



United Nations  
Department of Field Support

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*Guide for End Users*

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# ***Introduction to eBilling Telephone System***

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## **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, 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***

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This Guide was written from the vantage point of eBilling End Users. Additional Guides are available for Finance Admins, Mission Admins, PABX Admins, Super Admins, and TBU Admins.

### **End Users**

eBilling users include all mission staff and contractors using all UN telephone assets, including landlines, mobile, and satellite phones. Every user is by default an end user, although s/he may also have additional roles within the system.

End user tasks and responsibilities in eBilling include:

- Reviewing his/her monthly bills
- Tagging calls as official or personal
- Responding to a challenge from an Approver regarding bill status
- Inputting an explanation to justify the designation of calls as Official
- Selecting calls to be re-evaluated on bills that have been re-initiated for reimbursement
- Managing his/her profile
- Managing his/her contacts list.

### **Approvers**

Approvers are a subset of end users, designated by the Telephone Billing Unit (TBU) in each mission.

Approver tasks and responsibilities in eBilling include:

- Reviewing the monthly bills of specified end users
- Approving bills for payment, where appropriate
- Challenging calls which are marked as official but should be marked as personal
- Reviewing responses (justifications) from end-users regarding challenged calls
- Reverting call status to official, where appropriate, and approving bills for payment.
- Re-initiating bills for re-evaluation and processing reimbursement for end users
- Generating finance reports as well as reimbursement bill reports

## Access to eBilling

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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 following URL in the browser's address bar:  
<https://ebilling.un.org>

If you are accessing eBilling remotely, use the following URL:

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

2. The **eBilling Login** screen is displayed.

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

Select Your Domain:  
-- Select --

Login

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

[Ebilling Documents](#)

3. Enter your username and password (either Unite ID or Windows).
4. Select your AD domain from the dropdown list then click the **Login** button.

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

Username: [ ] Password: [ ]

Select Your Domain: UNHQ-NY

**Login**

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

[FAQ](#)  
[Ebilling Documents](#)

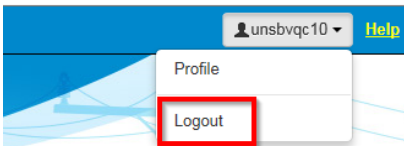
**NOTE:** You can access user manuals for different eBilling user roles by clicking the **eBilling Documents** link displayed under the **Login** button. These manuals can be accessed even before you log in.

## 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

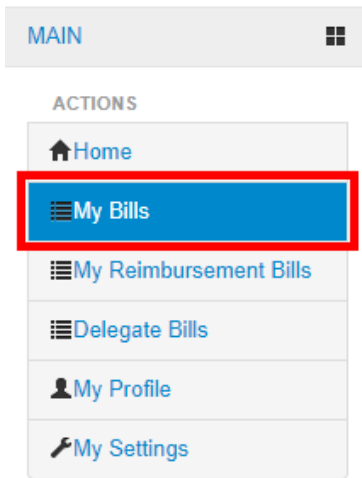
The MAIN menu has links to a user's bills, reimbursement bills, delegated bills as well as their eBilling profile and settings. It also has a link that can return a user to the Home screen.

## My Bills

This section allows a user to view and manage their bills. Once monthly bills are generated and distributed, the user has a certain amount of time in which to review their bills, mark the calls as either official or private and submit the bills for approval.

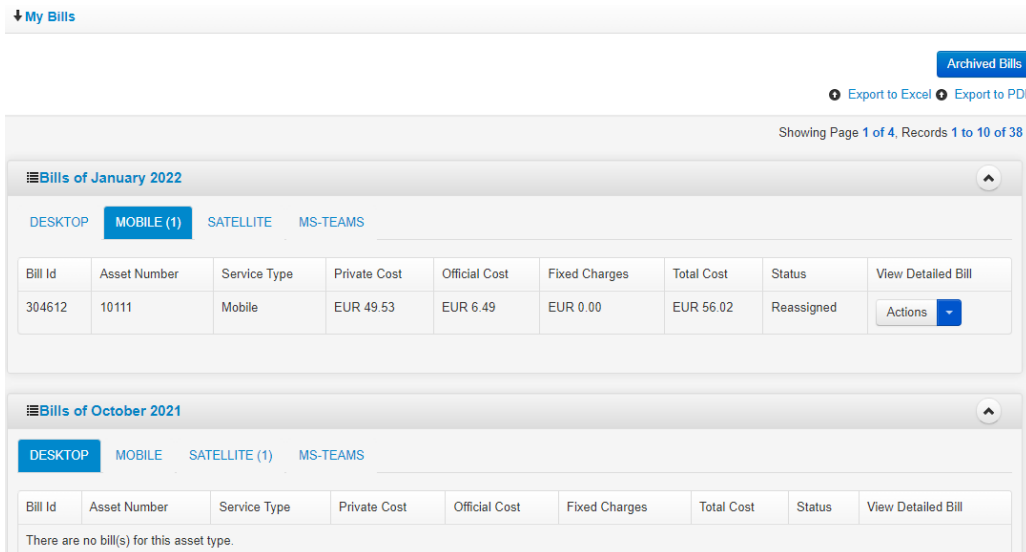
Also, during this period the approver to whom you submit will be able to approve or challenge the bills. To manage personal bills, follow the steps below:

1. Click **My Bills** on the ACTIONS menu.



2. The **My Bills** page is displayed. It shows a list of all bills generated for the currently logged in user. The bills are listed by month with a tab for each service type i.e. **Desktop**, **Mobile**, **Satellite** and **MS – Teams**.

The number of bills available for each service type is displayed on the tab title.



- Click on a service type tab to view your bills for that service type (the selected tab is highlighted in blue).

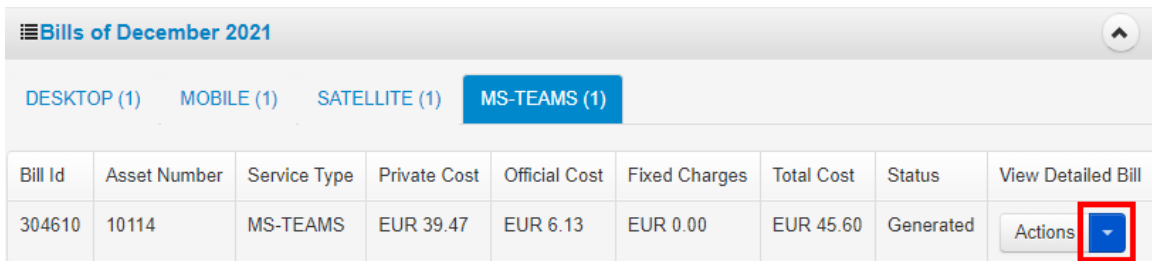
*A list of bills for the selected service type is displayed.*



Bill Id	Asset Number	Service Type	Private Cost	Official Cost	Fixed Charges	Total Cost	Status	View Detailed Bill
304551	10111	Mobile	EUR 0.61	EUR 3.16	EUR 0.00	EUR 3.77	Closed	Actions
304597	10111	Mobile	USD 3.83	USD 1.11	USD 0.00	USD 4.94	Closed	Actions
304598	10111	Mobile	EUR 6.84	EUR 0.00	EUR 0.00	EUR 6.84	Closed	Actions
304618	10111	Mobile	EUR 32.45	EUR 19.73	EUR 0.00	EUR 52.18	Approved	Actions

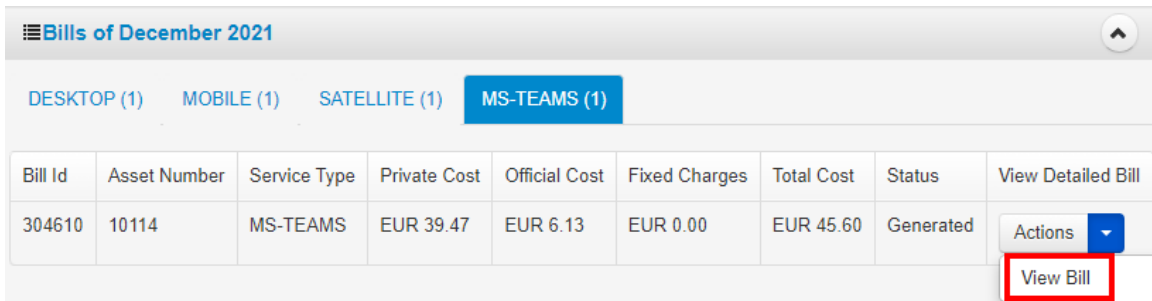
## View Bill

- To view full details of a bill, click the  on the **Actions** button found under the **View Detailed Bill** column.



Bill Id	Asset Number	Service Type	Private Cost	Official Cost	Fixed Charges	Total Cost	Status	View Detailed Bill
304610	10114	MS-TEAMS	EUR 39.47	EUR 6.13	EUR 0.00	EUR 45.60	Generated	Actions

*A **View Bill** popup menu is displayed. Click the **View Bill** popup menu.*



Bill Id	Asset Number	Service Type	Private Cost	Official Cost	Fixed Charges	Total Cost	Status	View Detailed Bill
304610	10114	MS-TEAMS	EUR 39.47	EUR 6.13	EUR 0.00	EUR 45.60	Generated	Actions

- The selected telephone bill is displayed in detail.* The opened bill has the following features:
  - Notification of last date to submit bill (this is displayed for new bills)
  - Bill Details
  - Call Details
  - Option to print / export the bill
  - Option to add comments to the bill



- A log of actions carried out on the bill
- **Save** and **Submit** buttons

↓ Mobile Calls

Last date to submit your bill is 30-Jun-2017

[Print / Export](#)

### Telephone Bill for May 2017

unsbvqc10  
 QC-10  
 unsbvqc10@un.org  
 UNLB  
 UNLB/UNOPS/UNOPSPV/FSS

Bill Id # 138874  
 Bill Title May 2017  
 Bill Period 01-05-2017 - 16-05-2017  
 Generated Date 31-05-2017

#### Bill Details

Asset Number	Asset Type	Official Call Cost	Private Call Cost	Total
90074391	Mobile	1554.68 USD	3771.04 USD	5325.72 USD
			<b>Total</b>	<b>5325.72 USD</b>

#### Call Details

Display Name     All Calls     Official Calls     Private Calls    Showing Page 1 of 1, Records 1 to 16

S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (USD)	Call Type	Call Direction	Is Roaming	<input type="checkbox"/> Is Official	<input type="checkbox"/> Is Challenged	Justifications
1	75122262	01/05/2017 11:06:29 AM	00:01:00	CELLULAIRE		80.70	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
2	23675436656	02/05/2017 08:49:36 AM	00:01:00	ENVOI SMS ON		21.01	SMS	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
3	251911691699	03/05/2017 18:02:30 PM	00:08:00	ETHIOPIE		2016.88	Other	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
4	75552225	04/05/2017 08:05:20 AM	00:02:00	CELLULAIRE		161.40	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
5	75617218	05/05/2017 14:29:06 PM	00:01:00	CELLULAIRE		80.70	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
6	70004148	06/05/2017 18:03:51 PM	00:01:00	MOOV		109.25	Other	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
7	Belen	07/05/2017 04:30:27 AM	00:01:00	ENVOI SMS OF		42.02	SMS	Outgoing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	☒ Official C...
8	Pablo	08/05/2017 17:41:45 PM	00:06:00	HAITI		1512.66	Other	Outgoing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	☒ Official C...
9	72198523	09/05/2017 10:01:29 AM	00:02:00	ORANGE		218.50	Other	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
10	75063808	10/05/2017 10:14:49 AM	00:01:00	CELLULAIRE		80.70	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
11	72721035	11/05/2017 13:00:36 PM	00:01:00	ORANGE		109.25	Other	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
12	75480993	12/05/2017 09:25:43 AM	00:01:00	CELLULAIRE		80.70	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
13	393351890844	13/05/2017 11:02:42 AM	00:01:00	APPEL IVR		80.70	Other	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
14	75424314	14/05/2017 09:26:55 AM	00:04:00	CELLULAIRE		322.80	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
15	75575933	15/05/2017 16:50:05 PM	00:01:00	CELLULAIRE		80.70	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒
16	70203107	16/05/2017 15:32:31 PM	00:03:00	MOOV		327.75	Other	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	☒

#### Navigate Page(s):

[1](#)

#### Comments

Provide your comments to Approver if any:

....

unsbvqc10 : Generated  
 Updated on : 31/05/2017 10:21:42 AM

#### Bill Logs:

Generated By:  
 unsbvqc10 on 31/05/2017 10:21:42 AM

[Save](#) [Submit](#)

## Filter Calls on a Bill

6. You can select the type of calls you want to view in the **Call Details** section.

Select the **Official Calls** radio button to view only official calls, select the **Private Calls** radio button to view only private calls or select the **All Calls** radio button to view all call types.

**Call Details**

Display Name     All Calls     Official Calls     Private Calls    Showing Page 1 of 1, Records 1 to 25

## Mark Calls as Official

7. To mark a call as Official, select/click the checkbox under the **Is Official** column on the call you want to mark as Official.

**Call Details**

Display Name     All Calls     Official Calls     Private Calls    Showing Page 1 of 1, Records 1 to 25

S.No	Call To	Call Date	Call Duration	Destination	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	<input type="checkbox"/> Is Official	Is Challenged	Justifications
1	71578391	11/09/2016 00:00:58 AM	00:02:06		158.59	VOICE	Outgoing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	92312355	11/09/2016 00:03:31 AM	00:00:01		20.00	SMS	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

An **Add Comment** dialog box is displayed. Enter a reason why you are marking the selected call as official then click the **Save** button.

### Add Comment

Alias Name:

71578391

Comments:

Dear SM, Please remember that justifying an official calls just as 'Official' without additional details will not be accepted

this call is being marked as official because of xyz.


Once a call has been marked as Official, a check mark is displayed on it under the **Is Official** column and the justification provided is displayed under the **Justifications** column.

**Call Details**

Display Name     All Calls     Official Calls     Private Calls    Showing Page 1 of 1, Records 1 to 25



S.No	Call To	Call Date	Call Duration	Destination	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	<input checked="" type="checkbox"/> Is Official	Is Challenged	Justifications
1	71578391	11/09/2016 00:00:58 AM	00:02:06		158.59	VOICE	Outgoing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	call is be...
2	92312355	11/09/2016 00:03:31 AM	00:00:01		20.00	SMS	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**NOTE:** When a call is marked as Official, all calls made to that number are tagged as Official on the bill and are given the same justification. If some calls made to that number are not official, individually mark them as private by unchecking the **Is Official** checkbox (this is done by clicking on the checkbox).

To edit a justification entered for an official call, click the  icon in the **Justifications** column.

**Call Details**

Display Name     All Calls     Official Calls     Private Calls    Showing Page 1 of 1, Records 1 to 25

S.No	Call To	Call Date	Call Duration	Destination	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	<input type="checkbox"/> Is Official	<input type="checkbox"/> Is Challenged	Justifications
1	71578391	11/09/2016 00:00:58 AM	00:02:06		158.59	VOICE	Outgoing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 all is ma...
2	92312355	11/09/2016 00:03:31 AM	00:00:01		20.00	SMS	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

An **Edit Comments** dialog box is displayed. Make necessary changes to the justification and click the **Save** button.

**Edit Comments**

Dear SM, Please remember that justifying an official calls just as 'Official' without additional details will not be accepted


call is marked official because of abc

## Print a Bill

- To print or export a telephone bill, open the bill then click the **Print / Export** link found on the upper right side of the screen.

↓ Mobile Calls

Last date to submit your bill is 30-Jun-2017

 Print / Export

## Telephone Bill for May 2017

unsbvqc10  
 QC-10  
 unsbvqc10@un.org  
 UNLB  
 UNLB/UNOPS/UNOPSV/FSS

Bill Id # 138874  
 Bill Title May 2017  
 Bill Period 01-05-2017 - 16-05-2017  
 Generated Date 31-05-2017

### Bill Details

Asset Number	Asset Type	Official Call Cost	Private Call Cost	Total
90074391	Mobile	42.02 USD	5283.7 USD	5325.72 USD

The selected telephone bill is opened with options to print and to export to Excel/PDF. Click the **Print** link to print the selected bill or click the **Export** links to export the selected bill to either Excel or PDF.

↓ Mobile Calls

Last date to submit your bill is 30-Jun-2017

Print Export to Excel Export to PDF

### Telephone Bill for May 2017

unsbvqc10  
QC-10  
unsbvqc10@un.org  
UNLB  
UNLB/UNOPS/UNOPSV/FSS

Bill Id # 138874  
Bill Date May 2017  
Bill Period 01-05-2017 - 16-05-2017  
Generated Date 31-05-2017

#### Bill Details

Asset Number	Asset Type	Official Call Cost	Private Call Cost	Total
90074391	Mobile	42.02 USD	5283.70 USD	5325.72 USD

9. If the bill has many calls that are displayed on several pages, navigate through the different pages on the bill by clicking the page numbers in the **Navigate Page(s)** section (found below the list of calls).

Navigate Page(s):

1 2 3 4 5 6 7 8 9 ... 26

## Add Comments to a Bill

10. To add comments to a bill, scroll down to the Comments section and enter comments in the text field provided.

#### Comments

Provide your comments to Approver if any:

calls to 78963725 have been marked as official because of xyz

Super Admin : Reopened :  
Updated on : 25/01/2018 08:05:52 AM

Comments added will appear under the **Comments** section once the bill is submitted for approval.

**NOTE:** The **Bill Logs** section found below comments shows actions that have been carried out on a bill, date/time on which the actions were carried out as well as either role or name of person responsible for the actions.

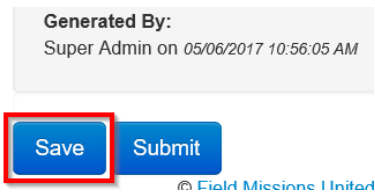
*i.e. the bill log shows when a bill was generated, submitted, approved as well as any other actions.*

## Save Bill

11. To save any changes a user has made on a bill (like tagging calls as official/private or adding comments), click the **Save** button.

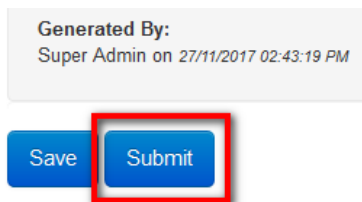
When a bill is saved, any actions carried out on it will be reflected whenever the bill is opened until the user submits it for approval.

**NOTE:** Once submitted for approval, the **Submit** button disappears.



## Submit Bill

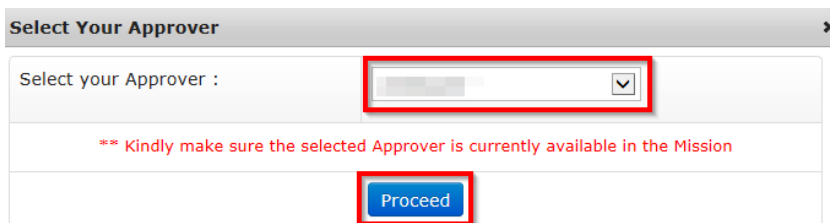
12. To submit a bill for review and approval, click the **Submit** button.



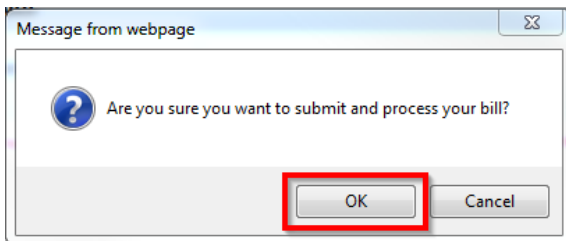
**NOTE:** If some calls on the bill were marked as Official, the user is prompted to select an approver for their bill (see **step 14** below).

If no calls on the bill were marked as Official, user is redirected to the My Bills page and status of the bill changes from **Generated** to **Approved** (bills with no official calls are automatically approved when submitted).

13. Select an approver using the dropdown field then click the **Proceed** button.



14. User is prompted to confirm the submission action. Click the **OK** button to confirm.




Status of the bill changes from **Generated** to **Submitted**.

## Revert a Challenged Bill

When a bill is challenged, it is returned to the staff member for them to make clarification on what has been challenged.

Challenged bills will have the status **Challenged**.

- To revert a challenged bill, click the  on the **Actions** button (under the **View Detailed Bill** column) on the row of the bill that has been challenged.



**Bills of December 2021**

DESKTOP (1) **MOBILE (1)** SATELLITE (1) MS-TEAMS (1)

Bill Id	Asset Number	Service Type	Private Cost	Official Cost	Fixed Charges	Total Cost	Status	View Detailed Bill
304604	10111	Mobile	EUR 31.61	EUR 18.75	EUR 0.00	EUR 50.36	Challenged	Actions 

A **View Bill** popup menu is displayed. Click the **View Bill** popup menu.



**Bills of December 2021**

DESKTOP (1) **MOBILE (1)** SATELLITE (1) MS-TEAMS (1)

Bill Id	Asset Number	Service Type	Private Cost	Official Cost	Fixed Charges	Total Cost	Status	View Detailed Bill
304604	10111	Mobile	EUR 31.61	EUR 18.75	EUR 0.00	EUR 50.36	Challenged	Actions  <b>View Bill</b>

The selected telephone bill is displayed in detail. Make necessary changes to clarify what has been challenged by the Executive Officer or TBU Administrator then click the **Submit** button.

A notification is displayed that the bill has been submitted successfully for approval. Status of the bill is changed from **Challenged** to **Challenge Reverted**.



**Bills of December 2021**

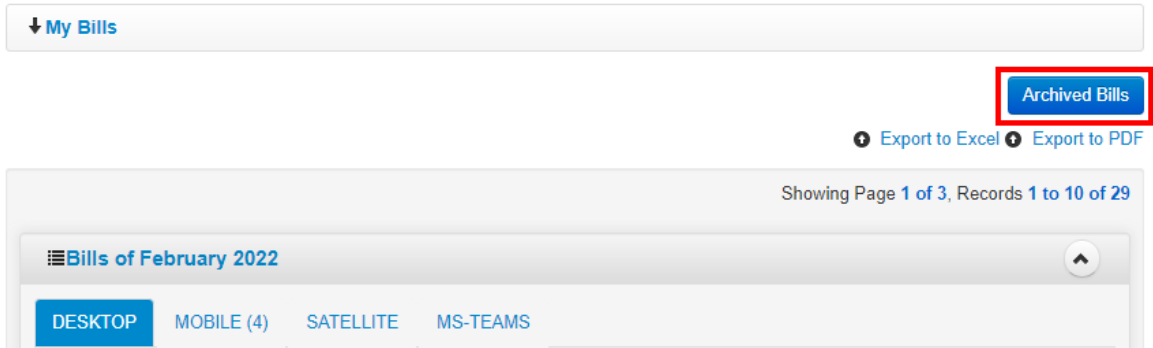
DESKTOP (1) **MOBILE (1)** SATELLITE (1) MS-TEAMS (1)


Bill Id	Asset Number	Service Type	Private Cost	Official Cost	Fixed Charges	Total Cost	Status	View Detailed Bill
304604	10111	Mobile	EUR 40.39	EUR 9.97	EUR 0.00	EUR 50.36	Challenge Reverted	Actions 

## Archived Bills

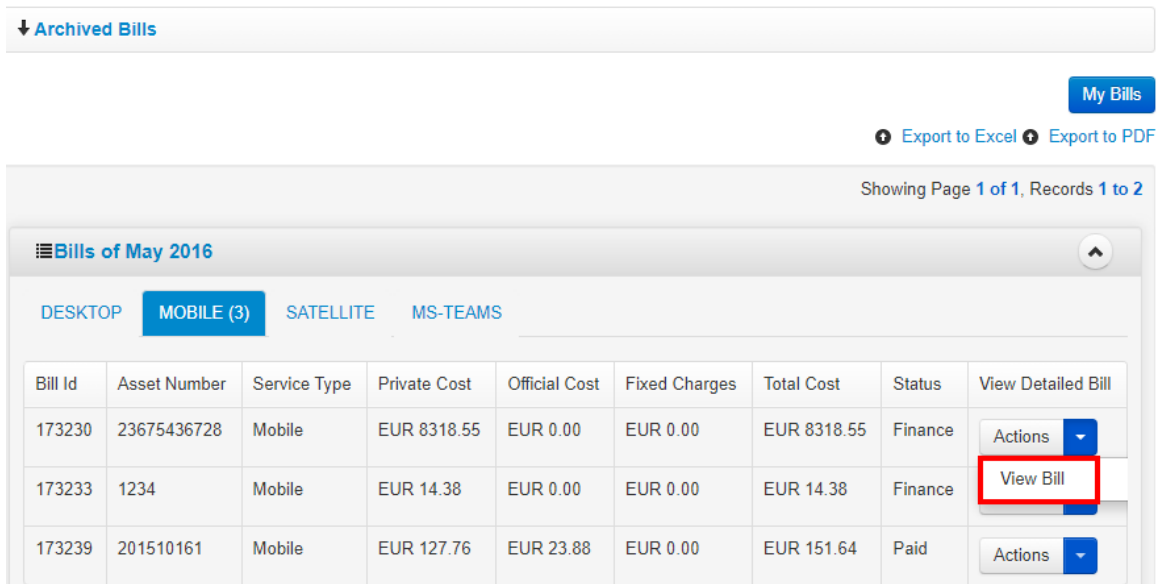
A user's old bills are automatically archived by the eBilling system but can be accessed by the user by following the steps below:

14. On the My Bills page, click the **Archived Bills** button.



15. The Archived Bills page is displayed. To view a bill in detail, click the  icon on a bill then select the **View Bill** option on the context menu displayed.

**NOTE:** To return to My Bills page, click the button labeled **My Bills**.



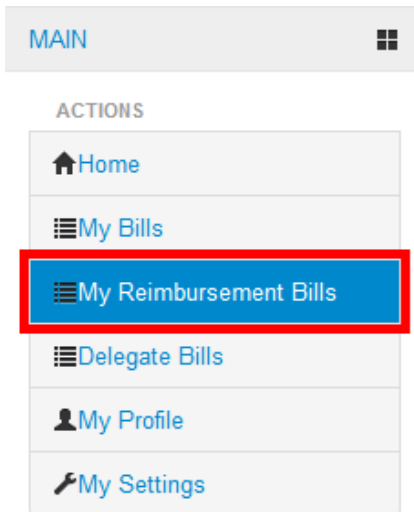
## My Reimbursement Bills

This section enables a user to view and manage bills that have been re-initiated for the reimbursement process.


When a bill has been reinitiated, a user must mark calls that need to be re-evaluated as well as enter justification before they resubmit the bill for approval.

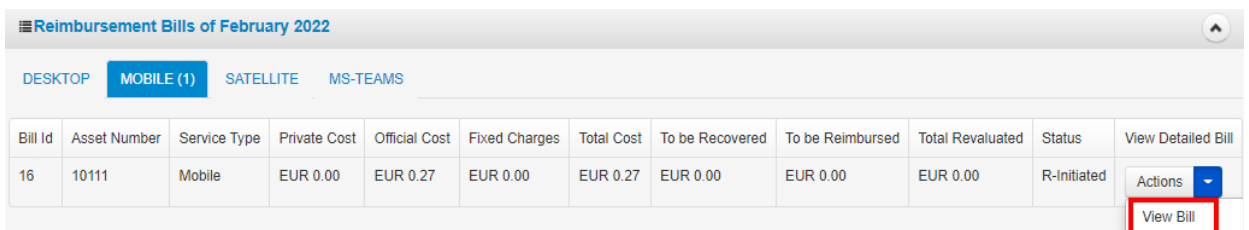
For a user to view and manage their reimbursement bills, they should follow the steps below:

1. Click the **My Reimbursement Bills** link found under the ACTIONS menu.




2. The **My Reimbursement Bills** page is displayed showing a list of existing reimbursement bills for the currently logged in user; the bills are organized by bill title.

Click the  on the **Actions** button (under the **View Detailed Bill** column) then select the **View Bill** option on the popup menu displayed.



Reimbursement Bills of February 2022

DESKTOP MOBILE (1) SATELLITE MS-TEAMS

Bill Id	Asset Number	Service Type	Private Cost	Official Cost	Fixed Charges	Total Cost	To be Recovered	To be Reimbursed	Total Revaluated	Status	View Detailed Bill
16	10111	Mobile	EUR 0.00	EUR 0.27	EUR 0.00	EUR 0.27	EUR 0.00	EUR 0.00	EUR 0.00	R-Initiated	Actions 

View Bill



- The selected telephone bill is displayed in detail. In the opened bill, there is a column labeled *Is Re-Evaluated* which is used to identify specific calls which need are to be re-evaluated.

↓ Mobile Calls Print / Export

### Telephone Bill for December 2014

QC-9  
@un.org  
UNLB  
UNLB/UNOPS/UNOPSV/FSS

Bill Id # 10006  
Bill Title December 2014  
Bill Period 01-04-2014 - 30-04-2014  
Generated Date 24-10-2017

Bill Details - Finance Report Title : April 2016

Asset Number	Service Type	Official Call Cost	Private Call Cost	Fixed Charges	Total Cost	To be Recovered	To be Reimbursed	Total Revaluated
90074404	Mobile	0 USD	3735.59 USD	0 USD	3735.59 USD	0 USD	0 USD	0 USD
				<b>Total</b>	<b>3735.59 USD</b>			

Call Details Showing Page 1 of 1, Records 1 to 35

Display Name  All Calls  Reimbursed Calls  Recovered Calls

S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (USD)	Call Type	Call Direction	Is Roaming	Is Official	Is Re-Evaluated	Is Challenged	Is Re-Challenged	Justifications
1	90073472		00:00:58		0	73.00	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	90073472		00:00:58		0	73.00	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	67084958		00:00:51		0	64.19	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	67084958		00:00:51		0	64.19	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	75997404		00:00:01		0	20.00	SMS	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	75997404		00:00:26		0	32.73	VOICE	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## Select a call for Re-evaluation

- Mark or select the *Is Re-Evaluated* check box on the record of the call that is to be re-evaluated.

Call Details Showing Page 1 of 1, Records 1 to 9

Display Name  All Calls  Reimbursed Calls  Recovered Calls

S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	Is Official	Is Re-Evaluated	Is Challenged	Is Re-Challenged	Justifications
1	903594667	01/02/2016 00:15:36 AM	00:00:10			0.15	DATA	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	🔗
2	918870560	01/02/2016 00:28:33 AM	00:00:20			0.15	DATA	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	🔗

- An **Add Comment** dialog box is displayed. Enter a reason why re-evaluation is necessary for the selected call then click the **Save** button.

### Add Comment

Alias Name:

Comments:

Dear SM, Please remember that justifying an reimbursed/recovered calls just as 'Official/Private' without additional details will not be accepted

call needs to be re-evaluated because of xyz

Save
Cancel

- When a justification is saved, it is displayed in the **Justifications** column on the call that has been selected for re-evaluation.

**Call Details**

Display Name   
  All Calls   
  Reimbursed Calls   
  Recovered Calls

Showing Page 1 of 1, Records 1 to 9

S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	Is Official	<input type="checkbox"/> Is Re-Evaluated	Is Challenged	<input type="checkbox"/> Is Re-Challenged	Justifications
1	903594667	01/02/2016 00:15:36 AM	00:00:10			0.15	DATA	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	🔗 call is to...
2	918870560	01/02/2016 00:28:33 AM	00:00:20			0.15	DATA	Outgoing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	🔗

- A justification that has been entered for a call to be re-evaluated can be edited; click the icon besides the justification to edit it.

An **Edit Comments** popup dialog box is displayed. Edit the comment then click the **Save** button.

### Edit Comments

Dear SM, Please remember that justifying an official calls just as 'Official' without additional details will not be accepted

call being reimbursed because of xyz

Save
Cancel

**NOTE:** Whenever a call is selected for a re-evaluation, values in the *To be Reimbursed* and *Total Revaluated* columns of the *Bill Details* section are updated to reflect calls that have been selected on the bill.

**Bill Details - Finance Report Title : April 2016**

Asset Number	Asset Type	Official Call Cost	Private Call Cost	Total Cost	To be Recovered	To be Reimbursed	Total Revaluated
20202	Mobile	0 EUR	1.35 EUR	1.35 EUR	0.00 EUR	0.30 EUR	-0.30 EUR
			Total	1.35 EUR			

- After selecting calls that are to be re-evaluated, the user clicks the **Save** button to save changes made to the bill and then clicks the **Submit** button to submit the bill for approval.

**Bill Logs:**  
**R-Initiated By:**  
 unsbvqc3 on 24/10/2017 04:07:48 PM



- A popup dialog box is displayed prompting a user to select an approver. Select an approver from the drop-down field then click the **Proceed** button.

**Select Your Approver** [X]

Select your Approver : unsbvqc3 -

**\*\* Kindly make sure the selected Approver is currently available in the Mission**

**Proceed**

- A popup dialog box is displayed prompting a user to confirm if they want to submit and process their bill for reimbursement process. Click the **OK** button.

Are you sure you want to submit and process your bill for reimbursement process?

**OK** Cancel

The user is redirected back to the My Reimbursement Bills page and a notification is displayed informing the user that their bill has been submitted successfully for approval.

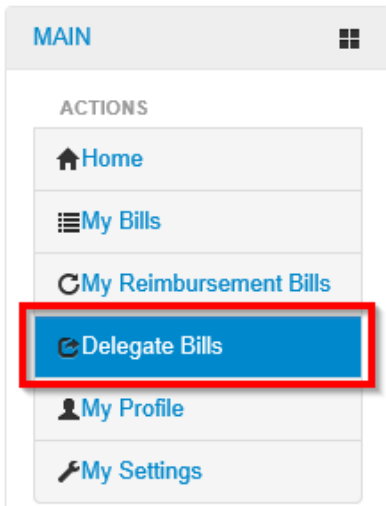
Status of the bill changes from **R-Initiated** to **Submitted**.

## Delegate Bills

This section enables a user to view a list of bills that have been delegated to them. When a bill is delegated to a user, the user can view, add comments, submit a bill as well as revert challenged bills on behalf of another staff member.

For a user to view a list of bills that have been delegated to them, they should follow the steps below:

1. Click the **Delegate Bills** link found under the ACTIONS menu.



2. The **Delegate Bills** page is displayed showing a list of bills delegated to the currently logged in user. There is also an option to search for bills delegated to a user; enter criteria in the search field then click the **Search** button.

↓ Delegate Bills

Search

Print / Export  
Showing Page 1 of 2, Records 1 to 10 of 20

S.No	Staff Member	Bill Title	Asset Number	Asset Type	Official Call Cost	Private Call Cost	Fixed Charges	Total Call Cost	Status	View Detailed Bill
1	Pablo [redacted] / UNLB	November 2016	89221 / UNLB	DESKTOP / Cilcode	EUR 0.00	EUR 36.00	EUR 0.00	EUR 36.00	Closed	Actions
2	Pablo [redacted] / UNLB	June 2017	20202 / UNLB	Mobile	EUR 0.00	EUR 22.82	EUR 0.00	EUR 22.82	Closed	Actions
3	Pablo [redacted] / UNLB	October 2017	789456 / UNLB	Mobile	EUR 8.87	EUR 4.15	EUR 0.00	EUR 13.02	Reopened	Actions
4	Pablo [redacted] / UNLB	April 2017	1412 / UNLB	DESKTOP / Open Extension	EUR 0.00	EUR 62.06	EUR 0.00	EUR 62.06	Closed	Actions
5	Pablo [redacted] / UNLB	April 2017	1422 / UNLB	Satellite	EUR 74.06	EUR 0.00	EUR 0.00	EUR 74.06	Closed	Actions
6	Pablo [redacted] / UNLB	January 2018	11 / UNLB	Mobile	EUR 3.20	EUR 60.32	EUR 0.00	EUR 63.52	Closed	Actions
7	Pablo [redacted] / UNLB	February 2018	11 / UNLB	Mobile	EUR 32.55	EUR 38.14	EUR 0.00	EUR 70.69	Submitted	Actions
8	Pablo [redacted] / UNLB	August 2018	11 / UNLB	Mobile	EUR 27.27	EUR 0.00	EUR 0.00	EUR 27.27	Submitted	Actions
9	Pablo [redacted] / UNLB	August 2018	11 / UNLB	Mobile	EUR 2.80	EUR 0.98	EUR 0.00	EUR 3.78	Paid	Actions
10	Pablo [redacted] / UNLB	September 2018	11 / UNLB	Mobile	EUR 77.36	EUR 39.08	EUR 0.00	EUR 116.44	Verified	Actions

## Managing Delegated Bills


When a bill is delegated to a user, they can manage the bill like they manage their own bills i.e. they can view, change designation of calls, print, add comments and submit the bill as well as revert the bill if it is challenged.

- To manage a delegated bill, click the  on the **Actions** button found under the **View Detailed Bill** column.

↓ Delegate Bills

Search

[Print / Export](#)  
Showing Page 1 of 4, Records 1 to 10 of 40


S.No	Staff Member	Bill Title	Asset Number	Asset Type	Official Call Cost	Private Call Cost	Total Call Cost	Status	View Detailed Bill
1	unsbvqc10 / UNLB	May 2017	90074391 / UNLB	Mobile	USD 42.02	USD 5283.70	USD 5325.72	Generated	Actions 

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

↓ Delegate Bills

Search

[Print / Export](#)  
Showing Page 1 of 4, Records 1 to 10 of 40

S.No	Staff Member	Bill Title	Asset Number	Asset Type	Official Call Cost	Private Call Cost	Total Call Cost	Status	View Detailed Bill
1	unsbvqc10 / UNLB	May 2017	90074391 / UNLB	Mobile	USD 42.02	USD 5283.70	USD 5325.72	Generated	Actions 
2	unsbvqc10 / UNLB	May 2017	90074391 / UNLB	Mobile	USD 42.02	USD 5283.70	USD 5325.72	Generated	View Bill

The selected telephone bill is displayed in detail. The user can then carry out the following actions on the bill:

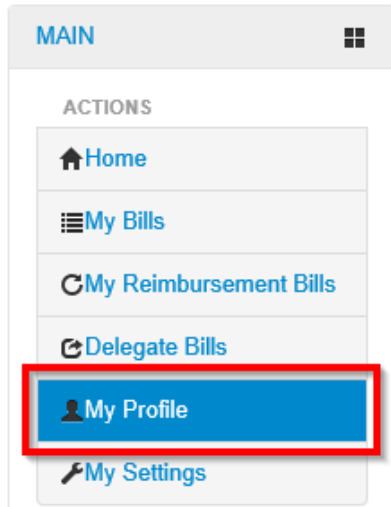
- Filter calls on the bill
- Change designation of calls on the bill
- Print bill
- Add comments to bill
- Submit bill for approval
- Revert bill if it has been challenged by an approver

## My Profile

This section enables a user to review their Personal Information, UN Profile Information as well as information about all assets assigned to them.

**NOTE:** A user cannot edit/update their profile or asset information; in case the information is incomplete or incorrect, the user must contact either their Mission Service Desk or Telephone Billing Unit and provide the information to be updated.

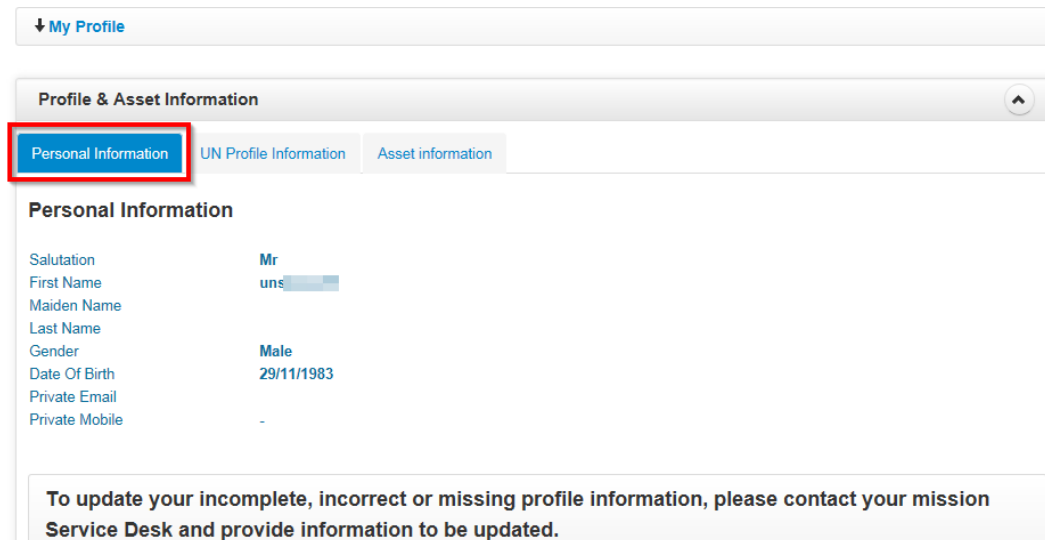
For a user to review their profile, they should click the **My Profile** link found under the ACTIONS menu.



The **My Profile** page is displayed. This page has three tabs; one for **Personal Information**, one for **UN Profile Information** and another for **Asset Information**.

## Personal Information

Click the **Personal Information** tab to view personal information of the currently logged in user.



**NOTE:** To update/correct information displayed on the Personal Information tab, contact your Mission Service Desk and provide information to be updated.

## UN Profile Information

Click the **UN Profile Information** tab to view UN profile information of the currently logged in user.

↓ My Profile

Profile & Asset Information

Personal Information **UN Profile Information** Asset information

### Un Profile Information

Un Id No.	QC-10
Un Email Id	.....@un.org
Functional Hierarchy	UNLB/UNOPS/UNOPSV/FSS
Location Hierarchy	Valencia/VALENCIA/VALENCIA/VALENCIA
Staff Category	1 - International Staff on Mission Assignment
BP Number	

To update your incomplete, incorrect or missing profile information, please contact your mission Service Desk and provide information to be updated.

**NOTE:** To update/correct information displayed on the UN Profile Information tab, contact your Mission Service Desk and provide information to be updated.

## Asset Information

Click the **Asset Information** tab to view information on all assets assigned to the currently logged in user.

↓ My Profile

Profile & Asset Information

Personal Information UN Profile Information **Asset information**

### Asset Information

Mobile	1234 - Salary Deduction
Mobile	201510161 - Cash Payment
Mobile	72949256 - Salary Deduction
Mobile	10111 - Cash Payment
Satellite	10112 - Cash Payment
DESKTOP / Cilcode	10113 - Salary Deduction
Mobile	98986565 - Cash Payment
Mobile	789001 - Cash Payment
DESKTOP / Open Extension 7410	- Cash Payment
Mobile	16282 - Salary Deduction
Mobile	789001 - Salary Deduction
DESKTOP / Extension	20113 - Salary Deduction
MS-TEAMS	10114 - Salary Deduction

To update your missing, incorrect or incomplete Asset Information, please contact your Telephone Billing Unit and provide information to be updated.

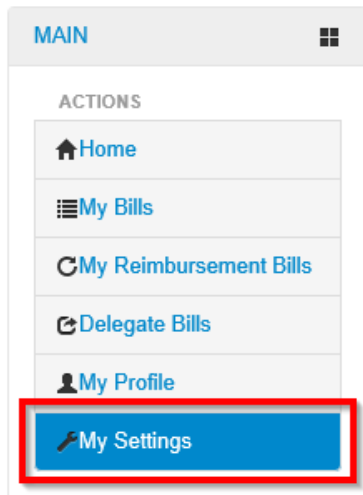
**NOTE:** To update/correct information displayed on the Asset Information tab, contact your Mission Service Desk and provide information to be updated.

## My Settings

This section allows a user to review and set threshold limits for all assets assigned to them; the Threshold Limit is amount of money/cost which when reached triggers an automated alarm or notification to the user.

The **My Settings** section also enables a user to add or edit their telephone contacts.

For a user to manage their settings, they should click the **My Settings** link found under the ACTIONS menu.



The **My Settings** page is displayed. This page has two tabs; one for – **Threshold Alarm Settings** and another for **Nickname Settings**.

## Threshold Alarm Settings

This tab is selected by default when you click on **My Settings**. All telephone assets assigned to a user are listed by type, asset number and there is provision to enter a threshold limit for each asset listed.

1. To set a threshold limit for an asset, enter an amount in the threshold limit field of the asset.

A screenshot of the 'Threshold Alarm Settings' page. At the top, there are two tabs: 'Threshold Alarm Settings' (selected) and 'Nickname Settings'. Below the tabs is a section titled 'Threshold Alarm Settings'. A red warning message states: '\*Setting up the Threshold Alarm for Mobile and Satellite devices may not provide the immediate Threshold Alarm. Because, the CDR will be updated in ebilling database in a specific interval.' Below the warning is a table with three columns: 'Service Type', 'Asset Number', and 'Threshold Limit'. The table contains one row with 'DESKTOP / Speed Dial' in the first column, '3333' in the second column, and 'USD 50' in the third column. The 'USD 50' field is highlighted with a red rectangular border.

2. Specify the type of notification preferred by selecting either the **Email** checkbox if you prefer to receive email alerts or select the **Notification** checkbox if you prefer to receive system notifications.

A screenshot of the notification mode selection area. It shows a label 'Mode' followed by two radio button options: 'Email' and 'Notification'. The 'Notification' option is selected, indicated by a checkmark in its radio button. This entire section is highlighted with a red rectangular border.



- Click the **Save** button to save the threshold limit information entered.



- To edit an existing threshold limit, delete the old amount in the threshold limit field, enter a new amount then click the **Save** button.

To clear all existing threshold limits, click the **Reset** button.

Threshold Alarm Settings
Nickname Settings

### Threshold Alarm Settings

**\*Setting up the Threshold Alarm for Mobile and Satellite devices may not provide the immediate Threshold Alarm. Because, the CDR will be updated in ebilling database in a specific interval.**

Service Type	Asset Number	Threshold Limit
DESKTOP / Speed Dial	3333	USD <input style="width: 60px;" type="text" value="50"/>
DESKTOP / Open Extension	33333	EUR <input style="width: 60px;" type="text" value="0"/>
Mobile	99363243999	USD <input style="width: 60px;" type="text" value="100"/>
Mobile	72124551	UGX <input style="width: 60px;" type="text" value="0"/>
DESKTOP / Cilcode	752755919	EUR <input style="width: 60px;" type="text" value="0"/>
DESKTOP / Cilcode	55778788	EUR <input style="width: 60px;" type="text" value="0"/>
Mobile	111001	USD <input style="width: 60px;" type="text" value="0"/>

Mode

 Email
  Notification

Save
Reset

**NOTE:** *This functionality is purely informative: it implies no restriction on your continuing to place or receive calls. In principle, this functionality is only useful for CIL code asset types, as this is the only type of assets for which eBilling directly connects and provides call details to users in a live manner. By contrast, for mobile or satellite asset types, the cost information is received along with the bill at the end of the billing cycle, when the expenditure has already been done.*

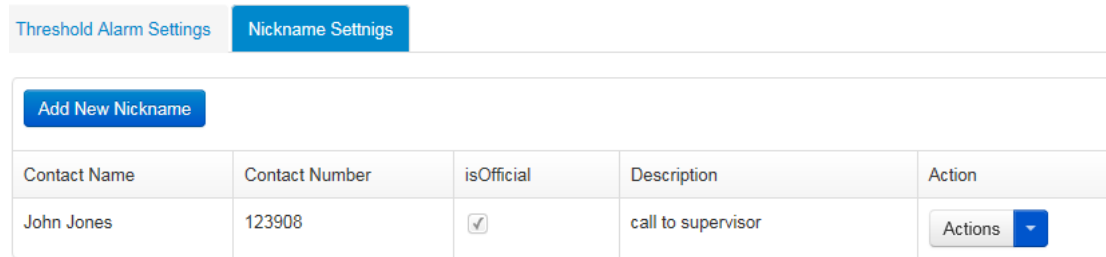
## Nickname Settings


This section enables a user to create and manage a list of their telephone contacts.

To manage contacts, click the **Nickname Settings** tab



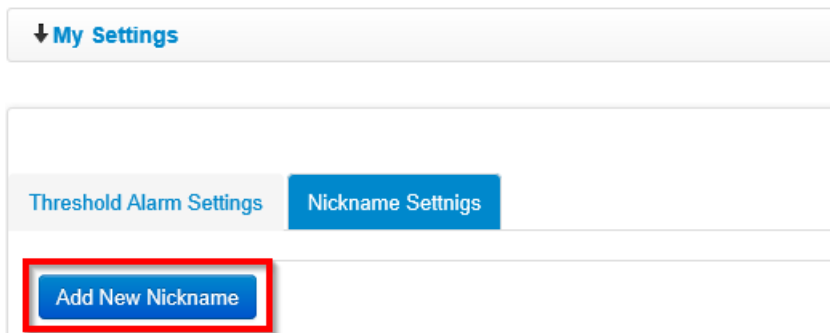
A list of all existing contacts of the currently logged in user is displayed. From here, a user can add, edit or delete contacts.

A screenshot of the 'Nickname Settings' page. At the top, there are two tabs: 'Threshold Alarm Settings' and 'Nickname Settings'. Below the tabs is a blue button labeled 'Add New Nickname'. Underneath is a table with the following columns: 'Contact Name', 'Contact Number', 'isOfficial', 'Description', and 'Action'.

Contact Name	Contact Number	isOfficial	Description	Action
John Jones	123908	<input checked="" type="checkbox"/>	call to supervisor	Actions 

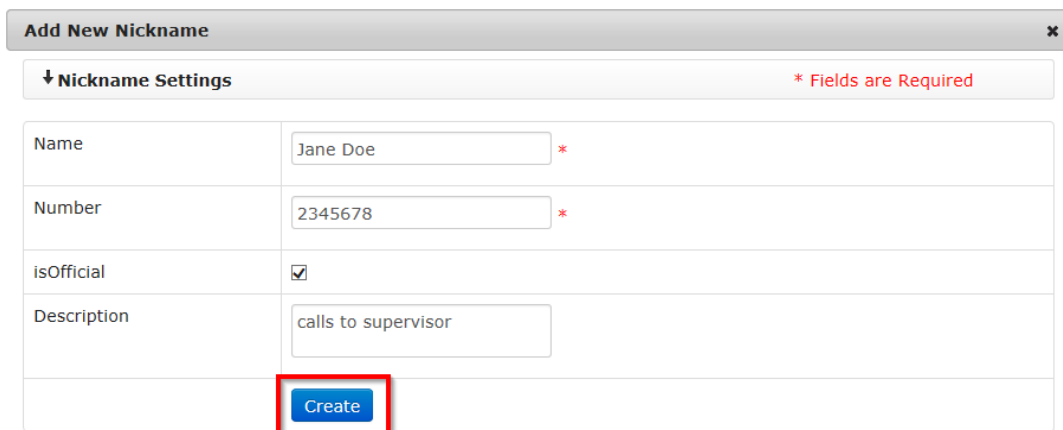
### Add a Contact

1. On the Nickname Settings tab, click the **Add New Nickname** button.



2. An **Add New Nickname** dialog box is displayed. The dialog box displayed has the following fields:

Enter relevant data in the fields described above and click the **Create** button.

A screenshot of the 'Add New Nickname' dialog box. The title bar says 'Add New Nickname' with a close button. Below the title bar is a dropdown menu labeled 'Nickname Settings' and a red asterisk with the text '\* Fields are Required'. The form contains four fields: 'Name' with the value 'Jane Doe', 'Number' with the value '2345678', 'isOfficial' with a checked checkbox, and 'Description' with the value 'calls to supervisor'. A blue 'Create' button is highlighted with a red rectangular box at the bottom of the form.

Add New Nickname	
↓ Nickname Settings * Fields are Required	
Name	Jane Doe *
Number	2345678 *
isOfficial	<input checked="" type="checkbox"/>
Description	calls to supervisor
<b>Create</b>	

- The newly created contact is added to the list of existing contacts.

↓ My Settings

---

Threshold Alarm Settings **Nickname Settings**

Add New Nickname

Contact Name	Contact Number	isOfficial	Description	Action
John Jones	4567823	<input type="checkbox"/>		Actions ▾
Jane Doe	2345678	<input checked="" type="checkbox"/>	calls to supervisor	Actions ▾

**NOTE:** When a contact is added, the **Call To** field on telephone bills will have the contact's name instead of a telephone number.

When the **isOfficial** checkbox is selected on a contact, all calls made to that contact will automatically be marked Official on telephone bills.

The Description saved on a contact will appear on as the default justification for calls made to the contact on telephone bills.

## Edit a Contact

- On the Nickname Settings tab, click the ▾ on the **Actions** button (found under the **Action** column) on a contact.

Threshold Alarm Settings **Nickname Settings**

Add New Nickname

Contact Name	Contact Number	isOfficial	Description	Action
John Jones	4567823	<input type="checkbox"/>		Actions ▾
Jane Doe	2345678	<input checked="" type="checkbox"/>	calls to supervisor	Actions ▾

- A context menu is displayed with options to either edit or delete the selected contact. Click the **Edit Nickname** option.

Threshold Alarm Settings **Nickname Settings**

Add New Nickname

Contact Name	Contact Number	isOfficial	Description	Action
Jane Doe	2345678	<input checked="" type="checkbox"/>	calls to supervisor	Actions ▾
John Jones	123908	<input checked="" type="checkbox"/>	call to supervisor	Edit Nickname Delete Nickname

3. An **Edit Nickname** dialog box is displayed. Make relevant changes to the contact then click the **Save** button.

Edit Nickname
✕

↓ Nickname Settings
\* Fields are Required

Name	<input type="text" value="Jane Doe M"/> *
Number	<input type="text" value="2345678"/> *
isOfficial	<input type="checkbox"/>
Description	<input type="text" value="SME for billing"/>

Changes made to the contact are reflected on the list of contacts.

Threshold Alarm Settings

Nickname Settings

Add New Nickname

Contact Name	Contact Number	isOfficial	Description	Action
John Jones	4567823	<input type="checkbox"/>		Actions <span style="font-size: 0.8em;">▼</span>
Jane Doe M	2345678	<input type="checkbox"/>	SME for billing	Actions <span style="font-size: 0.8em;">▼</span>

## Delete a Contact

1. On the Nickname Settings tab, click the ▼ on the **Actions** button (found under the **Action** column) on a contact.

Threshold Alarm Settings

Nickname Settings

Add New Nickname

Contact Name	Contact Number	isOfficial	Description	Action
John Jones	4567823	<input type="checkbox"/>		Actions <span style="font-size: 0.8em;">▼</span>
Jane Doe	2345678	<input checked="" type="checkbox"/>	calls to supervisor	Actions <span style="font-size: 0.8em;">▼</span>

2. A context menu is displayed with options to either edit or delete the selected contact. Click the **Delete Nickname** option.

Threshold Alarm Settings    Nickname Settings

Add New Nickname

Contact Name	Contact Number	isOfficial	Description	Action
Jane Doe M	2345678	<input type="checkbox"/>	SME for billing	Actions ▾
John Jones	123908	<input checked="" type="checkbox"/>	call to supervisor	<b>Edit Nickname</b> <b>Delete Nickname</b>

3. A **Delete Nickname** dialog box is displayed showing details of the contact being deleted and a **Delete** button. Click the **Delete** button.

Delete Nickname ✕

Home / Staff Settings Management

**Are you sure you want to delete this?**

NMid	314339
Name	Jane Doe M
Number	2345678.00
Description	SME for billing

**Delete**

The contact is deleted and is no longer displayed on the list of contacts.