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

   hhttps://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.

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.

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
Start Date	01/11/2017 12:00:00 AM
End Date	03/11/2017 11:59:59 PM
	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	

☑ 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**).

eBilling Telephone System
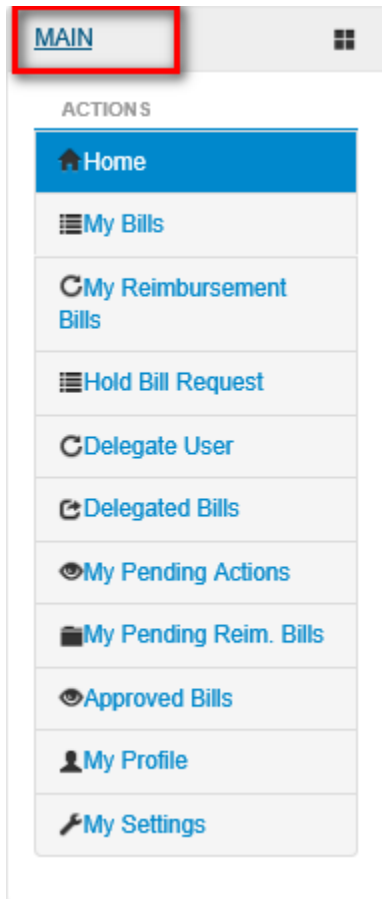
Limited TBU Administrator features on the home screen include:

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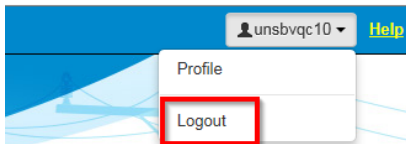
NOTE: *The different Limited TBU Administrator functions are explained in detail in the rest of this manual.*

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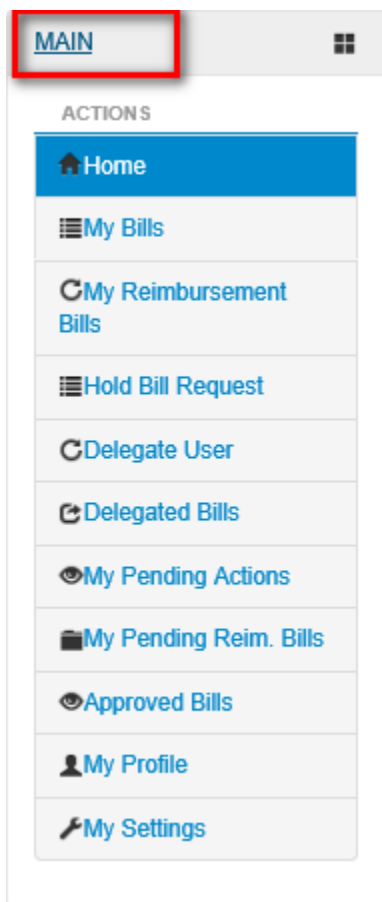
For a more detailed description of the different end user functions that can be carried out by a Limited TBU Administrator, refer to the **eBilling Guide for End Users**.

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***).*
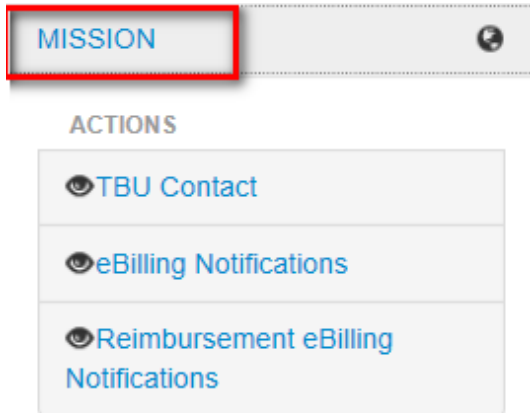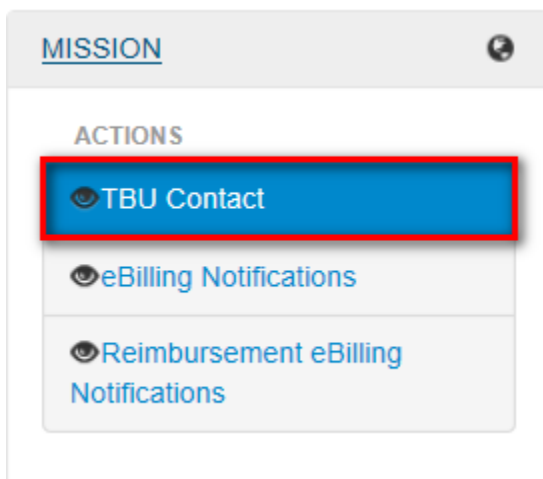

TBU Contact

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.

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.

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 **Edit** 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

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.

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

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

Deactivate a TBU Contact

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

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

Yes   No

*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.

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 ▼

Edit
Details
Activate

Navigate Page(s):

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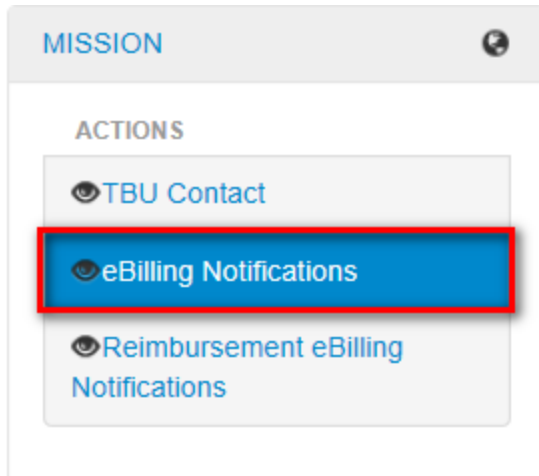
*The **eBilling Notifications** page is displayed.* The page has the following features:

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

● Print / Export

Notification Ref. Id	ebilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
MN01	Confirmation ID - Staff Member	✓	☐		01/11/2016 09:58:07 AM	Actions ▾
MN02	Calls Uploaded - TBU Admin	✓	☐		20/08/2015 09:14:45 AM	Actions ▾
MN03	Bill Generation - Staff Member	✓	☐		20/08/2015 09:14:45 AM	Actions ▾
MN04	Bill Generation - TBU Admin	✓	☐		20/08/2015 09:14:45 AM	Actions ▾
MN05	Bill Cancellation - TBU Admin	✓	☐		20/08/2015 09:14:45 AM	Actions ▾
MN06	Bill Cancellation - Staff Member	✓	☐		20/08/2015 09:14:45 AM	Actions ▾
MN07	Bill Submit - Staff Member	✓	☐		20/08/2015 09:14:45 AM	Actions ▾
MN08	Bill Submit - Approver	✓	☐		20/08/2015 09:14:45 AM	Actions ▾
MN09	Bill Approved - Staff Member	✓	☐		20/08/2015 09:14:45 AM	Actions ▾
MN10	Bill Approved By Staff Member - Staff Member	✓	☐		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.

Notification Ref. Id	ebilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
MN01	Confirmation ID - Staff Member	✓	☐		01/11/2016 09:58:07 AM	Actions ▾

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

Notification Ref. Id	ebilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
MN01	Confirmation ID - Staff Member	✓	☐		01/11/2016 09:58:07 AM	Actions ▾
Navigate Page(s):						Edit Email Notification / View Email Notification

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)

eBilling Notification Editor ✕

Notification Ref.Id	MN01
eBilling Notification	Confirmation ID - Staff Member
Staff Member	✓
VIP	☐

Font | Formatting | Font size | **B** | *I* | U | A | ≡ ≡ ≡ ≡ | ⤇ ⤆ ❞ | ≣ ≣ | ↺ ↻ | S | — | *

🖨 | ✐ | 📄 | </> | ✕ | NOTIFICATION TAGS

eBilling
Electronic Telephone Billing System

Dear [##STAFF_MEMBER##],

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

Confirmation ID: [##CONFIRMATION_ID##]

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

[##LINK_TO_EBILLING##]

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.

Save

NOTE: Enabling or disabling Staff Member or VIP checkboxes on the notification editor will have the implications described below:

- **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	☑	☐		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	☑	☐	unsbvqc4	01/11/2016 09:58:07 AM	Actions ▾

Edit Email Notification
View Email Notification

Navigate Page(s):

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

eBilling Email Notification		x
↓ eBilling Email Notification Sample		
Notification Ref.Id	MN01	
eBilling Notification	Confirmation ID - Staff Member	
Staff Member	☑	
VIP	☐	

eBilling
Electronic Telephone Billing System

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://dfsvqctbiis1.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.
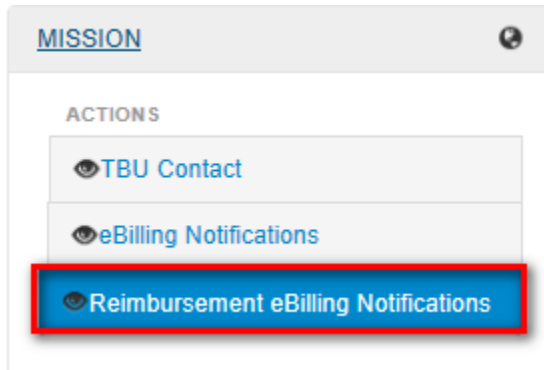
The **Reimbursement eBilling Notifications** *page is displayed.* The page has the following features:

- An option to search for notification

- A list of all existing Reimbursement eBilling notifications

- Options to view and edit each individual reimbursement email notification

Notification Ref. Id	ebilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
RP01	Bill Re-Initiated - Staff Member	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP02	Bill Re-Initiated - TBU Admin	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP03	Reimbursement Process: Bill Submit - Staff Member	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP04	Reimbursement Process: Bill Submit - Approver	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP05	Reimbursement Process: Bill Approved - Staff Member	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP06	Reimbursement Process: Bill Approved By Staff Member - Staff Member	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP07	Reimbursement Process: Challenged Bill - Staff Member	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP08	Reimbursement Process: Reopen Bill - Staff Member	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP09	Reimbursement Process: Hold Bill - Staff Member	✓	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions ▾
RP10	Reimbursement Process: Release Bill - Staff Member	✓	☐	Super Administrator	21/09/2017 08:25:18 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 Reimbursement Email Notification

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

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

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)

eBilling Notification Editor ✕

Notification Ref.Id	RP01
eBilling Notification	Bill Re-Initiated - Staff Member
Staff Member	☑
VIP	☐

Dear [##STAFF_MEMBER##],

Kindly be informed that **the [##ASSET_TYPE##] telephone bill for [##BILL_TITLE##] has been re-initiated for your [##MISSION_NAME##] telecommunication asset [##ASSET_NUMBER##].**

The billing period for this bill comprises from [##BILL_PERIOD##]. You can review your bill for [##BILL_TITLE##] by clicking on the link below:

[##LINK_TO_BILL##]

Should you not be redirected automatically to the corresponding bill, please, log in to the eBilling application and access the

Save

NOTE: *Enabling or disabling Staff Member or VIP checkboxes on the notification editor will have the implications described below:*

- **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.*

View Reimbursement Email Notification

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

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

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	☑
VIP	☐

eBilling
Electronic Telephone Billing System

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://dfsvqctbiis1.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://dfsvqctbiis1.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.   - 1234567
- John   @xyzmail.com - 1238790
- Elv   @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).*
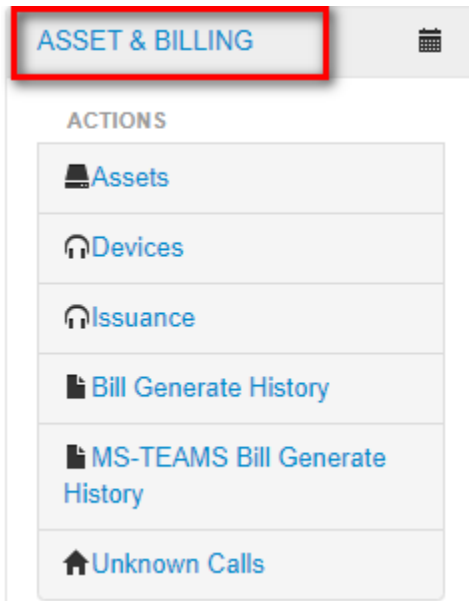
Assets

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

- Creating a new asset
- Editing an existing asset
- Update existing service
- Assigning a coding block

- Viewing Asset details
- Associate asset to staff member
- Changing responsibility
- Porting asset to another provider

- Disassociate asset from staff member
- Viewing Asset issuance logs
- Termination of service

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.

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

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

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:

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

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**.*

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.

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

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

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

New Service

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

1. 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.

2. *The asset matching search criteria used is displayed.* Click the ▾ icon (under the Actions column) on the asset.

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

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.

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.*

	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 ▼

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

Back   Save   Next

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.*

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.

Asset & Device Issuance			
Request	Issuance	Special Features	**Summary**

Request

Request Number	9	Request Type	New Service
Request Category	Permanent	Requested By	Tom ███████ - UNHQ-NY
Requested For	Peter ███████ - UNHQ-NY	Requested Date	01/04/2019 15:56:13 PM
Approved By	Mary ███████ - 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 ███████ - 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.

Message from webpage

Do you want to print receipt?

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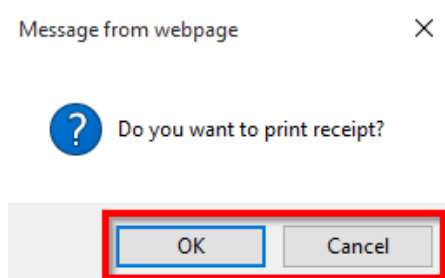
User is redirected to the Issuance page showing status of the request as Completed.

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.

☐ All	S.No	Mission	Service Type	Service Provider	Asset Number	Assigned To	Payment Type	Serial No	Device IMEI	Device Details	Asset Status	Actions
☐	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.

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

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.

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.

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

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

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.

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.

View Asset Issuance Logs

An asset issuance log shows association history for a selected asset i.e. which users where 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.

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

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

4. 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.

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:

1. 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.

2. *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.

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

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.*

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:

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

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

3. *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.

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

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.

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

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.

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.

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
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.

eBilling Telephone System

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

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.

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

*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.

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

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

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.

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

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

Asset & Device Issuance

↓ Create   * Fields are Required

Request	Issuance	**Special Features**	Summary

Threshold Limit	100.00 USD *
Default Call Consideration	Default ▼ ☐ Lock Tagging
Self Approval	☑ If Yes Note: 0.00 represents Unlimited
	0.00 USD *
	Please, provide justification to activate the pre-approved bills option: bills pre-approved because of xyz
Payment Type	Cash Payment ▼ *
Email Forwarding To	☐ 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:
Official Call Justification	☑
Assignment Type	Primary ▼

[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.

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.

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.

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

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

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.

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.*

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

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.

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.

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.

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

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

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

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:

1. Use the search filters on the **Assets** page to search for the asset.

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

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

eBilling Telephone System

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.

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

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.*

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

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.

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

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

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.

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

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

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

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

eBilling Telephone System

Devices

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

- Creating a new device
- Editing a device
- Updating existing service

- Viewing device details
- Changing responsibility
- Termination of service

- Creating new service for a device
- Viewing device issuance logs
- Porting device to another provider

To manage eBilling devices, click the **Devices** link under the **Asset & Billing** menu.
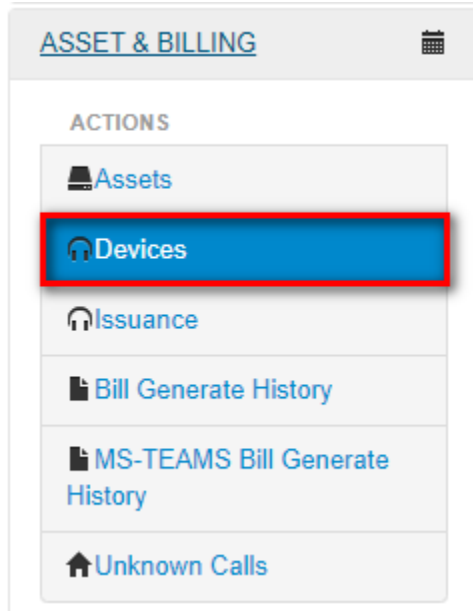
*The **Devices** page is displayed.* On this page, the Limited TBU Administrator search for, create and edit devices.

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

<div style="text-align:right">[Create New Device]</div>

Asset Number	[ ]	Service Type	All ▼	Service Provider	All ▼
IMEI	[ ]	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 ▼		

<div style="text-align:right">[Search]</div>

<div style="text-align:right">⊕ Print / Export</div>

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.

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.

   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***

	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 ▼

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.

	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 ▼

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.

	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 ▼

Change Status **Suspend**

Navigate Page(s):

1

Edit Device
New Service
Porting to Another Provider
Device Issuance Log
Device Details

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

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.

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

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.

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.*

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.*

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.*

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.

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.

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

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.

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

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

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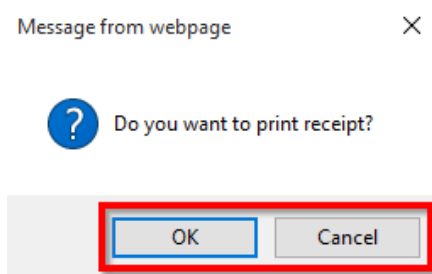
8. *A notification is displayed prompting user to confirm if they want to print an issuance voucher.* Click **OK** to print or click **Cancel** not to print the voucher.

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

View Device Issuance Logs

A device issuance log shows association history for a selected device i.e. which users where 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:

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.

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

4. *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.*

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.

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

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.*

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.

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**.*

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.

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.

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	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:

1. On the Devices page, enter search criteria then click the **Search** button.

2. *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

3. *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	Actions
	2	DESKTOP	WIND	Permanent	IMEI5		Dect	Device make dect 1	Dect model1 Black 16gb	Belen MOLINER CARBO ●	UNLB -		1993271	Active	

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

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.

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

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

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.

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 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	
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	
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.

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

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.

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.

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.

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 **Change of Responsibility** option.

	2	DESKTOP	WIND	Permanent	IMEI56		Desktop	DesktopMakerMan	6128 N/A 32 GB	unsbvqc7 unsbvqc7 ●	UNLB -		1004	Active	Actions
	3	Mobile	WIND	Permanent	imei5		Mobile Phone	Mobile make 1	Mobile make 1 model 1 Black 16 GB		-		11123	Inactive/Deleted	

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	
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	
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.

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

eBilling Telephone System

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.

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.

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.

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

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.

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.*

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

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.

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.

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

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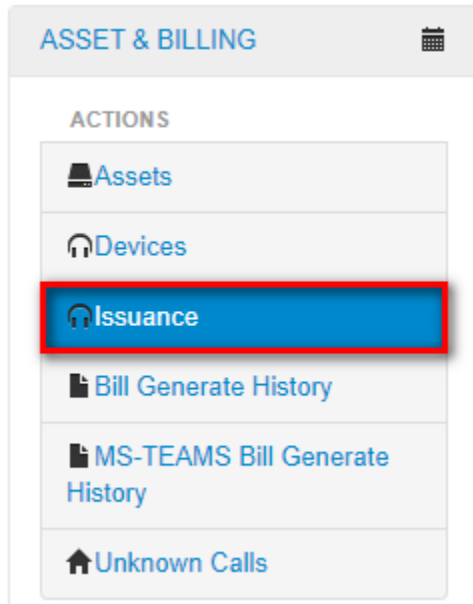
*The **Issuance** page is displayed.* On this page, the Limited TBU Administrator search for and view existing issuances, create new issuances, view issuance details, print / upload vouchers and either continue or cancel pending issuances.

Click the 🔽 icon on an issuance to view actions that can 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.*

New Issuance

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

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.

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

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

5. *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.

6. *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 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:

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

2. *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 ▼

3. *A context menu is displayed with options of actions that can be carried out on the issuance.* Click the **Continue 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	Mary	DESKTOP - NUMBER ONLY			In-Progress	Actions ▼

Continue Issuance
Cancel Issuance
Issuance Details

Navigate Page(s):

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:

1. 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	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 being canceled.

⊕ 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	Mary	DESKTOP - NUMBER ONLY			In-Progress	Actions ▼

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

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

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

Print Voucher

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

To print an issuance voucher, follow the steps below:

1. 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.

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.

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

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.

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 ▼

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

Navigate Page(s):

Print Voucher
Upload Voucher
Issuance Details

4. *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 ▼ *
Select Voucher	op\voucher.pdf Browse... *
Comments	

Upload

Issuance Details

To view details of an issuance, 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.

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	45	Permanent	Tom	Mary	Mobile - BUNDLE	123456789	999999	Completed	Actions ▼

3. *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 ▼

Print Voucher
Upload Voucher
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

eBilling Telephone System

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.

1. To view bill generate history, click the **Bill Generate History** link found under the **Asset & Billing** menu.
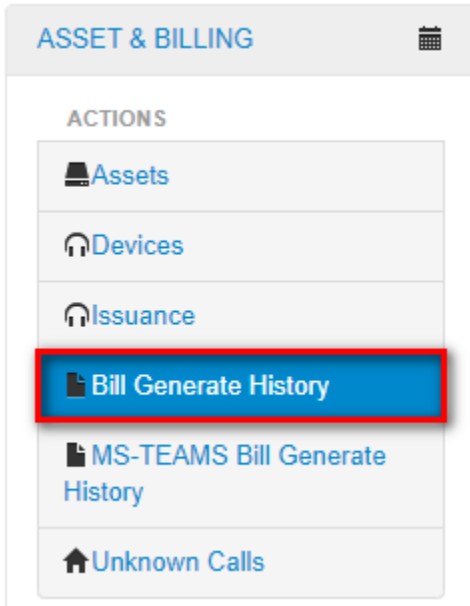
2. *The **Bill Generate History** screen is displayed.* It has an option for the Limited TBU Administrator to search for a bill as well as a list of recently generated bills.

Print Generated Bill

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

1. To Print/Export a bill, click the **Bill Generate History** link found under the **Assets & Billing** menu.
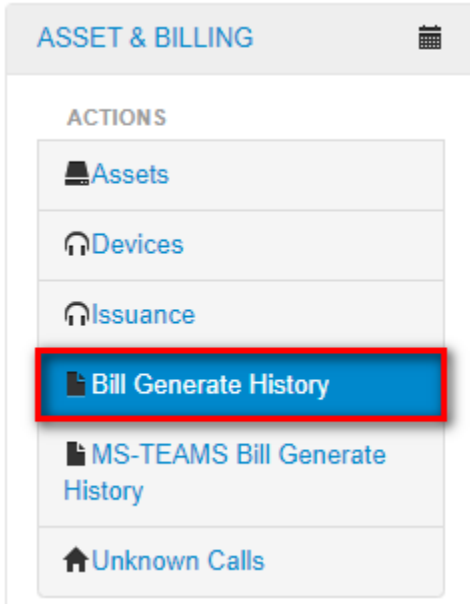
2. *The **Bill Generate History** screen is displayed.* Select checkbox on the bill to be cancelled and click the **Cancel bill(s)** button.

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

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

4. 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.
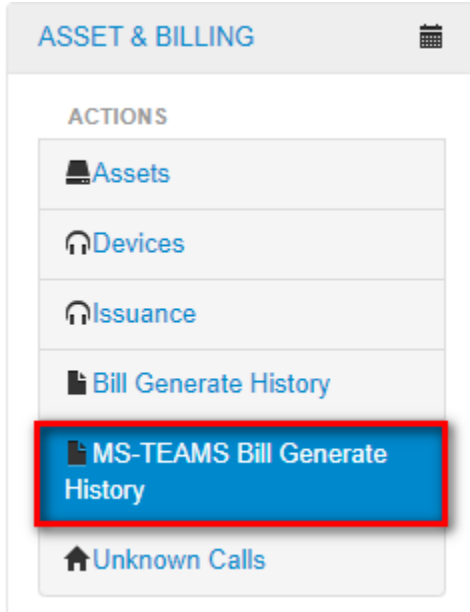
The **Bill Generate History** screen is displayed. It has an option for the Mission Administrator to search for a bill as well as a list of recently generated bills.

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.

Export to Excel Export to PDF

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

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

1. To view unknown calls, click the **Unknown Calls** link found under the **Asset & Billing** menu.
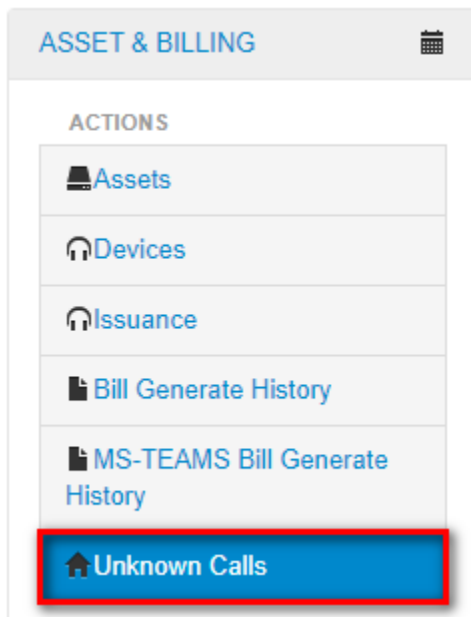
2. *The **Unknown Calls** page is displayed.* Enter relevant search criteria in the fields displayed then click the **List Calls** button.

eBilling Telephone System

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

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

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

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.

| | Call Summary | 101_1 Details | [x] | | | | | | |

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

eBilling Telephone System

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.*

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.

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.

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.

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

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.

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.

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.

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

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.

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.

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.

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.

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.

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.

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.

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

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	☑
2	17/07//2019 22:57:0 PM	9833952123	0	00:13:00	ENVOI SMS OF	EUR 45.90	☑

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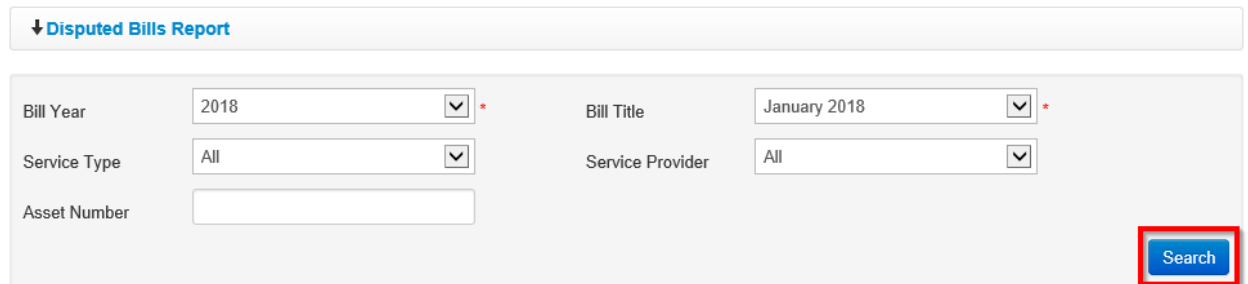
This feature is used to generate and print / export reports for disputed bills.

To generate a report for disputed reports, follow the steps below:
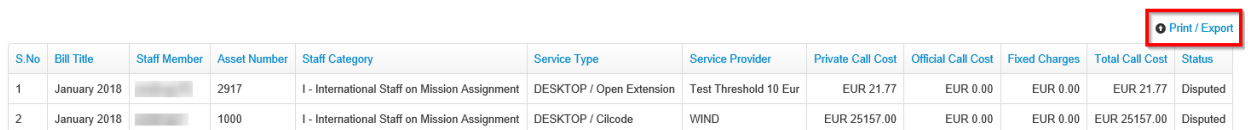
1. Click the **Disputed Bills Report** link under the **DISPUTED BILLS & CALLS** menu.

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

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

Print / Export

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 / Cilcode	WIND	EUR 25157.00	EUR 0.00	EUR 0.00	EUR 25157.00	Disputed

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**).*
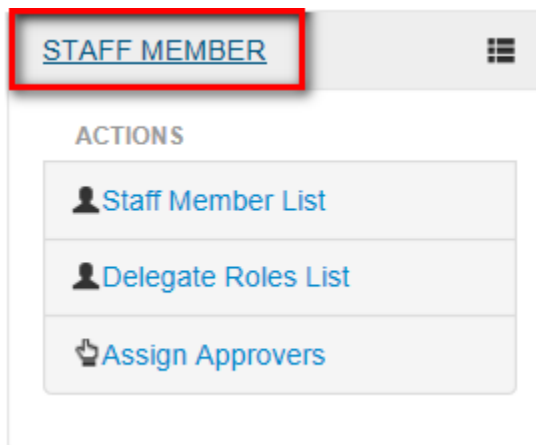
Staff Member List

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.

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.

Details

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

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

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

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.

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.

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

S.No	First Name	Last Name	Department	User Name	UniteID	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 ⏷

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

Associated Records Count: **1 of 1**   ⓘ Print / Export

S.No	First Name	Last Name	Department	User Name	UniteID	Index No.	UN ID	UN Email	Category	Authentication Type	Associated?	Is Active	Actions
1	Moses		UNLB			548	54		IM - International Mission Appointed Staff	AD	Yes	Active	Actions ⏷

Details
Checkout
Log
Delegate Roles

Navigate Page(s):

1

4. *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   ✖

⬇ **Staff Member Checkout**   * Fields are Required

Assets

Asset Type	Asset Number	Issue Date	Handover Date			
☑ Mobile	393201711680	01/04/2015 12:00:00 AM	08/11/2016 09:36:01 AM 📅 ⌫	Validate	Not Valid
☑ 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   ✖

⬇ **Staff Member Checkout**   * Fields are Required

Assets

Asset Type	Asset Number	Issue Date	Handover Date		
☑ Mobile	393201711680	01/04/2015 12:00:00 AM	08/11/2016 09:36:01 AM 📅 ⌫	Validate	Valid
☑ 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.

5. *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.

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

S.No	First Name	Last Name	Department	User Name	UniteID	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 ▼

eBilling Telephone System

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.

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

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

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

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.

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

3. *A popup menu is displayed.* Click the **Update Delegate Roles** option on the popup menu displayed.

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.

5. *Name (and domain) of the selected user is automatically entered in the New Delegate Role field.* Click the **Save** button.

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.

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

3. *A popup menu is displayed with options of actions that can be carried out on the staff member.* Click the **Associate Profile** option.

4. *An Associate Profile dialog box is displayed.* Enter relevant details then click the **Associate** button.

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.
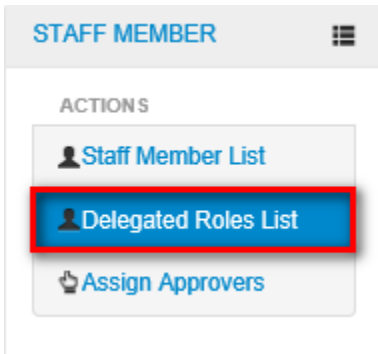
*The **Delegated Roles** page is displayed showing a list of eBilling users that have delegate roles assigned.* This page also has the following features:

- Option to search for specific eBilling user
- Option to filter delegate roles by status

- Options to deactivate or activate delegate roles

All	S.No	Staff Member	Delegated Role Staff Member	Updated By	Updated Date	Is Active	Actions
☐	1	Adrian PUGH	Moses JOHNSON	unsbvqc0 unsbvqc0	23/11/2020 06:59:30 PM	Yes	Actions ▼
☐	2	unsbvqc1 unsbvqc1	unsbvqc5 unsbvqc5	unsbvqc1 unsbvqc1	24/08/2020 10:23:00 AM	Yes	Actions ▼
☐	3	unsbvqc0 unsbvqc0	unsbvqc4 unsbvqc4	unsbvqc0 unsbvqc0	24/08/2020 09:02:34 AM	Yes	Actions ▼
☐	4	unsbvqc4 unsbvqc4	unsbvqc6 unsbvqc6	unsbvqc4 unsbvqc4	24/08/2020 08:48:45 AM	Yes	Actions ▼
☐	5	unsbvqc3 unsbvqc3	unsbvqc9 unsbvqc9	unsbvqc0 unsbvqc0	24/08/2020 08:01:55 AM	Yes	Actions ▼
☐	6	Abbas Bin YOUSAF	Fabio MICCO	unsbvqc9 unsbvqc9	22/07/2020 02:53:58 PM	Yes	Actions ▼
☐	7	unsbvqc7 unsbvqc7	unsbvqc6 unsbvqc6	unsbvqc7 unsbvqc7	16/07/2020 11:59:07 AM	Yes	Actions ▼
☐	8	unsbvqc9 unsbvqc9	unsbvqc7 unsbvqc7	unsbvqc9 unsbvqc9	01/05/2019 10:04:00 AM	Yes	Actions ▼
☐	9	unsbvqc6 unsbvqc6	unsbvqc8 unsbvqc8	unsbvqc3 unsbvqc3	01/05/2019 09:51:25 AM	Yes	Actions ▼
☐	10	Adelina SILA	unsbvqc4 unsbvqc4	unsbvqc3 unsbvqc3	11/01/2019 07:28:38 AM	Yes	Actions ▼

Update Delegate Role

1. On the Delegated Roles page, enter search criteria and select status then click the **Search** button.

2. *eBilling user that matches search criteria used is displayed.* Click the ▾ icon (found under the **Actions** column) on the staff member.

3. *A popup menu is displayed.* Click the **Update Delegate Role** option on the popup menu displayed.

4. *The Delegate Roles dialog box is displayed for the selected user.* Make necessary changes then click the **Save** button.

Deactivate Delegate Role

1. On the Delegated Roles page, enter search criteria and select Active status then click the **Search** button.

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.*

3. *A dialog box is displayed prompting the Limited TBU Administrator to confirm deactivation of the selected delegate role.* Click the **OK** button.

*Change made to the selected delegate role is saved and the value **No** appears in the **Is Active** column.*

Activate Delegate Role

1. On the Delegated Roles page, enter search criteria and select Deactive status then click the **Search** button.

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.*

3. *A dialog box is displayed prompting the Limited TBU Administrator to confirm activation of the selected delegate role.* Click the **OK** button.

*Change made to the selected delegate role is saved and the value **Yes** appears in the **Is Active** column.*

Assign Approvers

This section allows a Limited TBU Administrator to view and manage approvers; this involves:

- Creating a new approver
- Editing an approver
- Viewing an approver's details
- Activating/deactivating an approver

To manage approvers, click the **Assign Approvers** link found under the **STAFF MEMBER** menu.
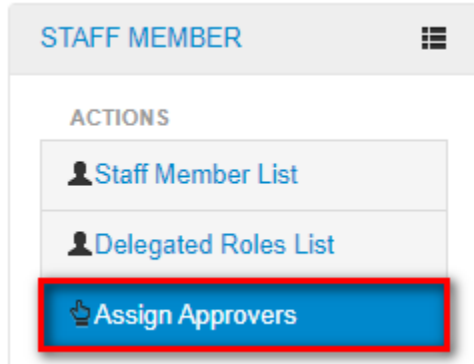
*The **Assign Approvers** page is displayed showing a list of all existing approvers and the type of approval they hold.* This page has the following features:

- Option to create a new approver
- Option to search for a specific approver
- A list of existing approvers
- Option to carry out different actions on existing approvers
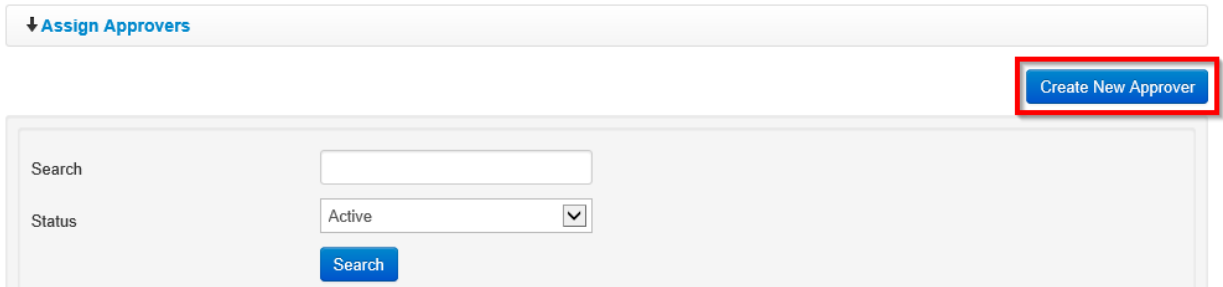
S.No	Staff Member	Work Flow Role	Approval Mission	Approval Hierarchy	Approval Type	Is Active	Actions
1	Belen	Telephone Billing Approver	UNLB	UNLB	Temporary - Expiry Date 05/04/2019 04:44:05 AM	Yes	Actions
2	Christian	Telephone Billing Approver	UNSOS	UNSOS/DMS/MSO/ESU	Permanent	Yes	Actions
3	Christian	Telephone Billing Approver	UNSOS	UNSOS/DMS/MSO/COO/TSS/MSU	Permanent	Yes	Actions
4	Cristina	Telephone Billing Approver	MINUSMA	MINUSMA/SRSG/MSD/ODDMS	Permanent	Yes	Actions
5	Cristina	Telephone Billing Approver	MINUSMA	MINUSMA/SRSG/MSD/ISS/JLOC	Permanent	Yes	Actions
6	Esther	Telephone Billing Approver	UNLB	UNLB/UNOPS	Permanent	Yes	Actions
7	Mangala	Telephone Billing Approver	MINUSTAH	MINUSTAH/DMS/ISS/ENG	Permanent	Yes	Actions
8	Pablo	Telephone Billing Approver	UNISFA	UNISFA	Permanent	Yes	Actions

Create New Approver
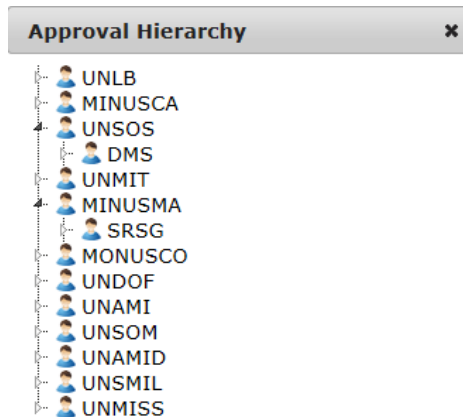
1. On the Assign Approvers page, click the **Create New Approver** button.

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.

The newly created approver is saved and added to the list of existing approvers; status of a newly created approver is active by default.

Edit Approver

1. On the Assign Approvers page, enter search criteria and select status then click the **Search** button.

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 ▼

3. *A context menu is displayed listing actions that can be carried out on the approver.* Click the **Edit** 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	Temporary - Expiry Date 31/05/2019 09:52:36 AM	Yes	Actions ▼

Navigate Page(s):

Edit
Details
Deactivate

4. *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 Approve ▾ *
Approval Hierarchy	UNLB 🗏 *
Approver Type	Permanent: ◉ Temporary: ◯

Save

Changes made to the selected approver are saved by the system and are reflected on the list of approvers.

Details of Approver

1. On the Assign Approvers page, enter search criteria and select status then click the **Search** button.

↓**Assign Approvers**

Create New Approver

| Search | moses |
| Status | Active ▾ |

Search

2. *Approver that meets search criteria used is displayed.* Click the ⌄ icon (found under the **Actions** column) on the approver.

3. *A context menu is displayed listing actions that can be carried out on the approver.* Click the **Details** option.

An **Approver Details** *dialog box is displayed showing details of the selected approver.*

Deactivate Approver

1. Click the ⌄ icon (found under the **Actions** column) on the approver you want to deactivate.

2. *A context menu is displayed listing actions that can be carried out on the approver.* Click the **Deactivate** option.

3. *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

4. *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

5. *The Approver is deactivated and their status under the **Is Active** column is changed to **NO**.*

Activate Approver

1. Click the icon (found under the **Actions** column) on the approver you want to activate.

2. *A context menu is displayed listing actions that can be carried out on the approver.* Click the **Activate** option.

	All	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	No	Actions ▼

Edit

Details

Activate

Delete

Navigate Page(s):

3. *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

4. *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

5. *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 ▼

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.

2. *The **Bills By Staff** page is displayed with options to either search for a report or view archived reports.*

View Bills for specific Staff Member

1. 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.

2. *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.*

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	Mobile	WIND	EUR 751.68	EUR 134.35	EUR 0.00	EUR 886.03	Actions ▾
2	UNLB	Pablo	Mobile	WIND	USD 100.22	USD 4.15	USD 0.00	USD 104.37	Actions ▾
3	UNLB	Pablo	Mobile	Airtel	USD 62.60	USD 250.40	USD 0.00	USD 313.00	Actions ▾

3. 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.

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	Mobile	WIND	EUR 751.68	EUR 134.35	EUR 0.00	EUR 886.03	Actions ▾
2	UNLB	Pablo	Mobile	WIND	USD 100.22	USD 4.15	USD 0.00	USD 104.37	View Detailed Bill

4. *A list of monthly bills for the selected asset is displayed chronologically as per the **Bill Title** column.*

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		2016	Mobile	WIND	EUR 1.25	EUR 1.50	EUR 0.00	EUR 2.75	Approved	Actions
2	January 2016	Pablo		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.

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

4. *The selected bill is opened.* All details of the selected bill i.e. bill details, call details and comments (if any) are displayed.

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.
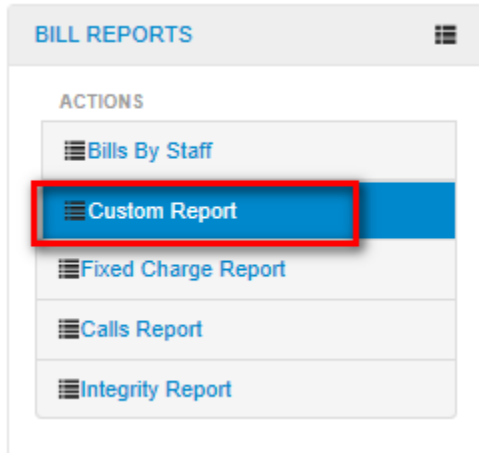
2. *The **Custom Reports** screen is displayed.* The page has several filters; the Limited TBU Administrator can use any of the filters to generate a custom report:

   - **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**.*

3. When appropriate search filters have been selected, click the **Search** button to generate the desired report.

4. *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.

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:

1. Perform the search as (step 3 under the above)

2. 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.

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

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
.org
UNLB
UNLB/UNOPS/UNOPSV/FSS

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				✓	✓	all
2	918870560	15/02/2019 00:28:33 AM	00:00:20		1.35				✓	✓	all
3	Mickael TOMBO / UNAMID	15/02/2019 00:36:51 AM	00:00:30		2.37				✓	✓	all
4	912538484	15/02/2019 00:46:01 AM	00:00:40		1.01				✓	✓	all
5	915169095	15/02/2019 00:55:03 AM	00:00:50		1.01				✓	✓	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   **Search**

2. *Different filters that can be used to search for archived reports are displayed.* Enter relevant criteria then click the **Search** button.

3. *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.

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.

1. To generate a fixed charge report, click the **Fixed Charge Report** link found under the **BILL REPORTS** menu.

2. *The **Fixed Charge Report** screen is displayed.* Enter search criteria in any of the fields displayed then click the **Search** button.

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.*

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.

5.The fixed charges are displayed.

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.

1. To generate a calls report, click the **Calls Report** link found under the **BILL REPORTS** menu.

2. *The **Calls Report** screen is displayed.* Enter search criteria in any of the fields displayed then click the **Search** button.

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.

   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
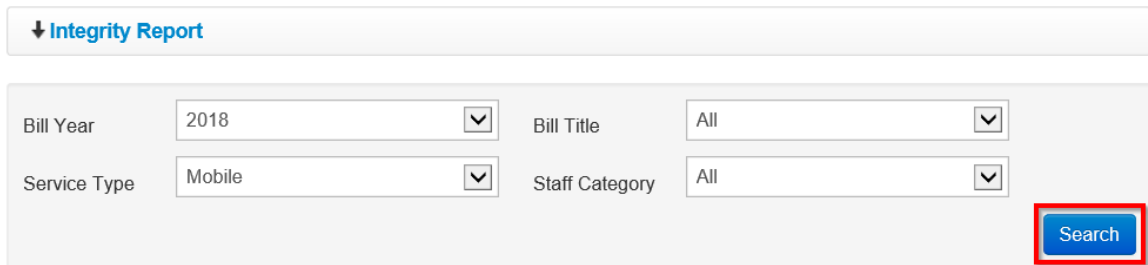
This feature is used to generate and view bills for eBilling users that have multiple assets assigned to them. This helps the Limited TBU Administrator to know which eBilling user has been assigned more than one asset and how the assets are being used.

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.

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.*

S.No	Mission	Bill Title	Service Type	Staff Member	Staff Category	No. of Assets & Bills	View Bills
1	UNLB	January 2018	Mobile		UNOPS National Staff	2	Actions ▼

4. To view bills of any of the listed eBilling users, click the [▼] icon (under the **View Bills** column) on the user.

5. *A context menu is displayed.* Click the **View Bills** option.

6. *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.

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***).
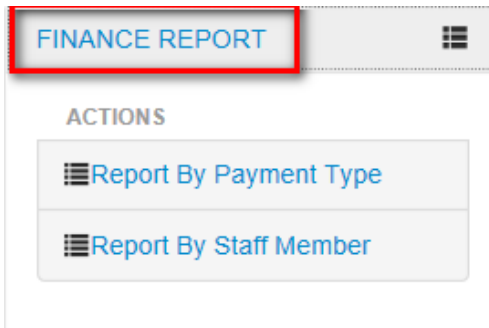
Report By Payment Type

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.*

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	

3. 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.

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

4.   Click the ▾ icon (found under the **Action** column) to select an action to carry out on the verified bill.

5.   *A dropdown menu is displayed.* Click the **Cash Payment** option.

6.   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.

7. *Status of the bill is changed from **Verified** to **Paid**.*

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	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.

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	Actions ▼ Payment Details
2	Mobile	90074391	June 2017			QC-10		I - International	UNLB/UNOPS/UNOPSV/FSS	USD 2097.58	Verified	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).

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	Actions ▼

eBilling Telephone System

10. *A context menu is displayed.* Click the **Edit Payment** option.

11. *The **Cash Payment** dialog box is displayed.* Make relevant changes to any of the fields displayed then click the **Save** button.

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.
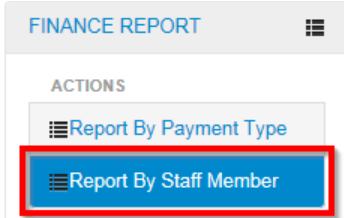
2. *The **Reports By Staff Member** screen is displayed.* Use the search filter fields displayed to enter search criteria then click the **Search** button.

   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.

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**.

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			QC-0		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 21.77	Paid	Actions
2	Mobile	888	September 2017			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.

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.*

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.

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*).
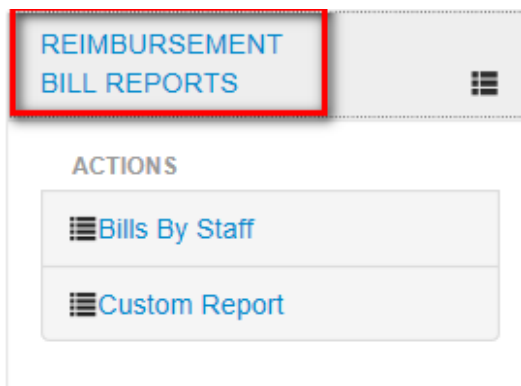
Bills By Staff

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 BIILL REPORTS** menu.
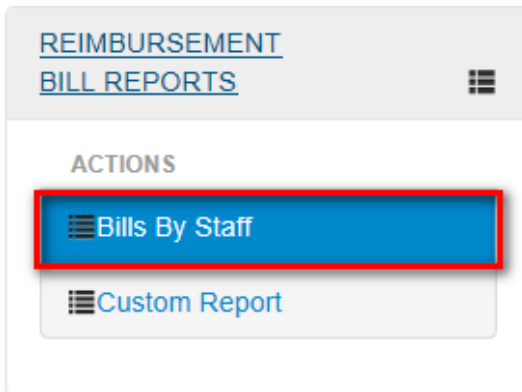
2. *The **Reimbursement Bills By Staff** page is displayed.* In the field displayed, enter name or partial name of staff member; from the list of names displayed, click on the appropriate one to select it then click the **Search** button.
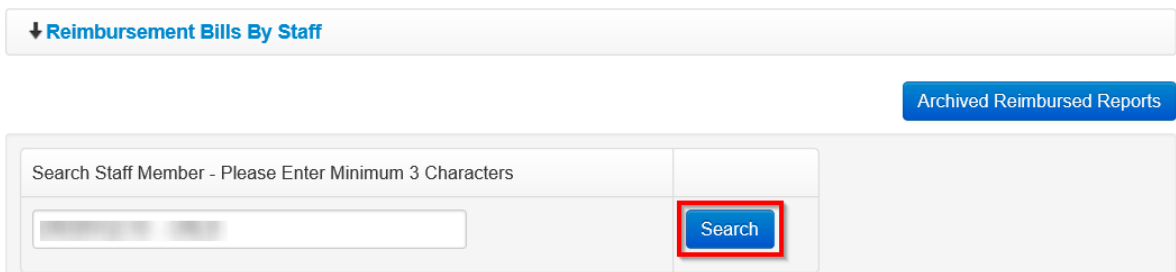
3. *The Reimbursement bill report for the selected staff member is displayed; the report is displayed with a row for each provider and asset type assigned to the selected staff member.*
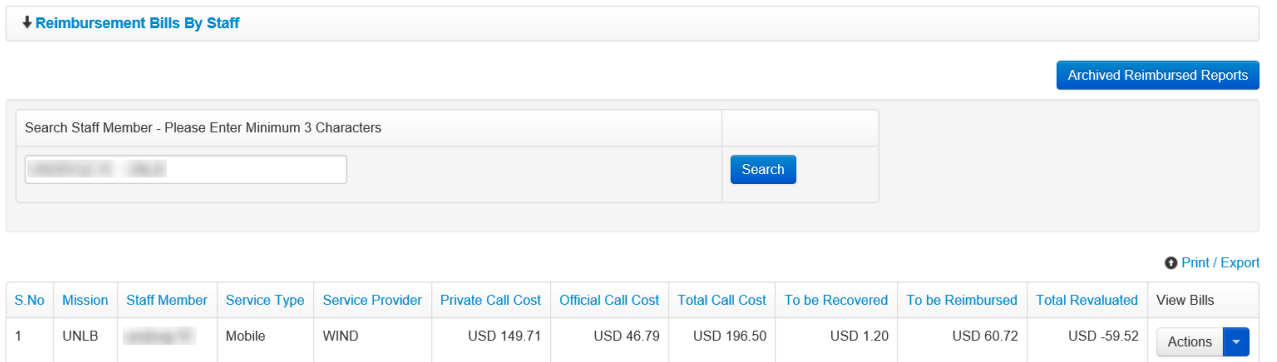
4. To view reimbursement bills for a listed asset on the report, click the ▼ icon (under the **View Bills** column) on the reimbursement bill.
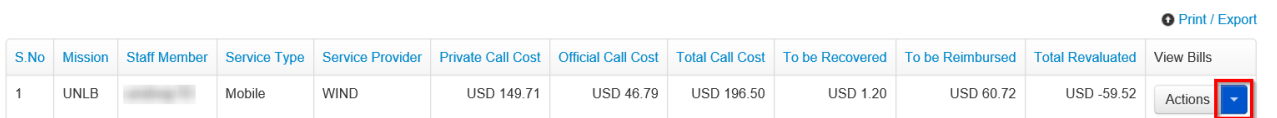
5. *A context menu is displayed.* Click the **View Detailed Bill** option on the popup menu displayed.

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.
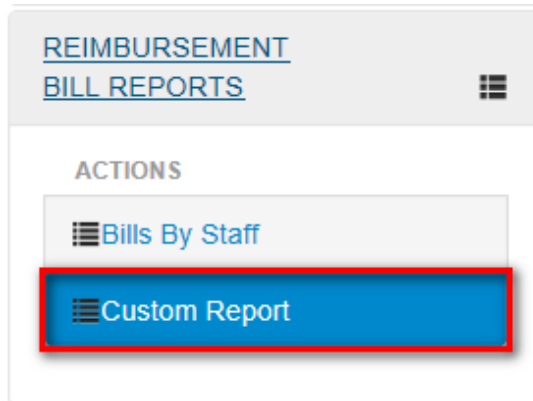

2. *The **Custom Reports** screen is displayed.* The page has several filters which the Limited TBU Administrator can use to generate a custom report; these include:

   - **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***

3. When appropriate search filters have been selected, click the **Search** button to generate the desired report.

4. *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.

NOTE: *Several actions can be carried out on bills displayed in the custom report depending on status of the bill.*

Click the [icon] *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.

eBilling Telephone System

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.

2. *The Archived Reimbursement Reports page is displayed.* Select search criteria using the search filter fields displayed then click the **Search** button.

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.

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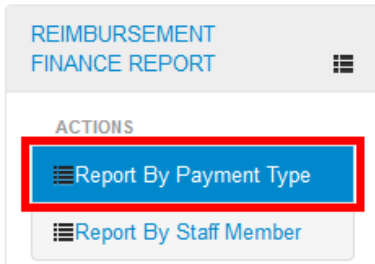
Click on **REIMBURSEMENT FINANCE REPORT** to view options / actions under this menu (*actions under this menu can also be hidden or displayed by clicking on REIMBURSEMENT FINANCE REPORT*).

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.*

Salary Deduction Reimbursement Bills

3. 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.

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	unsbvqc10 unsbvqc10	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.

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	unsbvqc10 unsbvqc10	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

4. Click the ▾ on the **Actions** button (under the **Action** column) to select an action to carry out on the verified bill.

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	Verified	Actions ▾

5. *A popup menu is displayed.* Click the **Cash Payment** option.

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	Verified	Actions ▾ Cash Payment

6. *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.

7. *Status of the reimbursement bill is changed from **Verified** to **Paid***.

8. To print or export the generated report, click the **Print / Export** link found at the top of the report.

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.

*A **Payment Details** dialog box is displayed showing payment details of the selected bill.*

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.

11. *A **Cash Payment** dialog box is displayed*. Make relevant change to any of the fields displayed then click the **Save** button.

Report By Staff Member

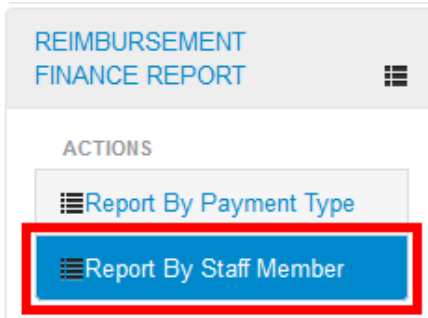This section allows a Limited TBU Administrator to search for, generate or view reimbursement finance reports by staff member.

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.

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.

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.

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.*

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.