Information
- Managing eBilling notifications
- Uploading calls
- Generating bills
- Cancelling generated bills
- Defining reminders and cut-off dates
- Managing unknown calls
- Reassigning calls
- Reassigning bills
- Re-evaluating bills for reimbursement
- Monitoring and tracking reimbursement bills
- Generating reports
- Assigning approvers
- Managing look up tables.

Access to eBilling

Access to eBilling is through the UN network. Since it is a web-based application, eBilling is compatible with all major browsers – including Internet Explorer, Firefox, Chrome, Opera, and Safari; however, it is optimized for IE – the official UN browser, versions 7 and above.

When logging in to eBilling, you can use either Unite ID or Windows credentials. However, since the United Nations is implementing use of global authentication, **it is strongly recommended for users to log in with their Unite ID username and password when accessing the eBilling system for the first time.**

NOTE: *The kind of log in used the first time you access eBilling determines how you will be logging on in future as explained below:*

Unite ID: *If Unite ID is used to log in the first time a user accesses eBilling, their profile is automatically associated with their Unite ID and they will only be able to log in using their Unite ID username and password in future.*

Windows: *If Windows username and password are used to log in the first time a user accesses eBilling, their profile is associated with their Windows credentials, but they will also be able to log in to the system using their Unite ID in future.*

Logging In

1. Open Internet Explorer and enter the appropriate URL in the browser's address bar:

<https://ebilling.un.org>

If accessing it from outside the UN network

<https://ebillingremote.un.org/Account/Login>

2. The eBilling Login screen is displayed. .



3. Enter your username and password (either Unite ID or Windows)

4. Select your AD domain from the dropdown list then click the Login button.

It is recommended to use your Unite ID Username and Password to login.
If you don't have, please use your Windows Username and Password.

Select Your Domain:

UNHQ-NY

Login

[Forgot your Unite ID? Click here](#)

[Forgot your password? Click here](#)

[FAQ](#)

[Ebilling Documents](#)

NOTE: You can access user manuals for different eBilling user roles by clicking the **eBilling Documents** link displayed under the **Login** button. These manuals can be accessed even before you log in.

Home Screen

Upon logging into eBilling, the **Home** screen is displayed. Since the Limited TBU Administrator is both an end user and a TBU administrator, the **Home** screen has features and functionalities that relate to both end users and TBU administrators.

End User features on the home screen include:

- User Information, Asset Information as well as a call summary are displayed at the center of the screen.
- A MAIN menu on the left of the screen which has links to the user's bills, reimbursement bills, delegated bills, actions pending, pending reimbursement bills, approved bills, profile and settings.

Change Mission: UNLB | Logged in as: Limited TBU Admin | unsbvqc9 - Help

eBilling
Electronic Telephone Billing System

Press *Control key and ++ for Zoom in

Home

*To View (or) Submit the generated Bills, go to the left menu and click MAIN>>My Bills or click here

Print / Export

My Information

My Role	Limited TBU Admin	UN ID	UNSBVQC-09
Index No.		Hierarchy Title	UNLB

Asset Information

DESKTOP(s)	Mobile(s)	Satellite(s)
12506525, 10233, 1015086558, 3112598443, 99363243999	999074387, 99665628, 7202589, 661081347, 23675549831, 90074387, 123123	

Service Type: DESKTOP

Start Date: 01/12/2020 00:00:00 AM

End Date: 01/12/2020 11:59:59 PM

List Calls

Cilocode call summary: 01/12/2020 00:00:00 AM to 01/12/2020 11:59:59 PM

Total Official Cost	Total Private Cost
---------------------	--------------------

Showing Page 1 of 0, Records 1 to 0

Display Name

S No	Call To	Call Date	Call From	DESKTOP	Call Duration	Destination	Cost	Is Official	Justifications
-- No Calls found --									

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Activate Windows
Go to Settings to activate Windows.

My Information

This section displays information about the Limited TBU Administrator; this includes their user role in eBilling, UN Index Number, UN ID and Hierarchy Title.

My Information			
My Role	Limited TBU Admin	UN ID	UNSBVQC-09
Index No.		Hierarchy Title	UNLB

Asset Information

This section displays information about all assets assigned to the Limited TBU Administrator; this includes:

- Asset numbers for all types of assets assigned to the user
- Option to list calls of the assets assigned to the user
- Summary of current call status

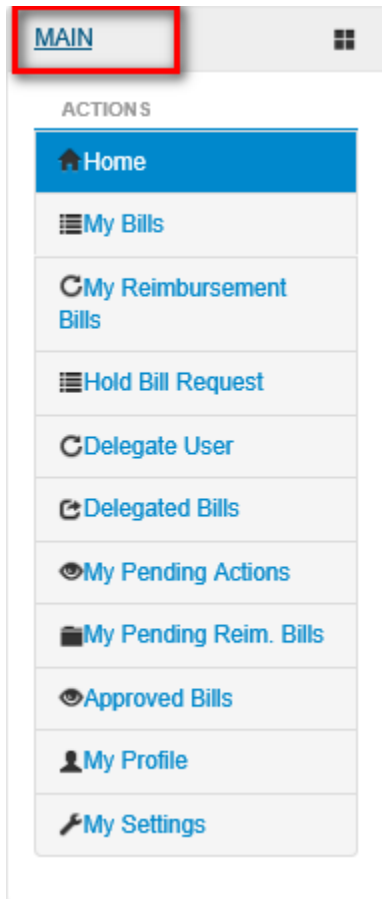
Asset Information									
CIL Code(s)	Mobile(s)	Satellite(s)							
2000, 213850	11111, 54545, 101, 4545454, 56757575757								
Asset Type	CIL CODE <input type="button" value="v"/>								
Start Date	01/11/2017 12:00:00 AM <input type="button" value="📅"/> <input type="button" value="↔"/>								
End Date	03/11/2017 11:59:59 PM <input type="button" value="📅"/> <input type="button" value="↔"/>								
<input type="button" value="List Calls"/>									
Cilcode call summary: 01/11/2017 12:00:00 AM to 03/11/2017 11:59:59 PM									
Total Official Cost	Total Private Cost								
<input checked="" type="checkbox"/> Display Name Showing Page 1 of 0, Records 1 to 0									
S.No	Call To	Call Date	Call From	CIL Code	Call Duration	Destination	Cost	Is Official	Justifications
-- No Calls found --									

MAIN Menu

The MAIN menu is found on the left side of the screen and is accessible from the **Home** screen as well as any other screen in eBilling.

It has links which a user can click on to navigate to different sections of the eBilling application like **Bills, Reimbursement bills, Hold Bill Request, Delegate User, Delegate bills, Pending Actions, Pending Reimbursement Bills, Approved Bills, Profile, Settings** or even to return to the **Home** page.

Click the **MAIN** link to view options/actions under the **MAIN** menu (*actions under this menu can also be hidden or displayed by clicking on **MAIN***).



Limited TBU Administrator features on the home screen include:

- A **Change Mission** dropdown in the top left corner of the screen that allows the TBU Admin to select another Mission (if they are assigned the TBU Admin role for multiple missions)
- **My Pending Actions** and **My Pending Reim. Bills** links that enable a TBU Admin to approve normal and reimbursement bills that have been assigned to them for approval.
- Links to the different functions a Limited TBU Administrator can perform are on the left side of the screen below the MAIN menu. These functions include managing Mission settings, managing Assets & Billing, managing Staff Members, Bill Reports, Finance Reports, Reimbursement Finance Reports and managing Look Ups.

Change Mission: UNLB Logged in as: Limited TBU Admin unsvbqc9 Help

eBilling
Electronic Telephone Billing System

Press "Control key and +" for Zoom in

Home

*To View (or) Submit the generated Bills, go to the left menu and click **MAIN>>My Bills** or [click here](#)

Print / Export

My Information

My Role	Limited TBU Admin	UN ID	UNSBVQC.09
Index No.		Hierarchy Title	UNLB

Asset Information

DESKTOP(s)	Mobile(s)	Satellite(s)
12506525, 10233, 1015086558, 3112598443, 99363243999	999074387, 99665628, 7202589, 661081347, 23675549831, 90074387, 123123	

Service Type: DESKTOP

Start Date: 01/12/2020 00:00:00 AM

End Date: 01/12/2020 11:59:59 PM

List Calls

Callcode call summary: 01/12/2020 00:00:00 AM to 01/12/2020 11:59:59 PM

Total Official Cost	Total Private Cost

Display Name Showing Page 1 of 0, Records 1 to 0

S.No	Call To	Call Date	Call From	DESKTOP	Call Duration	Destination	Cost	Is Official	Justifications
-- No Calls found --									

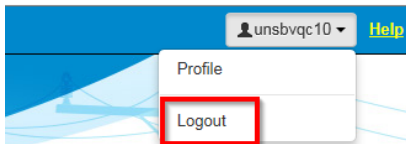
NOTE: The different Limited TBU Administrator functions are explained in detail in the rest of this manual.

Logging Out

1. Click the username in the upper right corner of the screen.



2. A popup menu is displayed with options to view profile or logout of eBilling. Click the **Logout** option.

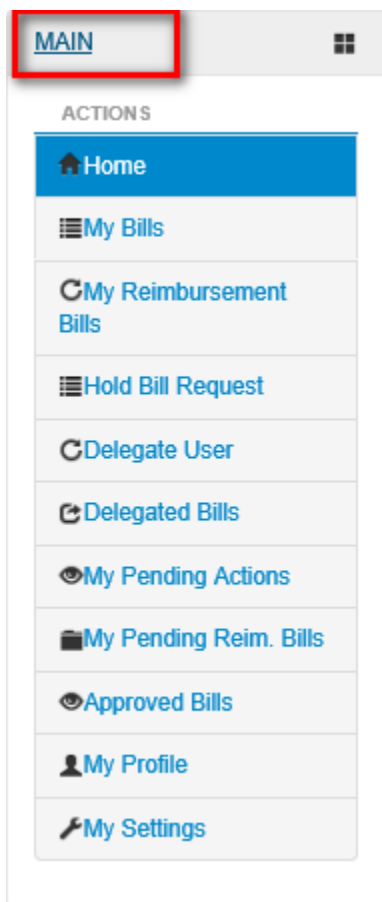


The user is redirected to the **eBilling Login** screen.

MAIN Menu

The MAIN menu has links to end user features which can be used by the Limited TBU Administrator to do the following:

- View and manage their own bills.
- View and manage their own reimbursement bills.
- View and manage bills that have been put on hold.
- View and manage bills that have been delegated to them.
- View and manage reimbursement bills that are pending their action.
- Review their Personal Information, UN Profile Information as well as information about all assets assigned to them.
- Review or set threshold limits for all assets assigned to them as well as add or edit their telephone contacts.

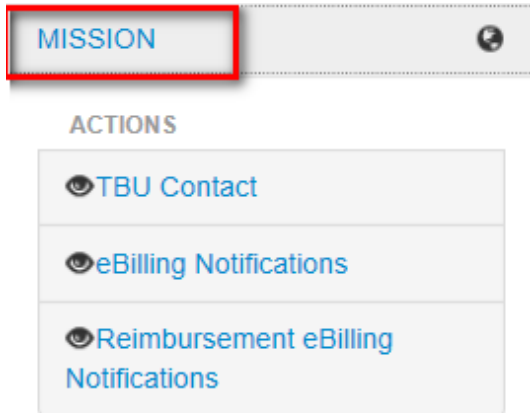


For a more detailed description of the different end user functions that can be carried out by a Limited TBU Administrator, refer to the **eBilling Guide for End Users**.

MISSION Menu

The MISSION menu has links that enable a Limited TBU Administrator to manage Mission Settings, TBU Contacts, eBilling Notifications and templates.

Click on **MISSION** to view options / actions under the **MISSION** menu (*actions under this menu can also be hidden or displayed by clicking on **MISSION***).

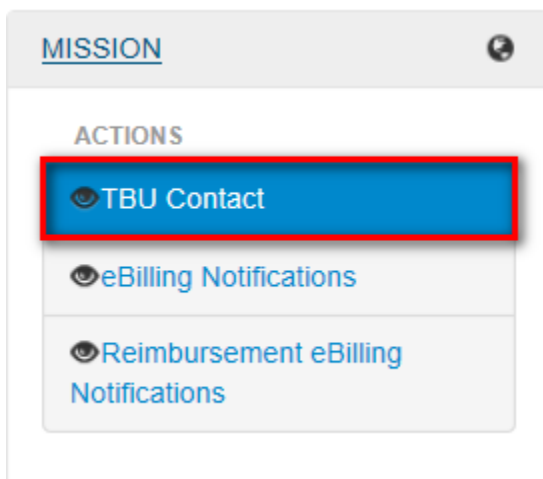


TBU Contact

This section allows a Limited TBU Administrator to manage TBU Contacts; this involves the following activities:

- Creating new TBU Contacts
- Editing existing TBU Contacts
- Viewing TBU Contact details
- Deactivating/activating TBU Contacts

Click the **TBU Contact** link under the MISSION menu.



The **TBU Contact** page is displayed. It shows a list of all existing TBU Contacts, options to search for and carry out some actions on TBU Contacts as well as an option to create a new TBU Contact.

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions

Create New TBU Contact


1. On the TBU Contact page, click the **Create New TBU Contact** button.

2. The **Create New TBU Contact dialog box** is displayed. Enter name of contact being added, email address as well as telephone number then click the **Create** button.

3. The newly created TBU contact is displayed on the list of existing TBU contacts.

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions
2	UNLB	Mr. xyz zyx	xyz@abc.com	1234567	Yes	Actions

Edit a TBU Contact

1. On the TBU Contact page, click the  icon (found under the Actions column) on a contact.

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions

2. A context menu is displayed. Click the **Edit** option.

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions Edit Details Deactivate

Navigate Page(s):

3. An **Edit TBU Contact** dialog box is displayed. Make the necessary changes then click the **Save** button.

Edit TBU Contact ✕


↓ TBU Contact * Fields are Required

Contact Name	John 'Bones' Jones *
Email	jj@xyzmail.com *
Telephone	1238790 *


Save

Changes made to the TBU Contact are saved and are shown on the list of TBU Contacts.

View TBU Contact Details


1. On the TBU Contact page, click the  icon (found under the Actions column) on a contact.

[Print / Export](#)
Showing Page **1 of 1**, Records **1 to 1**

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions 

2. A context menu is displayed. Click the **Details** option.

[Print / Export](#)
Showing Page **1 of 1**, Records **1 to 1**

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions 

Navigate Page(s):

Edit

Details

Deactivate


A **TBU Contact Details** dialog box is displayed. It shows details of the selected TBU Contact.

TBU Contact Details ✕


↓ TBU Contact

Mission	UNLB
Contact Name	John 'Bones' Jones
Email	jj@xyzmail.com
Telephone	1238790
Is Active	Yes

Deactivate a TBU Contact

1. On the TBU Contact page, click the  icon (found under the Actions column) on a contact.


[Print / Export](#)
Showing Page **1 of 1**, Records **1 to 1**

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions 

2. A context menu is displayed. Click the **Deactivate** option.

[Print / Export](#)

Showing Page **1 of 1**, Records **1 to 1**

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions  Edit Details Deactivate

Navigate Page(s):


3. A popup dialog box is displayed prompting user to confirm if they want to deactivate the TBU Contact. Click the **Yes** button to confirm deactivation of the selected TBU Contact.

Are you sure you want to deactivate the tbu contact?


Status of the deactivated TBU Contact changes to **No** under the Is Active column.

[Print / Export](#)

Showing Page **1 of 1**, Records **1 to 1**


S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	No	Actions 

Activate a TBU Contact

1. On the TBU Contact page, click the  icon (found under the Actions column) on an inactive contact.

[Print / Export](#)

Showing Page **1 of 1**, Records **1 to 1**

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	No	Actions 

2. A context menu is displayed. Click the **Activate** option.

[Print / Export](#)

Showing Page **1 of 1**, Records **1 to 1**

S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	No	Actions

Navigate Page(s):

Edit

Details

Activate

3. A popup dialog box is displayed prompting user to confirm if they want to activate the TBU Contact. Click the **Yes** button to confirm activation of the selected TBU Contact.

Are you sure you want to activate the tbu contact?

Yes No

Status of the deactivated TBU Contact changes to **Yes** under the Is Active column.

[Print / Export](#)

Showing Page **1 of 1**, Records **1 to 1**

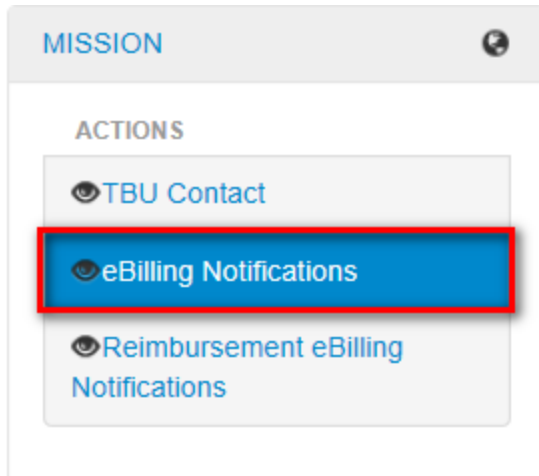
S.No	Mission	Contact Name	Email	Telephone	Is Active	Actions
1	UNLB	John 'Bones' Jones	jj@xyzmail.com	1238790	Yes	Actions

eBilling Notifications

This section allows a Limited TBU Administrator to manage eBilling notifications; this involves the following activities:

- Viewing a list of all existing notifications
- Editing email notifications
- Viewing individual email notifications

To manage eBilling notifications, click the **eBilling Notifications** link under the MISSION menu



The **eBilling Notifications** page is displayed. The page has the following features:

- An option to search for notification
- A list of all existing eBilling notifications
- Options to view and edit each individual email notification

[Print / Export](#)

Showing Page **1 of 4**, Records **1 to 10 of 34**

Notification Ref. Id	eBilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
MN01	Confirmation ID - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	01/11/2016 09:58:07 AM	Actions
MN02	Calls Uploaded - TBU Admin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions
MN03	Bill Generation - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions
MN04	Bill Generation - TBU Admin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions
MN05	Bill Cancellation - TBU Admin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions
MN06	Bill Cancellation - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions
MN07	Bill Submit - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions
MN08	Bill Submit - Approver	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions
MN09	Bill Approved - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions
MN10	Bill Approved By Staff Member - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[Redacted]	20/08/2015 09:14:45 AM	Actions

NOTE: A selected checkbox under **Staff Member** column means that notification will be sent to only non-VIP staff members and a selected checkbox under the **VIP** column means that notification will be sent to only VIP staff members.

Edit Email Notification

1. On the eBilling Notifications page, click the icon (found under the Actions column) on a notification.


- **Both Staff Member and VIP checkboxes are selected, and VIP has a delegate email address:** the email notification will be sent to non-VIP staff members and to the delegate email address assigned for the VIP.
- **Both Staff Member and VIP checkboxes are selected, and VIP does not have a delegate email address:** the email notification will be sent to non-VIP staff members and to the VIP.
- **Staff Member checkbox selected, and VIP checkbox not selected:** the email notification will only be sent to non-VIP staff members
- **VIP checkbox selected for VIP with delegate email and Staff Member checkbox not selected:** the email notification will only be sent to the delegate email address assigned for the VIP.
- **VIP checkbox selected for VIP without delegate email and Staff Member checkbox not selected:** the email notification will only be sent to the VIP staff member
- **Both Staff Member and VIP checkboxes are not selected:** the email notification will not be sent to anyone.

Changes made to the email notification are saved and are visible when the email notification is viewed.

View Email Notification


1. On the eBilling Notifications page, click the  icon (found under the **Actions** column) on a notification.

[Print / Export](#)
Showing Page **1** of **4**, Records **1** to **10** of **34**

Notification Ref. Id	ebilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
MN01	Confirmation ID - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>		01/11/2016 09:58:07 AM	Actions 

2. A context menu is displayed. Click the **View Email Notification** option.

[Print / Export](#)
Showing Page **1** of **1**, Records **1** to **1**

Notification Ref. Id	ebilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
MN01	Confirmation ID - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	unsbvqc4	01/11/2016 09:58:07 AM	Actions  Edit Email Notification View Email Notification


Navigate Page(s):

- An **eBilling Email Notification** dialog box is displayed showing details of the selected email notification.

eBilling Email Notification
✕

↓ eBilling Email Notification Sample

Notification Ref.Id	MN01
eBilling Notification	Confirmation ID - Staff Member
Staff Member	<input checked="" type="checkbox"/>
VIP	<input type="checkbox"/>



Dear Mr unsbvqc4 ,

We kindly inform you of your confirmation ID for your registration request in the eBilling Telephone System.

Confirmation ID: B8EEE48A-C5A4-44FB-B050-818A28358796

You will need to access the eBilling system and introduce your confirmation ID when requested:

<http://dfsvqctbils1.dpko.un.org/>

Should you have any issues when entering this code in the system, please, do not hesitate to contact your local Telephone Billing Unit.

We thank you in advance for your kind consideration.

Best regards,
Telephone Billing Unit.

Note:

This is an automated eBilling System message. Please, do not reply to this email. For further queries, please, do not hesitate to contact:

- Mr. xyz zyx - xyz@abc.com - 1234567
- John 'Bones' Jones - jj@xyzmail.com - 1238790

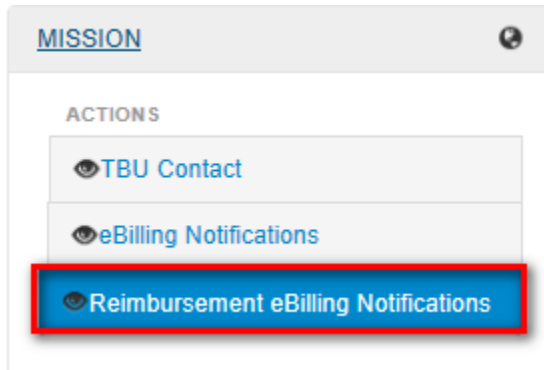
The eBilling System is optimized for the following browsers: Internet Explorer 9, Google Chrome and Firefox. It is not optimized for Internet Explorer 10 and/or greater versions

Reimbursement eBilling Notifications

This section allows a Limited TBU Administrator to manage Reimbursement eBilling notifications; this involves the following activities:

- Viewing a list of all existing reimbursement notifications
- Editing reimbursement email notifications
- Viewing individual reimbursement email notifications

To manage reimbursement eBilling notifications, click the **Reimbursement eBilling Notifications** link under the MISSION menu.



The **Reimbursement eBilling Notifications** page is displayed. The page has the following features:

- An option to search for notification
- A list of all existing Reimbursement eBilling notifications
- Options to view and edit each individual reimbursement email notification

↓ Reimbursement eBilling Notifications

Search


Print / Export
Showing Page 1 of 3, Records 1 to 10 of 22

Notification Ref. Id	eBilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
RP01	Bill Re-Initiated - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP02	Bill Re-Initiated - TBU Admin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP03	Reimbursement Process: Bill Submit - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP04	Reimbursement Process: Bill Submit - Approver	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP05	Reimbursement Process: Bill Approved - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP06	Reimbursement Process: Bill Approved By Staff Member - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP07	Reimbursement Process: Challenged Bill - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP08	Reimbursement Process: Reopen Bill - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP09	Reimbursement Process: Hold Bill - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP10	Reimbursement Process: Release Bill - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾


Navigate Page(s):

NOTE: A selected checkbox under **Staff Member** column means that notification will be sent to only non-VIP staff members and a selected checkbox under the **VIP** column means that notification will be sent to only VIP staff members.

Edit Reimbursement Email Notification


1. On the Reimbursement eBilling Notifications page, click the  icon (found under the Actions column) on a notification.

[Print / Export](#)
Showing Page **1 of 1**, Records **1 to 1**

Notification Ref. Id	eBilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
RP01	Bill Re-Initiated - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[REDACTED]	21/09/2017 08:25:18 AM	Actions 

2. A context menu is displayed. Click the **Edit Email Notification** option.


[Print / Export](#)
Showing Page **1 of 1**, Records **1 to 1**

Notification Ref. Id	eBilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
RP01	Bill Re-Initiated - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[REDACTED]	21/09/2017 08:25:18 AM	Actions  <div style="border: 1px solid red; padding: 2px;"> Edit Email Notification View Email Notification </div>


Navigate Page(s):

3. An **eBilling Notification Editor** dialog box is displayed. Make necessary changes to the email notification and click the **Save** button. Changes that a Limited TBU Administrator can make include:
 - Specifying if the email notification is for staff member, VIPs or both (this is done by selecting or unselecting the appropriate checkbox)
 - Editing text in the body of the email notification
 - Adding Notification tags (these are fields which are automatically populated with pre-existing data by the system when the email notification is used)

View Reimbursement Email Notification


1. On the Reimbursement eBilling Notifications page, click the  icon (found under the Actions column) on a notification.

[Print / Export](#)
Showing Page **1 of 1**, Records **1 to 1**

Notification Ref. Id	eBilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
RP01	Bill Re-Initiated - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[REDACTED]	21/09/2017 08:25:18 AM	Actions 

2. A context menu is displayed. Click the **View Email Notification** option.

[Print / Export](#)
Showing Page **1 of 1**, Records **1 to 1**

Notification Ref. Id	eBilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
RP01	Bill Re-Initiated - Staff Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	[REDACTED]	21/09/2017 08:25:18 AM	Actions 

Navigate Page(s):

Edit Email Notification

View Email Notification

3. An **eBilling Email Notification** dialog box is displayed showing details of the selected email notification.

eBilling Email Notification

Notification Ref.Id	RP02
eBilling Notification	Bill Re-Initiated - TBU Admin
Staff Member	<input checked="" type="checkbox"/>
VIP	<input type="checkbox"/>



Dear TBU Admin,

Kindly be informed that **your request to re-initiate July 2019 bill for Mobile asset type(s) has been processed.**

A notification and/or email has been sent to all intended recipients.

Your request includes the following parameters:

- Bill title: July 2019
- Start date: 01/7/2019 12:00:00 AM
- End date: 31/7/2019 23:59:59 PM
- Mission: UNLB
- Scope: unsbvqc1
- Asset type: Mobile
- Asset Provider: Airtel
- Email notification to be sent: Yes

You can check this request and all other Bill Generation requests by accessing the link below:

<http://dfsvgtbhis1.dpko.un.org/RMobileCalls/Index/1>

Should you not be redirected automatically to the corresponding section, please, log in to the eBilling application and navigate to "Asset & Billing>>Bill Generate History" section:

<http://dfsvgtbhis1.dpko.un.org/>

We thank you in advance for your kind consideration.

Best regards,

Telephone Billing Unit.

Note:

This is an automated eBilling System message. Please, do not reply to this email. For further queries, please, do not hesitate to contact

- Mr. [Redacted] - 1234567
- John [Redacted]@gmail.com - 1238790
- Elv [Redacted]@undp.org - +256987601200

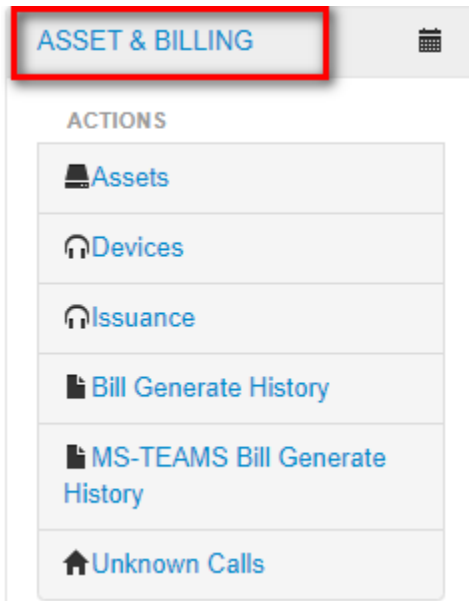
The eBilling System is optimized for the following browsers: Internet Explorer 9, Google Chrome and Firefox. It is not optimized for Internet Explorer 10 and/or greater versions.

ASSET & BILLING Menu

The ASSET & BILLING menu has links that enable a Limited TBU Administrator to manage telephone assets and billing; activities that can be carried out under this menu include:

- Managing Assets
- Managing Devices
- Managing Issuance
- Uploading Calls and viewing Call upload history
- Uploading fixed charges
- Reassigning Calls
- Reassigning Bills
- Viewing reassignment history
- Generating Bills
- Viewing Bill Generation history
- Viewing unknown calls

Click on **ASSETS & BILLING** to view options / actions under the **ASSETS & BILLING** menu (actions under this menu can also be hidden or displayed by clicking on **ASSETS & BILLING**).

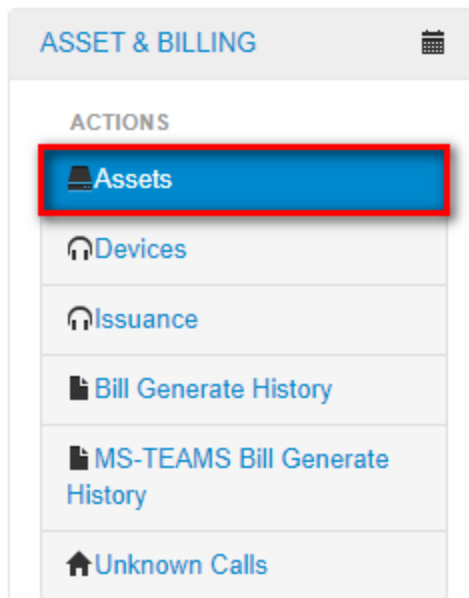


Assets

This section allows a Limited TBU Administrator to manage telephone assets for a Mission; this involves:

- Creating a new asset
- Viewing Asset details
- Disassociate asset from staff member
- Editing an existing asset
- Associate asset to staff member
- Viewing Asset issuance logs
- Update existing service
- Changing responsibility
- Termination of service
- Assigning a coding block
- Porting asset to another provider

To manage eBilling assets, click the **Assets** link under the **Asset & Billing** menu.



*The **Assets** page is displayed.* On this page, the Limited TBU Administrator search for, create and edit assets.

↓ Assets

[Create New Asset](#)

Asset Number	<input type="text"/>	First Name	<input type="text"/>
Service Type	All	Service Provider	All
Asset Status	All	Staff Status	All
Department	All	Customer	All

[Search](#)

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 5

S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	Mobile	Africell	123456789	Tom ●	Salary Deduction	3541414141411	3544141514141	Samsung Edge 8	Active	Actions
<input type="checkbox"/> 2	DESKTOP / Open Extension	Simple Mobile	123456789	Mary ●	Salary Deduction				Active	Actions
<input type="checkbox"/> 3	DESKTOP / Dect	Simple Mobile	1234567890						Inactive/Deleted	Actions
<input type="checkbox"/> 4	DESKTOP / Cilcode	Simple Mobile	12345678901						Suspended	Actions
<input type="checkbox"/> 5	Satellite	PowerLT	123456789	In Stock					Active	Actions

[Change Status](#) [Suspend](#)

NOTE: Assets that are active have the word **Active** in the Asset Status column.

Assets associated with users have the user's name in the Assigned To column.

A green dot besides a user's name means that user is active while a red dot besides a user's name indicates that the user is inactive.

Deactivated/ deleted assets will have the words **Inactive / Deleted** in the Asset Status column.

Suspended assets will have the word **Suspended** in the Asset Status column

Assets that are not yet assigned to any user have the words **In Stock** in the Assigned To column.

Create New Asset

- To create a new asset, click the **Create New Asset** button.

↓ Assets

[Create New Asset](#)

Asset Number	<input type="text"/>	First Name	<input type="text"/>
Service Type	All	Service Provider	All
Asset Status	All	Staff Status	All
Department	All	Customer	All

[Search](#)

2. A **Create New Asset** dialog box is displayed; the fields displayed for the Limited TBU Administrator to fill depending on service type of the asset being created.

The Limited TBU Administrator enters relevant information in the fields displayed then clicks the **Save** button.

If desktop is service type of the new asset being created, the fields in the screenshot below are displayed:

Create New Asset

↓ Assets
* Fields are Required

Service Type	DESKTOP <input type="checkbox"/> *	Asset Sub Type	Extension <input type="checkbox"/> *
Service Provider	Simple Mobile <input type="checkbox"/> *	Asset Number	123456789 *
Speed Dial	<input type="text"/>	Service Category	Permanent <input type="checkbox"/> *
Contract Start Date	01/04/2019 09:10:21 AM <input type="button" value="🗑️"/> <input type="button" value="↶"/>	Contract End Date	31/12/2020 09:15:46 AM <input type="button" value="🗑️"/> <input type="button" value="↶"/>
Receipt Date	01/04/2019 09:10:26 AM <input type="button" value="🗑️"/> <input type="button" value="↶"/>	Comments	<input style="width: 100%;" type="text"/>
Reference	<input type="text"/> <input type="button" value="Browse..."/>		

If a mobile or satellite is service type of the new asset being created, fields in the screenshot below are displayed:

Create New Asset
✕

↓ Assets
* Fields are Required

Service Type	Mobile	*	Asset Sub Type	SIM Number	*
Service Provider	Africell	*	Asset Number	123456789	*
Speed Dial			Service Category	Permanent	*
Contract Start Date	01/04/2019 09:20:39 AM		Contract End Date	31/12/2020 09:20:43 AM	
Subscription Plan			Provider Scheme	N/A	
Serial No	098765		Barcode		
Local Voice	True		Local Data	True	
Roaming Voice	True		Roaming Data	True	
International Access	True		Base Value	1000	
Data Plan	N/A		Credit Limit	N/A	
Voice Plan	N/A		Sim Type	Micro	
PIN 1			PIN 2		
PUK			PUK 2		
Receipt Date	02/04/2019 09:22:05 AM		Comments		
Reference	Browse...				

Save

The new asset is added to the list of existing assets.

NOTE: It has the value **In Stock** under the **Assigned To** column meaning it has not yet been assigned to any staff member.

Status of all newly created asset is automatically set to **Active**.

[Print / Export](#)
 Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	Mobile	Africell	123456789	In Stock					Active	Actions

Change Status
Suspend

After an asset has been created, the following actions can be carried out on it:

- Edit the asset
- Request new service for the asset
- Port asset to another provider
- View asset issuance log
- View asset details


Edit an Asset

1. Search for the asset to be edited; enter search criteria in the filters on the **Assets** screen and click the **Search** button.


↓ **Assets**

[Create New Asset](#)

Asset Number	<input type="text" value="11223344"/>	First Name	<input type="text"/>
Service Type	DESKTOP <input type="button" value="v"/>	Service Provider	All <input type="button" value="v"/>
Asset Status	All <input type="button" value="v"/>	Staff Status	All <input type="button" value="v"/>
Department	All <input type="button" value="v"/>	Customer	All <input type="button" value="v"/>


2. *Asset that matches search criteria used is displayed. Click the  icon (under the **Actions** column) on the asset you want to edit.*

[Print / Export](#)
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	DESKTOP / Extension	TELEFONICA	11223344	In Stock					Active	Actions 

3. *A popup menu is displayed with options of actions that can be carried out on the asset. Click the **Edit Asset** option.*

[Print / Export](#)
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	DESKTOP / Extension	TELEFONICA	11223344	In Stock					Active	Actions  Edit Asset New Service Porting to Another Provider Asset Issuance Log Asset Details

Navigate Page(s):

- The **Edit Asset** dialog box is displayed. Make relevant changes to the fields displayed and click the **Save** button.

Edit Asset

↓ Assets
* Fields are Required

Service Type	DESKTOP	Asset Sub Type	Dect *
Service Provider	Simple Mobile *	Asset Category	Permanent *
Asset Number	11223344 *	Speed Dial	<input type="text"/>
Contract Start Date	01/04/2019 03:52:10 PM <input type="button" value="Calendar"/> <input type="button" value="Refresh"/>	Contract End Date	31/12/2020 03:52:14 PM <input type="button" value="Calendar"/> <input type="button" value="Refresh"/>
Receipt Date	02/04/2019 03:52:31 PM <input type="button" value="Calendar"/> <input type="button" value="Refresh"/>	Comments	<input style="width: 100%;" type="text"/>
Reference	<input type="button" value="Browse..."/>		

New Service

This option is used to create a new issuance request / assign an asset to a user.

- Search for the asset for which a new issuance request is being created; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets
Create New Asset

Asset Number	<input type="text" value="11223344"/>	First Name	<input type="text"/>
Service Type	DESKTOP <input type="button" value="v"/>	Service Provider	All <input type="button" value="v"/>
Asset Status	All <input type="button" value="v"/>	Staff Status	All <input type="button" value="v"/>
Department	All <input type="button" value="v"/>	Customer	All <input type="button" value="v"/>

- The asset matching search criteria used is displayed. Click the v icon (under the Actions column) on the asset.

Print / Export
 Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
1	DESKTOP / Dect	TELEFONICA	11223344	In Stock					Active	<input style="border: 2px solid red; padding: 2px 5px;" type="button" value="Actions"/>

- A dropdown menu is displayed with options of different actions that can be carried out on the asset. Click the **New Service** option.

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	DESKTOP / Dect	TELEFONICA	11223344	In Stock					Active	Actions Edit Asset New Service Porting to Another Provider Asset Issuance Log Asset Details

Change Status Suspend

Navigate Page(s):
1

- Asset & Device Issuance** page is opened with fields on the Request tab displayed. Enter relevant information and click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance Special Features Summary

Request Type	New Service
Request Category	Permanent
Request Number	9 *
Requested By	UNHQ-NY TOM [REDACTED] - UNHQ-NY
Requested For	UNHQ-NY PETER [REDACTED] - UNHQ-NY
Requested Date	01/04/2019 15:56:13 PM
Approved By	UNHQ-NY MARY [REDACTED] - UNHQ-NY
Approved Date	02/04/2019 15:56:22 PM
Comments	
Attachment	New Issuance... Choose File

Save Next

NOTE: When **Save** is clicked, data entered is saved and you can exit and return to the issuance process later and either continue or cancel it.

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	DESKTOP / Open Extension	Simple Mobile	9785134	In Stock					Active	Actions Continue Issuance Cancel Issuance Asset Issuance Log Asset Details

Change Status Suspend

Navigate Page(s):

5. User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

NOTE: When **Save** is clicked, data entered is saved and you can exit and return to the issuance process later and either continue or cancel it.

↓ Create * Fields are Required

Asset & Device Issuance

Request **Issuance** Special Features Summary

Service Type	DESKTOP ▾ *
Service Sub Type	NUMBER ONLY ▾ *
Asset Sub Type	Dect ▾
Asset Service Provider	Simple Mobile ▾
Asset Number	11223344 - DESKTOP - SIMPLE MOBILE Create Asset
Asset Issue Date	01/04/2019 16:06:22 PM 📅 ✖ *
Assign To	PETER █████ - UNHQ-NY *
Functional Hierarchy	UNHQ-NY/dss/dhsss/sss/os
Operational Hierarchy To	UNHQ-NY/dss/dhsss/sss/os 📄 *
Coding Block	DESA : DDA-4375-3996-6457-4406
Customer	DESA/DPAD

6. User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

NOTE: When **Save** is clicked, data entered is saved and you can exit and return to the issuance process later and either continue or cancel it.

↓ Create* Fields are Required

Asset & Device Issuance

RequestIssuanceSpecial FeaturesSummary

Threshold Limit	<input type="text" value="150.00"/> USD *
Default Call Consideration	<input type="text" value="Default"/> <input type="checkbox"/> Lock Tagging
Self Approval	<input checked="" type="checkbox"/> If Yes Note: 0.00 represents Unlimited
	<input type="text" value="0.00"/> USD *
	Please, provide justification to activate the pre-approved bills option: <div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;">bills pre-approved because of xyz</div>
Payment Type	<input type="text" value="Cash Payment"/> *
Email Forwarding To	<input type="checkbox"/> VIP Users holding assets with the "VIP" checkbox activated will not receive any notification. You can define an inbox where all notifications related to this VIP association will be sent by entering it in the text box below: <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>
Official Call Justification	<input checked="" type="checkbox"/>
Assignment Type	<input type="text" value="Primary"/>

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to return to the previous sections; if no change is required, click the **Complete** button.

↓ Create * Fields are Required

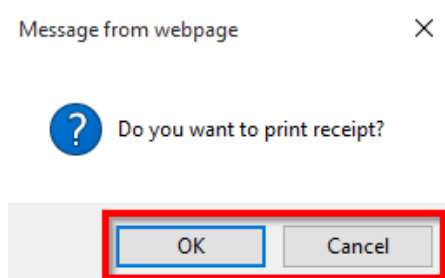
Asset & Device Issuance

Request Issuance Special Features **Summary**

Request				
Request Number	9	Request Type	New Service	
Request Category	Permanent	Requested By	Tom [REDACTED] - UNHQ-NY	
Requested For	Peter [REDACTED] - UNHQ-NY	Requested Date	01/04/2019 15:56:13 PM	
Approved By	Mary [REDACTED] - UNHQ-NY	Approved Date	02/04/2019 15:56:22 PM	
Issuance				
Service Type	DESKTOP	Service Sub Type	NUMBER ONLY	
Asset Sub Type	Dect	Asset Service Provider	Simple Mobile	
Asset Number	11223344 - DESKTOP - Simple Mobile		Assign To	Peter [REDACTED] - UNHQ-NY
Functional Hierarchy	UNHQ-NY/dss/dhsss/sss/os	Operational Hierarchy To	UNHQ-NY/dss/dhsss/sss/os	
Coding Block	DESA : DDA-4375-3996-6457-4406	Customer	DESA/DPAD	
Asset Issue Date	01/04/2019 16:06:22 PM			
Special Features				
Default Call Consideration	Default	Lock Tagging	No	
Self Approval	Yes, 0.00 USD	Payment Type	Cash Payment	
Email Forwarding To	No	Official Call Justification	Yes	
Threshold Limit	0.00 USD	Assignment Type	Primary	

Back Complete

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click the **OK** button to print the voucher.



User is redirected to the Issuance page showing status of the request as Completed.



NOTE: Once an asset has been assigned, name of the staff member to whom it was issued appears under the **Assigned To** column on the **Assets** page.

If staff member asset is assigned to is active, a green dot appears besides their name.

If staff member asset is assigned to is inactive, a red dot appears besides their name.

[Print / Export](#)

Showing Page **1** of **1**, Records **1** to **1**

<input type="checkbox"/>	All	S.No	Mission	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Serial No	Device IMEI	Device Details	Asset Status	Actions
<input type="checkbox"/>		1	UNLB	DESKTOP / Cilcode	TELEFONICA	596845	Peter 	Salary Deduction	345345			Active	Actions 

[Change Status](#) [Suspend](#)

After an asset has been issued / assigned to a user, the following extra actions are added to the ones which were made available after the asset was created:

- Edit asset
- Update existing service
- Change of responsibility
- Termination of service
- Port asset to another provider
- Assign coding block
- View issuance log
- View asset details

Porting to Another Provider

This refers to transferring an asset from one provider (the one it was associated to when being created) to another.

To transfer an asset from one provider to another, follow the steps below:

1. Search for the asset being ported to another provider; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

Create New Asset

Asset Number: 1234567

First Name: []

Service Type: Mobile

Service Provider: T-Mobile


Asset Status: All

Staff Status: All

Department: All


Customer: All

Search

2. Asset that matches search criteria used is displayed. Click the  icon (under the **Actions** column) on the asset.

Print / Export


Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	Mobile	T-Mobile	1234567	In Stock					Active	Actions 

3. A context menu is displayed with options of actions that can be carried out on the asset. Click the **Porting to Another Provider** option.

Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	Mobile	T-Mobile	1234567	In Stock					Active	Actions 

Change Status Suspend

Navigate Page(s):

1

- Edit Asset
- New Service
- Porting to Another Provider
- Asset Issuance Log
- Asset Details

4. **Asset & Device Issuance** page is opened with fields on the Request tab displayed. Enter relevant information and click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request | Issuance | Special Features | Summary

Request Type	Porting to another provider	▼
Request Category	Permanent	▼
Request Number	30	*
Requested By	UNHQ-NY	▼ SEARCH..
Requested For	UNHQ-NY	▼ SEARCH..
Requested Date		📅 ↩
Approved By	UNHQ-NY	▼ SEARCH..
Approved Date		📅 ↩
Comments	<input type="text"/>	
Attachment	No file selected Choose File	

Save **Next**

5. User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request **Issuance** Special Features Summary

Service Type	Mobile <input type="text"/> *
Service Sub Type	NUMBER ONLY <input type="text"/> *
User Assets & Devices	
Asset Sub Type	SIM Number <input type="text"/>
Asset Service Provider	T-Mobile <input type="text"/>
Asset Number	1234567 - MOBILE - T-MOBILE <input type="text"/>
Service Provider To	AT&T <input type="text"/> *

Back **Save** Next

6. User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance **Special Features** Summary

Back **Save** Next

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

↓ Create * Fields are Required

Asset & Device Issuance


Request Issuance Special Features **Summary**

Request			
Request Number	30	Request Type	Porting to another provider
Request Category	Permanent	Requested By	
Requested For		Requested Date	
Approved By		Approved Date	
Issuance			
Service Type	Mobile	Service Sub Type	NUMBER ONLY
Asset Sub Type	SIM Number	Asset Service Provider	T-Mobile
Asset Number	1234567 - Mobile - T-Mobile	Service Provider To	AT&T

Back **Complete**

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.

Message from webpage ×

 Do you want to print receipt?

OK **Cancel**

User is redirected to the Issuance page showing status of the request as Completed.

View Asset Issuance Logs

An asset issuance log shows association history for a selected asset i.e. which users were assigned the asset, duration of the association as well as details of each association.

To view issuance log for an asset, follow the steps below:

1. Search for the asset for which you want to view an issuance log; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

Create New Asset

Asset Number: 19713113111

First Name: []

Service Type: All

Service Provider: All


Asset Status: All

Staff Status: All

Department: All


Customer: All

Search

2. Asset that matches search criteria used is displayed. Click the  icon (under the **Actions** column) on the asset.

Print / Export


Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	Mobile	AT&T	19713113111	In Stock					Active	Actions 

3. A popup menu is displayed with options of actions that can be carried out on the asset. Click the **Asset Issuance Logs** option.

Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	Mobile	AT&T	19713113111	In Stock					Active	Actions 

Change Status Suspend

Navigate Page(s): 1

- Edit Asset
- New Service
- Porting to Another Provider
- Asset Issuance Log
- Asset Details

- An **Asset Issuance Log** for the selected asset is displayed; it shows a history of users that have been assigned the selected asset, details of the asset as well as comments (if any) made on issuance of the asset.

Asset Issuance Log											
↓ Asset Issuance Log											
Staff Member	Asset Number	Issue Date	Handover Date	Payment Type	Updated By	Updated Date	Is Active	Default Call Consideration	Lock Tagging	Justification For Official Call	
Gregory	19713113111	04/04/2019 03:19:09 PM	05/04/2019 10:15:10 AM	Salary Deduction		05/04/2019 10:15:10 AM	<input type="checkbox"/>	Default	No	Yes	
Lisa	19713113111	04/12/2018 10:19:16 AM	04/04/2019 03:19:09 PM	Salary Deduction		04/04/2019 02:21:10 PM	<input type="checkbox"/>	Default	No	Yes	
Tiblet	19713113111	12/11/2018 05:33:26 PM	04/12/2018 08:14:58 AM	Salary Deduction		04/12/2018 08:14:58 AM	<input type="checkbox"/>	Default	No	Yes	
Peter	19713113111	01/02/2018 02:13:45 PM	12/11/2018 03:32:57 PM	Salary Deduction		04/12/2018 09:21:13 AM	<input type="checkbox"/>	Default	No	Yes	
Comments				Reference	Updated By		Updated Date				
asset reassigned because of xyz							04/04/2019 02:21:10 PM				
asset reassigned because of xyz							04/04/2019 02:21:10 PM				

View Asset Details

Asset details consist of information that was entered when an asset was being created and uniquely identify that asset from others in the system.

To view details of an asset, follow the steps below:


- Search for the asset whose details are to be viewed; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ **Assets**

[Create New Asset](#)


Asset Number	<input type="text" value="11223344"/>	First Name	<input type="text"/>
Service Type	<input type="text" value="DESKTOP"/>	Service Provider	<input type="text" value="All"/>
Asset Status	<input type="text" value="All"/>	Staff Status	<input type="text" value="All"/>
Department	<input type="text" value="All"/>	Customer	<input type="text" value="All"/>

[Search](#)

- Asset that matches search criteria used is displayed. Click the  icon (under the **Actions** column) on the asset that has details you want to view.

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	DESKTOP / Dect	TELEFONICA	11223344	In Stock					Active	Actions 

[Change Status](#) [Suspend](#)

- A context menu is displayed with options of actions that can be carried out on the asset. Click the **Asset Details** option.

Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	DESKTOP / Dect	TELEFONICA	11223344	In Stock					Active	Actions Edit Asset New Service Porting to Another Provider Asset Issuance Log Asset Details

Change Status Suspend

Navigate Page(s):

1

- The **Asset Details** popup dialog box is displayed showing details of the selected asset as well as any actions that have been carried out on it.

Asset Details ✕

↓ Assets

Service Type	DESKTOP	Service Provider	TELEFONICA
Asset Number	11223344	Asset Category	Permanent
Asset Sub Type	Dect	Speed Dial	
Contract Start Date	01/04/2019 03:01:16 PM	Contract End Date	31/12/2020 03:01:02 PM
Receipt Date	02/04/2019 03:01:38 PM	Asset Status	Active

Page Action	Comments	Reference	Updated By	Updated Date
AssetManagement/ Edit				02/04/2019 02:16:29 PM
AssetManagement/ Create				02/04/2019 02:02:03 PM

Change Status of an Asset

An asset can be either active or inactive; a Limited TBU Administrator can change status of an asset at any time.

Deactivate Asset

NOTE: If an asset is assigned to a staff member and you change its status from active to inactive, that asset is disassociated from the staff member.

To make an asset inactive, a Limited TBU Administrator should do the following:

- Enter relevant search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

Create New Asset

Asset Number	393473386332	IMEI	
Service Type	All	Service Provider	All
Asset Status	All	Staff Status	All
Department	All	Customer	All
Service Category	All	Association Status	All
Staff Member	ALL...		

Search

- Asset matching search criteria used is displayed. Select checkbox besides the asset then click the **Change Status** button.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	Category	Asset Number	Assigned To	Department - Customer	Coding Block	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	Mobile	WIND	Permanent	393473386332	In Stock	-						Active	Actions

Change Status

- An **Asset Management** dialog box is displayed explaining implications of deleting an asset and prompting the user to confirm the action. Click the **Save** button to confirm change of status for the selected asset.

Activate Asset

↓ Asset Management

Deleting associated assets will result in the disassociation between the selected active assets and the staff members. Do you want to proceed deactivating or activating the asset?

No action will be performed on deleted assets.

Save

- The **Asset Status** is changed to **Inactive/Deleted**; if any staff member was associated to the asset, the association is removed.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	Category	Asset Number	Assigned To	Department - Customer	Coding Block	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	Mobile	WIND	Permanent	393473386332		-						Inactive/Deleted	Actions

After an asset has been deactivated, only the following actions can be carried out on it:

- Edit asset
- View asset issuance log

- View Issuance Details
- View asset details

Activate Asset

To activate an asset, a Limited TBU Administrator should do the following:

1. Enter relevant search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

Create New Asset

Asset Number: 112233445 First Name:

Service Type: DESKTOP Service Provider: All

Asset Status: All Staff Status: All

Department: All Customer: All

Search

2. *Asset matching search criteria used is displayed.* Select the checkbox besides the asset then click the **Change Status** button.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	Category	Asset Number	Assigned To	Department - Customer	Coding Block	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input checked="" type="checkbox"/> 1	Mobile	WIND	Permanent	393473386332		-						Inactive/Deleted	Actions

Change Status

3. An **Asset Management** dialog box is displayed prompting user to confirm the action. Click the **Save** button to confirm activation of the selected asset.

Activate Asset

↓ Asset Management

Deleting associated assets will result in the disassociation between the selected active assets and the staff members. Do you want to proceed deactivating or activating the asset?

No action will be performed on deleted assets.

Save

4. *The value in the Assigned To column changes to **In Stock** and the value in the Asset Status column changes to **Active**.*

S.No	Service Type	Service Provider	Category	Asset Number	Assigned To	Department - Customer	Coding Block	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
1	Mobile	WIND	Permanent	393473386332	In Stock	-						Active	Actions

Change Status

Suspend an Asset

Suspending an active asset makes it temporarily inactive but it remains associated to the staff member to whom it was assigned.

NOTE: *The issuance date does not change when an asset is suspended.*

To suspend an asset, follow the steps below:

1. Enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets Create New Asset

Asset Number: <input type="text" value="11223344"/>	First Name: <input type="text" value="Peter"/>
Service Type: <input type="text" value="DESKTOP"/>	Service Provider: <input type="text" value="All"/>
Asset Status: <input type="text" value="All"/>	Staff Status: <input type="text" value="All"/>
Department: <input type="text" value="All"/>	Customer: <input type="text" value="All"/>

Search

2. *Asset matching search criteria used is displayed.* Select the checkbox besides the asset then click the **Suspend** button.

S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions	
<input checked="" type="checkbox"/>	1	DESKTOP / Dect	Simple Mobile	11223344	Peter	Cash Payment				Active	Actions

Change Status **Suspend**

3. An **Asset Management** dialog box is displayed prompting user to confirm the action. Click the **Save** button to confirm suspension of the selected asset.

×
↓ Asset Management

Do you want to proceed suspending the asset?

Save

4. Status of the asset changes to **Suspended** but the asset remains associated to the staff member to whom it was assigned.

[Print / Export](#)
 Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	DESKTOP / Dect	Simple Mobile	11223344	Peter [Avatar] ●	Cash Payment				Suspended	Actions ▼

Change Status
Suspend

NOTE: To make a suspended asset active again, follow the steps below:

Select the suspended asset by selecting the checkbox besides it then click the **Change Status** button.

[Print / Export](#)
 Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input checked="" type="checkbox"/> 1	DESKTOP / Dect	Simple Mobile	11223344	Peter [Avatar] ●	Cash Payment				Suspended	Actions ▼

Change Status
Suspend

An **Asset Management** dialog box is displayed prompting user to confirm the action. Click the **Save** button to confirm activation of the selected asset.

×
↓ Asset Management

Deleting associated assets will result in the disassociation between the selected active assets and the staff members. Do you want to proceed deactivating or activating the asset?

No action will be performed on deleted assets.

Save

Status of the asset changes back to **Active**.

Change of Responsibility

This feature enables a Limited TBU Administrator to change assignment for an asset from one user to another.

To change responsibility for an asset, follow the steps below:

1. Search for the asset for which responsibility is being changed; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

[Create New Asset](#)

Asset Number <input type="text" value="11223344"/>	First Name <input type="text"/>
Service Type <input type="text" value="All"/>	Service Provider <input type="text" value="All"/>
Asset Status <input type="text" value="All"/>	Staff Status <input type="text" value="All"/>
Department <input type="text" value="All"/>	Customer <input type="text" value="All"/>

[Search](#)

2. *Asset that matches search criteria used is displayed. Click the icon (under the **Actions** column) on the asset.*

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
1	DESKTOP / Dect	Simple Mobile	11223344	Peter	Cash Payment				Active	Actions

3. *A context menu is displayed with options of actions that can be carried out on the asset. Click the **Change of Responsibility** option.*

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
1	DESKTOP / Dect	Simple Mobile	11223344	Peter	Cash Payment				Active	Actions <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px; width: 150px;"> Edit Asset Update Existing Service Change of Responsibility Termination of Service Porting to Another Provider Assign Coding Block Asset Issuance Log Asset Details </div>

[Change Status](#) [Suspend](#)

Navigate Page(s):

[1](#)

4. ***Asset & Device Issuance** page is opened with fields on the **Request** tab displayed. Enter relevant information and click either the **Save** or **Next** button.*

* Fields are Required

Asset & Device Issuance

Request Issuance Special Features Summary

Request Type	Change of Responsibility	*
Request Category	Permanent	*
Request Number	17	*
Requested By	UNHQ-NY	TOM [REDACTED] - UNHQ-NY
Requested For	UNHQ-NY	PETER [REDACTED] - UNHQ-NY *
Requested Date	03/04/2019 08:40:07 AM	
Approved By	UNHQ-NY	MARY [REDACTED] - UNHQ-NY
Approved Date	04/04/2019 08:40:13 AM	
Comments		
Attachment	No file selected Choose File	

Save Next

- User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

* Fields are Required

Asset & Device Issuance

Request **Issuance** Special Features Summary

Service Type	DESKTOP	*
Service Sub Type	NUMBER ONLY	*
User Assets & Devices		
Asset Sub Type	Dect	
Asset Service Provider	Simple Mobile	
Asset Number	11223344 - PETER [REDACTED] - UNHQ-NY - UNHQ-NY/DSS/DHSSS/SSS/OS	
	Link Device	
Asset Issue Date	1/4/2019 17:6:22 PM	
Asset Transfer Date	08/04/2019 08:47:37 AM	*
	<input checked="" type="radio"/> User <input type="radio"/> Function	
Assign To	HENRY [REDACTED] - UNHQ-NY	*
Coding Block	DESA : DDA-4375-3996-6457-4406	
Customer	DESA/DPAD	
<input type="button" value="Back"/> <input type="button" value="Save"/> <input type="button" value="Next"/>		

6. User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

* Fields are Required

Asset & Device Issuance

Request Issuance **Special Features** Summary


Threshold Limit	<input type="text" value="100.00"/> USD *
Default Call Consideration	<input type="text" value="Default"/> <input type="checkbox"/> Lock Tagging
Self Approval	<input checked="" type="checkbox"/> If Yes Note: 0.00 represents Unlimited
	<input type="text" value="0.00"/> USD *
	Please, provide justification to activate the pre-approved bills option: <input type="text" value="bills pre-approved because of xyz"/>
Payment Type	<input type="text" value="Cash Payment"/> *
Email Forwarding To	<input type="checkbox"/> VIP Users holding assets with the "VIP" checkbox activated will not receive any notification. You can define an inbox where all notifications related to this VIP association will be sent by entering it in the text box below: <input type="text"/>
Official Call Justification	<input checked="" type="checkbox"/>
Assignment Type	<input type="text" value="Primary"/>
<input type="button" value="Back"/> <input type="button" value="Save"/> <input type="button" value="Next"/>	

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

Asset & Device Issuance							
Request		Issuance		Special Features		Summary	
Request							
Request Number	17	Request Type	Change of Responsibility				
Request Category	Permanent	Requested By	Tom [redacted] - UNHQ-NY				
Requested For	Peter [redacted] - UNHQ-NY	Requested Date	03/04/2019 08:40:07 AM				
Approved By	Mary [redacted] - UNHQ-NY	Approved Date	04/04/2019 08:40:13 AM				
Issuance							
Service Type	DESKTOP	Service Sub Type	NUMBER ONLY				
Asset Sub Type	Dect	Asset Service Provider	Simple Mobile				
Asset Number	11223344 - Peter [redacted] - UNHQ-NY - UNHQ-NY/dss/dhsss/sss/os		Change of Responsibility	User			
Assign To	Henry [redacted] - UNHQ-NY		Coding Block	DESA : DDA-4375-3996-6457-4406			
Customer	DESA/DPAD		Asset Issue Date	1/4/2019 17:6:22 PM			
Asset Transfer Date	08/04/2019 08:47:37 AM						
Special Features							
Default Call Consideration	Default		Lock Tagging	No			
Self Approval	Yes, 0.00 USD		Payment Type	Cash Payment			
Email Forwarding To	No		Official Call Justification	Yes			
Threshold Limit	100.00 USD		Assignment Type	Primary			
Back		Complete					

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.

Message from webpage ×


Do you want to print receipt?

User is redirected to the Issuance page showing status of the request as Completed.

Termination of Service

This feature is used to disassociate an asset from a staff member.

NOTE: *If an asset is assigned to a user and termination of service is done, the asset will be disassociated from the user but will remain active.*

To terminate service for an asset, follow the steps below:

1. Search for the asset for which service is being terminated; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

Create New Asset

Asset Number: 8888888

First Name: Gregory

Service Type: All

Service Provider: All


Asset Status: All

Staff Status: All

Department: All



Customer: All

Search

2. Asset that matches search criteria used is displayed. Click the  icon (under the **Actions** column) on the asset being disassociated.

Print / Export



Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	DESKTOP / Extension	Simple Mobile	8888888	Gregory 	Cash Payment				Active	Actions 

3. A context menu is displayed with options of actions that can be carried out on the asset. Click the **Termination of Service** option.

Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/>	S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/>	1	DESKTOP / Extension	Simple Mobile	8888888	Gregory 	Cash Payment				Active	Actions 

Change Status Suspend

Navigate Page(s):

1

- Edit Asset
- Update Existing Service
- Change of Responsibility
- Termination of Service
- Porting to Another Provider
- Assign Coding Block
- Asset Issuance Log
- Asset Details

4. An **Asset & Device Issuance** dialog box is opened with fields on the Request tab displayed. Enter relevant information and click either the **Save** or **Next** button.

↓ Create

* Fields are Required

Asset & Device Issuance

Request Issuance Special Features Summary

Request Type	Handover Service <input type="button" value="v"/> *
Request Category	Permanent <input type="button" value="v"/> *
Request Number	55 *
Requested By	UNHQ-NY <input type="button" value="v"/> TOM [REDACTED] - UNHQ-NY
Requested For	UNHQ-NY <input type="button" value="v"/> GREGORY [REDACTED] - UNHQ-NY *
Requested Date	05/04/2019 10:34:19 AM <input type="button" value="calendar"/> <input type="button" value="clear"/>
Approved By	UNHQ-NY <input type="button" value="v"/> MARY [REDACTED] - UNHQ-NY
Approved Date	08/04/2019 10:34:47 AM <input type="button" value="calendar"/> <input type="button" value="clear"/>
Comments	<input type="text"/>
Attachment	No file selected <input type="button" value="Choose File"/>
<input type="button" value="Save"/> <input type="button" value="Next"/>	

5. User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

NOTE: If the **Is Terminated** checkbox is selected, the asset will be deleted / made inactive when the handover process is completed.

If the **Is Terminated** checkbox is not selected, the asset will remain active when the handover process is completed.

↓ Create * Fields are Required

Asset & Device Issuance

Request **Issuance** Special Features Summary

Service Type	DESKTOP <input type="button" value="v"/> *
Service Sub Type	NUMBER ONLY <input type="button" value="v"/> *
User Assets & Devices	
Asset Sub Type	Extension <input type="button" value="v"/>
Asset Service Provider	Simple Mobile <input type="button" value="v"/>
Asset Number	8888888 - GREGORY [REDACTED] - UNHQ-NY Link Device
Asset Issue Date	2/4/2019 10:28:35 AM
Asset Expiry Date	08/04/2019 11:11:18 AM <input type="button" value="calendar"/> <input type="button" value="clear"/> *
Is Terminated	<input type="checkbox"/>

Back **Save** Next

6. User is redirected to the **Special Features** tab. Click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance **Special Features** Summary

Back **Save** Next

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

↓ Create

* Fields are Required

Asset & Device Issuance

Request Issuance Special Features **Summary**

Request

Request Number	55	Request Type	Handover Service
Request Category	Permanent	Requested By	Tom [REDACTED] - UNHQ-NY
Requested For	Gregory [REDACTED] - UNHQ-NY	Requested Date	05/04/2019 10:34:19 AM
Approved By	Mary [REDACTED] - UNHQ-NY	Approved Date	08/04/2019 10:34:47 AM

Issuance

Service Type	DESKTOP	Service Sub Type	NUMBER ONLY
Asset Sub Type	Extension	Asset Service Provider	Simple Mobile
Asset Number	8888888 - Gregory [REDACTED] - UNHQ-NY	Asset Issue Date	2/4/2019 10:28:35 AM
Asset Expiry Date	08/04/2019 11:11:18 AM		

Back **Complete**

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.

Message from webpage ×

Do you want to print receipt?

OK **Cancel**

User is redirected to the Issuance page showing status of the request as Completed.

Assign Coding Block

NOTE: Once a coding block is assigned to an asset, all asset issuance will be updated basing on the asset.

This feature is currently being used only by UNHQ.

To assign a coding block to an asset, follow the steps below:

1. Search for the asset being assigned a coding block; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

Create New Asset


Asset Number: 5134 First Name: Henry

Service Type: All Service Provider: All

Asset Status: All Staff Status: All

Department: All Customer: All

Search

2. Asset that matches search criteria used is displayed. Click the  icon (under the **Actions** column) on the asset being assigned a coding block.

Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
1	DESKTOP / Open Extension	Simple Mobile	5134	Henry	Salary Deduction				Active	Actions

3. A popup menu is displayed with options of actions that can be carried out on the asset. Click the **Assign Coding Block** option.

Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
1	DESKTOP / Open Extension	Simple Mobile	5134	Henry	Salary Deduction				Active	Actions

Change Status Suspend

Navigate Page(s):

1

- Edit Asset
- Update Existing Service
- Change of Responsibility
- Termination of Service
- Porting to Another Provider
- Assign Coding Block
- Asset Issuance Log
- Asset Details

- An Assign Coding Block popup dialog box is displayed. Enter relevant details in the fields displayed then click the **Assign** button.

Assign Coding Block ✕

↓ Assign Coding Block * Fields are Required

Coding Block	DESA : DDA-4375-3996-6457-4406
Assign To	Assets ▼
Service Type	DESKTOP ▼
Service Provider	Simple Mobile ▼
Assets	5134 - HENRY ▼

Assign

Update Existing Service

This feature is used to make changes to a current service assigned to an asset; to update an existing service, follow the steps below:

- Use the search filters on the **Assets** page to search for the asset.
- Asset that matches search criteria used is displayed. Click the ▼ icon (under the **Actions** column) on the asset having its service updated.

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	Mobile	Verizon	523698923	Abhinay ●	Salary Deduction				Active	Actions ▼

Change Status Suspend

- A context menu is displayed with options of actions that can be carried out on the asset. Click the **Update Existing Service** option.

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	Mobile	Verizon	523698923	Abhinay ●	Salary Deduction				Active	Actions ▼

Change Status Suspend

Navigate Page(s):

1

Edit Asset

- Update Existing Service
- Change of Responsibility
- Termination of Service
- Porting to Another Provider
- Assign Coding Block
- Asset Issuance Log
- Asset Details

4. **Asset & Device Issuance** page is opened with fields on the **Request** tab displayed. Enter relevant information and click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance Special Features Summary

Request Type	Update Existing Service	*
Request Category	Permanent	*
Request Number	12	*
Requested By	UNHQ-NY	TOM [REDACTED] - UNHQ-NY
Requested For	UNHQ-NY	ABHINAY [REDACTED] - UNHQ-NY *
Requested Date	21/05/2019 14:39:37 PM	🗑️ 🗨️
Approved By	UNHQ-NY	MARY [REDACTED] - UNHQ-NY
Approved Date	22/05/2019 14:39:57 PM	🗑️ 🗨️
Comments	<input type="text"/>	
Attachment	No file selected <input type="button" value="Choose File"/>	

5. User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance Special Features Summary

Service Type	Mobile	*
Service Sub Type	NUMBER ONLY	*
User Assets & Devices		
Asset Sub Type	SIM Number	
Asset Service Provider	Verizon	
Asset Number	523698923 - ABHINAY [REDACTED] - UNHQ-NY	Link Device
Asset Issue Date	1/1/2019 18:18:46 PM	🗑️ 🗨️ *

6. User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

NOTE: Send Email Notification checkbox is only displayed when **Custodian** is selected as the Assignment type.

When **Save** is clicked, data entered is saved and you can exit and return to the issuance process later and either continue or cancel it.

↓ Create * Fields are Required

Asset & Device Issuance

Request | Issuance | **Special Features** | Summary

Default Call Consideration	Default <input type="button" value="v"/> <input type="checkbox"/> Lock Tagging
Self Approval	<input checked="" type="checkbox"/> If Yes Note: 0.00 represents Unlimited
	50.00 <input type="button" value="USD"/> *
	Please, provide justification to activate the pre-approved bills option: <div style="border: 1px solid gray; padding: 5px; min-height: 40px;">bills to be pre-approved because of abc.</div>
Payment Type	Salary Deduction <input type="button" value="v"/> *
Email Forwarding To	<input type="checkbox"/> VIP Users holding assets with the "VIP" checkbox activated will not receive any notification. You can define an inbox where all notifications related to this VIP association will be sent by entering it in the text box below: <div style="border: 1px solid gray; padding: 5px; min-height: 20px;"></div>
Official Call Justification	<input checked="" type="checkbox"/>
Assignment Type	Primary <input type="button" value="v"/>

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance Special Features **Summary**

Request

Request Number	12	Request Type	Update Existing Service
Request Category	Permanent	Requested By	Tom [redacted] - UNHQ-NY
Requested For	Abhinay [redacted] - UNHQ-NY	Requested Date	21/05/2019 14:39:37 PM
Approved By	Mary [redacted] - UNHQ-NY	Approved Date	22/05/2019 14:39:57 PM

Issuance

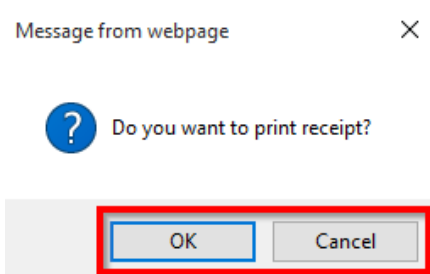
Service Type	Mobile	Service Sub Type	NUMBER ONLY
Asset Sub Type	SIM Number	Asset Service Provider	Verizon
Asset Number	523698923 - Abhinay [redacted] - UNHQ-NY	Asset Issue Date	1/1/2019 18:18:46 PM

Special Features

Default Call Consideration	Default	Lock Tagging	No
Self Approval	Yes, 50.00 USD	Payment Type	Salary Deduction
Email Forwarding To	No	Official Call Justification	Yes
Assignment Type	Primary		

Back Complete

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.



User is redirected to the Issuance page showing status of the request as Completed.

Continue Issuance

This feature is used to continue asset issuance that was started and saved but not completed (issuance status is either In-Progress or Request Created).

NOTE: *It is possible to start issuance for an asset and save it before completion. Such issuances can be continued and completed later using the **Continue Issuance** option.*

To continue issuance, follow the steps below:

1. Search for the asset for which you want to continue issuance; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

Create New Asset

Asset Number: 9785134

Service Type: All

Asset Status: All

Department: All


First Name:

Service Provider: All

Staff Status: All


Customer: All

Search

2. *The asset is displayed.* Click the  icon (under the **Actions** column) on the asset for which issuance is being continued.

Print / Export

Showing Page 1 of 1, Records 1 to 1


S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
1	DESKTOP / Open Extension	Simple Mobile	9785134	In Stock					Active	Actions 

Change Status Suspend

3. *A popup menu is displayed with options of actions that can be carried out on the asset.* Click the **Continue Issuance** option.

Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
1	DESKTOP / Open Extension	Simple Mobile	9785134	In Stock					Active	Actions 

Change Status Suspend

Navigate Page(s):

- Continue Issuance
- Cancel Issuance
- Asset Issuance Log
- Asset Details

Asset & Device Issuance page is opened for the selected asset and the user can continue with the issuance process until the end.

Cancel Issuance

This feature is used to stop asset issuance that was started and saved but not completed (issuance status is either In-Progress or Request Created).

NOTE: *It is possible to start issuance for an asset and save it before completion. Such issuances can be cancelled later using the **Cancel Issuance** option.*

To continue issuance, follow the steps below:

1. Search for the asset for which you want to continue issuance; enter search criteria in the filters on the **Assets** screen and click the **Search** button.

↓ Assets

Create New Asset

Asset Number: 9785134

First Name: []

Service Type: All

Service Provider: All


Asset Status: All

Staff Status: All

Department: All


Customer: All

Search

2. *The asset is displayed.* Click the  icon (under the **Actions** column) on the asset for which issuance is being canceled.

Print / Export

Showing Page 1 of 1, Records 1 to 1


<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	DESKTOP / Open Extension	Simple Mobile	9785134	In Stock					Active	Actions 

Change Status Suspend

3. *A popup menu is displayed with options of actions that can be carried out on the asset.* Click the **Cancel Issuance** option.

Print / Export

Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Device IMEI	Serial No	Device Details	Asset Status	Actions
<input type="checkbox"/> 1	DESKTOP / Open Extension	Simple Mobile	9785134	In Stock					Active	Actions 

Change Status Suspend

Navigate Page(s):

- Continue Issuance
- Cancel Issuance**
- Asset Issuance Log
- Asset Details

4. A *Cancel Issuance dialog box is displayed*. Enter comments then click the **Save** button.

Cancel Issuance
✕

Cancel Issuance
* Fields are Required

Request Number	55
Request Category	Permanent
Requested For	Henry [REDACTED]
Comments	<input type="text" value="issuance being cancelled because of xyz"/>
Attachment	<input type="button" value="Browse..."/>

Save

User is redirected to the Issuance page and status of issuance is changed to Cancelled.

Issuance
New Issuance

Request Type	All	▼	Service Type	All	▼
Request Category	All	▼	Request Number	<input type="text"/>	
Requested For	<input type="text"/>		Requested By	<input type="text"/>	
Assigned To	<input type="text"/>		Asset Number	9785134	

[Print / Export](#)

Showing Page 1 of 1, Records 1 to 1

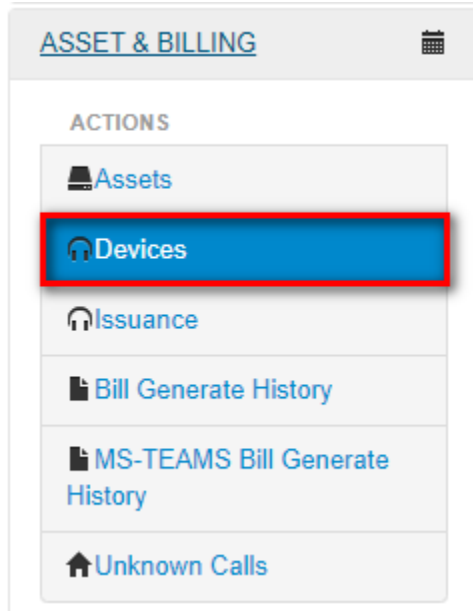
S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	55	Permanent	Henry [REDACTED]	Mary [REDACTED]	DESKTOP - NUMBER ONLY	9785134		Cancelled	<input type="button" value="Actions"/>

Devices

This feature is used to create and manage device inventory. Managing devices involves:

- Creating a new device
- Viewing device details
- Creating new service for a device
- Editing a device
- Changing responsibility
- Viewing device issuance logs
- Updating existing service
- Termination of service
- Porting device to another provider

To manage eBilling devices, click the **Devices** link under the **Asset & Billing** menu.



The **Devices** page is displayed. On this page, the Limited TBU Administrator search for, create and edit devices.

NOTE: *Devices that are active have the word **Active** in the Device Status column.*

*Devices that are not yet assigned to any user have the words **In Stock** in the Assigned To column.*

Devices associated with users have the user's name in the Assigned To column.

A green dot besides a user's name means that user is active while a red dot besides a user's name indicates that the user is inactive.

*Deactivated/ deleted devices will have the words **Inactive / Deleted** in the Device Status column.*

*Suspended devices will have the word **Suspended** in the Device Status column.*

↓ Devices

Create New Device

Asset Number	<input type="text"/>	Service Type	All	Service Provider	All
IMEI	<input type="text"/>	Device Type	All	Device Make	All
Device Model	All	Device Status	All	Staff Status	All
Department	All	Customer	All	Service Category	All
Staff Member	ALL...	Association Status	All		

[Search](#)

Print / Export

Showing Page 1 of 4, Records 1 to 10 of 38

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb	Carmine DE MARCO	UNLB -		393884880400	Active	Actions
2	Mobile	WIND	Permanent	IMEI111	SERIALNo.1	Mobile Phone	Mobile make 1	Mobile make 1 model 1 Space Grey 32 GB	Belen MOLINER CARBO	UNLB -			Active	Actions
3	DESKTOP	WIND	Permanent	IMEI5		Dect	Device make dect 1	Dect model1 Black 16gb	Belen MOLINER CARBO	UNLB -		1993271	Active	Actions
4	Mobile	WIND	Permanent	IMEI 7		Mobile Phone	Mobile make 1	Mobile make 1 model 1 Space Grey 32 GB	Belen MOLINER CARBO	UNLB -			Active	Actions
5	DESKTOP	WIND	Permanent	IMEI 951623		Dect	Device make dect 1	Dect model1 Black 64 GB	Belen MOLINER CARBO	UNLB -			Active	Actions
6	Satellite	WIND	Permanent	0938745837461		Satellite Phone	Alcatel	Alcatel Test Model Black 32 GB	Peter YONG	UNLB -			Active	Actions
7	DESKTOP	WIND	Loaner	9898989898		Desktop	DesktopMakerMan	6128 Black 16gb	unsbvqc0 unsbvqc0	UNLB -			Active	Actions
8	Mobile	WIND	Permanent	IMEI RP58-1		Mobile Phone	Mobile make 1	Mobile make 1 model 1 Purple 128 GB	unsbvqc3 unsbvqc3	UNLB -		56464564	Active	Actions
9	Mobile	WIND	Permanent	30856		Mobile Phone	Mobile make 1	Mobile make 1 model 1 BLK 64 GB	unsbvqc3 unsbvqc3	UNLB - Paco Jones	Coding block 1	65803	Active	Actions
10	DESKTOP	TESt BBB	Permanent	IMEI02	565656	Dect	PIT	PIT 01 Space Grey 16 GB	unsbvqc3 unsbvqc3	UNLB -			Active	Actions

Change Status

Create New Device

1. On the Devices page, click the **Create New Device** button.

↓ Devices

Create New Device

Asset Number	<input type="text"/>	Service Type	All	Service Provider	All
IMEI	<input type="text"/>	Device Type	All	Device Make	All
Device Model	All	Device Status	All	Staff Status	All
Department	All	Customer	All	Service Category	All
Staff Member	ALL...	Association Status	All		

Search

2. A **Create New Device** dialog box is displayed; the fields displayed for the Limited TBU Administrator to fill depend on service type of the asset being created.

The Limited TBU Administrator enters relevant information in the fields displayed then clicks the **Submit** button.

Create New Device

↓ Devices * Fields are Required

Service Type	Satellite *	Device Type	Satellite Phone *
Service Provider	WIND *	Service Category	Permanent *
Device Make	Alcatel *	Device Model	Alcatel Test Model abc *
Internal Memory	32 GB *	IMEI	0938745837461 *
Device Color	Black *	Operating System	Android. *
Barcode	<input type="text"/>	Serial No.	<input type="text"/>
Contract Start Date	<input type="text"/>	Contract End Date	<input type="text"/>
Base Value	<input type="text"/>	Comments	<input type="text"/>
Reference	<input type="text"/> Choose File No file chosen		

Submit

The new device is added to the list of existing assets.

NOTE: It has the value **In Stock** under the **Assigned To** column meaning it has not yet been assigned to any staff member.


Status of all newly created asset is automatically set to **Active**

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
<input type="checkbox"/> 1	Satellite	WIND	0938745837461		Satellite Phone	Alcatel	Alcatel Test Model abc Black 32 GB	In Stock		Active	Actions

Change Status Suspend

Edit Device

1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device matching search criteria used is displayed.* Click the  icon (under the **Actions** column) on the device.

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
<input type="checkbox"/> 1	Satellite	WIND	0938745837461		Satellite Phone	Alcatel	Alcatel Test Model abc Black 32 GB	In Stock		Active	Actions

Change Status Suspend

3. *A context menu is displayed with options of actions that can be carried out on the device.* Click the **Edit Device** option.

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
<input type="checkbox"/> 1	Satellite	WIND	0938745837461		Satellite Phone	Alcatel	Alcatel Test Model abc Black 32 GB	In Stock		Active	Actions Edit Device New Service Porting to Another Provider Device Issuance Log Device Details

Change Status Suspend

Navigate Page(s):
1

4. *The **Edit Device** dialog box is displayed.* Make relevant changes to the fields displayed and click the **Save** button.

Edit Device
✕

↓ Devices
* Fields are Required

Service Type	Satellite	Device Type	Satellite Phone *
Service Provider	WIND *	Service Category	Loaner *
Device Make	Alcatel *	Device Model	Alcatel Test Model abc *
Internal Memory	64 GB *	IMEI	0938745837461 *
Device Color	Black *	Operating System	Android. *
Barcode	<input type="text"/>	Serial No.	<input type="text"/>
Contract Start Date	<input type="text"/> 📅 🗑️	Contract End Date	<input type="text"/> 📅 🗑️
Base Value	<input type="text"/>	Comments	<input style="width: 100%;" type="text"/>
Reference	<input type="text" value="Choose File"/> No file chosen		

Save

Changes made to the device are saved and reflected on the list displayed on the Devices page.

New Service

This option is used to create a new issuance request / assign a device to a user.

1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device matching search criteria used is displayed.* Click the ▾ icon (under the **Actions** column) on the device.

Print / Export
 Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
<input type="checkbox"/> 1	Satellite	WIND	0938745837461		Satellite Phone	Alcatel	Alcatel Test Model abc Black 32 GB	In Stock		Active	Actions ▾

Change Status
Suspend

3. *A context menu is displayed with options of different actions that can be carried out on the device.* Click the **New Service** option.

Print / Export
 Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
<input type="checkbox"/> 1	Satellite	WIND	0938745837461		Satellite Phone	Alcatel	Alcatel Test Model abc Black 32 GB	In Stock		Active	Actions ▾

Change Status
Suspend

Navigate Page(s):
1

Edit Device
New Service

Porting to Another Provider
Device Issuance Log
Device Details

4. **Asset & Device Issuance** page is opened with fields on the Request tab displayed. Enter relevant information and click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance Special Features Summary

Request Type	New Service
Request Category	Permanent
Request Number	306
Requested By	UNLB TOM - UNLB
Requested For	UNLB PETER - UNLB
Requested Date	20/05/2019 14:23:31 PM
Approved By	UNLB MOSES - UNLB
Approved Date	21/05/2019 14:25:32 PM
Comments	
Attachment	No file selected Choose File

Save **Next**

NOTE: When **Save** is clicked, data entered is saved and you can exit and return to the issuance process later and either continue or cancel it.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
1	Satellite	WIND	0938745837461		Satellite Phone	Alcatel	Alcatel Test Model abc Black 32 GB	In Stock		Active	Actions Continue Issuance Cancel Issuance Device Issuance Log Device Details

Change Status Suspend

Navigate Page(s):

- User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

NOTE: When **Save** is clicked, data entered is saved and you can exit and return to the issuance process later and either continue or cancel it.

* Fields are Required

Asset & Device Issuance

Request **Issuance** Special Features Summary

Service Type	Satellite	*
Service Sub Type	DEVICE ONLY	*
Device Type	Satellite Phone	
Device Service Provider	WIND	
Device IMEI	0938745837461 - SATELLITE WIND	Create Device
Device Issue Date	21/5/2019 16:51:3 PM	<input type="checkbox"/> <input type="checkbox"/> *
Assign To	PETER - UNLB	*
Functional Hierarchy	UNLB/UNOPS/UNOPSV/OR	
Operational Hierarchy To	UNLB/UNOPS/UNOPSV/OR	<input type="checkbox"/> *
Coding Block	Perico : 20NUA-1004- 0006-3701	
Customer	Perico de los Palotes	

Back **Save** Next

6. User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

NOTE: *Send Email Notification* checkbox is only displayed when **Custodian** is selected as the Assignment type.

*When **Save** is clicked, data entered is saved and you can exit and return to the issuance process later and either continue or cancel it.*

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance **Special Features** Summary

Payment Type	Salary Deduction <input type="checkbox"/> *
Assignment Type	Custodian <input type="checkbox"/> <input checked="" type="checkbox"/> Send Email Notification

Back Save Next

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to return to the previous sections; if no change is required, click the **Complete** button.

↓ Create * Fields are Required

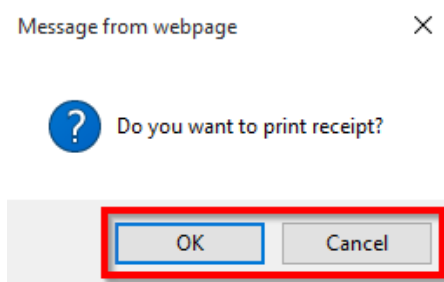
Asset & Device Issuance

Request Issuance Special Features **Summary**

Request			
Request Number	306	Request Type	New Service
Request Category	Permanent	Requested By	Peter [redacted] - UNLB
Requested For	Peter [redacted] - UNLB	Requested Date	20/5/2019 14:23:31 PM
Approved By	Moses [redacted] - UNLB	Approved Date	21/5/2019 14:25:32 PM
Issuance			
Service Type	Satellite	Service Sub Type	DEVICE ONLY
Device Type	Satellite Phone	Device Service Provider	WIND
Device IMEI	0938745837461 - Satellite WIND	Assign To	Peter [redacted] - UNLB
Functional Hierarchy	UNLB/UNOPS/UNOPSV/OR	Operational Hierarchy To	UNLB/UNOPS/UNOPSV/OR
Coding Block	Perico : 20NUA-1004- 0006--3701	Customer	Perico de los Palotes
Device Issue Date	21/5/2019 16:51:3 PM		
Special Features			
Payment Type	Salary Deduction	Assignment Type	Custodian

Back Complete

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click the **OK** button to print the voucher.



User is redirected to the Issuance page showing status of the request as Completed.

NOTE: Once a device has been issued, name of the staff member to whom it was issued appears under the **Assigned To** column on the **Devices** page.

If staff member device is issued to is active, a green dot appears besides their name.

If staff member device is issued to is inactive, a red dot appears besides their name.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
1	Satellite	WIND	0938745837461		Satellite Phone	Alcatel	Alcatel Test Model abc Black 32 GB	Peter ●		Active	Actions


Change Status Suspend

After a device has been issued / assigned to a user, the following extra actions are added to the ones which were made available after the device was created:

- Edit device
- Update existing service
- Change of responsibility
- Termination of service
- Port asset to another provider
- View device issuance log
- View device details

Porting to Another Provider


This refers to transferring a device from one provider (the one it was associated to when being created) to another. To transfer a device from one provider to another, follow the steps below:

1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device matching search criteria used is displayed.* Click the  icon (under the **Actions** column) on the device.

<input type="checkbox"/>	S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
<input type="checkbox"/>	1	Mobile	WIND	1122334455		Mobile Phone	DDR	Congo White 10 GB	In Stock		Active	Actions 

Change Status Suspend

- A context menu is displayed with options of actions that can be carried out on the device. Click the **Porting to Another Provider** option.

<input type="checkbox"/>	S.No	Service Type	Service Provider	IMEI	Serial No	Device Type	Make	Model	Assigned To	Asset Number	Device Status	Actions
<input type="checkbox"/>	1	Mobile	WIND	1122334455		Mobile Phone	DDR	Congo White 10 GB	In Stock		Active	Actions  <ul style="list-style-type: none"> Edit Device New Service Porting to Another Provider Device Issuance Log Device Details

Change Status Suspend











Navigate Page(s):

1

- Asset & Device Issuance** page is opened with fields on the **Request** tab displayed. Enter relevant information and click either the **Save** or **Next** button.

Asset & Device Issuance Porting to another provider/Permanent

Request | Issuance | Special Features | Summary

Request Type	Porting to another provider 
Request Category	Permanent 
Request Number	500
Requested By	UNLB  SEARCH...
Requested For	UNLB  CARMINE DE MARCO - UNLB
Requested Date	01/12/2020 16:59:38 PM  
Approved By	UNLB  MARYLINDA GONZALEZ DAVI - UNLB
Approved Date	01/12/2020 16:59:55 PM  
Comments	<input style="width: 100%;" type="text"/>
Attachment	No file selected <input type="button" value="Choose File"/> 

Save **Next**

- User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

Asset & Device Issuance [Porting to another provider/Permanent](#)

Request **Issuance** Special Features Summary

Service Type	Mobile
Service Sub Type	DEVICE ONLY
User Assets & Devices	
Device Type	Mobile Phone
Device Service Provider	Test RP26
Device IMEI	0003 - CARMINE DE MARCO
Device Issue Date	30/12/2021 02:33:48 PM
Device Expiry Date	01/12/2021 17:02:15 PM
Service Provider To	WIND

Back Save Next

6. User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

Asset & Device Issuance [Porting to another provider/Permanent](#)

Request Issuance **Special Features** Summary

Back Save Next

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

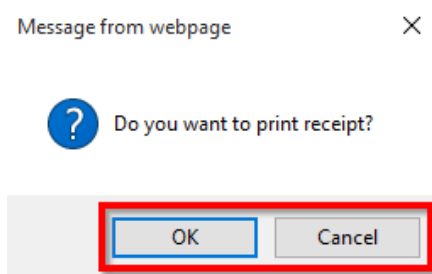
Asset & Device Issuance [Porting to another provider/Permanent](#)

Request Issuance Special Features **Summary**

Request			
Request Number	500	Request Type	Porting to another provider
Request Category	Permanent	Requested By	
Requested For	Carmine DE MARCO - UNLB	Requested Date	01/12/2020 16:59:38 PM
Approved By	Marylinda GONZALEZ DAVI - UNLB	Approved Date	01/12/2020 16:59:55 PM
Issuance			
Service Type	Mobile	Service Sub Type	DEVICE ONLY
Device Type	Mobile Phone	Device Service Provider	Test RP26
Device IMEI	0003 - Carmine DE MARCO	Service Provider To	WIND
Device Issue Date	30/12/2021 02:33:48 PM	Device Transfer Date	01/12/2021 17:02:15 PM

Back Complete

- A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.




User is redirected to the Issuance page showing status of the request as Completed.

View Device Issuance Logs

A device issuance log shows association history for a selected device i.e. which users were assigned the device, duration of the association as well as details of each association.

To view issuance log for a device, follow the steps below:

- On the Devices page, enter search criteria then click the **Search** button.
- Device matching search criteria used is displayed. Click the  icon (under the **Actions** column) on the device.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb	Carmine DE MARCO	UNLB -		393884880400	Active	Actions

Change Status

- A context menu is displayed with options of actions that can be carried out on the device. Click the **Device Issuance Log** option.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb	Carmine DE MARCO	UNLB -		393884880400	Active	Actions Continue Issuance Cancel Issuance Device Issuance Log Issuance Details Device Details

Change Status

Navigate Page(s):

1

- A **Device Issuance Log** for the selected asset is displayed; it shows a history of users that have been assigned the selected device, details of the device as well as comments (if any) made on issuance of the device.

Staff Member	IMEI	Asset Number	Issue Date	Handover Date	Payment Type	Device Status	Associate Status	Issuance Last Updated By	Issuance Last Updated Date	Actions
Carmine DE MARCO	0003		30/12/2021 02:33:48 PM		Salary Deduction	Active	Active	unsvbvc0 unsvbvc0	01/12/2020 12:38:32 PM	
Carmine DE MARCO	0003	393884880400	19/11/2020 09:28:05 PM	30/12/2021 02:33:47 PM	Salary Deduction	Active	Inactive	unsvbvc0 unsvbvc0	01/12/2020 12:38:32 PM	

View Device Details

Device details consist of information that was entered when a device was being created and uniquely identify that device from others in the system.

To view details of a device, follow the steps below:

1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device matching search criteria used is displayed.* Click the icon (under the **Actions** column) on the device.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb	Carmine DE MARCO	UNLB -		393884880400	Active	

[Change Status](#)

3. *A context menu is displayed with options of actions that can be carried out on the device.* Click the **Device Details** option.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb	Carmine DE MARCO	UNLB -		393884880400	Active	<div style="border: 1px solid gray; padding: 5px;"> Actions <ul style="list-style-type: none"> Continue Issuance Cancel Issuance Device Issuance Log Issuance Details Device Details </div>

[Change Status](#)

Navigate Page(s):

[1](#)

4. *The **Asset Details** popup dialog box is displayed showing details of the selected asset as well as any actions that have been carried out on it.*

Device Details				
↓ Device Details				
Service Type	Satellite	Device Type	Satellite Phone	
Service Provider	WIND	Service Category	Permanent	
Device Make	Alcatel	Device Model	Alcatel Test Model abc	
Internal Memory	32 GB - GB	IMEI	0938745837461	
Device Color	Black	Operating System	Android.	
Barcode		Serial No.		
Contract Start Date		Contract End Date		
Base Value		Device Status	Active	
Page Action	Comments	Reference	Updated By	Updated Date
Devices/ Create				20/05/2019 01:49:10 PM

Change Status of a Device

A device can be either active or inactive; a Limited TBU Administrator can change status of a device at any time.

Deactivate Device

NOTE: *If a device is assigned to a staff member and you change its status from active to inactive, that device is disassociated from the staff member.*

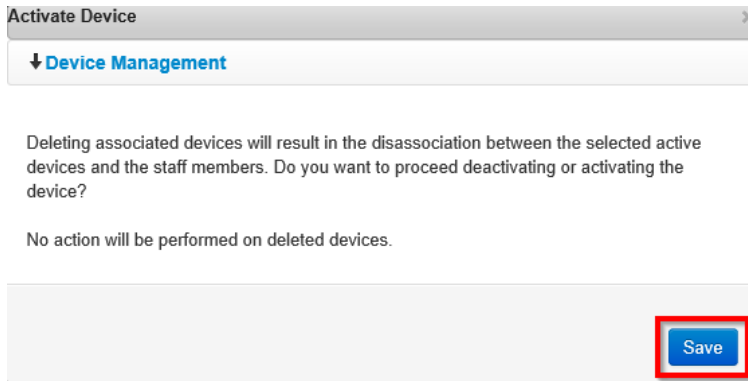
To make a device inactive, a Limited TBU Administrator should do the following:

1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device that matches search criteria used is displayed.* Select checkbox besides the device then click the **Change Status** button.

<input type="checkbox"/>	S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
<input checked="" type="checkbox"/>	1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb	Carmine DE MARCO	UNLB -		393884880400	Active	Actions

Change Status

3. A **Device Management** dialog box is displayed explaining implications of deleting an asset and prompting the user to confirm the action. Click the **Save** button to confirm change of status for the selected asset.



4. *The **Device Status** is changed to **Inactive/Deleted**.*

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb		-		393884880400	Inactive/Deleted	Actions

After a device has been deactivated, only the following actions can be carried out on it:

- Edit device
- View device issuance log
- View device details
- View Issuance details

Activate Device

To activate a device, a Limited TBU Administrator should do the following:

1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device that matches search criteria used is displayed.* Select checkbox besides the device then click the **Change Status** button.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb		-		393884880400	Inactive/Deleted	Actions



3. *A **Device Management** dialog box is displayed prompting user to confirm the action.* Click the **Save** button to confirm activation of the selected device.

✕
Activate Device

↓ **Device Management**

Deleting associated devices will result in the disassociation between the selected active devices and the staff members. Do you want to proceed deactivating or activating the device?

No action will be performed on deleted devices.

Save

- The value in the **Assigned To** column changes to **In Stock** and the value in the **Asset Status** column changes to **Active**.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb	In Stock	-		393884880400	Active	Actions

Suspend a Device

Suspending an active device makes it temporarily inactive but it remains associated to the staff member to whom it was assigned.

NOTE: The issuance date does not change when a device is suspended.

To suspend a device, follow the steps below:

- On the Devices page, enter search criteria then click the **Search** button.
- Device that matches search criteria used is displayed. Click the icon (under the **Actions** column) on the device.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	Test RP26	Permanent	0003		Mobile Phone	Mobile make 1	Mobile make 1 model 1 gold 16gb	Carmine DE MARCO	UNLB -		393884880400	Active	Actions

Change Status

- A context menu is displayed with options of actions that can be carried out on the device. Click the **Suspend** option.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	WIND	Permanent	IMEI111	SERIALNo.1	Mobile Phone	Mobile make 1	Mobile make 1 model 1 Space Grey 32 GB	Belen MOLINER CARBO	UNLB -			Active	<div style="border: 1px solid #ccc; padding: 2px; font-size: 0.7em;"> ✕ Actions <ul style="list-style-type: none"> Edit Device Update Existing Service Change of Responsibility Handover Service Porting to Another Provider <li style="border: 2px solid red; padding: 2px;">Suspend </div>
2	DESKTOP	WIND	Permanent	IMEI5		Dect	Device make dect 1	Dect model1 Black 16gb	Belen MOLINER CARBO	UNLB -		1993271	Active	

4. **Asset & Device Issuance** page is opened with fields on the **Request** tab displayed. Enter relevant information and click either the **Save** or **Next** button.

Asset & Device Issuance **Suspend/Permanent**

Request Issuance Special Features Summary

Request Type: Suspend

Request Category: Permanent

Request Number:

Requested By: UNLB MARYLINDA GONZALEZ DAVI - UNLB

Requested For: UNLB SEARCH...

Requested Date: 01/12/2020 17:21:53 PM

Approved By: UNLB CARMINE DE MARCO - UNLB

Approved Date: 01/12/2020 17:22:11 PM

Comments:

Attachment: No file selected Choose File

Save Next

5. User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

Asset & Device Issuance **Suspend/Permanent**

Request Issuance Special Features Summary

Service Type: Mobile

Service Sub Type: DEVICE ONLY

Device Type: Mobile Phone

Device Service Provider: WIND






Device IMEI: IMEI111 - SERIALNO.1 - BELEN MOLINER CARBO

Back Save Next

6. User is redirected to the **Special Features** tab. Enter relevant data then click either **Save** or **Next** button.

Asset & Device Issuance **Suspend/Permanent**

Request Issuance **Special Features** Summary

Suspend Date	01/12/2020 17:28:36 PM	  *
Expected Activate Date	30/12/2020 17:28:41 PM	  *
Reason	Reason A	 *

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.


Asset & Device Issuance **Suspend/Permanent**

Request Issuance Special Features **Summary**

Request			
Request Number		Request Type	Suspend
Request Category	Permanent	Requested By	Marylinda GONZALEZ DAVI - UNLB
Requested For		Requested Date	01/12/2020 17:21:53 PM
Approved By	Carmine DE MARCO - UNLB	Approved Date	01/12/2020 17:22:11 PM
Issuance			
Service Type	Mobile	Service Sub Type	DEVICE ONLY
Device Type	Mobile Phone	Device Service Provider	WIND
Device IMEI	IMEI111 - SERIALNo.1 - Beien MOLINER CARBO		
Special Features			
Suspend Date	01/12/2020 17:28:36 PM	Expected Activate Date	30/12/2020 17:28:41 PM
Suspend Reason	Reason A		

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.


Message from webpage ×

 Do you want to print receipt?

User is redirected to the Issuance page showing status of the request as Suspended.

Update Existing Service

This feature is used to make changes to the current service assigned to a device; to update an existing service, follow the steps below:

1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device matching search criteria used is displayed.* Click the  icon (under the **Actions** column) on the device.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	DESKTOP	WIND	Permanent	IMEI5		Dect	Device make dect 1	Dect model1 Black 16gb	Belen MOLINER CARBO	UNLB -		1993271	Active	Actions

3. *A context menu is displayed with options of actions that can be carried out on the device.* Click the **Update Existing Service** option.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	DESKTOP	WIND	Permanent	IMEI5		Dect	Device make dect 1	Dect model1 Black 16gb	Belen MOLINER CARBO	UNLB -		1993271	Active	Actions
2	DESKTOP	WIND	Permanent	IMEI56		Desktop	DesktopMakerMan	6128 N/A 32 GB	unsbvqc7 unsbvqc7	UNLB -		1004	Active	Edit Device Update Existing Service Change of Responsibility

4. **Asset & Device Issuance** page is opened with fields on the **Request** tab displayed. Enter relevant information and click either the **Save** or **Next** button.

Asset & Device Issuance Update Existing Service/Permanent

Request | Issuance | Special Features | Summary

Request Type	Update Existing Service *
Request Category	Permanent *
Request Number	<input type="text"/>
Requested By	UNLB * MARIE-LAURE PEGIE CAUCHOIS - UNLB
Requested For	UNLB * BELEN MOLINER CARBO - UNLB
Requested Date	01/12/2020 17:39:21 PM 📅 ✖
Approved By	UNLB * MARYLINDA GONZALEZ DAVI - UNLB
Approved Date	01/12/2020 17:39:38 PM 📅 ✖
Comments	<input type="text"/>
Attachment	No file selected Choose File 📎

Save
Next

5. User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

Asset & Device Issuance [Update Existing Service/Permanent](#)

Request **Issuance** Special Features Summary

Service Type	DESKTOP
Service Sub Type	BUNDLE
User Assets & Devices	
Asset Sub Type	Dect
Asset Service Provider	WIND
Asset Number	1993271 - BELEN MOLINER CARBO - UNLB
Asset Issue Date	02/11/2017 12:26:44 PM
Device Type	Dect
Device Service Provider	WIND
Device IMEI	IMEIS - BELEN MOLINER CARBO Change Device Detach Device
Device Issue Date	23/04/2019 09:43:41 AM
Coding Block	SEARCH...
Customer	SEARCH...

Back **Save** Next

6. User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

Asset & Device Issuance [Update Existing Service/Permanent](#)

Request Issuance **Special Features** Summary

Threshold Limit	0.00 EUR *
Default Call Consideration	Default <input type="checkbox"/> Lock Tagging
Self Approval	<input type="checkbox"/> If Yes Note: 0.00 represents unlimited
Payment Type	Cash Payment *
Email Forwarding To	<input type="checkbox"/> VIP Users holding assets with the "VIP" checkbox activated will not receive any notification. You can define an inbox where all notifications related to this VIP association will be sent by entering it in the text box below: <input type="text"/>
Official Call Justification	<input checked="" type="checkbox"/>
Assignment Type	Secondary

Back **Save** Next

- User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

Asset & Device Issuance [Update Existing Service/Permanent](#)

Request Issuance Special Features **Summary**

Request			
Request Number		Request Type	Update Existing Service
Request Category	Permanent	Requested By	Marie-Laure PEGIE CAUCHOIS - UNLB
Requested For	Belen MOLINER CARBO - UNLB	Requested Date	01/12/2020 17:39:21 PM
Approved By	Marylinda GONZALEZ DAVI - UNLB	Approved Date	01/12/2020 17:39:38 PM
Issuance			
Service Type	DESKTOP	Service Sub Type	BUNDLE
Asset Sub Type	Dect	Asset Service Provider	WIND
Asset Number	1993271 - Belen MOLINER CARBO - UNLB	Device Type	Dect
Device Service Provider	WIND	Device IMEI	IMEIS - Belen MOLINER CARBO
Asset Issue Date	02/11/2017 12:26:44 PM	Device Issue Date	23/04/2019 09:43:41 AM
Special Features			
Default Call Consideration	Default	Lock Tagging	No
Self Approval	No	Payment Type	Cash Payment
Email Forwarding To	No	Official Call Justification	Yes
Threshold Limit	0.00 EUR	Assignment Type	Secondary

Back **Complete**

- A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.

Message from webpage X

Do you want to print receipt?


OK **Cancel**

User is redirected to the Issuance page showing status of the request as Completed.

Change of Responsibility


This feature enables a Limited TBU Administrator to change assignment of a device from one user to another.

To change responsibility for a device, follow the steps below:

1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device matching search criteria used is displayed.* Click the  icon (under the **Actions** column) on the device.

<input type="checkbox"/> S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
<input type="checkbox"/> 1	DESKTOP	WIND	Permanent	IMEI5		Dect	Device make dect 1	Dect model1 Black 16gb	Belen MOLINER CARBO	UNLB -		1993271	Active	Actions 

3. *A context menu is displayed with options of actions that can be carried out on the device.* Click the **Change of Responsibility** option.

<input type="checkbox"/> 2	DESKTOP	WIND	Permanent	IMEI56		Desktop	DesktopMakerMan	6128 N/A 32 GB	unsvbqc7 unsvbqc7	UNLB -		1004	Active	Actions 
<input type="checkbox"/> 3	Mobile	WIND	Permanent	imei5		Mobile Phone	Mobile make 1	Mobile make 1 model 1 Black 16 GB				11123	Inactive/Deleted	<ul style="list-style-type: none"> Edit Device Update Existing Service Change of Responsibility Handover Service Porting to Another Provider Suspend Asset Details

[Change Status](#)

Navigate Page(s):

4. *Asset & Device Issuance page is opened with fields on the Request tab displayed.* Enter relevant information and click either the **Save** or **Next** button.

Asset & Device Issuance **Change of Responsibility/Permanent**

Request Issuance Special Features Summary

Request Type	Change of Responsibility	▼ *
Request Category	Permanent	▼ *
Request Number	<input type="text"/>	
Requested By	UNLB	▼ UNSBVQC7 UNSBVQC7 - UNLB *
Requested For	UNLB	▼ UNSBVQC7 UNSBVQC7 - UNLB *
Requested Date	01/12/2020 17:46:21 PM	📅 ✕
Approved By	UNLB	▼ MARIE-LAURE PEGIE CAUCHOIS - UNLB
Approved Date	01/12/2020 17:46:36 PM	📅 ✕
Comments	<input type="text"/>	
Attachment	No file selected	Choose File 📎

Save Next

5. User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

Asset & Device Issuance Change of Responsibility/Permanent	
Request Issuance Special Features Summary	
Service Type	DESKTOP
Service Sub Type	BUNDLE
User Assets & Devices	
Asset Sub Type	Cilcode
Asset Service Provider	WIND
Asset Number	1004 - UNSBVQC7 UNSBVQC7 - UNLB - UNLB
Asset Issue Date	01/01/2016 10:58:07 AM
Asset Transfer Date	01/12/2020 17:47:32 PM
Device Type	Desktop
Device Service Provider	WIND
Device IMEI	IMEI56 - UNSBVQC7 UNSBVQC7 - UNLB
Device Issue Date	03/08/2020 01:02:55 PM
Device Transfer Date	01/12/2020 17:47:32 PM
	<input checked="" type="radio"/> User <input type="radio"/> Function
Assign To	UNSBVQC7 UNSBVQC7 - UNLB
Coding Block	SEARCH...
Customer	SEARCH...
<input type="button" value="Back"/> <input checked="" type="button" value="Save"/> <input type="button" value="Next"/>	

6. User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

Asset & Device Issuance Change of Responsibility/Permanent	
Request Issuance Special Features Summary	
Threshold Limit	0.00 EUR
Default Call Consideration	Default
	<input type="checkbox"/> Lock Tagging
Self Approval	<input type="checkbox"/> If Yes Note: 0.00 represents unlimited
Payment Type	Salary Deduction
Email Forwarding To	<input type="checkbox"/> VIP Users holding assets with the "VIP" checkbox activated will not receive any notification. You can define an inbox where all notifications related to this VIP association will be sent by entering it in the text box below: <input type="text"/>
Official Call Justification	<input checked="" type="checkbox"/>
Assignment Type	Secondary
<input type="button" value="Back"/> <input checked="" type="button" value="Save"/> <input type="button" value="Next"/>	

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

Asset & Device Issuance [Change of Responsibility/Permanent](#)


Request Issuance Special Features **Summary**

Request			
Request Number		Request Type	Change of Responsibility
Request Category	Permanent	Requested By	unsvqc7 unsvqc7 - UNLB
Requested For	unsvqc0 unsvqc0 - UNLB	Requested Date	01/12/2020 17:46:21 PM
Approved By	Marie-Laure PEGIE CAUCHOIS - UNLB	Approved Date	01/12/2020 17:46:36 PM
Issuance			
Service Type	DESKTOP	Service Sub Type	BUNDLE
Asset Sub Type	Cilcode	Asset Service Provider	WIND
Asset Number	1004 - unsvqc7 unsvqc7 - UNLB - UNLB	Device Type	Desktop
Device Service Provider	WIND	Device IMEI	IMEI56 - unsvqc7 unsvqc7 - UNLB
Change of Responsibility	User	Assign To	unsvqc0 unsvqc0 - UNLB
Coding Block		Customer	
Asset Issue Date	01/01/2016 10:58:07 AM	Asset Transfer Date	01/12/2020 17:47:32 PM
Device Issue Date	03/08/2020 01:02:55 PM	Device Transfer Date	01/12/2020 17:47:32 PM
Special Features			
Default Call Consideration	Default	Lock Tagging	No
Self Approval	No	Payment Type	Salary Deduction
Email Forwarding To	No	Official Call Justification	Yes
Threshold Limit	0.00 EUR	Assignment Type	Secondary

[Back](#) [Complete](#)

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.

Message from webpage ×

 Do you want to print receipt?

[OK](#) [Cancel](#)


User is redirected to the Issuance page showing status of the request as Completed.

Handover Service


This feature is used to disassociate a device from a staff member.

NOTE: If a device is assigned to a user and termination of service is done, the device will be disassociated from the user but will remain active.

To terminate service, follow the steps below:


1. On the Devices page, enter search criteria then click the **Search** button.
2. *Device matching search criteria used is displayed.* Click the  icon (under the **Actions** column) on the device.

Showing Page 1 of 1, Records 1 to 1

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	WIND	Permanent	IMEI 7		Mobile Phone	Mobile make 1	Mobile make 1 model 1 Space Grey 32 GB	Belen MOLINER CARBO	UNLB -			Active	

[Change Status](#)

3. *A context menu is displayed with options of actions that can be carried out on the device.* Click the **Handover Service** option.

S.No	Service Type	Service Provider	Category	IMEI	Serial No	Device Type	Make	Model	Assigned To	Department - Customer	Coding Block	Asset Number	Device Status	Actions
1	Mobile	WIND	Permanent	IMEI 7		Mobile Phone	Mobile make 1	Mobile make 1 model 1 Space Grey 32 GB	Belen MOLINER CARBO	UNLB -			Active	

[Change Status](#)











Navigate Page(s): [1](#)

Edit Device
 Update Existing Service
 Change of Responsibility
Handover Service
 Porting to Another Provider

4. *An **Asset & Device Issuance** dialog box is opened with fields on the **Request** tab displayed.* Enter relevant information and click either the **Save** or **Next** button.

Asset & Device Issuance Handover Service/Permanent

Request | Issuance | Special Features | Summary

Request Type	Handover Service  *
Request Category	Permanent  *
Request Number	<input type="text"/>
Requested By	UNLB  MARIE-LAURE PEGIE CAUCHOIS - UNLB
Requested For	UNLB  BELEN MOLINER CARBO - UNLB *
Requested Date	01/12/2020 20:14:35 PM  
Approved By	UNLB  MARY PROTO - UNLB
Approved Date	01/12/2020 20:14:51 PM  
Comments	<input type="text"/>
Attachment	No file selected Choose File 

Save
Next

5. User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

NOTE: If the **Is Terminated** checkbox is selected, the asset will be deleted / made inactive when the handover process is completed.

If the **Is Terminated** checkbox is not selected, the asset will remain active when the handover process is completed.

Asset & Device Issuance **Handover Service/Permanent**

Request **Issuance** Special Features Summary

Service Type	Mobile	*
Service Sub Type	DEVICE ONLY	*
User Assets & Devices		
Device Type	Mobile Phone	
Device Service Provider	WIND	
Device IMEI	IMEI 7 - BELEN MOLINER CARBO - UNLB	
Device Issue Date	01/01/2019 12:19:33 PM	
Device Expiry Date	01/12/2020 20:16:17 PM	
Is Terminated	<input type="checkbox"/>	

Back **Save** Next

6. User is redirected to the **Special Features** tab. Click either the **Save** or **Next** button.

Asset & Device Issuance **Handover Service/Permanent**

Request Issuance **Special Features** Summary

Back **Save** Next

7. User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

Asset & Device Issuance [Handover Service/Permanent](#)

Request Issuance Special Features **Summary**

Request			
Request Number		Request Type	Handover Service
Request Category	Permanent	Requested By	Marie-Laure PEGIE CAUCHOIS - UNLB
Requested For	Belen MOLINER CARBO - UNLB	Requested Date	01/12/2020 20:14:35 PM
Approved By	Mary PROTO - UNLB	Approved Date	01/12/2020 20:14:51 PM
Issuance			
Service Type	Mobile	Service Sub Type	DEVICE ONLY
Device Type	Mobile Phone	Device Service Provider	WIND
Device IMEI	IMEI 7 - Belen MOLINER CARBO - UNLB	Device Issue Date	01/01/2019 12:19:33 PM
Device Expiry Date	01/12/2020 20:16:17 PM		

Back **Complete**

8. A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.

Message from webpage X

Do you want to print receipt?

OK **Cancel**

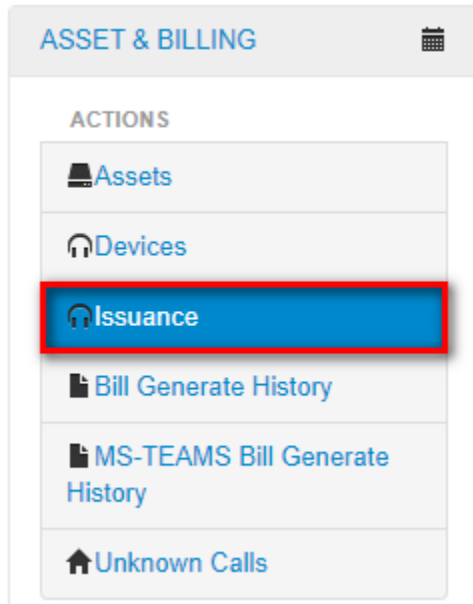
User is redirected to the Issuance page showing status of the request as Completed.

Issuance

This feature is used to view and manage assignment of assets and devices to users. Tasks that can be carried out on this page include:

- Printing voucher
- Continuing issuance
- Viewing Issuance details
- Uploading voucher
- Canceling Issuance

To view issuance, click the **Issuance** link under the **Asset & Billing** menu.



The **Issuance** page is displayed. On this page, the Limited TBU Administrator search for and view existing issuances, create new issuances, view issuance details, print / upload vouchers and either continue or cancel pending issuances.

Click the  icon on an issuance to view actions that can be carried out on that issuance.

NOTE: *Actions that can be carried out on an issuance will vary depending on the status of the issuance as explained below:*

*If Issuance is **Completed**, actions that can be carried out are print or upload voucher and view issuance details.*

*If Issuance is either **In-Progress** or **Request Created**, actions that can be carried out are continue or cancel issuance and view issuance details.*

*If Issuance is **Cancelled**, the only action that can be carried out is viewing issuance details.*

Issuance

[New Issuance](#)

Request Type	<input type="text" value="All"/>	Request Category	<input type="text" value="All"/>
Service Type	<input type="text" value="All"/>	Service Sub Type	<input type="text" value="All"/>
Request Number	<input type="text"/>	Requested For/Assign To	<input type="text" value="ALL..."/>
Requested By	<input type="text"/>	Issuance Status	<input type="text" value="All"/>
Asset Number	<input type="text"/>	Device IMEI	<input type="text"/>
Department	<input type="text" value="All"/>		

[Search](#)

[Print / Export](#)

Showing Page 1 of 18, Records 1 to 10 of 178

S.No	Request Type	Request Number	Request Category	Approved By	Requested By	Requested For/Assigned To	Change of Responsibility (User)	Department	Service Type	Asset Number	Device IMEI	Status	Last Updated By	Last Updated Date	Actions
1	Handover Service	SR-9376	Permanent	Mary PROTO	Marie-Laure PEGIE CAUCHOIS	Belen MOLINER CARBO		UNLB	Mobile - DEVICE ONLY		IMEI 7	In-Progress	unsbvqc9 unsbvqc9	01/12/2020 08:17:52 PM	Actions
2	Change of Responsibility	SR-9375	Permanent	Marie-Laure PEGIE CAUCHOIS	unsbvqc7 unsbvqc7	unsbvqc0 unsbvqc0	unsbvqc0 unsbvqc0	UNLB	DESKTOP - BUNDLE	1004	IMEI56	In-Progress	unsbvqc9 unsbvqc9	01/12/2020 03:50:00 PM	Actions
3	Update Existing Service	SR-9374	Permanent	Marylinda GONZALEZ DAVI	Marie-Laure PEGIE CAUCHOIS	Belen MOLINER CARBO		UNLB	DESKTOP - BUNDLE	1993271	IMEI5	In-Progress	unsbvqc9 unsbvqc9	01/12/2020 03:42:44 PM	Actions
4	Suspend	SR-9373	Permanent	Carmine DE MARCO	Marylinda GONZALEZ DAVI	/			Mobile - DEVICE ONLY		IMEI111 - SERIALNo. 1	Completed	unsbvqc9 unsbvqc9	01/12/2020 03:32:29 PM	Actions
5	Porting to another provider	500	Permanent	Marylinda GONZALEZ DAVI		Carmine DE MARCO		UNLB	Mobile - DEVICE ONLY		0003	In-Progress	unsbvqc9 unsbvqc9	01/12/2020 03:08:48 PM	Actions
6	Porting to another provider	96	Permanent	Mary PROTO	Tomislav DELALIC	Carmine DE MARCO		UNLB	Mobile - DEVICE ONLY		0003	Completed	unsbvqc0 unsbvqc0	01/12/2020 12:38:32 PM	Actions
7	Porting to another provider	55	Permanent	Mary PROTO	Peter YONG	/			DESKTOP - NUMBER ONLY	240272		Completed	unsbvqc0 unsbvqc0	30/11/2020 04:08:14 PM	Actions
8	Porting to another provider	78	Permanent	Moses JOHNSON	Mary PROTO	Siva Sankar SOUNDARA PANDIAN / MINUSTAH		MINUSTAH	DESKTOP - NUMBER ONLY	23875465391		Request Created	unsbvqc0 unsbvqc0	30/11/2020 03:23:00 PM	Actions
9	Update Existing Service	99	Permanent	Moses JOHNSON	Mary PROTO	Peter YONG		UNLB	Satellite - DEVICE ONLY		0938745837461	Cancelled	unsbvqc0 unsbvqc0	23/11/2020 01:08:39 PM	Actions
10	New Service	57	Permanent	Moses JOHNSON	Mary PROTO	Peter YONG		UNLB	Satellite - DEVICE ONLY		0938745837461	Completed	unsbvqc0 unsbvqc0	23/11/2020 12:37:23 PM	Actions

New Issuance

1. On the Issuance page, click the **Create New Issuance** button.

[New Issuance](#)

Request Type	<input type="text" value="All"/>	Request Category	<input type="text" value="All"/>
Service Type	<input type="text" value="All"/>	Service Sub Type	<input type="text" value="All"/>
Request Number	<input type="text"/>	Requested For/Assign To	<input type="text" value="ALL..."/>
Requested By	<input type="text"/>	Issuance Status	<input type="text" value="All"/>
Asset Number	<input type="text"/>	Device IMEI	<input type="text"/>
Department	<input type="text" value="All"/>		

[Search](#)

2. **Asset & Device Issuance** page is opened with fields on the Request tab displayed. Enter relevant information and click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance Special Features Summary

Request Type	New Service
Request Category	Permanent
Request Number	55 *
Requested By	UNHQ-NY <input type="checkbox"/> VICTOR <input type="checkbox"/> - UNHQ-NY
Requested For	UNHQ-NY <input type="checkbox"/> HENRY <input type="checkbox"/> - UNHQ-NY
Requested Date	09/04/2019 14:24:00 PM <input type="checkbox"/>
Approved By	UNHQ-NY <input type="checkbox"/> MARY <input type="checkbox"/> - UNHQ-NY
Approved Date	11/04/2019 14:24:44 PM <input type="checkbox"/>
Comments	<input type="text"/>
Attachment	No file selected <input type="button" value="Choose File"/>

- User is redirected to the **Issuance** tab. Enter relevant data then click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance Special Features Summary

Service Type	DESKTOP *
Service Sub Type	NUMBER ONLY *
Asset Sub Type	Cllcode *
Asset Service Provider	Simple Mobile *
Asset Number	12345678901 - DESKTOP - SIMPLE MOBILE <input type="button" value="Create Asset"/>
Asset Issue Date	10/04/2019 14:35:08 PM <input type="checkbox"/>
Assign To	HENRY <input type="checkbox"/> - UNHQ-NY *
Functional Hierarchy	UNHQ-NY/dgacm/gaead/dpab
Operational Hierarchy To	UNHQ-NY/dgacm/gaead/dpab <input type="checkbox"/>
Coding Block	DESA : DDA-4375-3996-6457-4406
Customer	DESA/DPAD

- User is redirected to the **Special Features** tab. Enter relevant data then click either the **Save** or **Next** button.

↓ Create * Fields are Required

Asset & Device Issuance

Request Issuance **Special Features** Summary

Threshold Limit	0.00 USD *
Default Call Consideration	<input type="text" value="Default"/> <input type="checkbox"/> Lock Tagging
Self Approval	<input type="checkbox"/> If Yes Note: 0.00 represents Unlimited
Payment Type	Salary Deduction *
Email Forwarding To	<input type="checkbox"/> VIP Users holding assets with the "VIP" checkbox activated will not receive any notification. You can define an inbox where all notifications related to this VIP association will be sent by entering it in the text box below: <input type="text"/>
Official Call Justification	<input type="checkbox"/>
Assignment Type	Primary

Back Save Next

- User is redirected to the **Summary** tab. Review information entered and if any changes are required, click the **Back** button to make necessary changes; if no change is required, click the **Complete** button.

↓ Create * Fields are Required

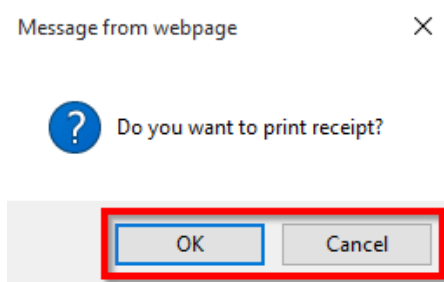
Asset & Device Issuance

Request Issuance Special Features **Summary**

Request			
Request Number	55	Request Type	New Service
Request Category	Permanent	Requested By	Victor [redacted] - UNHQ-NY
Requested For	Henry [redacted] - UNHQ-NY	Requested Date	09/04/2019 14:24:00 PM
Approved By	Mary [redacted] - UNHQ-NY	Approved Date	11/04/2019 14:24:44 PM
Issuance			
Service Type	DESKTOP	Service Sub Type	NUMBER ONLY
Asset Sub Type	Cilcode	Asset Service Provider	Simple Mobile
Asset Number	12345678901 - DESKTOP - Simple Mobile	Assign To	Henry [redacted] - UNHQ-NY
Functional Hierarchy	UNHQ-NY/dgacm/gaead/dpab	Operational Hierarchy To	UNHQ-NY/dgacm/gaead/dpab
Coding Block	DESA : DDA-4375-3996-6457-4406	Customer	DESA/DPAD
Asset Issue Date	10/04/2019 14:35:08 PM		
Special Features			
Default Call Consideration	Default	Lock Tagging	No
Self Approval	No	Payment Type	Salary Deduction
Email Forwarding To	No	Official Call Justification	No
Threshold Limit	0.00 USD	Assignment Type	Primary

Back Complete

- A notification is displayed prompting user to confirm if they want to print an issuance voucher. Click **OK** to print or click **Cancel** not to print the voucher.



User is redirected to the Issuance page showing status of the request as Completed.

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	SR-10103	Loaner	unsbvqc0		DESKTOP - NUMBER ONLY	667		Completed	Actions


Continue Issuance

This feature is used to continue an issuance that was started and saved but not completed (issuance status is either In-Progress or Request Created).

NOTE: It is possible to start an issuance and save it before completion. Such issuances can be continued and completed later using the **Continue Issuance** option.

To continue issuance, follow the steps below:

- Search for the issuance you want to continue; enter search criteria in the filters on the **Issuance** page then click the **Search** button.

- Issuance matching search criteria used is displayed. Click the  icon (under the **Actions** column) on the issuance being continued.

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	100	Permanent	John	Mary	DESKTOP - NUMBER ONLY			In-Progress	Actions

- A context menu is displayed with options of actions that can be carried out on the issuance. Click the **Continue Issuance** option.

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	100	Permanent	John	Mary	DESKTOP - NUMBER ONLY			In-Progress	Actions <ul style="list-style-type: none"> Continue Issuance Cancel Issuance Issuance Details

Asset & Device Issuance page is opened, and the user can continue with the issuance process until the end.

Cancel Issuance

This feature is used to stop an issuance that was started and saved but not completed (issuance status is either In-Progress or Request Created).

NOTE: It is possible to start an issuance and save it before completion. Such issuances can be cancelled later using the **Cancel Issuance** option.

To continue issuance, follow the steps below:

- Search for the issuance you want to cancel; enter search criteria in the filters on the **Issuance** page then click the **Search** button.

[New Issuance](#)

Request Type: <input type="text" value="All"/>	Request Category: <input type="text" value="All"/>
Service Type: <input type="text" value="All"/>	Service Sub Type: <input type="text" value="All"/>
Request Number: <input type="text"/>	Requested For/Assign To: <input type="text" value="ALL..."/>
Requested By: <input type="text"/>	Issuance Status: <input type="text" value="All"/>
Asset Number: <input type="text"/>	Device IMEI: <input type="text"/>
Department: <input type="text" value="All"/>	

[Search](#)

- Issuance that matches search criteria used is displayed. Click the icon (under the **Actions** column) on the issuance being canceled.

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	100	Permanent	John	Mary	DESKTOP - NUMBER ONLY			In-Progress	Actions

- A popup menu is displayed with options of actions that can be carried out on the issuance. Click the **Cancel Issuance** option.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	100	Permanent	John [REDACTED]	Mary [REDACTED]	DESKTOP - NUMBER ONLY			In-Progress	Actions Continue Issuance Cancel Issuance Issuance Details

Navigate Page(s):

- A *Cancel Issuance dialog box* is displayed. Enter comments then click the **Save** button.

Cancel Issuance

Cancel Issuance * Fields are Required

Request Number	100
Request Category	Permanent
Requested For	John [REDACTED]
Comments	<input type="text" value="issuance cancelled because of xyz"/>
Attachment	<input type="button" value="Browse..."/>

User is redirected to the Issuance page and status of issuance is changed to Cancelled.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Request Type	Request Number	Request Category	Approved By	Requested By	Requested For/ Assinged To	Change of Responsibility (User)	Department	Service Type	Asset Number	Device IMEI	Status	Last Updated By	Last Updated Date	Actions
1	Update Existing Service	99	Permanent	Moses JOHNSON	Mary PROTO	Peter YONG		UNLB	Satellite - DEVICE ONLY		0638745837461	Cancelled	unsbvq00 unsbvq00	23/11/2020 01:08:39 PM	Actions <input type="button" value="Cancel"/>

Print Voucher

NOTE: Issuance vouchers can only be printed for issuances that have been completed.


To print an issuance voucher, follow the steps below:

- Search for the issuance for which you want to print a voucher; enter search criteria in the filters on the **Issuance** page then click the **Search** button.


[New Issuance](#)

Request Type	All	Request Category	All
Service Type	All	Service Sub Type	All
Request Number		Requested For/Assign To	ALL...
Requested By		Issuance Status	All
Asset Number		Device IMEI	
Department	All		

Search


2. Issuance that matches search criteria used is displayed. Click the  icon (under the **Actions** column) on the issuance for which a voucher is to be printed.

[Print / Export](#)
Showing Page 1 of 1, Records 1 to 1

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	55	Permanent	Henry	Mary	DESKTOP - NUMBER ONLY	12345678901		Completed	Actions 

3. A popup menu is displayed with options of actions that can be carried out on the issuance. Click the **Print Voucher** option.

[Print / Export](#)
Showing Page 1 of 1, Records 1 to 1

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	55	Permanent	Henry	Mary	DESKTOP - NUMBER ONLY	12345678901		Completed	Actions  Print Voucher Upload Voucher Issuance Details

Navigate Page(s):

4. Options to either open or save the voucher are displayed. Click the **Open** button to open and view the voucher or click the **Save** button to save it on your computer.

Do you want to open or save 76_Issuance_Voucher.pdf (56.6 KB) from dfsvqctbis1.dpko.un.org?


Open **Save**  **Cancel** 

Upload Voucher

NOTE: System only accepts upload of vouchers in PDF format.

Vouchers can only be uploaded for completed issuances.

To upload a voucher, follow the steps below:

1. On the Issuance page, enter search criteria and click the **Search** button.
2. Issuance matching search criteria used is displayed. Click the  icon (under the **Actions** column) on the issuance.

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	55	Permanent	Henry	Mary	DESKTOP - NUMBER ONLY	12345678901		Completed	Actions

- A context menu is displayed with options of actions that can be carried out on the issuance. Click the **Upload Voucher** option.

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	55	Permanent	Henry	Mary	DESKTOP - NUMBER ONLY	12345678901		Completed	Actions Print Voucher Upload Voucher Issuance Details

Navigate Page(s):

- An Upload Voucher dialog box is displayed. Browse for and select the voucher being uploaded then click the **Upload** button.


Upload Voucher

↓ Upload Voucher * Fields are Required

Request Type	New Service
Request Number	55
Service Type	DESKTOP
Voucher Type	Voucher <input type="text" value="Voucher"/> *
Select Voucher	op\voucher.pdf <input type="button" value="Browse..."/> *
Comments	<input type="text"/>

Issuance Details

To view details of an issuance, follow the steps below:

- On the Issuance page, enter search criteria and click the **Search** button.
- Issuance matching search criteria used is displayed. Click the  icon (under the **Actions** column) on the issuance.

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	45	Permanent	Tom	Mary	Mobile - BUNDLE	123456789	999999	Completed	Actions

- A context menu is displayed with options of actions that can be carried out on the issuance. Click the **Issuance Details** option.

S.No	Request Type	Request Number	Request Category	Requested For	Approved By	Service Type	Asset Number	Device IMEI	Status	Actions
1	New Service	45	Permanent	Tom █████	Mary █████	Mobile - BUNDLE	123456789	999999	Completed	Actions <ul style="list-style-type: none"> Print Voucher Upload Voucher <li style="border: 2px solid red;">Issuance Details

Navigate Page(s):

A popup window is displayed showing details of the selected issuance.

Issuance Details ✕

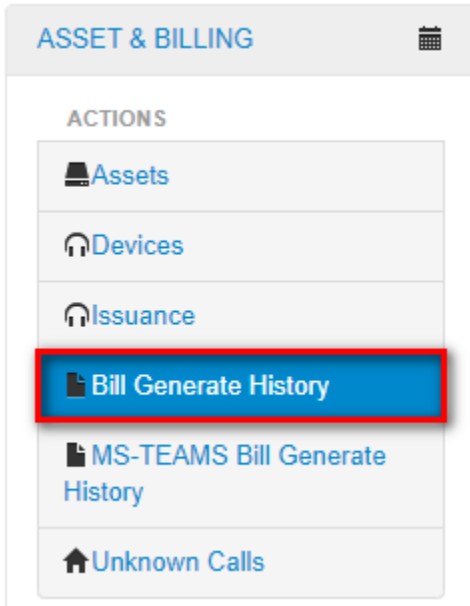
↓ Issuance Details

Request			
Request Type	New Service	Request Category	Permanent
Request Number	45	Requested By	Henry █████ - UNHQ-NY
Requested For	Tom █████ - UNHQ-NY	Requested Date	05/04/2019 05:01:24 PM
Approved By	Mary █████ - UNHQ-NY	Approved Date	08/04/2019 05:01:31 PM
Issuance			
Service Type	Mobile	Service Sub Type	BUNDLE
Asset Sub Type	SIM Number	Asset Service Provider	Africell
Device Type	Mobile Phone	Device Service Provider	AT&T
Asset Number	123456789 - Mobile - Africell	Device IMEI	999999 - Mobile AT&T
Assign To	Tom █████ - UNHQ-NY		
Asset Issue Date	09/04/2019 05:04:23 PM	Device Issue Date	09/04/2019 05:04:19 PM
Functional Hierarchy	UNHQ-NY/DESA/CDO/HRM	Operational Hierarchy To	UNHQ-NY/DESA/CDO/HRM
Coding Block	DESA : DDA-4375-3996-6457-4406	Customer	DESA/DPAD
Special Features			
Default Call Consideration	Default	Lock Tagging	No
Self Approval	No		
Payment Type	Salary Deduction	Email Forwarding To	
Official Call Justification	Yes	Assignment Type	Primary

Bill Generate History

This section is used by the Limited TBU Administrator to view bills that have been generated, to check on their status and to cancel generated bills.

- To view bill generate history, click the **Bill Generate History** link found under the **Asset & Billing** menu.



- The **Bill Generate History** screen is displayed. It has an option for the Limited TBU Administrator to search for a bill as well as a list of recently generated bills.

↓ Bill Generate History

Search

Print / Export

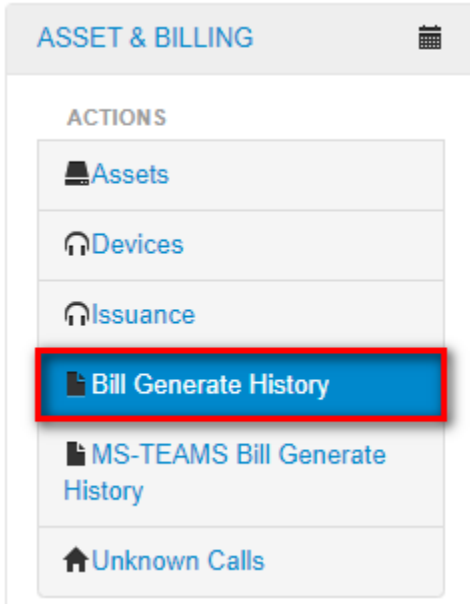
Showing Page 1 of 1, Records 1 to 5

<input type="checkbox"/>	S.No	Bill Title	Bill Start Date	Bill End Date	Scope	Bill Generated To	Service Type	Service Provider	Generated By	Generated On	Mail to be sent	Bill Threshold	Status
<input type="checkbox"/>	1	July 2018	01/07/2018 00:00:00 AM	31/07/2018 11:59:59 PM	Staff Member	[REDACTED]	Mobile	MTN	Super Administrator	20/05/2019 05:02:00 PM	Yes	False	Generated
<input type="checkbox"/>	2	July 2018	01/07/2018 00:00:00 AM	31/07/2018 11:59:59 PM	Staff Member	[REDACTED]	Mobile	MTN	Super Administrator	20/05/2019 04:48:29 PM	Yes	False	Generated
<input type="checkbox"/>	3	July 2018	01/07/2018 00:00:00 AM	31/07/2018 11:59:59 PM	Staff Member	[REDACTED]	Mobile	MTN	Super Administrator	20/05/2019 04:44:31 PM	Yes	False	Generated
<input type="checkbox"/>	4	July 2018	01/07/2018 00:00:00 AM	01/08/2018 11:59:59 PM	Staff Member	[REDACTED]	Mobile	MTN	[REDACTED]	20/05/2019 03:41:38 PM	Yes	False	Generated
<input type="checkbox"/>	5	July 2018	01/07/2018 00:00:00 AM	31/07/2018 11:59:59 PM	Staff Member	[REDACTED]	DESKTOP	WIND	[REDACTED]	13/09/2018 05:33:11 PM	No	True	Completed

Print Generated Bill

Generated bills can be printed if they have not yet gone past their cutoff date or cancelled.

- To Print/Export a bill, click the **Bill Generate History** link found under the **Assets & Billing** menu.



- The **Bill Generate History** screen is displayed. Select checkbox on the bill to be cancelled and click the **Cancel bill(s)** button.

NOTE: It is possible to select bills with status as Completed and cancellation.

↓ Bill Generate History

Search

Showing Page 2 of 32, Records 11 to 20 of 320

<input type="checkbox"/>	S.No	Bill Title	Bill Start Date	Bill End Date	Scope	Bill Generated To	Service Type	Service Provider	Generated By	Generated On	Mail to be sent	Bill Threshold	Status
<input checked="" type="checkbox"/>	11	July 2018	01/07/2018 00:00:00 AM	31/07/2018 11:59:59 PM	Staff Member	unsvbqc9	Mobile	MTN	Super Administrator	20/05/2019 04:44:31 PM	Yes	False	Generated
<input checked="" type="checkbox"/>	12	February 2019	01/02/2019 00:00:00 AM	28/02/2019 11:59:59 PM	Staff Member	unsvbqc9	Mobile	All	unsvbqc0	20/05/2019 04:19:12 PM	Yes	False	Generated
<input checked="" type="checkbox"/>	13	August 2018	01/08/2018 00:00:00 AM	31/08/2018 11:59:59 PM	Staff Member	unsvbqc9	Mobile	All	unsvbqc0	20/05/2019 04:05:23 PM	Yes	False	Generated
<input type="checkbox"/>	14	July 2018	01/07/2018 00:00:00 AM	01/08/2018 11:59:59 PM	Staff Member	unsvbqc9	Mobile	MTN	unsvbqc0	20/05/2019 03:41:38 PM	Yes	False	Cancelled
<input type="checkbox"/>	15	January 2019	01/01/2019 00:00:00 AM	31/01/2019 11:59:59 PM	Staff Member	unsvbqc9	Mobile	MTN	unsvbqc0	20/05/2019 03:26:19 PM	Yes	False	Generated
<input type="checkbox"/>	16	January 2019	01/01/2019 00:00:00 AM	31/01/2019 11:59:59 PM	Staff Member	unsvbqc9	Mobile	Airtel	unsvbqc0	20/05/2019 03:03:14 PM	Yes	False	Generated

- A **Bill Generate History** page is. Click the **Export to Excel or PDF** option.

↓ Bill Generate History

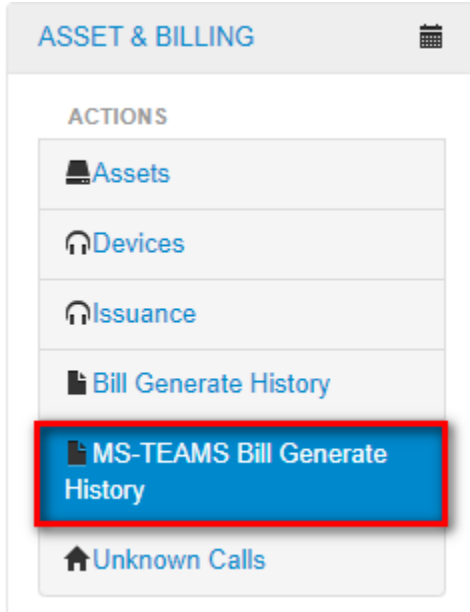
S.No	Bill Title	Bill Start Date	Bill End Date	Scope	Bill Generated To	Service Type	Service Provider	Generated By	Generated On	Mail to be sent	Bill Threshold	Status
1	May 2019	14/05/2019 00:00:00 AM	14/05/2019 11:59:59 PM	Staff Member	unsvbqc3	Mobile	WIND	unsvbqc0	31/05/2019 12:30:10 PM	Yes	False	Completed
2	December 2017	01/01/2017 00:00:00 AM	31/12/2017 11:59:59 PM	Staff Member	unsvbqc9	DESKTOP	All	unsvbqc3	30/05/2019 11:39:39 AM	Yes	False	Generated
3	December 2017	01/01/2017 00:00:00 AM	31/12/2017 11:59:59 PM	Staff Member	unsvbqc9	Satellite	All	unsvbqc3	30/05/2019 11:39:39 AM	Yes	False	Generated
4	December 2017	01/01/2017 00:00:00 AM	31/12/2017 11:59:59 PM	Staff Member	unsvbqc9	Mobile	All	unsvbqc3	30/05/2019 11:39:39 AM	Yes	False	Generated

- The bill is exported either to Excel or PDF based on selected action

MS-TEAMS Bill Generate History

This section is used by the Mission Administrator to view MS-Teams bills that have been generated

To view MS-Teams bill generation history, click the **MS-TEAMS Bill Generate History** link found under the **Asset & Billing** menu.



The **Bill Generate History** screen is displayed. It has an option for the Mission Administrator to search for a bill as well as a list of recently generated bills.

↓ Bill Generate History

Search [Search](#)

[Print / Export](#)

Showing Page 1 of 2, Records 1 to 10 of 17

S.No	Mission	Bill Title	Bill Start Date	Bill End Date	Scope	Bill Generated To	Service Type	Service Provider	Generated By	Generated On	Mail to be sent	Bill Threshold	Status
1	UNLB	November 2021	01/11/2021 00:00:00 AM	30/11/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	WindTre	unsbvqc0	04/02/2022 06:28:34 AM	Yes	False	Generated
2	UNLB	December 2021	14/12/2021 00:00:00 AM	20/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	WindTre	unsbvqc0	01/02/2022 11:48:30 PM	Yes	False	Completed
3	UNLB	December 2021	16/12/2021 00:00:00 AM	16/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsbvqc0	01/02/2022 11:36:50 PM	Yes	False	Generated
4	UNIFIL	December 2021	16/12/2021 00:00:00 AM	16/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsbvqc0	01/02/2022 11:36:50 PM	Yes	False	Generated
5	UNHQ-NY	December 2021	16/12/2021 00:00:00 AM	16/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsbvqc0	01/02/2022 11:36:50 PM	Yes	False	Generated

The report can be **printed** or **exported** to PDF or Excel format by clicking on the links shown below.

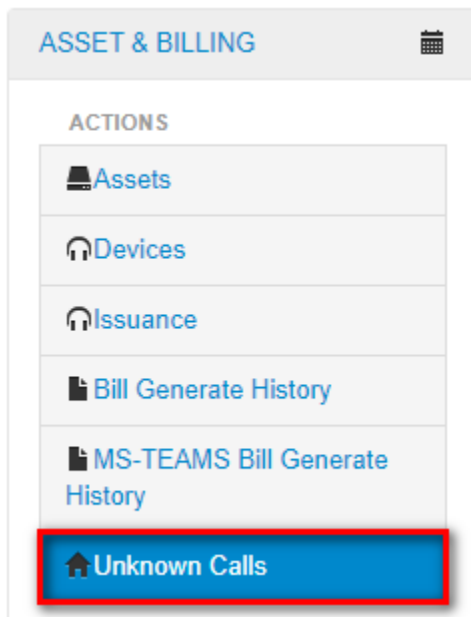
Bill Generate History													
S.No	Mission	Bill Title	Bill Start Date	Bill End Date	Scope	Bill Generated To	Service Type	Service Provider	Generated By	Generated On	Mail to be sent	Bill Threshold	Status
1	UNLB	November 2021	01/11/2021 00:00:00 AM	30/11/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	WindTre	unsvbvc0	04/02/2022 06:28:34 AM	Yes	False	Generated
2	UNLB	December 2021	14/12/2021 00:00:00 AM	20/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	WindTre	unsvbvc0	01/02/2022 11:48:30 PM	Yes	False	Completed
3	UNLB	December 2021	16/12/2021 00:00:00 AM	16/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsvbvc0	01/02/2022 11:36:50 PM	Yes	False	Generated
4	UNFIL	December 2021	16/12/2021 00:00:00 AM	16/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsvbvc0	01/02/2022 11:36:50 PM	Yes	False	Generated
5	UNHO-NY	December 2021	16/12/2021 00:00:00 AM	16/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsvbvc0	01/02/2022 11:36:50 PM	Yes	False	Generated

Unknown Calls

Unknown calls are calls which have been uploaded to eBilling but have not yet been included in any bill generated by the system. TBU Administrators can view unknown calls and generate bills from them.

View Unknown Calls

- To view unknown calls, click the **Unknown Calls** link found under the **Asset & Billing** menu.



- The **Unknown Calls** page is displayed. Enter relevant search criteria in the fields displayed then click the **List Calls** button.

Unknown Calls * Fields are Required

Service Type	Mobile
Service Provider	WIND
Start Date	01/01/2016
End Date	31/12/2016
List Calls	

A call summary of unknown calls that match search criteria entered is displayed.

Call Summary

[Print / Export](#)

S.No	Asset Number	Call Cost	Service Type	Service Provider	Assigned To	Asset Assigned Status	Actions
1	101	EUR 15196.14	Mobile	WIND	Not Assigned	Not Assigned	Actions
2	101	EUR 269.05	Mobile	WIND		Associated	Actions
3	54545	EUR 71.64	Mobile	WIND		Associated	Actions
4	90074387	EUR 13.02	Mobile	WIND		Disassociated	Actions
5	90074391	EUR 5274764.99	Mobile	WIND		Disassociated	Actions
6	23675424313	EUR 490712.70	Mobile	WIND	Not Assigned	Not Assigned	Actions
7	23675436728	EUR 64140.23	Mobile	WIND		Disassociated	Actions

- To view details of unknown calls, click the  icon (found under the **Actions** column) on the calls.

Call Summary

[Print / Export](#)

S.No	Asset Number	Call Cost	Service Type	Service Provider	Assigned To	Asset Assigned Status	Actions
1	101	EUR 199.35	Mobile	WIND		Associated	Actions

- A context menu is displayed. Click the **View Detailed Calls** option on the menu displayed.

S.No	Asset Number	Call Cost	Service Type	Service Provider	Assigned To	Asset Assigned Status	Actions
1	101	EUR 199.35	Mobile	WIND		Associated	Actions
2	54545	EUR 48.93	Mobile	WIND		Associated	Actions Generate Bill View Detailed Calls

5. A tab showing details of the selected unknown calls is displayed. To return to the list of unknown calls, click the **Call Summary** tab.

S.No	Call Date	Call From	Call To	Service Type	Service Provider	Call Duration	Call Destination	Call Cost
1	06/05/2017 10:23:25 AM	101	75552225	Mobile	WIND	00:00:00	CELLULAIRE	EUR 0.01
2	07/05/2017 11:07:43 AM	101	72014353	Mobile	WIND	00:00:00	ENVOI SMS OF	EUR 0.01
3	11/05/2017 05:35:27 PM	101	72721035	Mobile	WIND	00:00:00	ORANGE	EUR 0.14
4	24/06/2017 01:06:49 PM	101	0	Mobile	WIND	00:00:00		EUR 0.01

DISPUTED BILLS & CALLS Menu

The DISPUTED BILLS & CALLS menu has links that enable a Limited TBU administrator to manage disputed bills and calls; this involves:

- View Disputed bills and view revert disputed calls
- View disputed calls or view revert disputed calls

Click on **DISPUTED BILLS & CALLS** to view options / actions under the **DISPUTED BILLS & CALLS** menu (*actions under this menu can also be hidden or displayed by clicking on DISPUTED BILLS & CALLS*).



Disputed Bills

This feature is used to mark bills as disputed and to revert bills from disputed status.

To access the disputed bills feature, click the **Disputed Bills** link under the **DISPUTED BILLS & CALLS** menu.



The **Disputed Bills** page is displayed showing different filters that can be used to search for bills that can be marked as disputed or disputed bills that can be reverted.

↓ Disputed Bills

Bill Year: --Select-- * Bill Title: --Select-- *

Service Type: All Service Provider: All

Asset Number:

Mark as Disputed Revert Disputed

Mark Bills as Disputed

NOTE: Once a bill is marked as disputed, it will appear only in the disputed bills report (it will not be reflected on any other bill report).

1. On the Disputed Bills page, enter relevant search criteria in the filters and select the **Mark as Disputed** radio button then click the **Search** button.

↓ Disputed Bills

Bill Year: 2018 * Bill Title: January 2018 *

Service Type: All Service Provider: All

Asset Number:

Mark as Disputed Revert Disputed

2. Bills that match search criteria used are displayed. Select checkbox besides the bills you want to mark as disputed then click the **Dispute** button.

[Print / Export](#)

<input type="checkbox"/>	S.No	Bill Title	Staff Member	Asset Number	Staff Category	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status
<input checked="" type="checkbox"/>	1	January 2018		2917	I - International Staff on Mission Assignment	DESKTOP / Open Extension	Test Threshold 10 Eur	EUR 21.77	EUR 0.00	EUR 0.00	EUR 21.77	Closed
<input type="checkbox"/>	2	January 2018		2917	I - International Staff on Mission Assignment	DESKTOP / Open Extension	Test Threshold 10 Eur	EUR 62.94	EUR 0.00	EUR 0.00	EUR 62.94	Closed
<input checked="" type="checkbox"/>	3	January 2018		1000	I - International Staff on Mission Assignment	DESKTOP / Cllcode	WIND	EUR 25157.00	EUR 0.00	EUR 0.00	EUR 25157.00	Closed
<input type="checkbox"/>	4	January 2018		7202589	I - International Staff on Mission Assignment	DESKTOP / Cllcode	WIND	EUR 481667.11	EUR 0.00	EUR 0.00	EUR 481667.11	Closed

3. A popup dialog box is displayed prompting user to confirm if they want to mark the selected bills as disputed. Click the **Yes** button to confirm.

✕

Do you wish to mark these bills as Disputed

4. *User is prompted to enter comments about the action.* Enter relevant comments (if necessary) then click the **Dispute** button.

✕

Do you wish to mark these bills as Disputed

Comments:

bills marked as disputed because of xyz.

Revert Disputed Bills

1. On the Disputed Bills page, enter relevant search criteria in the filters and select the **Revert Disputed** radio button then click the **Search** button.

↓ Disputed Bills

Bill Year: * Bill Title: *

Service Type: Service Provider:

Asset Number:

Mark as Disputed Revert Disputed

2. *Bills that match search criteria used are displayed.* Select checkbox besides the bills you want to revert from being disputed then click the **Revert Dispute** button.

Print / Export

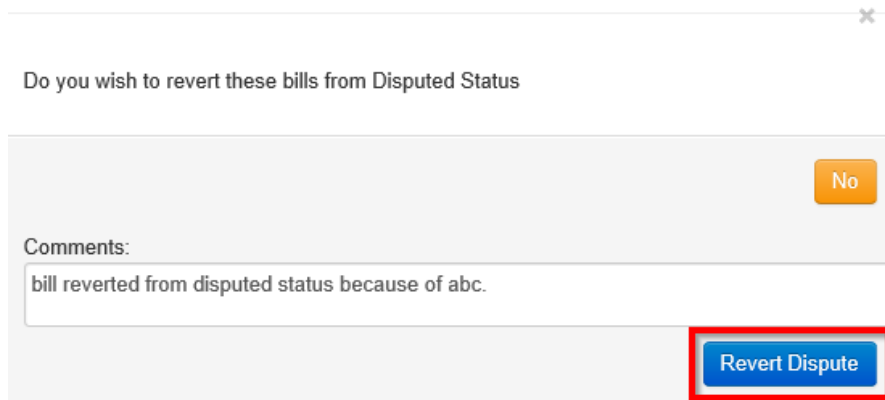
<input type="checkbox"/>	S.No	Bill Title	Staff Member	Asset Number	Staff Category	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status
<input checked="" type="checkbox"/>	1	January 2017		53455551	I - International Staff on Mission Assignment	DESKTOP / Speed Dial	CC Test	USD 9750.88	USD 0.00	USD 0.00	USD 9750.88	Closed
<input type="checkbox"/>	2	January 2017		1000	I - International Staff on Mission Assignment	DESKTOP / Clicode	WIND	USD 9750.88	USD 0.00	USD 0.00	USD 9750.88	Closed
<input checked="" type="checkbox"/>	3	January 2017		2222	I - International Staff on Mission Assignment	DESKTOP / Open Extension	CC Test	USD 9750.88	USD 0.00	USD 0.00	USD 9750.88	Closed

3. *A popup dialog box is displayed prompting user to confirm if they want to revert the bills from disputed status.* Click the **Yes** button to confirm.

✕

Do you wish to revert these bills from Disputed Status

4. *User is prompted to enter comments about the action.* Enter relevant comments (if necessary) then click the **Revert Dispute** button.



A confirmation dialog box with a close button (X) in the top right corner. The text reads: "Do you wish to revert these bills from Disputed Status". Below this is a text input field labeled "Comments:" containing the text "bill reverted from disputed status because of abc.". In the top right corner of the dialog is an orange button labeled "No". In the bottom right corner is a blue button labeled "Revert Dispute", which is highlighted with a red rectangular border.

Disputed Calls

This feature is used to mark calls as disputed and to revert calls from disputed status.

To access the disputed calls feature, click the **Disputed Calls** link under the **DISPUTED BILLS & CALLS** menu.



*The **Disputed Calls** page is displayed showing different filters that can be used to search for calls that can be marked as disputed or disputed calls that can be reverted.*

Mark Calls as Disputed

NOTE: Once a call is marked as disputed, it is removed from the bill.

1. On the Disputed Calls page, select the **Mark as Disputed** radio button and enter relevant search criteria in the filters then click the **List Calls** button.

↓ **Disputed Calls** * Fields are Required

Disputed Status	<input checked="" type="radio"/> Mark as Disputed <input type="radio"/> Revert Disputed
Service Category	Permanent
Service Type	Mobile
Service Provider	WIND
Asset Number	9833952123 - MOBILE - WIND
Start Date	01/08/2019
End Date	02/08/2019
<input type="button" value="List Calls"/>	

2. *Calls that match search criteria used are displayed.* Select checkbox besides the calls you want to mark as disputed then click the **Dispute** button.

Print / Export

Select All	S.No	Call Date	Call From	Call To	Call Duration	Destination	Call Type	Call Cost	Currency	Call Status	Is Challenged	Is Disputed
<input checked="" type="checkbox"/>	1	03/08/2019 00:41:16 AM	9833952123	75552225	00:00:00	CELLULAIRE	DATA	0.00	EUR	Private	No	No
<input type="checkbox"/>	2	03/08/2019 00:41:16 AM	9833952123	99362507842	00:00:00		DATA	0.00	EUR	Private	No	No
<input checked="" type="checkbox"/>	3	02/08/2019 00:40:46 AM	9833952123	23675436656	00:00:00	ENVOI SMS ON	DATA	0.00	EUR	Private	No	No
<input type="checkbox"/>	4	02/08/2019 00:40:46 AM	9833952123	99362437764	00:00:00		DATA	0.00	EUR	Private	No	No
<input type="button" value="Dispute"/>												

3. A popup dialog box is displayed prompting user to enter a comment (if necessary) and confirm marking of the calls as disputed. Click the **Proceed** button to confirm.

✕

Do you wish to mark these calls as Disputed?

Comments:

calls marked as disputed because of xyz.

Revert Disputed Calls

1. On the Disputed Calls page, select the **Revert Disputed** radio button and enter relevant search criteria in the filters then click the **List Calls** button.

↓ Disputed Calls * Fields are Required

Disputed Status Mark as Disputed **Revert Disputed**

Service Category

Service Type

Service Provider

Asset Number

Start Date

End Date

2. *Calls that match search criteria used are displayed.* Select checkbox besides the calls you want to revert from disputed status then click the **Revert Dispute** button.

[Print / Export](#)

Select All	S.No	Call Date	Call From	Call To	Call Duration	Destination	Call Type	Call Cost	Currency	Call Status	Is Challenged	Is Disputed
<input checked="" type="checkbox"/>	1	14/08/2019 01:03:16 AM	9833952123	75271809	00:00:00	CELLULAIRE	DATA	0.02	EUR	Private	No	Yes
<input type="checkbox"/>	2	13/08/2019 00:48:48 AM	9833952123	72014353	00:00:00	ORANGE	DATA	0.01	EUR	Official	No	Yes
<input checked="" type="checkbox"/>	3	03/08/2019 00:41:16 AM	9833952123	75552225	00:00:00	CELLULAIRE	DATA	0.00	EUR	Private	No	Yes
<input type="checkbox"/>	4	02/08/2019 00:40:46 AM	9833952123	23675436656	00:00:00	ENVOI SMS ON	DATA	0.00	EUR	Private	No	Yes

3. A popup dialog box is displayed prompting user to enter a comment (if necessary) and confirm reversion of the calls. Click the **Proceed** button to confirm.

✕

Do you wish to revert these calls from Disputed?

Comments:

calls have been disputed because of xyz.

Disputed Calls from Bills

This feature is used to mark unknown calls as disputed.

When marking unknown calls as disputed, follow the steps below:

1. Click the **Disputed Calls from Bills** link under the **DISPUTED BILLS & CALLS** menu.



2. A **Disputed Bills Call** page is displayed. Enter relevant details in the search filters displayed then click the **List Calls** button.

↓ Disputed Bills Call	
Bill Year	2019 <input type="button" value="v"/> *
Bill Title	July 2019 <input type="button" value="v"/> *
Service Type	Mobile <input type="button" value="v"/> *
Service Provider	WIND <input type="button" value="v"/> *
Assest Details	9833950028 - 10.27 - EUR - Closed <input type="button" value="v"/> *
	<input type="button" value="List Calls"/>

3. *Calls that match search criteria used are displayed.* Select checkbox besides the calls you want to dispute then click the **Dispute** button.

[Print / Export](#)

S.No	Call Date	Call From	Call To	Call Duration	Call Destination	Call Cost	Dispute Calls
1	16/07//2019 21:07:26 PM	9833952123	0	00:00:00	SMS INTERNAT	EUR 0.16	<input checked="" type="checkbox"/>
2	17/07//2019 22:57:0 PM	9833952123	0	00:13:00	ENVOI SMS OF	EUR 45.90	<input checked="" type="checkbox"/>

Dispute

4. *A popup dialog box is displayed prompting user to confirm if they want to mark the selected calls as disputed.* Click the **Yes** button to confirm.

✕

Do you wish to mark these call as Disputed

Yes **No**

5. *User is prompted to enter comments about the action.* Enter relevant comments (if necessary) then click the **Dispute** button.

✕

Do you wish to mark these call as Disputed

No

Comments:

calls disputed because of xyz

Dispute

Disputed Bills Report

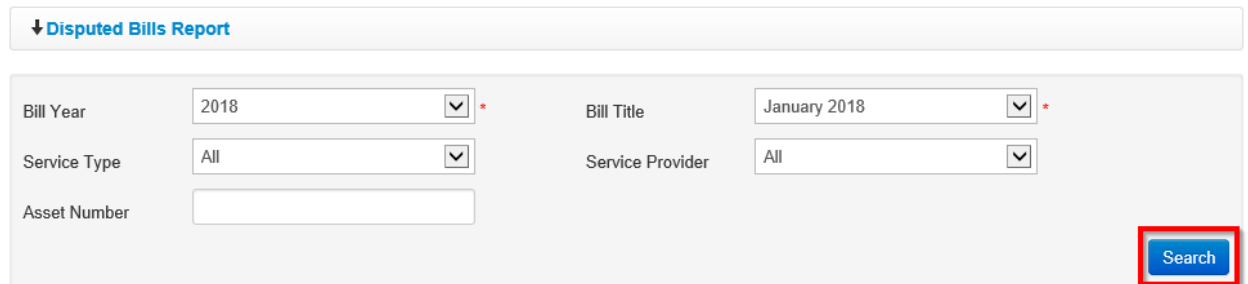
This feature is used to generate and print / export reports for disputed bills.

To generate a report for disputed reports, follow the steps below:

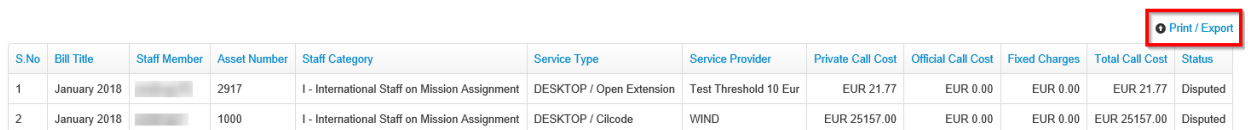
1. Click the **Disputed Bills Report** link under the **DISPUTED BILLS & CALLS** menu.



2. A *Disputed Bills Report* page is displayed. Enter relevant search criteria in the filters displayed then click the **Search** button.

A screenshot of the "Disputed Bills Report" filter form. It contains several input fields: "Bill Year" (dropdown menu with "2018"), "Bill Title" (dropdown menu with "January 2018"), "Service Type" (dropdown menu with "All"), "Service Provider" (dropdown menu with "All"), and "Asset Number" (text input field). A blue "Search" button is located at the bottom right of the form, highlighted with a red rectangular border.

3. A list of disputed bills matching search criteria used is displayed. To print or export the generated report, click the **Print / Export** link.



S.No	Bill Title	Staff Member	Asset Number	Staff Category	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status
1	January 2018		2917	I - International Staff on Mission Assignment	DESKTOP / Open Extension	Test Threshold 10 Eur	EUR 21.77	EUR 0.00	EUR 0.00	EUR 21.77	Disputed
2	January 2018		1000	I - International Staff on Mission Assignment	DESKTOP / Clicode	WIND	EUR 25157.00	EUR 0.00	EUR 0.00	EUR 25157.00	Disputed

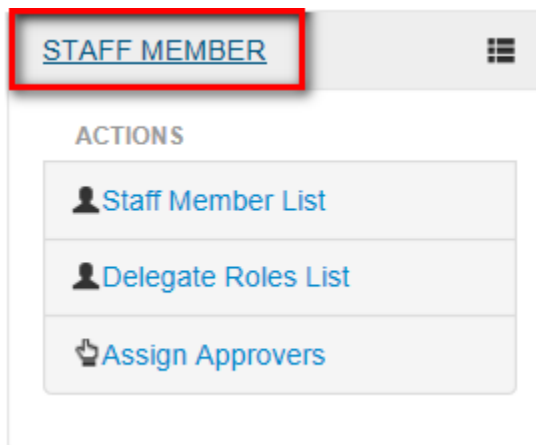
[Print / Export](#)

STAFF MEMBER Menu

The STAFF MEMBER menu has links that enable a Limited TBU Administrator to manage staff members; this involves:

- View list of existing staff members
- Manage staff members i.e. view staff member details, disassociate staff member from asset, view delegate roles, update delegate roles, checkout staff member from the eBilling system and view logs
- Manage coding blocks and customers (currently done by UNHQ only)
- Assign and manage Approver roles

Click on **STAFF MEMBER** to view options / actions under the **STAFF MEMBER** menu (*actions under this menu can also be hidden or displayed by clicking on **STAFF MEMBER***).




Staff Member List




This section allows a Limited TBU Administrator to view a list of staff members existing in eBilling and manage them; this involves:

- View Staff Member details
- Disassociate Staff Member from assets
- Delegate roles
- Checkout Staff Member from eBilling
- View Staff Member log

Click the **Staff Member List** link found under the **STAFF MEMBER** menu.

STAFF MEMBER 

ACTIONS

-  **Staff Member List**
-  **Delegated Roles List**
-  **Assign Approvers**

The Staff Member List page is displayed showing a list of all existing staff members in eBilling. This page has a list of staff members and an option to search for a specific staff member.

↓ Staff Member List

Search

Associated Records Count: 565 of 1244 Print / Export

Showing Page 1 of 125, Records 1 to 10 of 1244


S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Aaron						117	@un.org	ICC - International ICC		No	Not Active	Actions
2	Abel					200096	20	@unicc.org	LS - Local individual Contractors/Consultants		No	Active	Actions
3	Abhishek					000000	20	@un.org	LC - Local Individual Contractor		No	Active	Actions

Details

- On the Staff Member List page, enter search criteria in the search field then click the **Search** button.

↓ Staff Member List

Search

- Staff member that meets search criteria used is displayed. Click the  icon (found under the **Actions** column) on the staff member.

Associated Records Count: 1 of 1 Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Moses		UNLB			5	5	@un.org	IM - International Mission Appointed Staff	AD	Yes	Active	Actions

3. A context menu is displayed. Click the **Details** option.

Associated Records Count: 1 of 1 Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Moses		UNLB	m		546	5		IM - International Mission Appointed Staff	AD	Yes	Active	Actions Details Checkout Log Delegate Roles

Navigate Page(s):

1

4. Profile information of the selected staff member is displayed. Click on each respective tab to view information relating to the staff member i.e. personal information, UN profile information and assets assigned to the staff member.

Click the **Back to List** button to return to the Staff Member List page.

Profile Information

Personal Information

UN Profile Information

Asset information

Personal Information

Staffmember Id: 2

Salutation: Mr.

First Name: Moses

Maiden Name:

Last Name:

Gender: M

Date Of Birth: 19/

Private Email: @un.org

Private Cell Phone:

Back to List

Checkout

1. To checkout a staff member from eBilling, enter search criteria in the search field on the Staff Member List page then click the **Search** button.

Staff member that meets search criteria used is displayed.

Search: Search

Associated Records Count: 1 of 1 Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian					S	C	@un.org	ICC - International ICC	AD	Yes	Active	Actions Actions

- Click the  icon (found under the **Actions** column) on the staff member.


Showing Page 1 of 1, Records 1 to 1

S.No	First Name	Last Name	Department	User Name	UnitelD	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian					S	0	@un.org	ICC - International ICC	AD	Yes	Active	Actions 


- A popup menu is displayed. Click the **Checkout** option on the popup menu displayed.

Associated Records Count: 1 of 1 Print / Export

Showing Page 1 of 1, Records 1 to 1

S.No	First Name	Last Name	Department	User Name	UnitelD	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Moses		UNLB			54	54		IM - International Mission Appointed Staff	AD	Yes	Active	Actions 

Navigate Page(s):

 1

Details
Checkout
 Log
 Delegate Roles

- The **Staff Member Checkout** dialog box is displayed.





NOTE: Before a staff member is checked out, disassociation from all the assets they are associated with must be validated.

Select asset (s) to be disassociated from the staff member, select a hand over date then click the **Validate** button.

Staff Member Profile x

↓ Staff Member Checkout * Fields are Required

Assets





Asset Type	Asset Number	Issue Date	Handover Date			
<input checked="" type="checkbox"/> Mobile	393201711680	01/04/2015 12:00:00 AM	08/11/2016 09:36:01 AM			Validate Not Valid
<input checked="" type="checkbox"/> CIL CODE	270167	08/09/2015 08:41:34 AM				Validate Not Valid

Status of the asset changes from **Not Valid** to **Valid**.

Staff Member Profile x

↓ Staff Member Checkout * Fields are Required

Assets

Asset Type	Asset Number	Issue Date	Handover Date			
<input checked="" type="checkbox"/> Mobile	393201711680	01/04/2015 12:00:00 AM	08/11/2016 09:36:01 AM			Validate Valid
<input checked="" type="checkbox"/> CIL CODE	270167	08/09/2015 08:41:34 AM				Validate Not Valid

Select checkbox besides the roles and any other item you want to disassociate from the staff member being checked out.

Enter comments about the checkout (if necessary) in the Comments section then click the **Checkout** button.

Staff Member Profile ✕

↓ Staff Member Checkout * Fields are Required

Assets

Service Type	Asset Number	Issue Date	Handover Date		
<input checked="" type="checkbox"/> DESKTOP	742836	08/09/2015 08:41:34 AM	22/11/2018 12:18:50 PM		<input type="button" value="Validate"/> Valid
<input checked="" type="checkbox"/> DESKTOP	98420	05/01/2016 00:00:00 AM	22/11/2018 12:18:54 PM		<input type="button" value="Validate"/> Valid

Approval Hierarchy

No Approval Hierarchy assigned

Roles

No Roles assigned

Profile

Profile - Adrian

Comments

- A popup dialog box is displayed prompting the user to confirm disassociation of the selected items from the staff member profile. Click the **OK** button to confirm checkout.

Message from webpage
✕

Are you sure, want to disassociate the selected items from the staff member profile?

The Limited TBU Administrator is redirected back to the **Staff Member List** screen. Status under the **Associated?** column is changed from **Yes** to **No**.

Showing Page 1 of 1, Records 1 to 1

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian	 				S- 	C- 	 @un.org	ICC - International ICC		No	Active	Actions

Log

1. To view a staff member's checkout logs, enter search criteria in the search field on the Staff Member List page then click the **Search** button.

Staff member that meets search criteria used is displayed.

Search

Associated Records Count: **1 of 1**


[Print / Export](#)

Showing Page **1 of 1**, Records **1 to 1**

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian					S	C	@un.org	ICC - International ICC	AD	Yes	Active	Actions

2. Click the  icon (found under the **Actions** column) on the staff member.

Showing Page **1 of 1**, Records **1 to 1**

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian					S	C	@un.org	ICC - International ICC	AD	Yes	Active	Actions 

3. *A popup menu is displayed.* Click the **Log** option on the popup menu displayed.

Showing Page **1 of 1**, Records **1 to 1**

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian					S	C	@un.org	ICC - International ICC		No	Active	Actions 

Navigate Page(s):

 1

- Details
- Checkout
- Log**
- Delegate Roles

4. *The Staff Member Checkout Logs dialog box is displayed.* The dialog box shows the following checkout details for the staff member:

- Profile name
- Assets that were disassociated from the staff member
- Roles and any other items that were disassociated from the staff member
- Comments (if any) added during checkout from eBilling
- Name of person that carried out the checkout
- Date and time of checkout

Staff Member Profile			
<p>Staff Member Checkout Logs</p>			
Checkout Details	Comments	Updated By	Updated Date
Assets : 393201711680,270167~Role : Mission Admin		unsvbvc4	08/11/2016 07:57:35 AM

Update Delegate Roles

This function is used to assign an eBilling user's bills to another user so that they can manage the bills on behalf of the bill owner. To delegate roles, follow the steps below:

1. Enter search criteria in the search field on the Staff Member List page then click the **Search** button.

eBilling user that meets search criteria used is displayed.

Search

Associated Records Count: **1 of 1**

[Print / Export](#)

Showing Page **1 of 1**, Records **1 to 1**

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian					S	C	@un.org	ICC - International ICC	AD	Yes	Active	Actions

2. Click the icon (found under the **Actions** column) on the staff member.

Showing Page **1 of 1**, Records **1 to 1**

S.No	First Name	Last Name	Department	User Name	UnitID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian					S	C	@un.org	ICC - International ICC	AD	Yes	Active	Actions

3. *A popup menu is displayed.* Click the **Update Delegate Roles** option on the popup menu displayed.

Associated Records Count: **0 of 1**

[Print / Export](#)

Showing Page **1 of 1**, Records **1 to 1**

S.No	First Name	Last Name	Department - Customer	Coding Block	User Name	UnitID	Index No.	UN ID	UN Email	Assets	Category	Authentication Type	Associated?	Is Active	Actions
1	Adrian		UNLB -				S205919	098420	@un.org		ICC - International ICC		No	Active	Actions

Navigate Page(s):

- Details
- Checkout
- Log
- Update Delegate Roles**
- Associate Profile

4. *A Delegated Roles dialog box is displayed showing eBilling user to whom the role is currently delegated as well as an option to delegate the role to another user.*

Select a mission from the Mission dropdown field, enter a staff member's name then select them / click on them on the list of names displayed.

Delegated Roles	
↓ Delegate Users * Fields are Required	
Current Delegated User	
Mission	UNLB
New User - Please Enter Minimum 3 Characters	PETER PETER ██████, UNLB ██████, ICT Security Engineer - UNLB/UNOPS/UNOPSV/OR PETER ██████, UNLB ██████, Transport Assistant - UNLB/ODOA/LSS/CM & RS PETER ██████, UNLB ██████, UN Police Analyst - UNLB/TU/SPC/OPS
Message	
<input type="button" value="Save"/>	

5. Name (and domain) of the selected user is automatically entered in the New Delegate Role field. Click the **Save** button.

Delegated Roles	
↓ Delegate Users * Fields are Required	
Current Delegated User	
Mission	UNLB
New User - Please Enter Minimum 3 Characters	PETER ██████ - UNLB
Message	role to be executed till 31/12/2021
<input type="button" value="Save"/>	

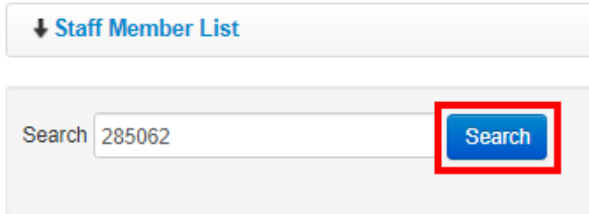
The following happens when the delegate role action is saved:

- New staff member selected is saved as the holder of the current delegate role for the selected eBilling user.
- The Delegate role association is saved and can be viewed and managed on the Delegate Roles List page.
- All email notifications will be sent to the staff member that has been assigned the Delegate Role and the bill owner will be copied in all the email notifications sent regarding their bills.

Associate Profile


NOTE: This option is only available for active profiles.

1. On the Staff Member List page, enter search criteria in the search field then click the **Search** button.




↓ Staff Member List

Search 285062 **Search**

2. Staff member that meets search criteria used is displayed. Click the  icon (found under the **Actions** column) on the staff member.

Associated Records Count: 1 of 1 Print / Export


Showing Page 1 of 1, Records 1 to 1


S.No	First Name	Last Name	Department - Customer	Coding Block	User Name	UnitID	Index No.	UN ID	UN Email	Assets	Category	Authentication Type	Associated?	Is Active	Actions
1	Alessandro		UNLB - Frname Lname				285062	292510	@un.org	DESKTOP - 110480UNLB, Mobile : 39335143	L - Local staff GS level	AD	Yes	Active	Actions 

3. A popup menu is displayed with options of actions that can be carried out on the staff member. Click the **Associate Profile** option.

Associated Records Count: 1 of 1 Print / Export


Showing Page 1 of 1, Records 1 to 1

S.No	First Name	Last Name	Department - Customer	Coding Block	User Name	UnitID	Index No.	UN ID	UN Email	Assets	Category	Authentication Type	Associated?	Is Active	Actions
1	Alessandro		UNLB - Frname Lname				285062	292510	@un.org	DESKTOP - 110480UNLB, Mobile : 39335143	L - Local staff GS level	AD	Yes	Active	Actions 

Navigate Page(s): 

- Details
- Disassociate
- Checkout
- Log
- Update Delegate Roles
- Assign Coding Block
- Assign Disassociate Hierarchy
- Associate Profile**

4. An Associate Profile dialog box is displayed. Enter relevant details then click the **Associate** button.

Associate Profile 

↓ Associate Profile * Fields are Required

Mission Authentication	UNITE_ID_AD_AZUREID
<input checked="" type="radio"/> Username	<input type="text"/>
<input type="radio"/> Emailid	<input type="text" value="@un.org"/>
<input type="radio"/> Uniteid	<input type="text"/>

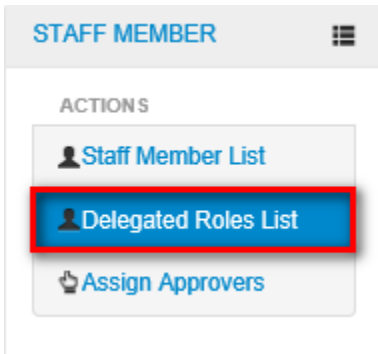
Associate

Delegated Roles List

This section allows a Limited TBU Administrator to view a list of existing delegate role assignments and to manage them; this involves:

- Searching for and viewing existing delegate role assignments
- Updating delegated roles
- Deactivating or activating delegated roles

To manage delegate roles, click the **Delegated Roles List** link found under the **STAFF MEMBER** menu.



The **Delegated Roles** page is displayed showing a list of eBilling users that have delegate roles assigned. This page also has the following features:

- Option to search for specific eBilling user
- Option to filter delegate roles by status
- Options to deactivate or activate delegate roles

↓ Delegated Roles

Search

Status

Print / Export

Showing Page 1 of 2, Records 1 to 10 of 14

<input type="checkbox"/> All	S.No	Staff Member	Delegated Role Staff Member	Updated By	Updated Date	Is Active	Actions
<input type="checkbox"/>	1	Adrian PUGH	Moses JOHNSON	unsvqc0 unsvqc0	23/11/2020 06:59:30 PM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	2	unsvqc1 unsvqc1	unsvqc5 unsvqc5	unsvqc1 unsvqc1	24/08/2020 10:23:00 AM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	3	unsvqc0 unsvqc0	unsvqc4 unsvqc4	unsvqc0 unsvqc0	24/08/2020 09:02:34 AM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	4	unsvqc4 unsvqc4	unsvqc6 unsvqc6	unsvqc4 unsvqc4	24/08/2020 08:48:45 AM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	5	unsvqc3 unsvqc3	unsvqc9 unsvqc9	unsvqc0 unsvqc0	24/08/2020 08:01:55 AM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	6	Abbas Bin YOUSAF	Fabio MICCO	unsvqc9 unsvqc9	22/07/2020 02:53:58 PM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	7	unsvqc7 unsvqc7	unsvqc6 unsvqc6	unsvqc7 unsvqc7	16/07/2020 11:59:07 AM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	8	unsvqc9 unsvqc9	unsvqc7 unsvqc7	unsvqc9 unsvqc9	01/05/2019 10:04:00 AM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	9	unsvqc6 unsvqc6	unsvqc8 unsvqc8	unsvqc3 unsvqc3	01/05/2019 09:51:25 AM	Yes	Actions <input type="button" value="↓"/>
<input type="checkbox"/>	10	Adelina SILA	unsvqc4 unsvqc4	unsvqc3 unsvqc3	11/01/2019 07:28:38 AM	Yes	Actions <input type="button" value="↓"/>


Update Delegate Role

1. On the Delegated Roles page, enter search criteria and select status then click the **Search** button.


↓ Delegated Roles

Search	<input type="text" value="adele"/>
Status	Active ▼

Search


2. eBilling user that matches search criteria used is displayed. Click the  icon (found under the **Actions** column) on the staff member.

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Staff Member	Delegate Role Staff Member	Updated By	Updated Date	Is Active	Actions
<input type="checkbox"/>	1	Adele [REDACTED]	Peter [REDACTED]	unsbvqc3	29/05/2019 03:51:37 PM	Yes	Actions 

3. A popup menu is displayed. Click the **Update Delegate Role** option on the popup menu displayed.

Print / Export
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Staff Member	Delegate Role Staff Member	Updated By	Updated Date	Is Active	Actions
<input type="checkbox"/>	1	Adele [REDACTED]	Peter [REDACTED]	unsbvqc4	06/06/2017 10:09:25 AM	Yes	Actions 

Deactivate **Activate**

Update Delegate Role

4. The *Delegate Roles dialog box* is displayed for the selected user. Make necessary changes then click the **Save** button.

Delegated Roles ✕

↓ Delegate Users * Fields are Required

Current Delegated User	Moses JOHNSON - UNLB
Mission	UNLB ▼
New User - Please Enter Minimum 3 Characters	MARYLINDA GONZALEZ DAVI - UNLB
Message	role to be executed till 31/12/2020

Save

Deactivate Delegate Role

1. On the Delegated Roles page, enter search criteria and select Active status then click the **Search** button.

↓ Delegated Roles

Search	<input type="text" value="adele"/>
Status	Active ▼

Search

2. *eBilling user that matches search criteria used is displayed.* Select the checkbox on the delegate role then click the **Deactivate** button.

NOTE: *To deactivate several delegate roles at once, select checkboxes besides all the delegate roles being deactivated then click the **Deactivate** button.*


[Print / Export](#)
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Staff Member	Delegate Role Staff Member	Updated By	Updated Date	Is Active	Actions
<input checked="" type="checkbox"/>	1	Adele [REDACTED]	Peter [REDACTED]	[REDACTED]	29/05/2019 03:51:37 PM	Yes	Actions ▼

Deactivate **Activate**

3. A dialog box is displayed prompting the Limited TBU Administrator to confirm deactivation of the selected delegate role. Click the **OK** button.

Message from webpage ×

 Do you want to deactivate the selected delegate role(s)?

OK **Cancel**

Change made to the selected delegate role is saved and the value **No** appears in the **Is Active** column.

[Print / Export](#)
Showing Page 1 of 1, Records 1 to 1

<input type="checkbox"/> All	S.No	Staff Member	Delegate Role Staff Member	Updated By	Updated Date	Is Active	Actions
<input type="checkbox"/>	1	Adele [REDACTED]	Peter [REDACTED]	[REDACTED]	06/06/2017 11:35:03 AM	No	Actions ▼

Activate Delegate Role

1. On the Delegated Roles page, enter search criteria and select Deactive status then click the **Search** button.

↓ Delegated Roles

Search	<input type="text" value="adele"/>
Status	Active ▼

2. *eBilling user that matches search criteria used is displayed.* Select the checkbox on the delegate role then click the **Activate** button.

NOTE: *To activate several delegate roles at once, select checkboxes besides all the delegate roles being activated then click the **Activate** button.*

[Print / Export](#)
 Showing Page **1 of 1**, Records **1 to 1**

<input type="checkbox"/> All	S.No	Staff Member	Delegate Role Staff Member	Updated By	Updated Date	Is Active	Actions
<input checked="" type="checkbox"/>	1	Adele	Peter		29/05/2019 04:07:55 PM	No	Actions ▼

3. *A dialog box is displayed prompting the Limited TBU Administrator to confirm activation of the selected delegate role.* Click the **OK** button.

Message from webpage ×

Do you want to activate the selected delegate role(s)?

*Change made to the selected delegate role is saved and the value **Yes** appears in the **Is Active** column.*

[Print / Export](#)
 Showing Page **1 of 1**, Records **1 to 1**

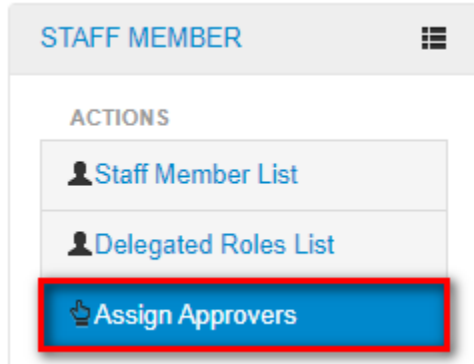
<input type="checkbox"/> All	S.No	Staff Member	Delegate Role Staff Member	Updated By	Updated Date	Is Active	Actions
<input type="checkbox"/>	1	Adele	Peter		06/06/2017 01:26:51 PM	Yes	Actions ▼

Assign Approvers

This section allows a Limited TBU Administrator to view and manage approvers; this involves:

- Creating a new approver
- Viewing an approver's details
- Editing an approver
- Activating/deactivating an approver

To manage approvers, click the **Assign Approvers** link found under the **STAFF MEMBER** menu.



The **Assign Approvers** page is displayed showing a list of all existing approvers and the type of approval they hold. This page has the following features:

- Option to create a new approver
- A list of existing approvers
- Option to search for a specific approver
- Option to carry out different actions on existing approvers

↓ Assign Approvers

[Create New Approver](#)

Search

Status

[Search](#)

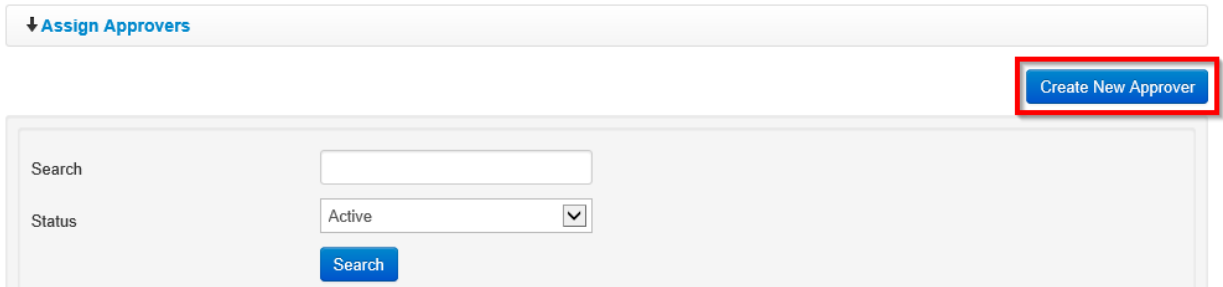
[Print / Export](#)

Showing Page 1 of 3, Records 1 to 10 of 22


S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Belen [REDACTED]	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 05/04/2019 04:44:05 AM	Yes	Actions
2	Christian [REDACTED]	Telephone Billing Approver	UNSOS	UNSOS/DMS/MSO/ESU	Permanent	Yes	Actions
3	Christian [REDACTED]	Telephone Billing Approver	UNSOS	UNSOS/DMS/MSO/COO/TSS/MSU	Permanent	Yes	Actions
4	Cristina [REDACTED]	Telephone Billing Approver	MINUSMA	MINUSMA/SRSG/MSD/ODDMS	Permanent	Yes	Actions
5	Cristina [REDACTED]	Telephone Billing Approver	MINUSMA	MINUSMA/SRSG/MSD/ISS/JLOC	Permanent	Yes	Actions
6	Esther [REDACTED]	Telephone Billing Approver	UNLB	UNLB/UNOPS	Permanent	Yes	Actions
7	Mangala [REDACTED]	Telephone Billing Approver	MINUSTAH	MINUSTAH/DMS/ISS/ENG	Permanent	Yes	Actions
8	Pablo [REDACTED]	Telephone Billing Approver	UNISFA	UNISFA	Permanent	Yes	Actions


Create New Approver

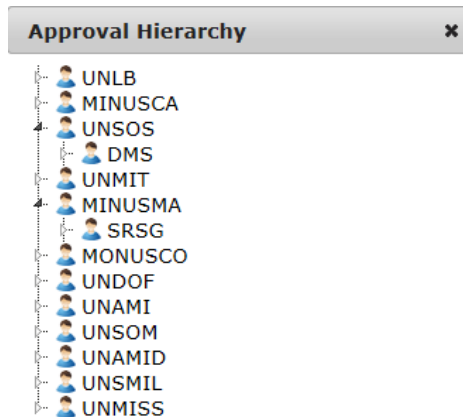
1. On the Assign Approvers page, click the **Create New Approver** button.



2. A **Create New Approver** dialog box is displayed with the following fields for a Limited TBU Administrator to complete:

- **Staff Member:** enter name of staff member that is being added as an approver. Select appropriate staff member from the search results displayed.
- **Mission:** select Mission of the approver being created
- **Work Flow Role:** select role to be assigned to the approver being created
- **Approval Hierarchy:** click the  icon and select a Mission or a section to define approval limits of the approver being created

NOTE: On the Approval Hierarchy dialog box, select a Mission or click the  on a Mission to expand it and select a department/section within that Mission then click the **OK** button.



- **Approver Type:** specify whether approver type is permanent or temporary
NOTE: If approver type selected is temporary, an expiry date for the role must be entered.
- **Expiry Date:** select an expiry date for the role selected (option only displayed if approver type selected is temporary).

Click the **Create** button.

Create New Approver ✕

↓ Assign Approvers * Fields are Required

Staff Member	<input type="text" value="MOSES ████████ - UNLB"/> *
Mission	<input type="text" value="UNLB"/>
Work Flow Role	<input type="text" value="Telephone Billing Approve"/> *
Approval Hierarchy	<input type="text" value="UNLB"/> *
Approver Type	Permanent: <input type="radio"/> Temporary: <input checked="" type="radio"/>
Expiry Date	<input type="text" value="31/05/2019 09:43:18 AM"/> 📅 ✕

Create

The newly created approver is saved and added to the list of existing approvers; status of a newly created approver is active by default.

[Print / Export](#)
Showing Page **1 of 1**, Records **1 to 1**

S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Moses ████████	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 09:52:36 AM	Yes	Actions ▼

Edit Approver

1. On the Assign Approvers page, enter search criteria and select status then click the **Search** button.

↓ Assign Approvers Create New Approver

Search	<input type="text" value="moses"/>
Status	<input type="text" value="Active"/>
	<div style="border: 2px solid red; padding: 2px; display: inline-block; color: white; background-color: #007bff; border-radius: 3px;">Search</div>

2. Approver that meets search criteria used is displayed. Click the ▼ icon (found under the **Actions** column) on the approver.

S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Moses	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 09:52:36 AM	Yes	Actions

- A context menu is displayed listing actions that can be carried out on the approver. Click the **Edit** option.

S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Moses	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 09:52:36 AM	Yes	<ul style="list-style-type: none"> Actions Edit Details Deactivate

- An **Edit Approver** dialog box is displayed. Make relevant changes then click the **Save** button.

Edit Approver

↓ Assign Approvers * Fields are Required

Staff Member	MOSES - UNLB *
Mission	UNLB
Work Flow Role	Telephone Billing Approver *
Approval Hierarchy	UNLB *
Approver Type	Permanent: <input checked="" type="radio"/> Temporary: <input type="radio"/>

Save

Changes made to the selected approver are saved by the system and are reflected on the list of approvers.


Details of Approver

- On the Assign Approvers page, enter search criteria and select status then click the **Search** button.



↓ Assign Approvers Create New Approver

Search	<input type="text" value="moses"/>
Status	Active

Search



2. Approver that meets search criteria used is displayed. Click the  icon (found under the **Actions** column) on the approver.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Moses 	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 09:52:36 AM	Yes	Actions 

3. A context menu is displayed listing actions that can be carried out on the approver. Click the **Details** option.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Moses 	Telephone Billing Approver	UNLB	UNLB	Permanent	Yes	Actions 


Navigate Page(s):

Edit
Details
 Deactivate


An **Approver Details** dialog box is displayed showing details of the selected approver.

Approver Details ✕



↓ Assign Approvers

Staff Member	Moses 
Work Flow Role	Telephone Billing Approver
Approval Mission	UNLB
Approval Hierarchy	UNLB
Is Active	YES

Deactivate Approver

1. Click the  icon (found under the **Actions** column) on the approver you want to deactivate.

Print / Export
Showing Page 1 of 1, Records 1 to 1

S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Moses 	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 09:52:36 AM	Yes	Actions 

2. A context menu is displayed listing actions that can be carried out on the approver. Click the **Deactivate** option.

S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Moses	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 10:39:41 AM	Yes	Actions Edit Details Deactivate

Navigate Page(s):

- A popup dialog box is displayed prompting the user to confirm the deactivation. Click the **Yes** button to confirm deactivation of the selected approver.

Are you sure you want to deactivate the staff approver?

Yes No

- A **Comments** field and a **Deactivate** button are displayed on the dialog box. Enter comments about the deactivation and click the **Deactivate** button.

Are you sure you want to deactivate the staff approver?

No

Comments:
approver being deactivated because of xyz


Deactivate

- The Approver is deactivated and their status under the **Is Active** column is changed to **NO**.

All	S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
<input type="checkbox"/>	1	Moses	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 10:39:41 AM	No	Actions

Delete

Activate Approver

- Click the  icon (found under the **Actions** column) on the approver you want to activate.

All	S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
<input type="checkbox"/>	1	Moses	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 10:39:41 AM	No	Actions Deactivate

- A context menu is displayed listing actions that can be carried out on the approver. Click the **Activate** option.

<input type="checkbox"/> All	S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
<input type="checkbox"/>	1	Moses ██████████	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 10:39:41 AM	No	Actions Edit Details Activate

Delete

Navigate Page(s):

- A popup dialog box is displayed prompting the user to confirm the activation. Click the **Yes** button to confirm activation of the selected approver.

✕

Are you sure you want to activate the staff approver?

Yes
No

- A **Comments** field and an **Activate** button are displayed on the dialog box. Enter comments about the activation and click the **Activate** button.

✕

Are you sure you want to activate the staff approver?

No

Comments:

approver being activated because of xyz

Activate

- The Approver is activated and their status under the **Is Active** column is changed to **YES**.

S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Moses ██████████	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 31/05/2019 10:39:41 AM	Yes	Actions Edit Details Activate

BILL REPORTS Menu

The BILL REPORTS menu has links that enable a Limited TBU Administrator to manage bill and call reports; this involves:

- Searching for and view bills by staff member
- Generate custom reports
- Generate call reports
- Carry out TBU verification of bills

Click on **BILL REPORTS** to view options / actions under the **BILL REPORTS** menu (*actions under this menu can also be hidden or displayed by clicking on **BILL REPORTS***).



Bills By Staff

This section allows a Limited TBU Administrator to search for, view and manage bills of a specific staff member.

The different actions a limited TBU Admin can carry out on a bill in this section include viewing detailed calls, holding a bill, releasing a bill, closing a bill, reopening a bill, challenging a bill as well as re-evaluating a bill.

1. To search for bills by staff member, click the **Bills By Staff** link found under the **BILL REPORTS** menu.



- The **Bills By Staff** page is displayed with options to either search for a report or view archived reports.

↓ Bills By Staff

Archived Reports

Search Staff Member - Please Enter Minimum 3 Characters

ALL

View Bills for specific Staff Member

- Enter name or partial name of staff member in the search field; from the list of names displayed, click on the appropriate one to select them then click the **Search** button.

↓ Bills By Staff

Archived Reports


Search Staff Member - Please Enter Minimum 3 Characters

PABLO [REDACTED] - UNLB

- A list of bills matching search criteria used is displayed with a row for each provider and asset type assigned to the selected staff member.

Print / Export

S.No	Mission	Staff Member	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	View Bills
1	UNLB	Pablo [REDACTED]	Mobile	WIND	EUR 751.68	EUR 134.35	EUR 0.00	EUR 886.03	Actions
2	UNLB	Pablo [REDACTED]	Mobile	WIND	USD 100.22	USD 4.15	USD 0.00	USD 104.37	Actions
3	UNLB	Pablo [REDACTED]	Mobile	Airtel	USD 62.60	USD 250.40	USD 0.00	USD 313.00	Actions

- To view detailed bill for an asset, click the  icon (under the View Bills column) on the asset then click the **View Detailed Bill** option on the context menu displayed.

Print / Export

S.No	Mission	Staff Member	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	View Bills
1	UNLB	Pablo [REDACTED]	Mobile	WIND	EUR 751.68	EUR 134.35	EUR 0.00	EUR 886.03	Actions
2	UNLB	Pablo [REDACTED]	Mobile	WIND	USD 100.22	USD 4.15	USD 0.00	USD 104.37	View Detailed Bill


- A list of monthly bills for the selected asset is displayed chronologically as per the **Bill Title** column.

Print / Export


S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status	View Bills
1	February 2016	Pablo [REDACTED]	[REDACTED]	2016	Mobile	WIND	EUR 1.25	EUR 1.50	EUR 0.00	EUR 2.75	Approved	Actions
2	January 2016	Pablo [REDACTED]	[REDACTED]	1001	Mobile	WIND	EUR 716.83	EUR 0.27	EUR 0.00	EUR 717.10	R-Initiated	Actions

NOTE: Several actions can be carried out on the bill displayed e.g. viewing detailed calls, holding the bill, reopening the bill, closing the bill, challenging and re-evaluation.

View Detailed Calls

1. Open the bill in detailed view (see step 3 under the section [View Bills for Specific Staff Member](#)).
2. Click the  icon (under the View Bills column) on the bill that has calls you want to view in detail.

[Print / Export](#)

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status	View Bills
1	February 2016	Pablo [redacted]	[redacted]	2016	Mobile	WIND	EUR 1.25	EUR 1.50	EUR 0.00	EUR 2.75	Approved	Actions 
2	January 2016	Pablo [redacted]	[redacted]	1001	Mobile	WIND	EUR 716.83	EUR 0.27	EUR 0.00	EUR 717.10	R-Initiated	Actions 

3. A context menu is displayed. Click the **View Detailed Calls** option.

[Print / Export](#)

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status	View Bills
1	February 2016	Pablo [redacted]	[redacted]	2016	Mobile	WIND	EUR 1.25	EUR 1.50	EUR 0.00	EUR 2.75	Approved	Actions 
2	January 2016	Pablo [redacted]	[redacted]	1001	Mobile	WIND	EUR 716.83	EUR 0.27	EUR 0.00	EUR 717.10	R-Initiated	View Detailed Calls Reopen Bill Close Bill
3	December 2015	Pablo [redacted]	[redacted]	1001	Mobile	WIND	EUR 33.60	EUR 2.40	EUR 0.00	EUR 36.00	Closed	

4. The selected bill is opened. All details of the selected bill i.e. bill details, call details and comments (if any) are displayed.

[Mobile Calls](#)

[Print / Export](#)

Telephone Bill for February 2016

Pablo [redacted]
 80...
 [redacted]@un.org
 UNLB
 UNLB/UNOPS/UNOPSV/QC

Bill Id # 138765
 Bill Title February 2016
 Bill Period 31-01-2016 - 02-02-2016
 Generated Date 11-04-2016

Bill Details

Asset Number	Service Type	Official Call Cost	Private Call Cost	Fixed Charges	Total
2016	Mobile	1.5 EUR	1.25 EUR	0 EUR	2.75 EUR
Total					2.75 EUR

Call Details

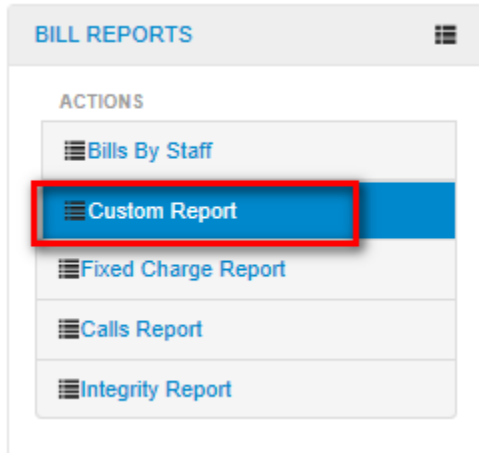
Display Name All Calls Official Calls Private Calls Showing Page 1 of 1, Records 1 to 5

S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	<input type="checkbox"/> Is Official	<input type="checkbox"/> Is Challenged	Justifications
1	903594667	01/02/2016 00:15:36 AM	00:00:10			0.15	DATA	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	918870560	01/02/2016 00:36:51 AM	00:00:30			0.35	DATA	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Custom Report

This section allows a Limited TBU Administrator to generate/ run custom reports for staff member telephone bills. The **Custom Report** page has several filters that a Limited TBU Administrator can use to generate a custom report.

1. To generate a custom report, click the **Custom Report** link found under the **BILL REPORTS** menu.



2. The **Custom Reports** screen is displayed. The page has several filters; the Limited TBU Administrator can use any of the filters to generate a custom report:

- **Bill Year:** select year of bills to be included in the custom report
- **Bill Title:** select month of bills to be included in the custom report
- **Service Type:** select service type to be included in the custom report
- **Service Provider:** select a service provider
- **Staff Category:** select staff category of eBilling users to be included in the report
- **Bill Status:** select status of bills to be included in the custom report
- **Payment Type:** select a payment type to be included in the custom report
- **Asset Number:** enter asset number to run a report of all bills for a specific asset
- **Departments:** select a department to be included in the custom report
- **Customers:** select a customer to be included in the custom report
- **Group By:** select checkbox if you want search results to be grouped

NOTE: You must select a value in the **Service Type** field before you can select a **Service Provider**.

- When appropriate search filters have been selected, click the **Search** button to generate the desired report.

↓ Custom Report Archived Reports

Bill Year	All	Bill Title	All
Service Type	All	Service Provider	All
Staff Category	All	Bill Status	All
Payment Type	All	Asset Number	
Departments	All	Customers	All
Group By	<input type="checkbox"/>		

Search

- Bills that meet criteria used to search are listed.* The custom report generated can be printed or exported to another format by clicking the **Print / Export** link.

Print / Export

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status	View Bills
1	April 2019			11101	Mobile	WIND	EUR 0.00	EUR 63.34	EUR 0.00	EUR 63.34	Verified	Actions
2	April 2019			11102	Satellite	WIND	EUR 0.00	EUR 183.43	EUR 0.00	EUR 183.43	Closed	Actions
3	April 2019			11103	DESKTOP / Cicode	WIND	EUR 0.00	EUR 151.44	EUR 0.00	EUR 151.44	Closed	Actions
4	March 2019			11101	Mobile	WIND	EUR 30.84	EUR 9.50	EUR 0.00	EUR 40.34	Verified	Actions

NOTE: Several actions can be carried out on bills displayed in the custom report depending on status of the bill.


Click the  icon (found under **View Bills** column) on a bill to select an action to carry out on the bill.

Actions that can be carried out on bills in the custom report include Viewing Detailed Calls.

View Detailed Calls

Detailed Bills can be accessed from either the Bills by Staff or Custom Reports pages.

To view these archived reports, follow the steps detailed below:

- Perform the search as (step 3 under the above)
- A list of custom reports that meet the search criteria used is displayed. To view detailed calls on a bill, click the  icon under the View Bills column on the bill.

Print / Export

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Total Call Cost	Status	View Bills
1	May 2016			661081347	Mobile	Airtel	USD 51.62	USD 0.00	USD 51.62	R-Initiated	Actions

View Detailed Calls

3. A context menu is displayed. Click the **View Detailed Calls** option.

Print / Export

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status	View Bills
1	April 2019	unsbvqc7		11102	Satellite	WIND	EUR 0.00	EUR 183.43	EUR 0.00	EUR 183.43	Closed	Actions
2	March 2019	unsbvqc7		11102	Satellite	WIND	EUR 0.00	EUR 36.07	EUR 0.00	EUR 36.07	Closed	View Detailed Calls

4. The selected bill is opened. All details of the selected bill i.e. bill details, call details and comments (if any) are displayed. User can filter the bill based on Official or private calls.

Telephone Bill for February 2019

QC-7
UNLB
UNLB\UNOPS\UNOPS\VFSS

Bill Id # 150060
 Bill Title February 2019
 Bill Period 14-02-2019 - 16-02-2019
 Generated Date 04-04-2019

Bill Details

Asset Number	Service Type	Official Call Cost	Private Call Cost	Fixed Charges	Total
11102	Satellite	37.26 EUR	0 EUR	0 EUR	37.26 EUR
	Total			37.26 EUR	

Call Details

Display Name
 All Calls
 Official Calls
 Private Calls

Showing Page 1 of 1, Records 1 to 2

S.No	Call To	Call Date	Call Duration	Destination	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	Is Official	Is Challenged	Justifications
1	903594667	15/02/2019 00:15:36 AM	00:00:10		2.01			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	all
2	918870560	15/02/2019 00:20:33 AM	00:00:20		1.35			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	all
3	Mickaël TOMBO / UNAMID	15/02/2019 00:36:51 AM	00:00:30		2.37			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	all
4	912538484	15/02/2019 00:46:01 AM	00:00:40		1.01			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	all
5	915169095	15/02/2019 00:55:03 AM	00:00:50		1.01			<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	all

View Archived Reports

Old bills are automatically archived by the eBilling system and they can be accessed from either the Bills by Staff or Custom Reports pages.

To view these archived reports, follow the steps detailed below:

1. Click the **Archived Reports** button.

↓ Bills By Staff

Archived Reports

Search Staff Member - Please Enter Minimum 3 Characters


ALL

2. Different filters that can be used to search for archived reports are displayed. Enter relevant criteria then click the **Search** button.


↓ Archived Reports

Bills By Staff

Bill Year	2016	Bill Title	All
Service Type	Mobile	Service Provider	Airtel
Staff Category	All	Bill Status	All
Payment Type	Salary Deduction	Search	

- A list of archived reports that meet the search criteria used is displayed. To view detailed calls on a bill, click the  icon under the **View Bills** column on the bill.

Print / Export

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Total Call Cost	Status	View Bills
1	May 2016			661081347	Mobile	Airtel	USD 51.62	USD 0.00	USD 51.62	R-Initiated	Actions  View Detailed Calls

Fixed Charge Report

This section enables a Limited TBU Administrator to use different criteria to search for and view a list of fixed charged calls which have been included in generated bills.

- To generate a fixed charge report, click the **Fixed Charge Report** link found under the **BILL REPORTS** menu.



- The **Fixed Charge Report** screen is displayed. Enter search criteria in any of the fields displayed then click the **Search** button.

Fixed Charge Report * Fields are Required

Bill Year	All	Bill Title	All
Service Type	-- Select --	Service Provider	-- Select --
Start Date	<input type="text"/>	Bill Status	All
End Date	<input type="text"/>	Call Cost	All 00.00 Format: 00.00
Staff Member	ALL	Asset Number	<input type="text"/>

[Search](#)

3. A list of calls that match search criteria used is displayed. The calls report generated can be printed or exported to another format by clicking the *Print / Export* link.

Print / Export
Showing Page 1 of 1, Records 1 to 3

S.No	Bill Title	Bill Status	Service Type	Service Provider	Staff Member	Number	Date	Call Cost	Actions
1	UNKNOWN	UNKNOWN	Mobile	WIND	unsbvqc1	121106989	08/15/18 2:56:04 PM	0.00	Actions
2	UNKNOWN	UNKNOWN	Mobile	WIND	unsbvqc3	9833952123	07/18/19 2:53:36 PM	9.53	Actions
3	UNKNOWN	UNKNOWN	Mobile	WIND	unsbvqc3	9833952123	07/19/19 2:49:27 PM	9.53	Actions

4. To view detailed charges, the TBU Read Only Admin can click the  icon (found under the Actions column) on the bill then select the **View Detailed Charges** option on the dropdown menu displayed.

Print / Export
Showing Page 1 of 1, Records 1 to 3

S.No	Bill Title	Bill Status	Service Type	Service Provider	Staff Member	Number	Date	Call Cost	Actions
1	UNKNOWN	UNKNOWN	Mobile	WIND	unsbvqc1	121106989	08/15/18 2:56:04 PM	0.00	Actions
2	UNKNOWN	UNKNOWN	Mobile	WIND	unsbvqc3	9833952123	07/18/19 2:53:36 PM	9.53	View Detailed Charges Generate Bill
3	UNKNOWN	UNKNOWN	Mobile	WIND	unsbvqc3	9833952123	07/19/19 2:49:27 PM	9.53	Actions

5. The fixed charges are displayed.

S.No	Date	Description	Charges	Is Re-Evaluated	Is Official
1	8/15/2018 2:56:04 PM	Other Charges	0.0000 EUR	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Calls Report

This section enables a Limited TBU Administrator to use different criteria to search for and view a list of calls which have been included in generated bills.

- To generate a calls report, click the **Calls Report** link found under the **BILL REPORTS** menu.



- The **Calls Report** screen is displayed. Enter search criteria in any of the fields displayed then click the **Search** button.

The screenshot shows the 'Calls Report' search interface. It includes several filter fields: Bill Year (2016), Service Type (Mobile), Start Date, End Date, Staff Member (ALL), Call Reference (Operational), Bill Title (All), Bill Status (All), Call Duration (All), Call Cost (All), and Asset Number. A red box highlights the 'Search' button at the bottom right.

- A list of calls that match search criteria used is displayed. The calls report generated can be printed or exported to another format by clicking the **Print / Export** link.

NOTE: This is an information only report i.e. it does not allow the Limited TBU Administrator to perform any action on the listed calls.

[Print / Export](#)

Showing Page 59 of 59, Records 2901 to 2941

S.No	Bill Title	Bill Status	Service Type	Staff Member	Call Date	Call From	Call To	Call Duration	Call Destination	Call Cost
2901	October 2016	Closed	Mobile		19/07/2016 05:33:20 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2902	October 2016	Closed	Mobile		19/07/2016 05:43:20 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2903	October 2016	Closed	Mobile		19/07/2016 05:52:27 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2904	October 2016	Closed	Mobile		19/07/2016 10:32:37 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2905	October 2016	Closed	Mobile		19/07/2016 10:36:19 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2906	October 2016	Closed	Mobile		19/07/2016 10:39:18 PM	99363243999	25779959799	00:00:00	On Net SMS	20.00

Integrity Report

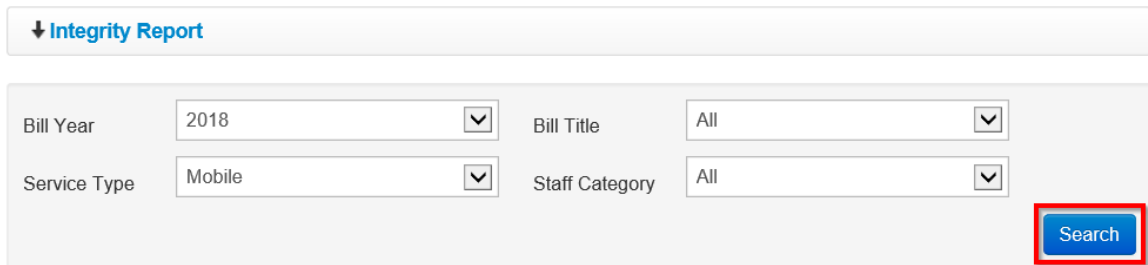
This feature is used to generate and view bills for eBilling users that have multiple assets assigned to them. This helps the Limited TBU Administrator to know which eBilling user has been assigned more than one asset and how the assets are being used.

To run an integrity report, the Limited TBU Administrator should do the following:

1. Click the **Integrity Report** link found under the **BILL REPORTS** menu.




2. The **Integrity Report** page is displayed. Use the fields displayed to select relevant search criteria then click the **Search** button.


A screenshot of the "Integrity Report" search form. At the top, there is a dropdown menu with a downward arrow and the text "Integrity Report". Below this, there are four search criteria: "Bill Year" with a dropdown menu showing "2018", "Bill Title" with a dropdown menu showing "All", "Service Type" with a dropdown menu showing "Mobile", and "Staff Category" with a dropdown menu showing "All". To the right of these fields is a blue "Search" button with a white border, which is highlighted with a red rectangular border.

3. A list of eBilling users that match search criteria used and having multiple assets assigned to them is displayed.



NOTE: The Integrity Report can be printed or exported by clicking the *Print / Export* link.

[Print / Export](#)

S.No	Mission	Bill Title	Service Type	Staff Member	Staff Category	No. of Assets & Bills	View Bills
1	UNLB	January 2018	Mobile	[REDACTED]	UNOPS National Staff	2	Actions 




- To view bills of any of the listed eBilling users, click the  icon (under the **View Bills** column) on the user.


 Print / Export

S.No	Mission	Bill Title	Service Type	Staff Member	Staff Category	No. of Assets & Bills	View Bills
1	UNLB	August 2018	Mobile	[REDACTED]	I - International Staff on Mission Assignment	4	Actions 
2	UNLB	April 2018	Mobile	[REDACTED]	I - International Staff on Mission Assignment	5	Actions 

- A context menu is displayed. Click the **View Bills** option.

 Print / Export





S.No	Mission	Bill Title	Service Type	Staff Member	Staff Category	No. of Assets & Bills	View Bills
1	UNLB	August 2018	Mobile	[REDACTED]	I - International Staff on Mission Assignment	4	Actions  View Bills 
2	UNLB	April 2018	Mobile	[REDACTED]	I - International Staff on Mission Assignment	5	Actions 

- A list of bills for the selected eBilling user are displayed. Additional actions can be carried out on the bills displayed by clicking the  icon found under the **View Bills** column and selecting an additional action from the popup menu displayed.

Actions that can be carried out on the bills displayed include viewing detailed calls, holding, releasing, closing, reopening or challenging a bill.

 Integrity Report

 Print / Export

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Total Call Cost	Status	View Bills
1	August 2018	[REDACTED]		101	Mobile / SIM Number	WIND	USD 66.02	USD 0.00	USD 66.02	Closed	Actions 
2	August 2018	[REDACTED]		101	Mobile / SIM Number	WIND	USD 36.33	USD 0.00	USD 36.33	Closed	Actions 
3	August 2018	[REDACTED]		101	Mobile / SIM Number	WIND	USD 36.33	USD 0.00	USD 36.33	Closed	Actions 
4	August 2018	[REDACTED]	[REDACTED]	101	Mobile / SIM Number	WIND	USD 19.53	USD 16.80	USD 36.33	Closed	Actions 

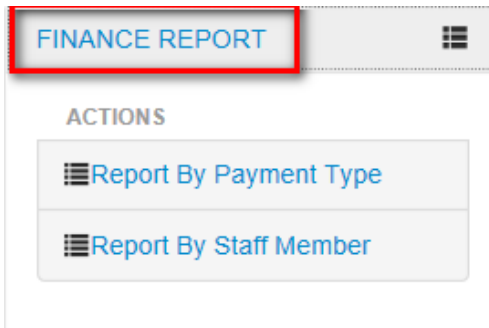
FINANCE REPORT Menu

The FINANCE REPORT menu has links that enable a Limited TBU Administrator to generate and view reports for bills that have been verified as well as generate business cost reports.

Reports with the name of the previous month of the cutoff date when the bill was closed are included in finance reports.

Finance reports can be run by payment type, staff member or business cost.

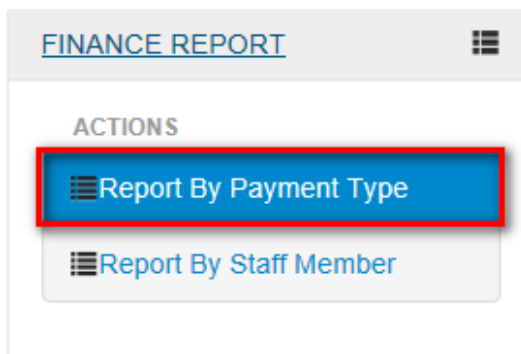
Click on **FINANCE REPORT** to view options / actions under the **FINANCE REPORT** menu (actions under this menu can also be hidden or displayed by clicking on **FINANCE REPORT**).



Report By Payment Type

This section allows a Limited TBU Administrator to search for, generate or view finance reports by payment type.

1. To run a finance report by payment type, click the **Report By Payment Type** link found under the **FINANCE REPORT** menu



2. The **Report By Payment Type** screen is displayed. Use the search filter fields displayed to enter search criteria then click the **Search** button.

NOTE: *Selecting a finance year, payment type and a report title are mandatory.*

↓ Report By Payment Type * Fields are Required

Archived Finance Report

Finance Year	2017	Finance Report Title	November 2017
Payment Type	Salary Deduction	Service Type	All
Service Provider	All	Staff Category	All

Search

Salary Deduction Bills

For bills where the payment type is salary deduction, no action is required from the Finance Administrator since the billing process has been completed for them.

Bills with salary deduction as the payment type have a status of **Finance** on the list of bills displayed.

[Print / Export](#)

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	90074356	November 2017			QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 13.02	Finance	

- The only action necessary is generating the necessary PDF documents and sharing them with the Finance department for actual financial processing of the bill expenses.

Click the **Print / Export** link to print the report or export it to either PDF or Excel.

[Print / Export](#)

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	90074356	November 2017			QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 13.02	Finance	

Cash Payment Bills

For bills where the payment type is cash payment, a Finance Administrator is required to enter details of the actual payment as communicated by the end user.

On the report displayed, bills that are pending entry of payment details have a status of **Verified** in the Bill Status column.

↓ Report By Payment Type * Fields are Required

Archive Bills Finance Report

Finance Year	2017	*	Finance Report Title	October 2017	*
Payment Type	Cash Payment	*	Service Type	Mobile	
Service Provider	All		Staff Category	All	

Search

Print / Export

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	101	January 2017			QC-4		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 14.31	Verified	Actions
2	Mobile	90074391	June 2017			QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 2097.58	Verified	Actions

Add Cash Payment details

- Click the  icon (found under the **Action** column) to select an action to carry out on the verified bill.

Print / Export

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	101	January 2017			QC-4		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 14.31	Verified	Actions

- A dropdown menu is displayed. Click the **Cash Payment** option.


Print / Export

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	101	January 2017			QC-4		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 14.31	Verified	Actions

- A **Finance Cash Payment** dialog box is displayed. Edit amount paid (if necessary), enter a voucher number, CRV Date and a payment comment (if necessary) then click the **Save** button.

Finance Cash Payment x

↓ Cash Payment

Amount Paid	<input type="text" value="22.10"/>
Voucher Number	<input type="text" value="xyz - 23457"/>
CRV Date	<input type="text" value="07/11/2017 03:48:02 PM"/>  *
Payment Comment	<input type="text" value="payment made by mr. abc"/>

Save

7. Status of the bill is changed from **Verified** to **Paid**.


[Print / Export](#)

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	101	January 2017			QC-4		1 - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 14.31	Paid	Actions

Since the billing process is complete, the only action required from a Finance Administrator is to generate the necessary PDF documents and carry out actual financial processing of the bill expenses.

Click the **Print / Export** link to print the report or export it to either PDF or Excel.

View Payment Details

8. When cash payment details have been added to a bill, the Limited TBU Administrator can view the payment details by clicking  icon (found under the **Action** column) on the bill, then clicking the **Payment Details** option on the dropdown menu displayed.

[Print / Export](#)

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	101	January 2017			QC-4		1 - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 14.31	Paid	Actions
2	Mobile	90074391	June 2017			QC-10		1 - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 2097.58	Verified	Payment Details Edit Payment

A **Payment Details** popup dialog box is displayed showing payment details of the bill.


Payment Details ✕

↓ **Payment Details**

Payment Type	Cash Payment
Amount Paid	USD 22.10
Voucher Number	xyz - 23457
CRV Date	07/11/2017 09:20:50 AM
Comments	payment made

Edit Payment Details

A Finance Administrator can edit cash payment details that were entered for a cash payment bill.

9. To edit cash payment details, click the  on the **Actions** button (under the **Action** column).

[Print / Export](#)

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	101	January 2017			QC-4		1 - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 14.31	Paid	Actions

10. A context menu is displayed. Click the **Edit Payment** option.

[Print / Export](#)

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	101	January 2017			QC-4		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 14.31	Paid	<div style="border: 1px solid gray; padding: 2px;"> Actions <ul style="list-style-type: none"> ▼ Payment Details Edit Payment </div>
2	Mobile	90074391	June 2017			QC-10		I - International Staff on	UNLB/UNOPS/UNOPSV/FSS	USD 2097.58	Verified	

11. The **Cash Payment** dialog box is displayed. Make relevant changes to any of the fields displayed then click the **Save** button.

Finance Cash Payment

↓ Cash Payment

Amount Paid	<input type="text" value="22.10"/>
Voucher Number	<input type="text" value="xyz - 23457"/>
CRV Date	<input type="text" value="07/11/2017 09:20:50 AM"/> *
Payment Comment	<input type="text" value="payment made by mr. abc"/>

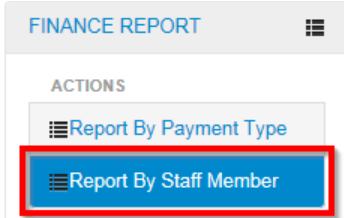
Save

Changes made to the cash payment details are saved by the system.

Report By Staff Member

This section allows a Limited TBU Administrator to search for, generate or view finance reports by staff member.

1. Click the **Report By Staff Member** link found under the **FINANCE REPORT** menu.



2. *The **Reports By Staff Member** screen is displayed.* Use the search filter fields displayed to enter search criteria then click the **Search** button.

NOTE: *Selecting a finance year and report title are mandatory.*

You can enter full or partial name of staff member in the **Search Staff Member** field then select appropriate staff member from the search results displayed to run a report for a specific staff member.

Leaving the **Search Staff Member** field empty makes the search return all staff members that have bills in the selected Finance Report Title.

The image shows the 'Report By Staff Member' search form. It includes a dropdown menu for 'Report By Staff Member', a button for 'Archived Finance Report', and three input fields: 'Finance Year' (set to 2018), 'Finance Report Title' (set to January 2018), and 'Search Staff Member - Please Enter Minimum 3 Characters' (set to ALL). A red box highlights the 'Search' button.

3. *A list of verified bills that meet search criteria used is displayed.* The bills displayed will have a status of **Finance**, **Verified** or **Paid**.

[Print / Export](#)

S No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	101031	September 2017	[REDACTED]		QC-0		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 21.77	Paid	Actions
2	Mobile	888	September 2017	[REDACTED]		QC-3		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	EUR 52.86	Paid	Actions

- a) For bills with a **Finance** status, no further processing is required. The Finance Administrator just has to generate the necessary PDF documents and carry out actual financial processing of the bill expenses.
- b) For bills with a **Verified** status, the Finance Administrator has to enter cash payment details as described in the [Cash Payment Bills section](#).
- c) For bills with a **Paid** status, the Finance Administrator can carry out actions described in [Payment Details](#) and [Edit Payment](#) sections.

View Archived Finance Report

It is possible to search for and view archived finance reports on either the report by payment type page or the report by staff member page.

To view archived finance reports, follow the steps below:

1. Click the **Archived Finance Report** button.

↓ **Report By Payment Type**
* Fields are Required

Archived Finance Report

Finance Year	--Select--	*	Finance Report Title	--Select--	*
Payment Type	-- Select --	*	Service Type	All	
Service Provider	All		Staff Category	All	

Search

2. *The Archive Bills Finance Report page is displayed.* Use the search filter fields displayed to enter search criteria then click the **Search** button.

NOTE: *Selecting a finance year, payment type and report title are mandatory.*

↓ **Archive Bills Finance Report**
* Fields are Required

Finance Year	2016	*	Finance Report Title	June 2016	*
Payment Type	Salary Deduction	*	Service Type	Mobile	
Service Provider	All		Staff Category	All	

Search

3. *A list of archived finance bills that meet search criteria used is displayed.* The generated report can be printed or exported to another format by clicking the **Print / Export** link.

Print / Export

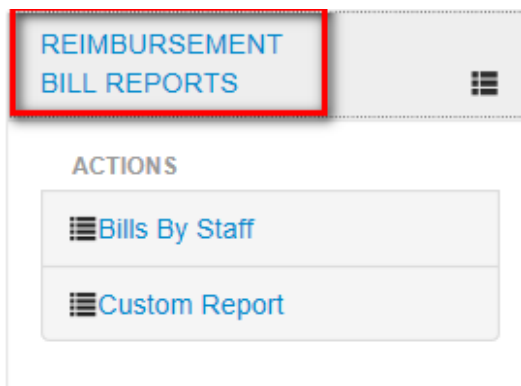
S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	661081347	May 2016			QC-0		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 51.62	R-Initiated	

REIMBURSEMENT BILL REPORTS Menu

The REIMBURSEMENT BILL REPORTS menu has links that enable a Limited TBU Administrator to do the following:

- Generate and view reports for reimbursement bills by staff
- Generate and view custom reports for reimbursement bills
- Carry out TBU verification of reimbursement bills
- View archived reimbursed reports

Click on **REIMBURSEMENT BILL REPORTS** to view options / actions under the **REIMBURSEMENT BILL REPORTS** menu (*actions under this menu can also be hidden or displayed by clicking on the menu title again*).



Bills By Staff

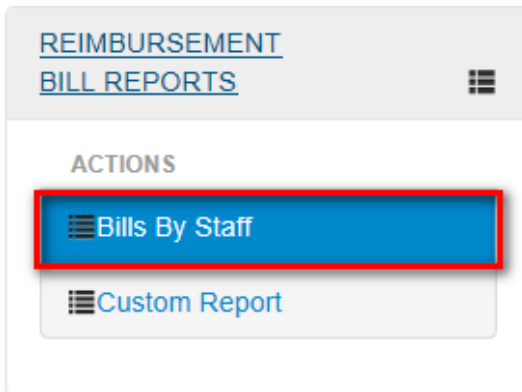
This section allows a Limited TBU Administrator to generate and view reimbursement bill reports for a specific staff member.

The Limited TBU Administrator can carry out the following actions on the Reimbursement Bills By Staff page:

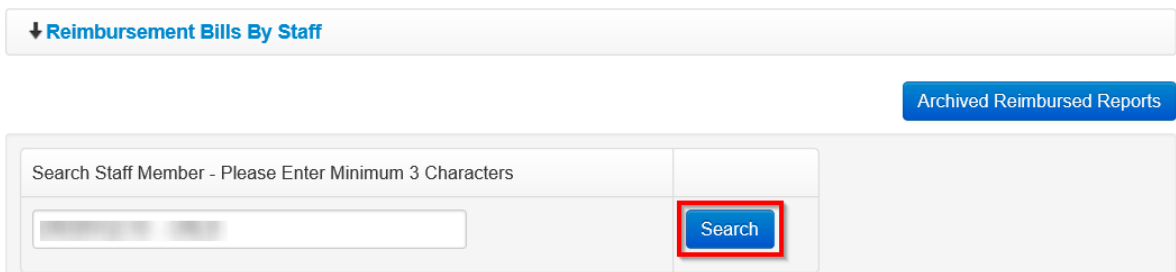
- Generate reimbursement bill report for either a specific staff member or all staff members
- Print or export generated reports (in either PDF or Excel format)
- View detailed bill
- View detailed calls on each reimbursement bill
- Carry out the different bill management activities (like hold, reopen or close bill) depending on status of the bill
- View archived reimbursed reports

To generate and view reimbursement bill report by staff member, follow the steps below:

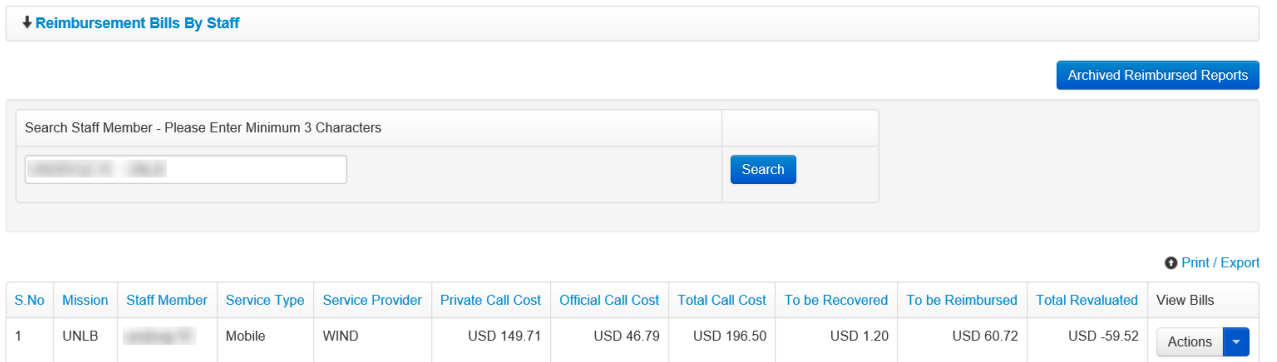
1. Click the **Bills By Staff** link found under the **REIMBURSEMENT BILL REPORTS** menu.



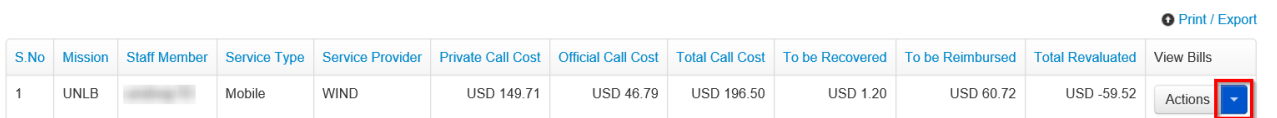
2. The **Reimbursement Bills By Staff** page is displayed. In the field displayed, enter name or partial name of staff member; from the list of names displayed, click on the appropriate one to select it then click the **Search** button.



3. The **Reimbursement bill report** for the selected staff member is displayed; the report is displayed with a row for each provider and asset type assigned to the selected staff member.



4. To view reimbursement bills for a listed asset on the report, click the [dropdown arrow] icon (under the **View Bills** column) on the reimbursement bill.



5. A context menu is displayed. Click the **View Detailed Bill** option on the popup menu displayed.

Print / Export

S.No	Mission	Staff Member	Service Type	Service Provider	Private Call Cost	Official Call Cost	Total Call Cost	To be Recovered	To be Reimbursed	Total Revaluated	View Bills
1	UNLB		Mobile	WIND	USD 149.71	USD 46.79	USD 196.50	USD 1.20	USD 60.72	USD -59.52	Actions View Detailed Bill

6. A list of reimbursement bills for the selected asset is displayed; the bills are ordered by bill title / month.

Reimbursement Bills By Staff

Print / Export

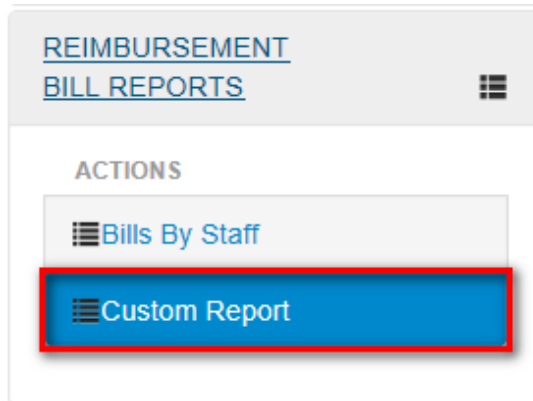
S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Total Call Cost	To be Recovered	To be Reimbursed	Total Revaluated	Status	View Bills
1	October 2017			270573	Mobile	WIND	USD 99.46	USD 0.00	USD 99.46	USD 0.00	USD 11.64	USD -11.64	Closed	Actions
2	July 2017			270573	Mobile	WIND	USD 50.25	USD 46.79	USD 97.04	USD 1.20	USD 49.08	USD -47.88	Paid	Actions

NOTE: Several actions can be carried out on the displayed bills depending on the status of the bill i.e. the Limited TBU Administrator can only view detailed calls.

Custom Report

This section allows a Limited TBU Administrator to generate a custom reports of staff members' reimbursement bills. The **Custom Report** page has several filters that a Limited TBU Administrator can use to generate a custom report.

1. To generate a custom report for reimbursement bills, click the **Custom Report** link found under the **REIMBURSEMENT BILL REPORTS** menu.



2. *The **Custom Reports** screen is displayed.* The page has several filters which the Limited TBU Administrator can use to generate a custom report; these include:
 - **Reimbursement Bill Year:** select year of reimbursement bills to be included in the custom report
 - **Reimbursement Bill Title:** select month of reimbursement bills to be included in the custom report
 - **Service Type:** select service type to be included in the custom report
 - **Service Provider:** select a service provider
 - **Staff Category:** select staff category of eBilling users to be included in the report
 - **Bill Status:** select status of reimbursement bills to be included in the custom report
 - **Payment Type:** select a payment type to be included in the custom report
 - **Asset Number:** enter asset number to run a report of all reimbursement bills for a specific asset
 - **Departments:** select a department to be included in the custom report
 - **Customers:** select a customer to be included in the custom report
 - **Group By:** select checkbox if you want search results to be grouped

NOTE: *You must select a value in the **Service Type** field before you can select a **Service Provider***

- When appropriate search filters have been selected, click the **Search** button to generate the desired report.

↓ Custom Report

Archived Reimbursed Reports

Reimbursement Bill Year	All	Reimbursement Bill Title	All
Service Type	All	Service Provider	All
Staff Category	All	Bill Status	All
Payment Type	All	Asset Number	
Departments	All	Customers	All
Group By	<input type="checkbox"/>		


Search

- Reimbursement bills that meet criteria used to search are listed.* The custom report generated can be printed or exported to another format by clicking the **Print / Export** link.

Print / Export

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Total Call Cost	To be Recovered	To be Reimbursed	Total Revaluated	Status	View Bills
1	January 2016			1001	Mobile	WIND	USD 13.02	USD 0.00	USD 13.02	USD 0.00	USD 0.00	USD 0.00	Closed	Actions
2	December 2017			1001	Mobile	WIND	USD 8.87	USD 4.15	USD 13.02	USD 0.00	USD 1.50	USD -1.50	Closed	Actions
3	December 2017			1010	Mobile	Airtel	USD 0.00	USD 125.20	USD 125.20	USD 0.00	USD 0.00	USD 0.00	Closed	Actions

NOTE: Several actions can be carried out on bills displayed in the custom report depending on status of the bill.

Click the  icon (under the **View Bills** column) to select an action to carry out on a bill.

Actions that can be carried out on bills in the custom report by Limited TBU Admin is Viewing Detailed Calls.

View Archived Reimbursed Reports

It is possible to search for and view archived reimbursed reports on either the bills by staff or custom report pages.

To view archived reimbursed reports, follow the steps detailed below:

1. Click the **Archived Reimbursement Reports** button.

↓ Reimbursement Bills By Staff

Archived Reimbursed Reports

Search Staff Member - Please Enter Minimum 3 Characters

ALL Search

2. *The Archived Reimbursement Reports page is displayed. Select search criteria using the search filter fields displayed then click the **Search** button.*

↓ Archived Reimbursed Reports Bills By Staff

Reimbursement Bill Year: 2015

Reimbursement Bill Title: All

Service Type: All

Service Provider: All


Staff Category: All

Bill Status: All



Payment Type: All

Search

3. *A list of archived reimbursement bills that meet search criteria used is displayed. The generated report can be printed or exported to another format by clicking the **Print / Export** link.*

To view detailed calls on a bill, click the  icon (under the **View Bills** column) on the bill then click the **View Detailed Bill** option on the popup menu displayed.

Print / Export

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Total Call Cost	Status	View Bills
1	December 2015			1053	Mobile	WIND	EUR 21.95	EUR 12.30	EUR 34.25	Verified	Actions 
2	June 2015			23675424313	Mobile	WIND	EUR 490712.70	EUR 0.00	EUR 490712.70	Finance	Actions 

REIMBURSEMENT FINANCE REPORT Menu

The REIMBURSEMENT FINANCE REPORT menu has links that enable a Limited TBU Administrator to search for and view reports for reimbursement bills that have been verified.

Reimbursement finance reports can be run by either payment type or staff member.

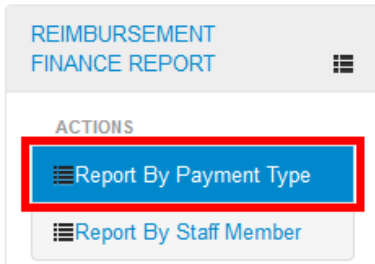
Click on **REIMBURSEMENT FINANCE REPORT** to view options / actions under this menu (actions under this menu can also be hidden or displayed by clicking on **REIMBURSEMENT FINANCE REPORT**).



Report By Payment Type

This section enables a Limited TBU Administrator to search for, generate or view reimbursement finance reports by payment type.

1. To run a reimbursement finance report by payment type, click the **Report By Payment Type** link found under the **REIMBURSEMENT FINANCE REPORT** menu.



2. The **Report By Payment Type** screen is displayed. Select search criteria using the search filter fields displayed then click the **Search** button.

NOTE: Selecting a finance year, payment type and a report title are mandatory.

↓ Report By Payment Type * Fields are Required

Archived Reimbursed Finance Report

Finance Year	2017	Finance Report Title	October 2017
Payment Type	Salary Deduction	Service Type	Mobile
Service Provider	All	Staff Category	All

Reimbursed/Recovered To be Reimbursed To be Recovered

Search

Salary Deduction Reimbursement Bills

- For reimbursement bills where the payment type is salary deduction, no action is required from the Limited TBU Administrator since the billing process has been completed.

Bills with salary deduction as the payment type have a status of **Finance** on the report displayed.

Print / Export

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Reimbursed	Bill Status	Action
1	Mobile	23675271811	August 2016	unsvq10 unsvq10	NULL	UNSBVQC-10		UNOPS National Staff	UNLB	ARS 1501.16	Finance	

The generated report can be printed or exported to another format by clicking the **Print / Export** link.


Print / Export

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Reimbursed	Bill Status	Action
1	Mobile	23675271811	August 2016	unsvq10 unsvq10	NULL	UNSBVQC-10		UNOPS National Staff	UNLB	ARS 1501.16	Finance	

Cash Payment Reimbursement Bills

For reimbursement bills where the payment type is cash payment, there are options for an administrator to enter, view or edit payment details.

Add Cash Payment

- Click the  on the **Actions** button (under the **Action** column) to select an action to carry out on the verified bill.

Print / Export

S.No	Asset Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Recovered	Bill Status	Action
1	Mobile	270573	July 2017	unsvq10		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS /UNOPSV/FSS	USD 1.20	Verified	Actions

- A *popup menu is displayed*. Click the **Cash Payment** option.

Print / Export

S.No	Asset Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Recovered	Bill Status	Action
1	Mobile	270573	July 2017	unsvq10		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS /UNOPSV/FSS	USD 1.20	Verified	Actions

- A **Finance Cash Payment dialog box is displayed**. Edit amount paid (if necessary), enter a voucher number, CRV Date and a payment comment (if necessary) then click the **Save** button.

Finance Cash Payment ✕

↓ Cash Payment

Amount Paid	<input type="text" value="1.20"/>
Voucher Number	<input type="text" value="xyz - 123456"/>
CRV Date	<input type="text" value="01/11/2017 10:44:30 AM"/> *
Payment Comment	<input type="text" value="cash payment received"/>

Save

7. Status of the reimbursement bill is changed from **Verified** to **Paid**.

[Print / Export](#)

S.No	Asset Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Recovered	Bill Status	Action
1	Mobile	270573	July 2017	unsbvqc10		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS /UNOPSV/FSS	USD 1.20	Paid	<div style="border: 1px solid gray; padding: 2px;"> Actions <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;"> + </div> </div>

8. To print or export the generated report, click the **Print / Export** link found at the top of the report.

[Print / Export](#)

S.No	Asset Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Recovered	Bill Status	Action
1	Mobile	270573	July 2017	unsbvqc10		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS /UNOPSV/FSS	USD 1.20	Paid	<div style="border: 1px solid gray; padding: 2px;"> Actions <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;"> + </div> </div>

View Payment Details

9. When cash payment details have been added to a bill, the Limited TBU Administrator can view the payment details by clicking icon (under the **Action** column) on the bill then clicking the **Payment Details** option on the dropdown menu displayed.

[Print / Export](#)

S.No	Asset Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Recovered	Bill Status	Action
1	Mobile	270573	July 2017	unsbvqc10		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS /UNOPSV/FSS	USD 1.20	Paid	<div style="border: 1px solid gray; padding: 2px;"> Actions <div style="border: 1px solid gray; padding: 2px; margin-top: 2px;"> + </div> </div> <div style="border: 1px solid gray; padding: 2px; margin-top: 2px; border: 2px solid red;"> Payment Details Edit Payment </div>

A **Payment Details** dialog box is displayed showing payment details of the selected bill.

Payment Details ✕

↓ Payment Details


Payment Type	Cash Payment
Amount Paid	USD 1.20
Voucher Number	xyz - 123456
CRV Date	01/11/2017 10:44:30 AM
Comments	cash payment received

Edit Payment

Payment details that were entered for a reimbursement bill can be edited as described below:

10. To edit cash payment details, click the  icon (under the **Action** column) on the bill.



[Print / Export](#)

S.No	Asset Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Recovered	Bill Status	Action
1	Mobile	270573	July 2017	unsbvqc10		QC-10		1 - International Staff on Mission Assignment	UNLB/UNOPS /UNOPSV/FSS	USD 1.20	Paid	<div style="border: 1px solid gray; padding: 2px;">Actions  Payment Details Edit Payment</div>

11. A **Cash Payment** dialog box is displayed. Make relevant change to any of the fields displayed then click the **Save** button.

Finance Cash Payment

↓ Cash Payment

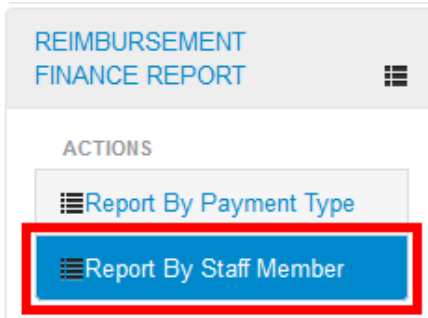
Amount Paid	<input type="text" value="1.20"/>
Voucher Number	<input type="text" value="xyz - 123456"/>
CRV Date	<input type="text" value="01/11/2017 10:44:30 AM"/>   *
Payment Comment	<input type="text" value="cash payment received"/>

Save

Report By Staff Member

This section allows a Limited TBU Administrator to search for, generate or view reimbursement finance reports by staff member.

1. To run a reimbursement finance report by staff member, click the **Report By Staff Member** link found under the **REIMBURSEMENT FINANCE REPORT** menu.



2. The **Reports By Staff Member** page is displayed. Select a finance report title and enter name of staff member then click the **Search** button.

NOTE: *Selecting a finance year and report title are mandatory.*

You can enter full or partial name of staff member in the **Search Staff Member** field then select appropriate staff member from the search results displayed.

Leaving the **Search Staff Member** field empty makes the search return all staff members that have reimbursement bills which have been approved and verified in the selected Finance Report Title.

The screenshot shows the 'Report By Staff Member' search form. It includes a dropdown menu for 'Finance Year' (set to 2017), a dropdown menu for 'Finance Report Title' (set to October 2017), radio buttons for 'Reimbursed/Recovered' (set to 'To be Recovered'), and a text input field for 'Search Staff Member - Please Enter Minimum 3 Characters' (containing 'UNSBVQC10 - UNLB'). A blue 'Search' button is highlighted with a red box.

3. A report that matches search criteria entered is displayed. The report generated can be printed or exported to another format by clicking the **Print / Export** link.

The screenshot shows a table with search results. The table has columns: S.No, Service Type, Asset Number, Bill Title, Staff Name, Index No, UNId, BP Number, Staff Category, Functional Hierarchy, To be Reimbursed, Bill Status, and Action. The first row contains data for a mobile bill. The 'Print / Export' link in the top right corner of the table is highlighted with a red box.

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	To be Reimbursed	Bill Status	Action
1	Mobile	270573	July 2017			QC-10		1 - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSVFSS	USD 49.08	Paid	Print / Export Actions

View Archived Reimbursed Finance Reports

It is possible to search for and view archived reimbursed finance reports on either the report by payment type page or the report by staff member page.

To view archived reports, follow the steps detailed below:

1. Click the **Archived Reimbursed Finance Report** button.

↓ Report By Staff Member
Archived Reimbursed Finance Report

Finance Year: *

Finance Report Title: *

Reimbursed/Recovered: To be Reimbursed To be Recovered

Search Staff Member - Please Enter Minimum 3 Characters: Search

2. *The Archived Reimbursed Finance Report page is displayed.* Select search criteria using the search filter fields displayed then click the **Search** button.

NOTE: *Selecting a finance year, payment type and report title are mandatory.*

↓ Archived Reimbursed Finance Report
* Fields are Required

Report By Payment Type

Finance Year: * Finance Report Title: *

Payment Type: * Service Type:

Service Provider: Staff Category:

Reimbursed/Recovered: To be Reimbursed To be Recovered

Search

3. *A list of archived reimbursed bills that meet search criteria used is displayed.* The generated report can be printed or exported to another format by clicking the **Print / Export** link.

Print / Export

S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNid	BP Number	Staff Category	Functional Hierarchy	To be Reimbursed	Bill Status	Action
1	Mobile	23675424313	May 2016	[REDACTED]		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	EUR 1049.10	Finance	
2	Mobile	23675424313	June 2015	[REDACTED]		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	EUR 483727.03	Finance	