United Nations
Department of Field Support

Guide for Telephone Billing Unit (TBU) Read Only

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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) Read Only Administrators. Additional Guides are available for End Users, Finance Admins, Mission Admins, PABX Admins, and Super Admins.

Who is a TBU Read Only Administrator

TBU Read Only Administrators are members of the Telephone Billing Unit who can only view TBU Administrator features but cannot execute them; these functions include:

- View TBU Contacts
- View eBilling notifications
- View Reimbursement eBilling notifications
- View a list of existing assets/issuance Logs
- View Upload calls history (including upload samples and error reports)
- View Asset reassignment history
- View Staff & Assets associations
- View TBU Contact Information
- View Existing eBilling notifications/ reimbursement eBilling notifications
- View Uploaded Calls History
- View Bill Generation History
- View unknown calls
- Generating and viewing different kinds of reports
- View Archived reports

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

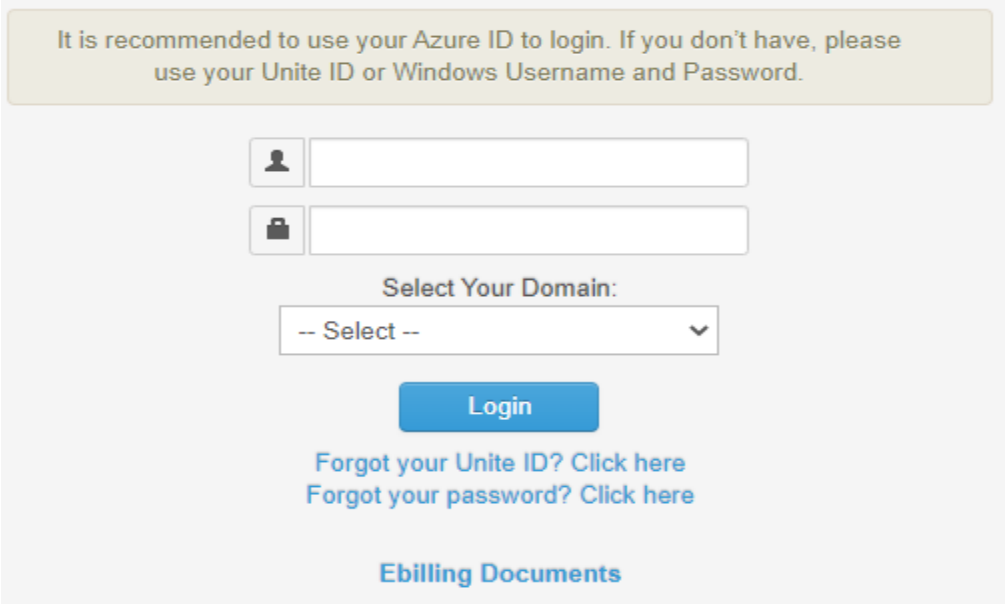
1. Open Internet Explorer and enter the appropriate URL in the browser's address bar:

   https://ebilling.un.org

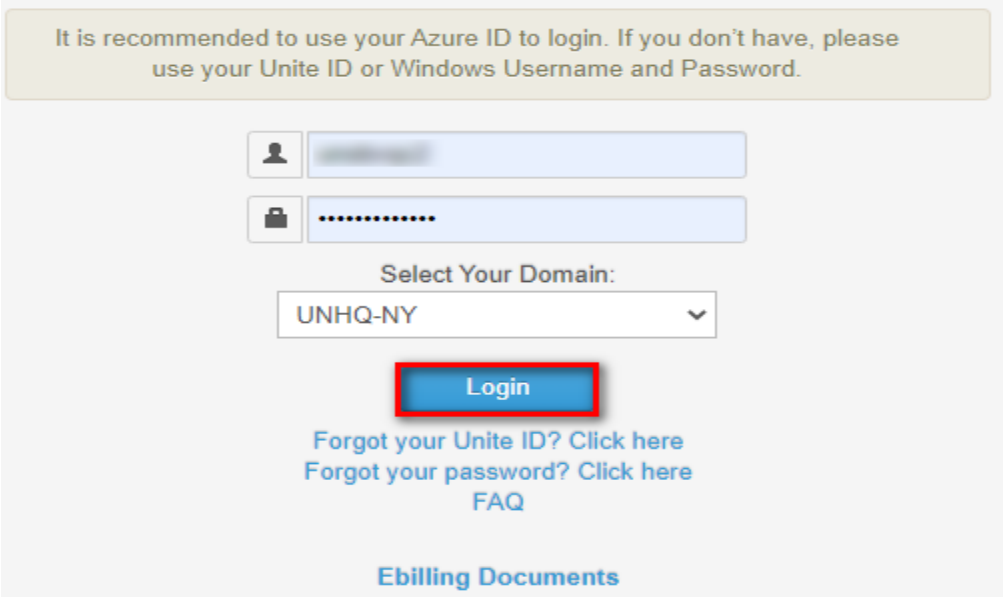
   If accessing eBilling remotely use the following URL:

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

2. The eBilling Login screen is displayed



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



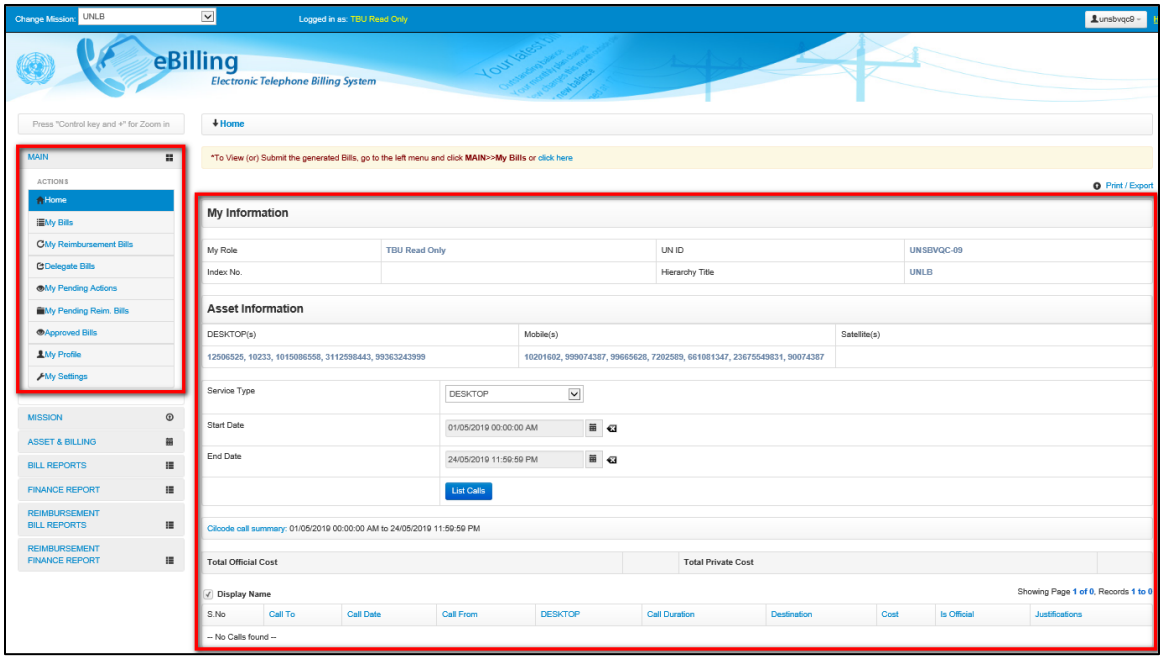
NOTE: *You can access user manuals for different eBilling user roles by clicking the **eBilling Documents** link displayed under the **Login** button. These manuals can be accessed even before you log in.*

Home Screen

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



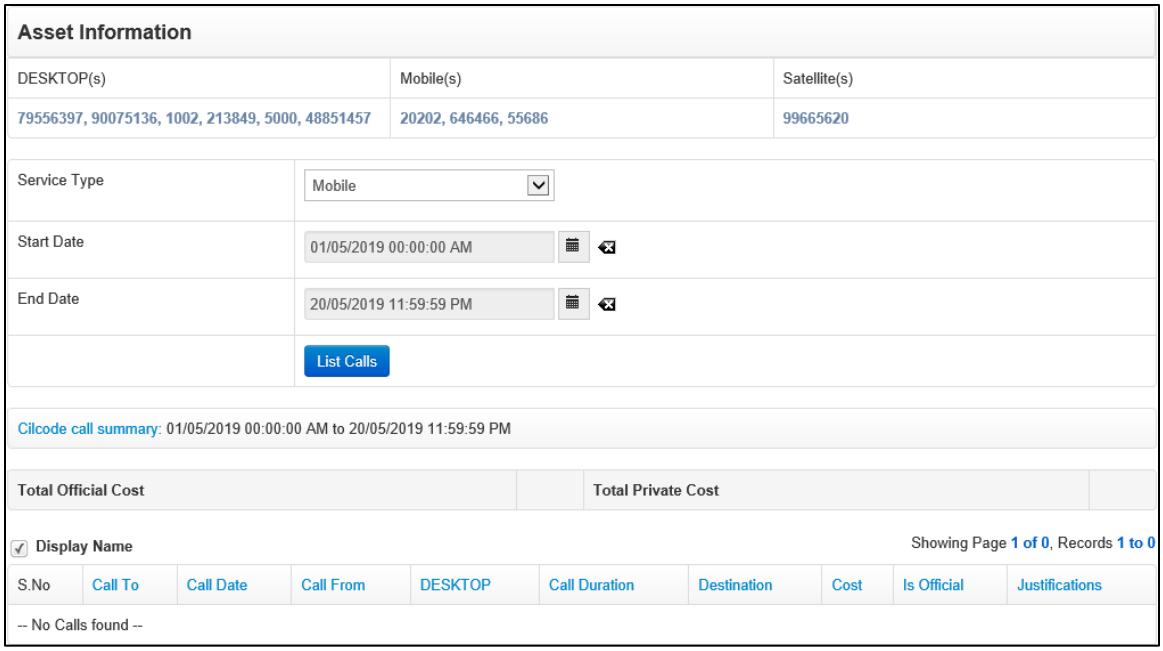
My Information

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

Asset Information

This section displays information about all assets assigned to the 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

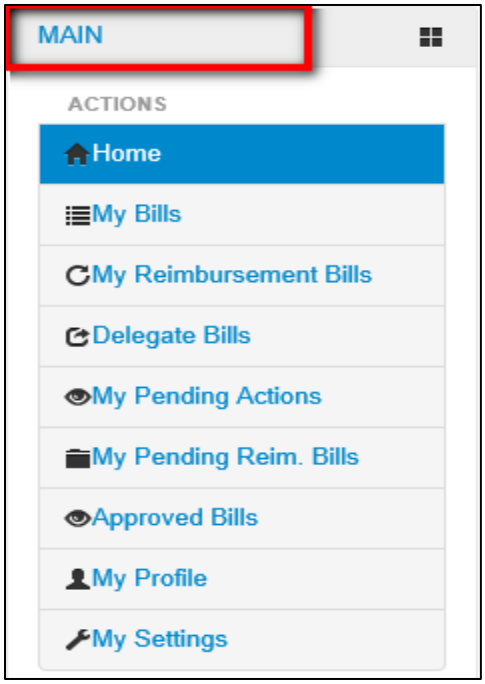


MAIN Menu

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.

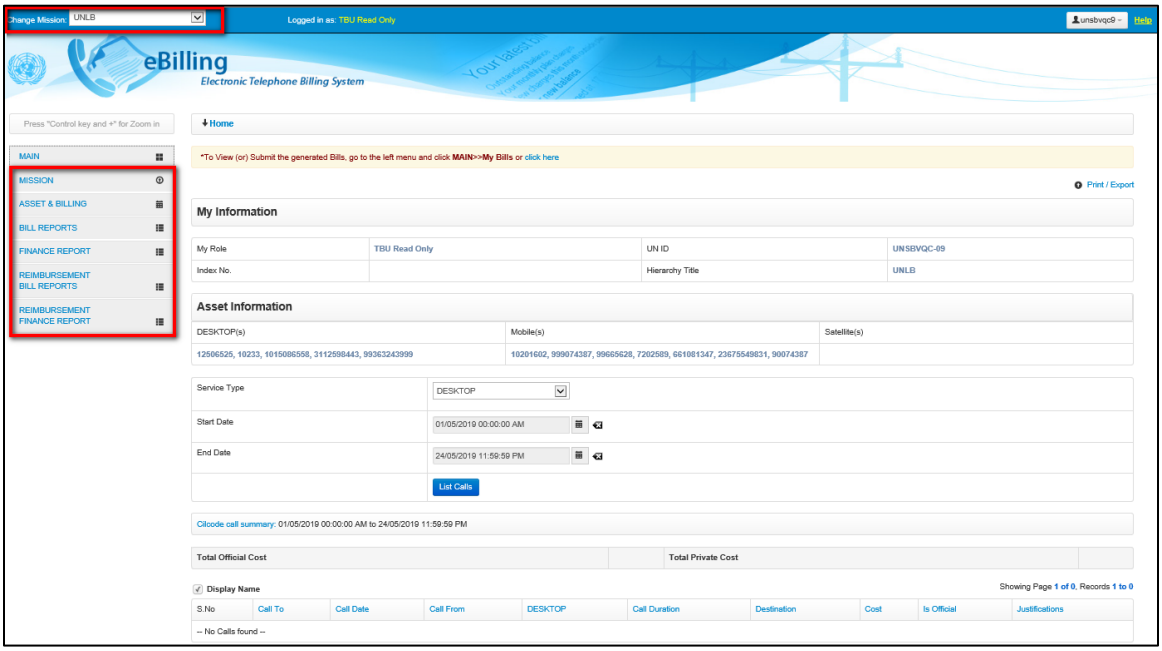
It has links which a user can click on to navigate to different sections of the eBilling application like **My Bills**, **My Reimbursement bills**, **Delegate bills**, **My Pending actions**, **My Pending Reimbursement bills**, **Approved Bills**, **My Profile**, **My Settings** or even to return to 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**).*



TBU Read Only 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 Read Only Admin role for multiple missions)
- **My Pending Actions** and **My Pending Reim. Bills** links that enable a TBU Read Only Admin to approve normal and reimbursement bills that have been assigned to them for approval.
- Links to the different functions a TBU Read Only Administrator can perform are on the left side of the screen below the MAIN menu. These functions include managing Mission settings, managing Assets & Billing, Bill Reports, Finance Reports, Reimbursement Bill Reports, Reimbursement Finance Reports and managing Look Ups.

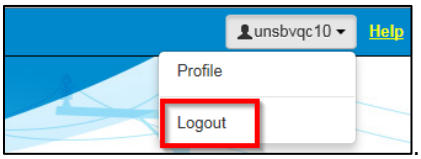


NOTE: *The different TBU Read Only Administrator functions are explained in detail in the rest of this manual.*

Logging Out

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

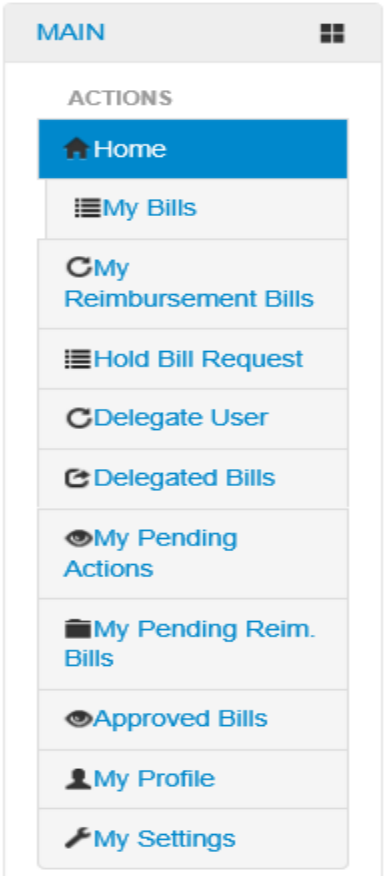
2. *A popup menu is displayed with options to view profile or logout of eBilling*. Click the **Logout** option.



MAIN Menu

The MAIN menu has links to end user features which can be used by the TBU Read Only 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 delegated to them.
- View bills that are pending their action.
- View and manage their pending actions.
- View and manage reimbursement bills that are pending their action.
- View approved bills.
- 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.



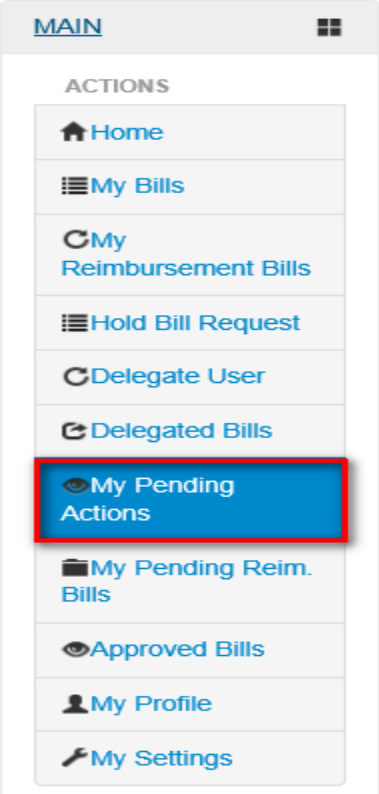
For a more detailed description of the different end user functions that can be carried out by a TBU Read Only Administrator, refer to the **eBilling Guide for End Users**.

My Pending Actions

This section allows a TBU Read Only Administrator to search for and view bills that are pending approval.

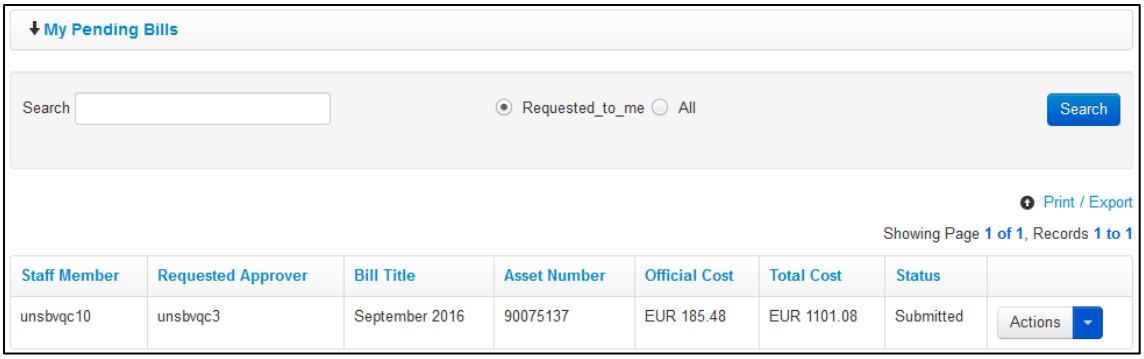
The TBU Read Only Administrator can also view details of calls on the bills that are pending approval.

1. To view bills assigned to a TBU Read Only Administrator that are pending their action, click the **My Pending Actions** link found under the **MAIN** menu.



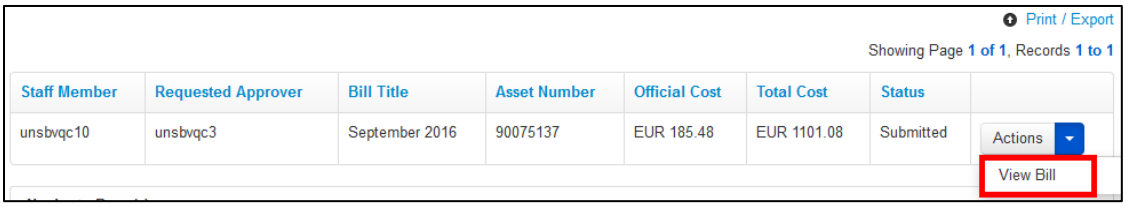
2. **My Pending Actions** page is displayed showing a list of all bills that are assigned to the currently logged in TBU Read Only Administrator.

   This page also has option to search for, filter and view either only bills assigned to the currently logged in user or bills assigned to all approvers.



3. To view bill, click the ▼ on the **Actions** button on the row of the bill you want to view.

   *A popup menu is displayed with a **View Bill** option.* Click the **View Bill** option.

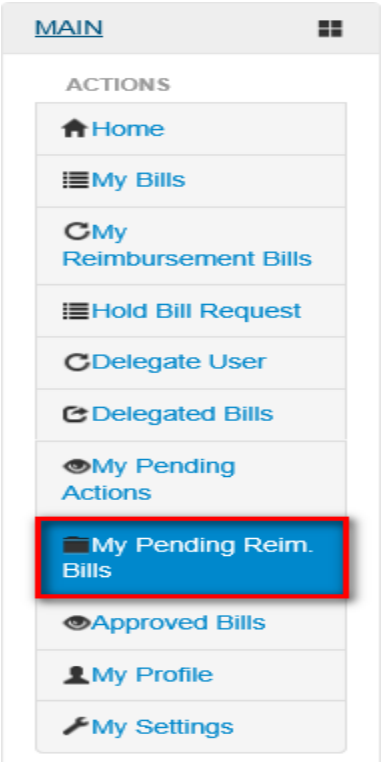


My Pending Reim. Bills

This section allows a TBU Read Only Administrator to search for and view reimbursement bills that are pending approval.

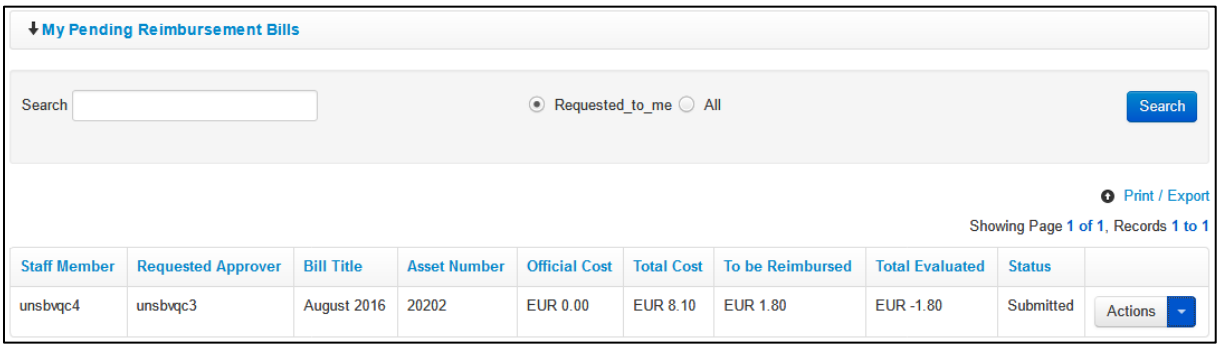
The TBU Read Only Administrator can also view details of calls on the reimbursement bills that are pending approval.

1. To view reimbursement bills that are pending approval, click the **My Pending Reim. Bills** link found under the **MAIN** menu.



2. ***My Pending Reim. Bills*** *page is displayed showing a list of all reimbursement bills.*

   This page also has option to search for, filter and view either only bills assigned to the currently logged in user or reimbursement bills assigned to all approvers.

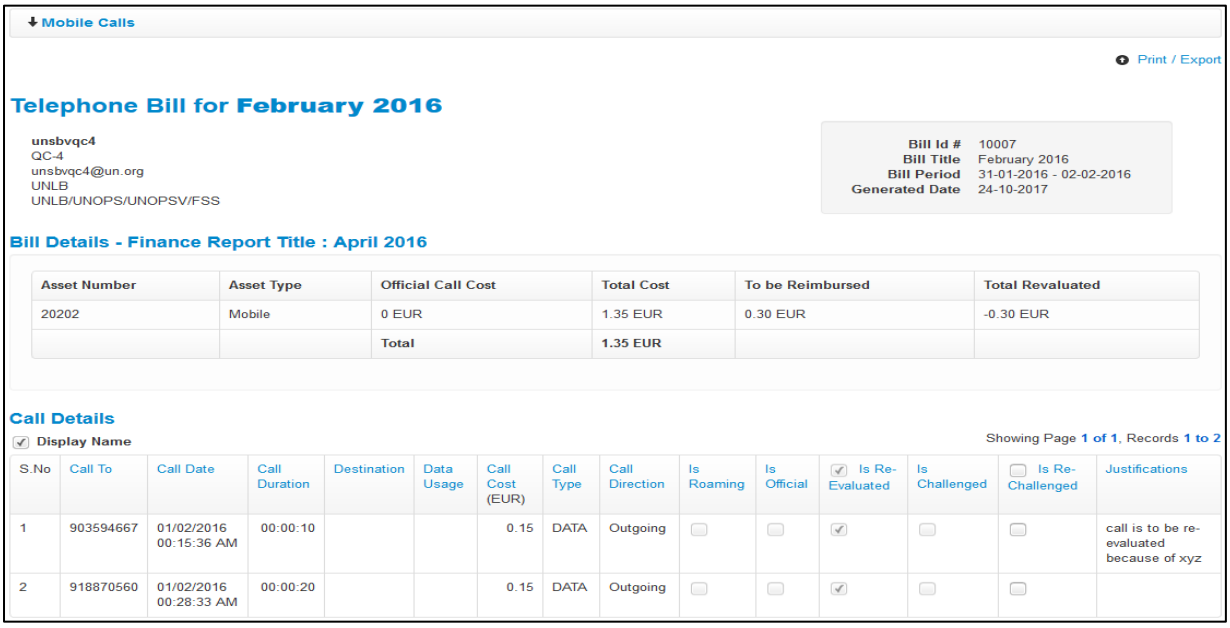


3. To view bill, click the ▾ on the **Actions** button on the row of the reimbursement bill you want to view.

   A popup menu is displayed with a ***View Bill*** *option.* Click the **View Bill** option.

4. The selected reimbursement bill is opened and displayed; only calls that were selected for re-evaluation are displayed in the Call Details section of the bill.

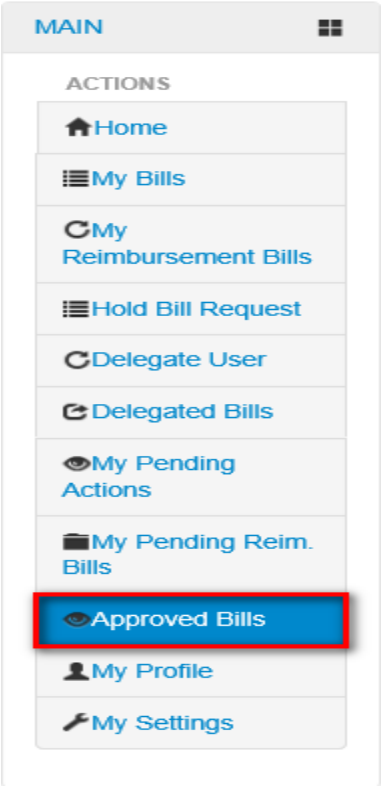
   The Call Details section also has a column labeled **Is Re-Challenged** which a TBU Administrator can use to challenge calls that have been selected for re-evaluation.



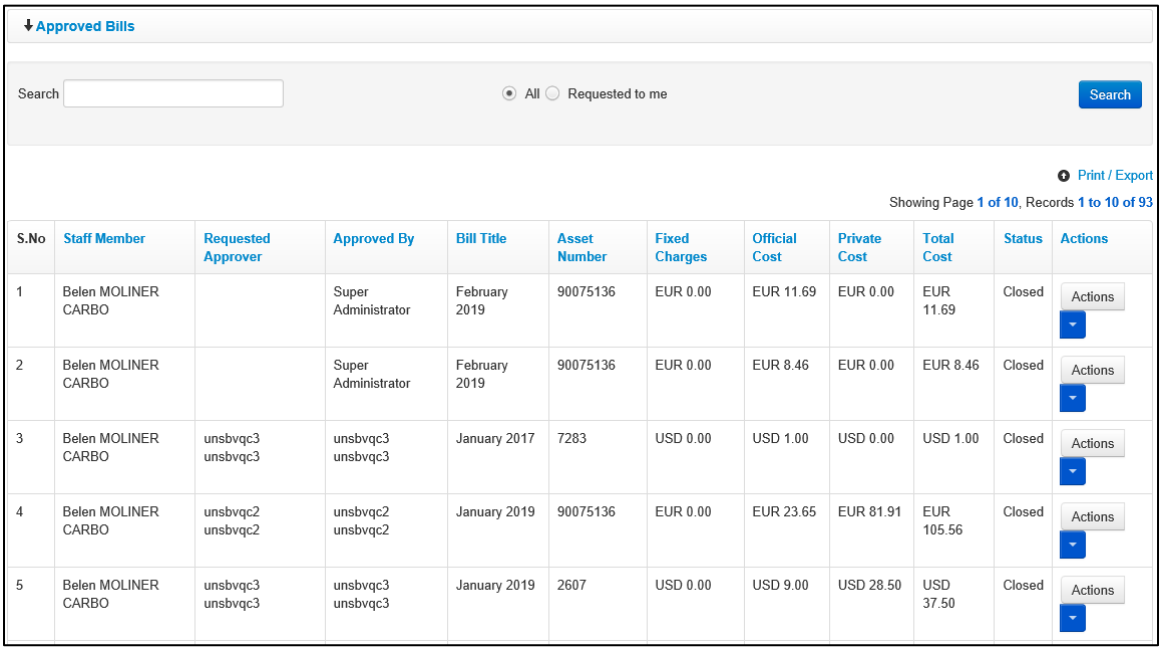
Approved Bills

This section allows a TBU Read Only Administrator to search and view approved bills.

1. To view approved bills, click the **Approved Bills** link found under the **MAIN** menu.



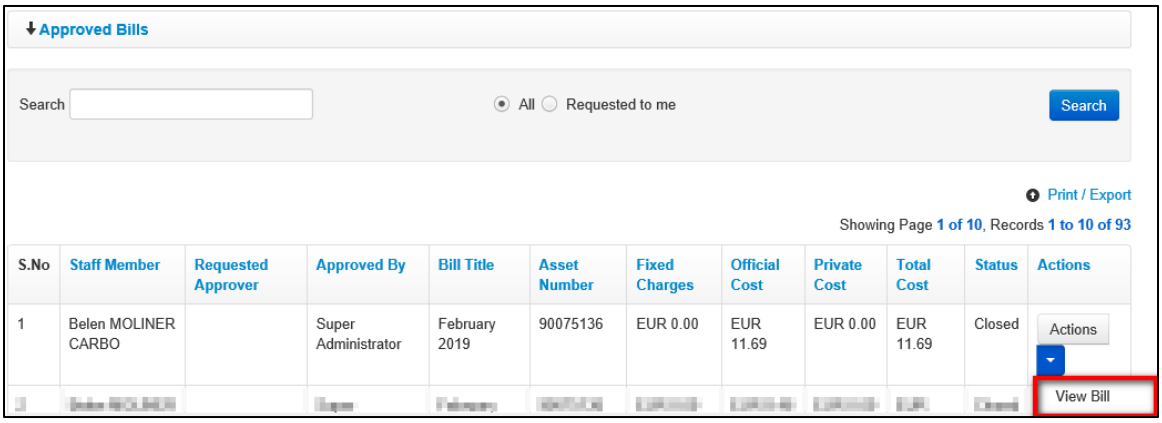
2. Approved Bills page is displayed showing a list of approved bills.



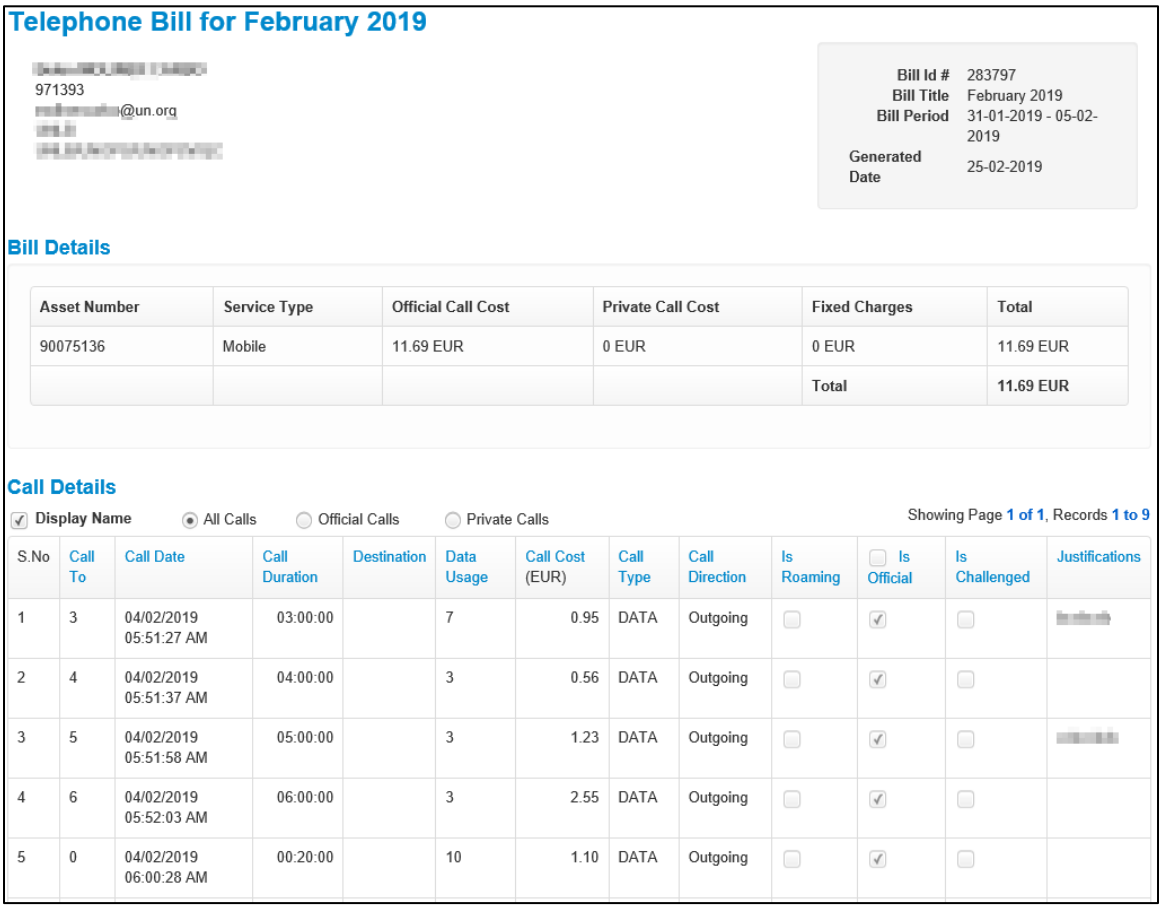
S.No	Staff Member	Requested Approver	Approved By	Bill Title	Asset Number	Fixed Charges	Official Cost	Private Cost	Total Cost	Status	Actions
1	Belen MOLINER CARBO		Super Administrator	February 2019	90075136	EUR 0.00	EUR 11.69	EUR 0.00	EUR 11.69	Closed	Actions
2	Belen MOLINER CARBO		Super Administrator	February 2019	90075136	EUR 0.00	EUR 8.46	EUR 0.00	EUR 8.46	Closed	Actions
3	Belen MOLINER CARBO	unsbvqc3 unsbvqc3	unsbvqc3 unsbvqc3	January 2017	7283	USD 0.00	USD 1.00	USD 0.00	USD 1.00	Closed	Actions
4	Belen MOLINER CARBO	unsbvqc2 unsbvqc2	unsbvqc2 unsbvqc2	January 2019	90075136	EUR 0.00	EUR 23.65	EUR 81.91	EUR 105.56	Closed	Actions
5	Belen MOLINER CARBO	unsbvqc3 unsbvqc3	unsbvqc3 unsbvqc3	January 2019	2607	USD 0.00	USD 9.00	USD 28.50	USD 37.50	Closed	Actions

3. To view bill, click the on the **Actions** button on the row of the approved bill you want to view.

   *A popup menu is displayed with a **View Bill** option.* Click the **View Bill** option.



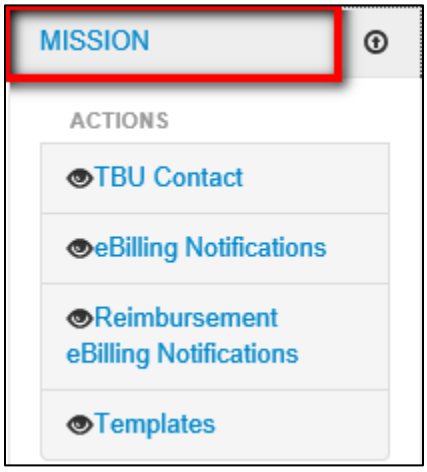
4. The selected bill is opened and displayed.



MISSION Menu

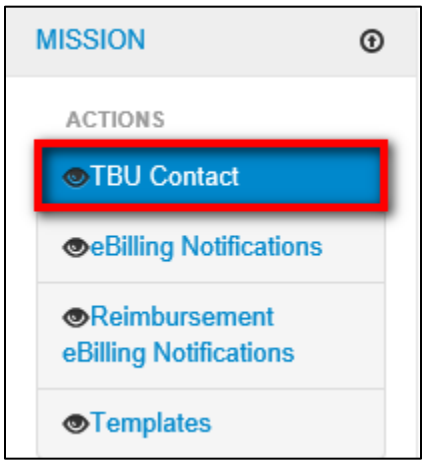
The MISSION menu has links that enable a TBU Read Only Administrator to view existing TBU Contacts, eBilling Notifications, Reimbursement eBilling Notifications and Templates.

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**).*

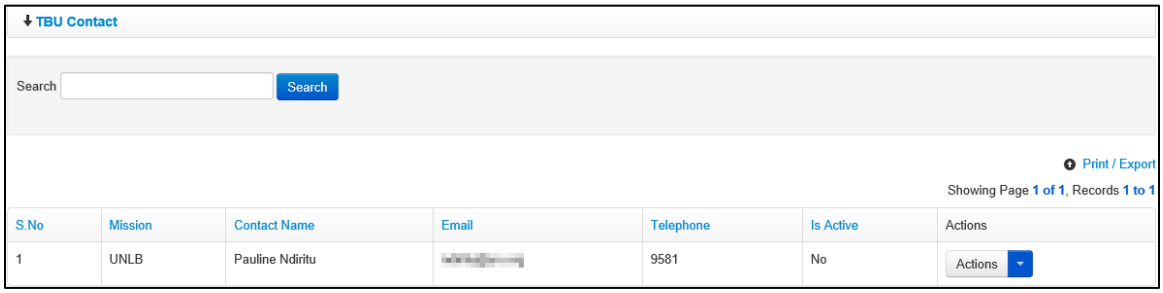


TBU Contact

This section allows a TBU Read Only Administrator to view TBU Contact details. Click the **TBU Contact** link under the **MISSION** menu.



*The **TBU Contact** page is displayed.* It shows a list of all existing TBU Contacts.

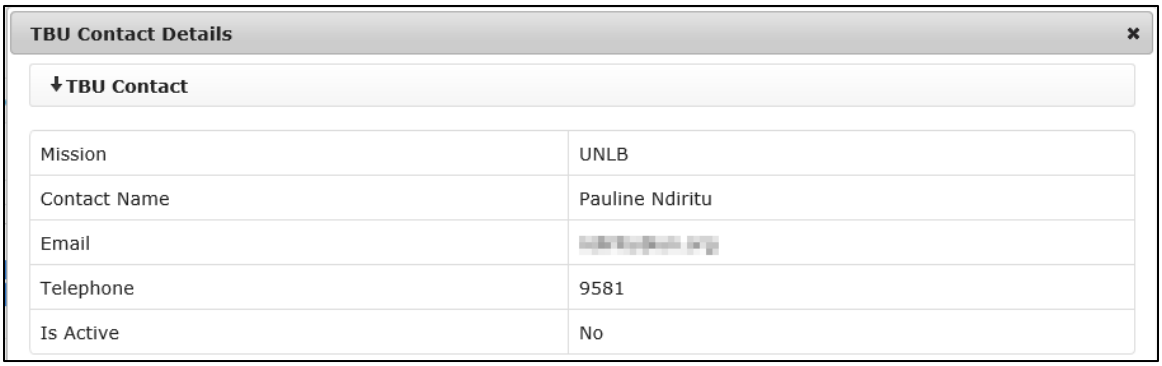


View TBU Contact Details

1. To view details of a TBU Contact, click the icon (found under the Actions column) on the contact.

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

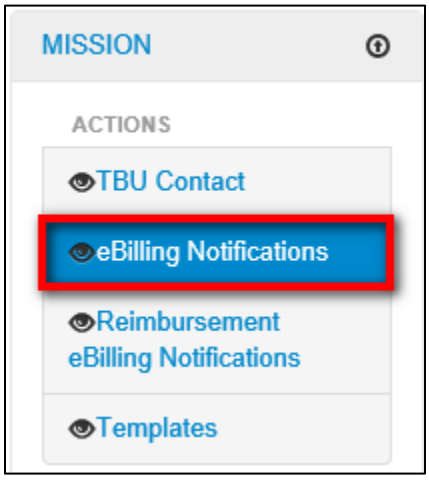
3. *A **TBU Contact Details** dialog box is displayed.* It shows details of the selected TBU Contact.



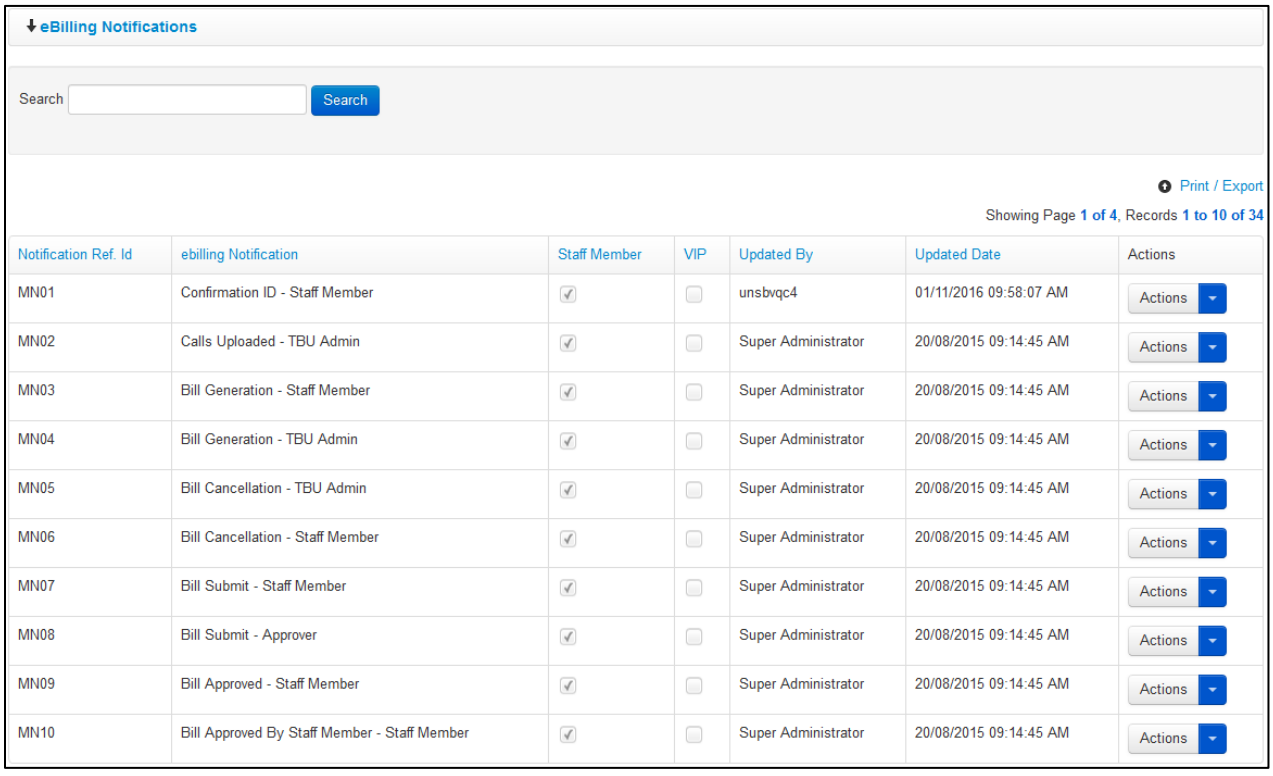
eBilling Notifications

This section allows a TBU Read Only Administrator to view a list of all existing eBilling notifications.

To view existing eBilling notifications, click the **eBilling Notifications** link under the **MISSION** menu.



*The **eBilling Notifications** page is displayed.* The page has a list of all existing eBilling notifications.



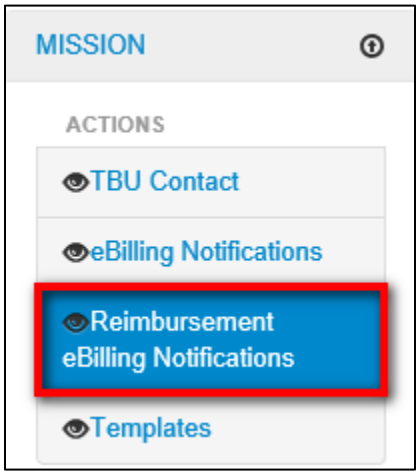
Notification Ref. Id	ebilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
MN01	Confirmation ID - Staff Member	☑	☐	unsbvqc4	01/11/2016 09:58:07 AM	Actions
MN02	Calls Uploaded - TBU Admin	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions
MN03	Bill Generation - Staff Member	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions
MN04	Bill Generation - TBU Admin	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions
MN05	Bill Cancellation - TBU Admin	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions
MN06	Bill Cancellation - Staff Member	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions
MN07	Bill Submit - Staff Member	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions
MN08	Bill Submit - Approver	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions
MN09	Bill Approved - Staff Member	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions
MN10	Bill Approved By Staff Member - Staff Member	☑	☐	Super Administrator	20/08/2015 09:14:45 AM	Actions

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

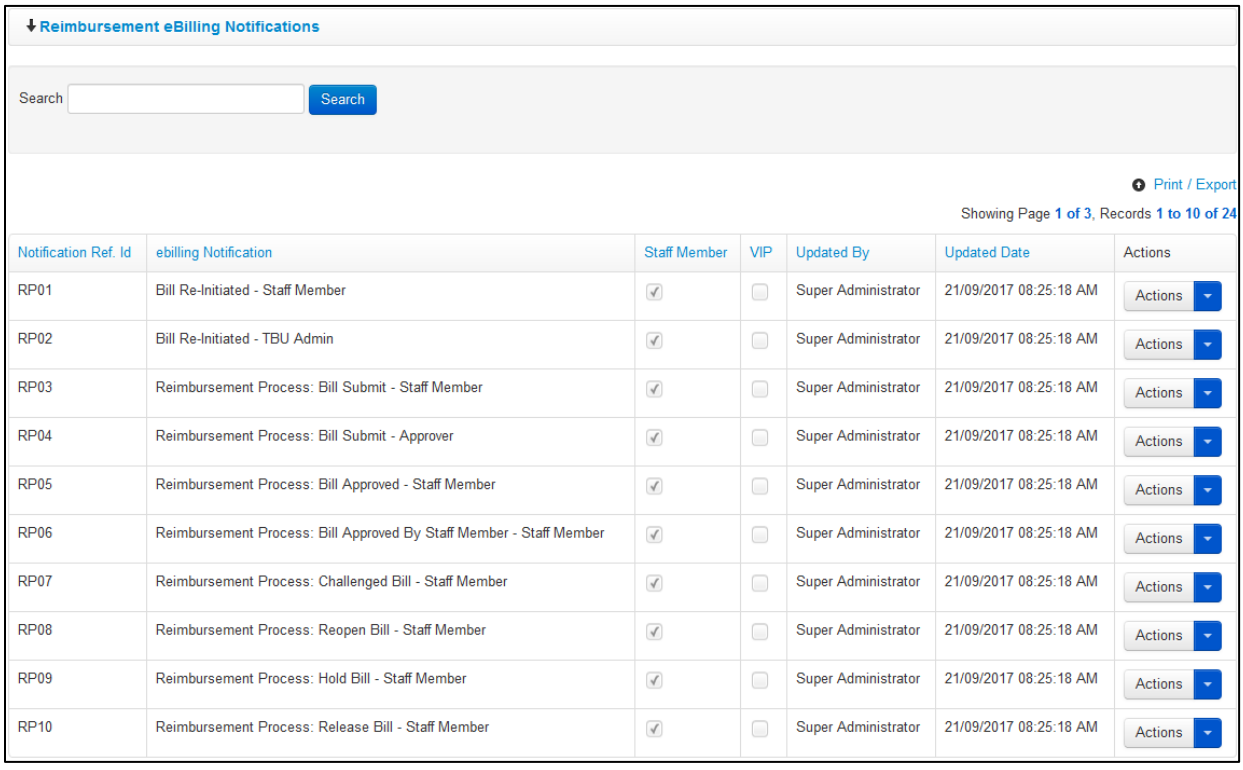
Reimbursement eBilling Notifications

This section allows a TBU Read Only Administrator to view a list of all existing reimbursement eBilling notifications.

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



*The **Reimbursement eBilling Notifications** page is displayed.* The page has a list of all existing Reimbursement eBilling notifications.



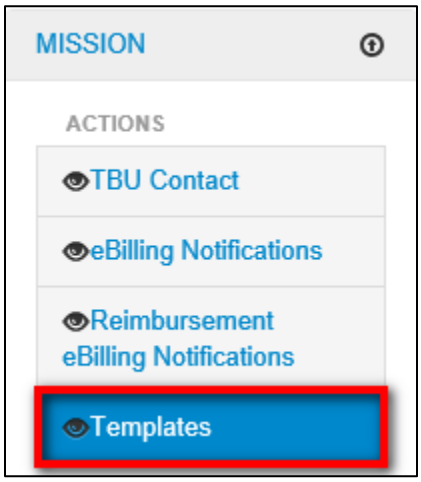
Notification Ref. Id	ebilling Notification	Staff Member	VIP	Updated By	Updated Date	Actions
RP01	Bill Re-Initiated - Staff Member	☑	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions
RP02	Bill Re-Initiated - TBU Admin	☑	☐	Super Administrator	21/09/2017 08:25:18 AM	Actions
RP03	Reimbursement Process: 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 particular notification will be sent to only VIP staff members.*

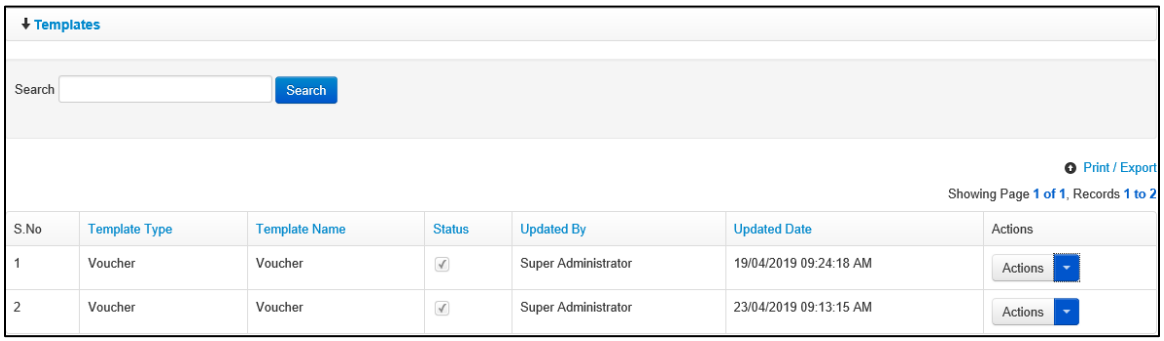
Templates

This section allows a TBU Read Only Administrator to view a list of available templates.

To view the templates, click **Templates** link under the **MISSION** menu.



The Templates page is displayed.

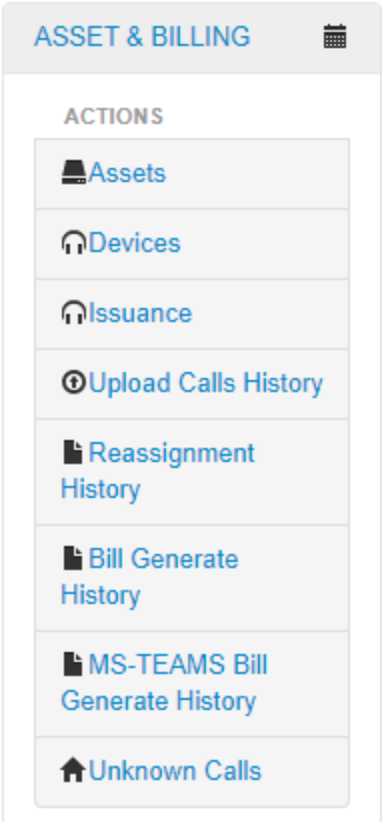


ASSET & BILLING Menu

The ASSET & BILLING menu has links that enable a TBU Read Only Administrator to view asset and billing details, activities that can be carried out under this menu include:

- Viewing Assets
- Viewing Devices
- Viewing Issuance details
- Viewing Call upload history
- Viewing Reassignment history
- Viewing Bill Generation history
- Viewing Unknown calls

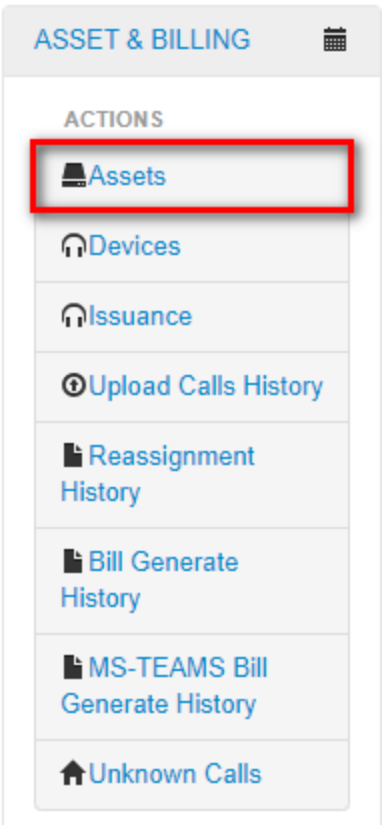
Click on **ASSETS & BILLING** to view options / actions under the **ASSETS & BILLING** menu (*actions under this menu can also be hidden or displayed by clicking on **ASSETS & BILLING**).*



Assets

This section allows a TBU Read Only Administrator to view asset details.

To view details of eBilling assets, click the **Assets** link under the **Asset & Billing** menu.

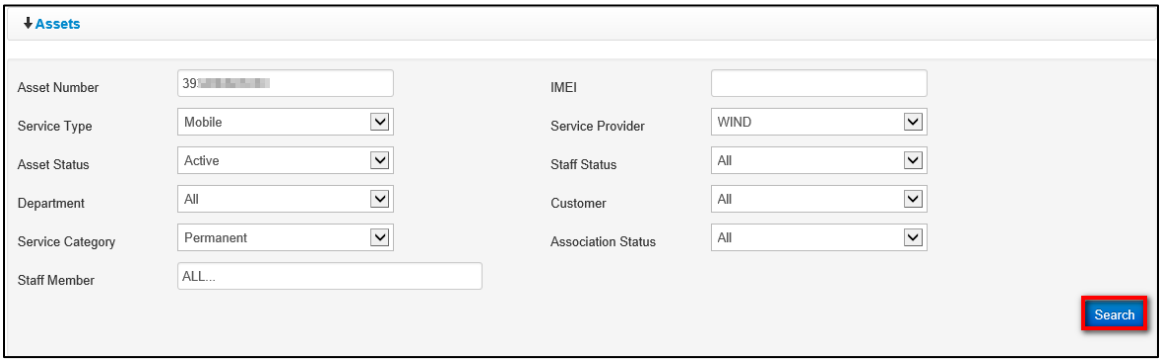


*The **Assets** page is displayed.* On this page, the TBU Read Only Administrator can carry out the following actions:

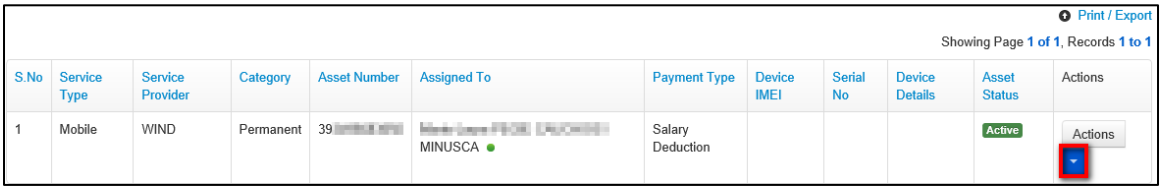
- View asset details
- View asset issuance logs

View Asset Details

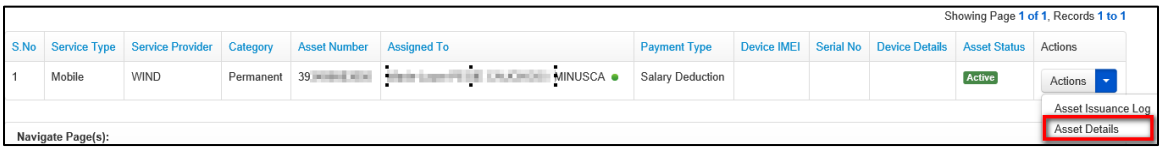
1. Search for the assets whose details are to be viewed; enter search criteria in the filters on the **Assets** screen and click the **Search** button.



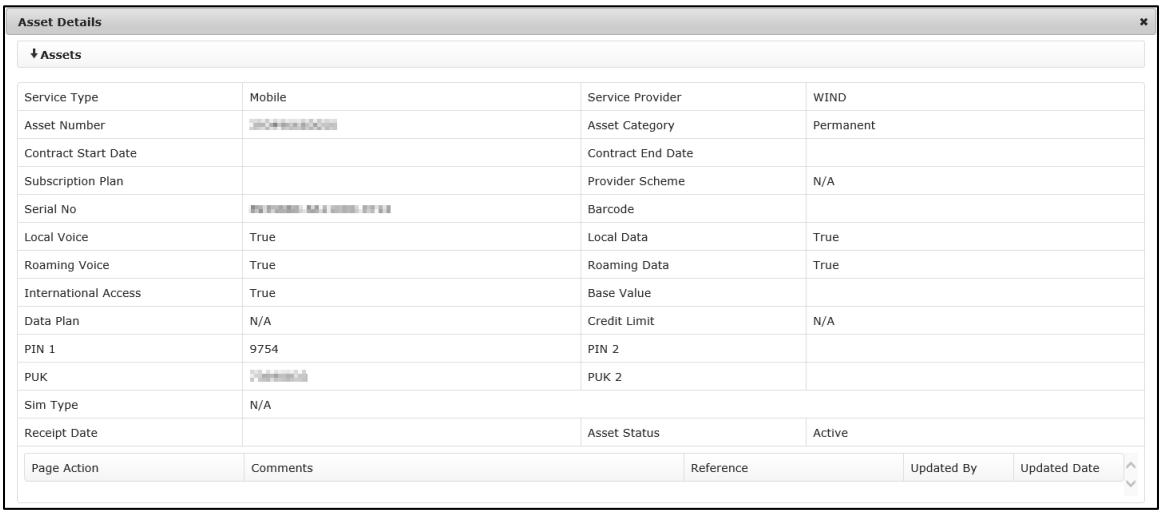
2. *The asset is displayed.* Click the icon (under the **Actions** column) on the asset that has details you want to view.



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

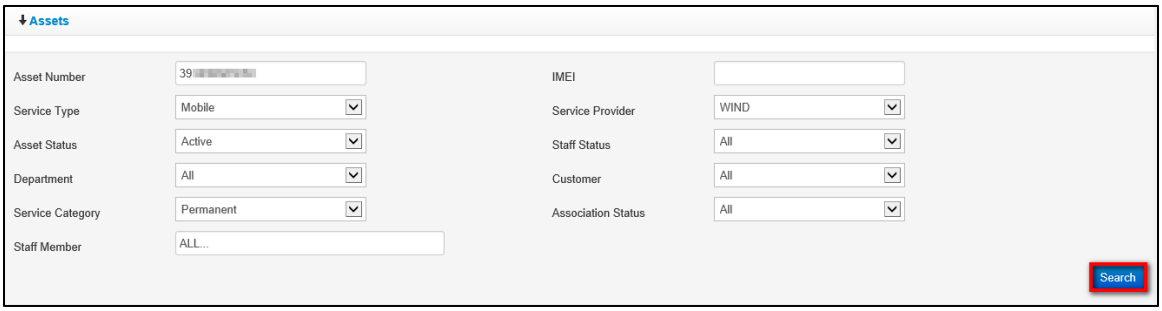


4. *The **Asset Details** popup dialog box is displayed showing details of the selected asset.*



View Asset Issuance Logs

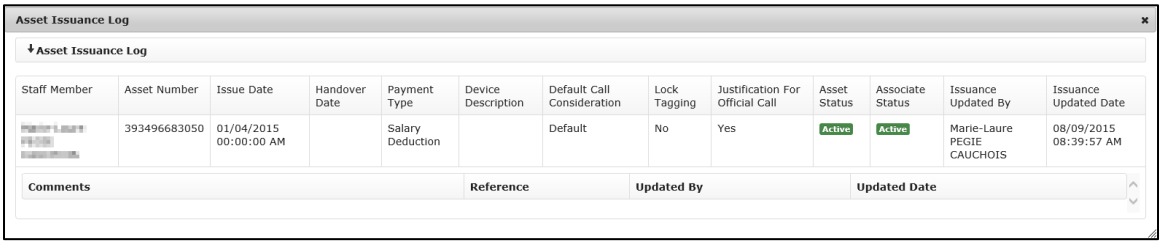
1. Search for the asset for which an asset issuance log is to be viewed; enter search criteria in the filters on the **Assets** screen and click the **Search** button.



2. *The asset is displayed.* Click the icon (under the **Actions** column) on the asset that has asset issuance log you want to view.

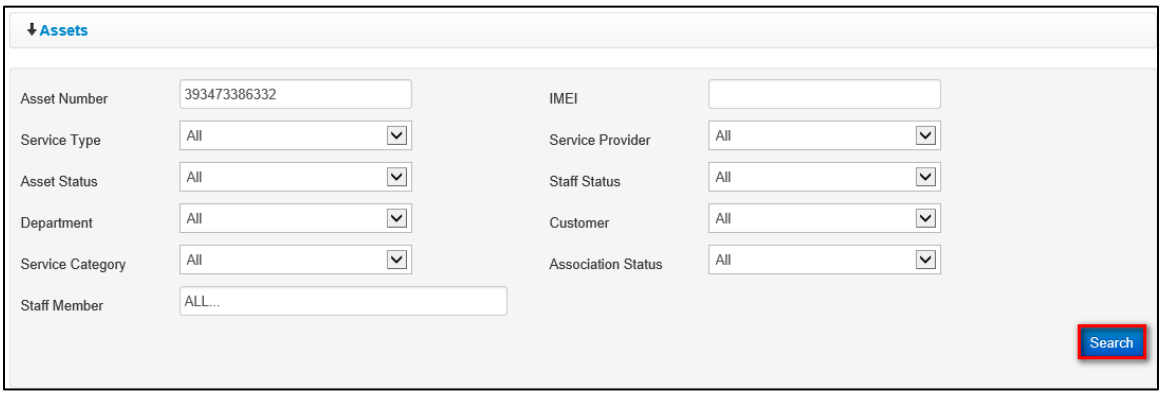
3. *A popup menu is displayed with options of actions that can be carried out on the asset.* Click the **Asset Issuance Logs** option.

4. *The **Asset Issuance Log** for the selected asset is displayed.*

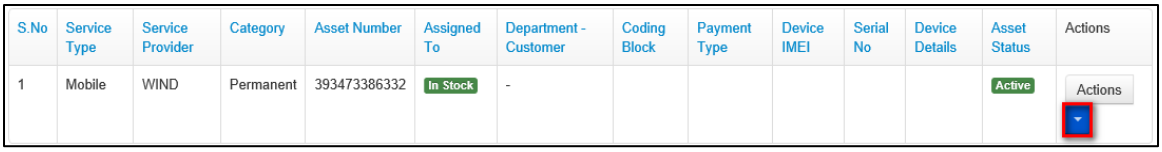


View Issuance Details

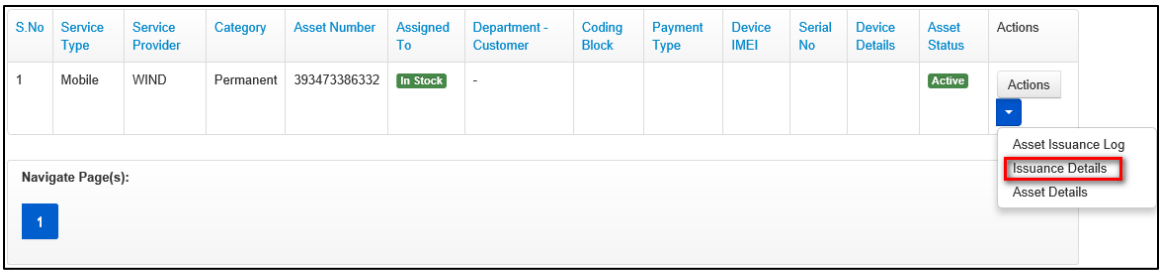
1. Search for the asset for which an issuance details log is to be viewed; enter search criteria in the filters on the **Assets** screen and click the **Search** button.



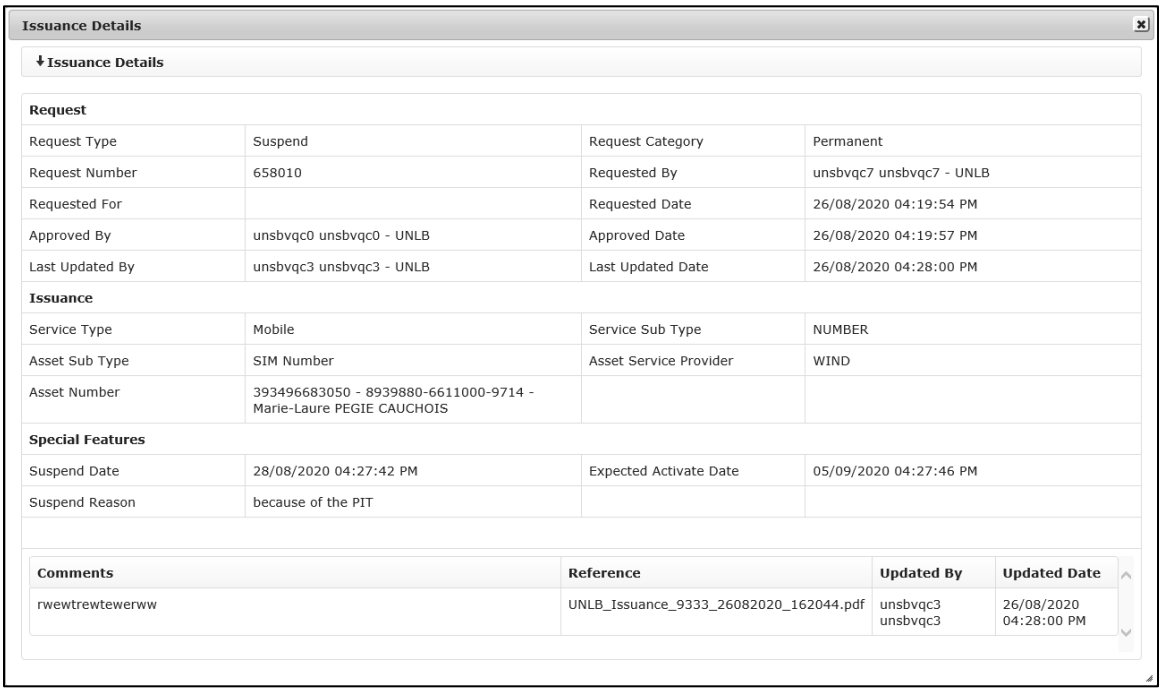
2. *The asset is displayed.* Click the icon (under the **Actions** column) on the asset that has issuance details log you want to view.



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



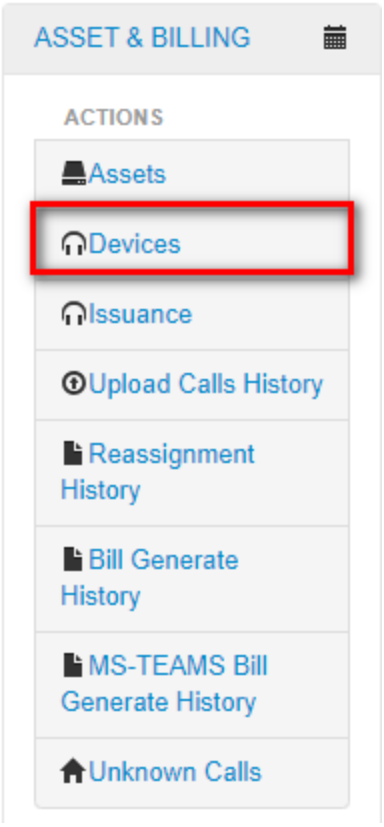
4. *The **Issuance Details** for the selected asset is displayed.*



Devices

This section allows the TBU Read Only Administrator to view device details.

To view details of eBilling devices, click the **Devices** link under the **Asset & Billing** menu.

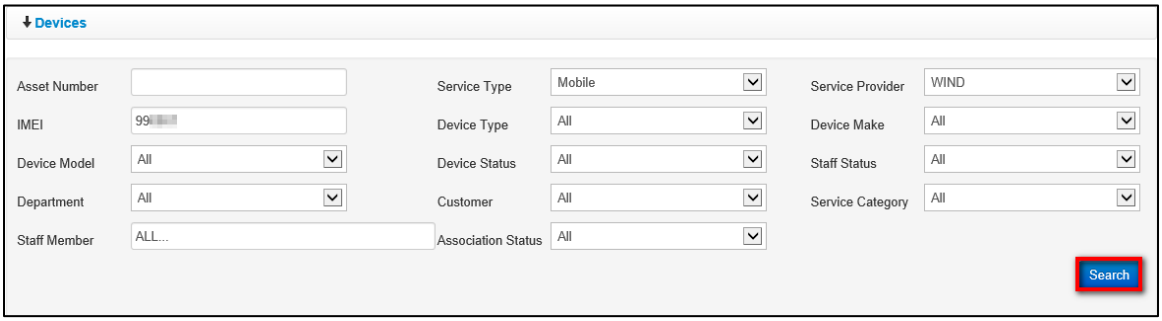


*The **Devices** page is displayed.* On this page, the TBU Read Only Administrator can carry out the following actions:

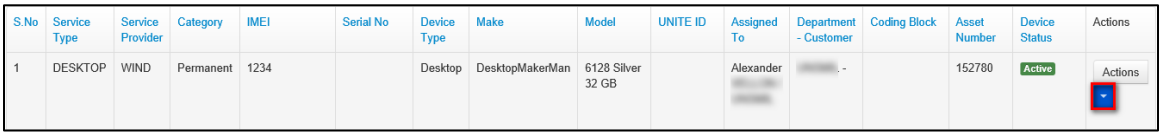
- View device details
- View device issuance logs

View Device Details

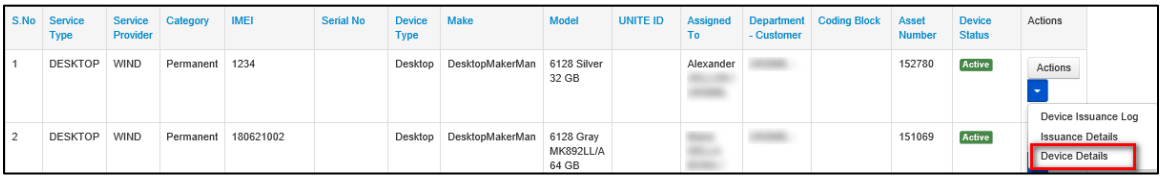
1. Search for the asset whose details are to be viewed; enter search criteria in the filters on the **Devices** screen and click the **Search** button.



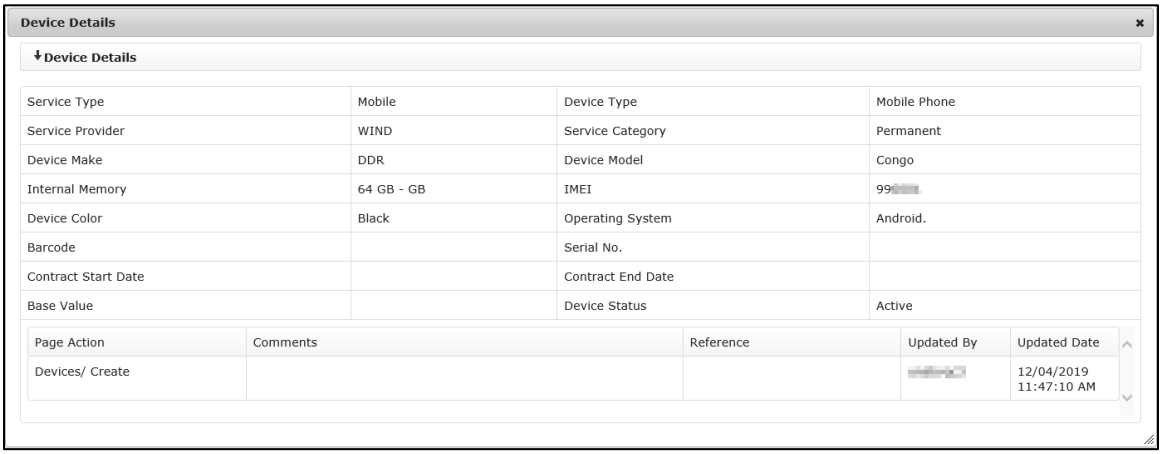
2. *The asset is displayed.* Click the icon (under the **Actions** column) on the asset that has details you want to view.



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

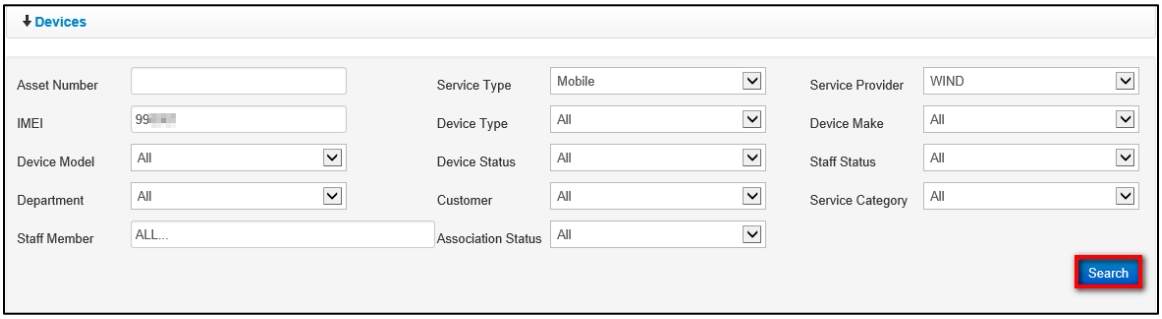


4. *The **Device Details** popup dialog box is displayed showing details of the selected asset.*

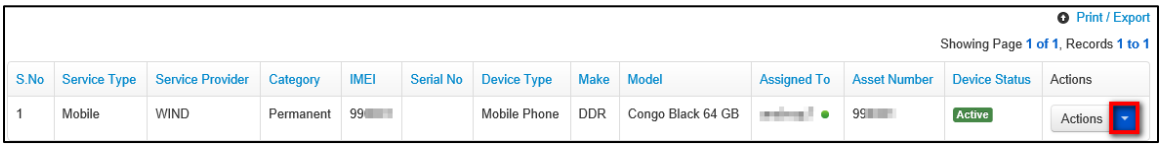


View Device Issuance Logs

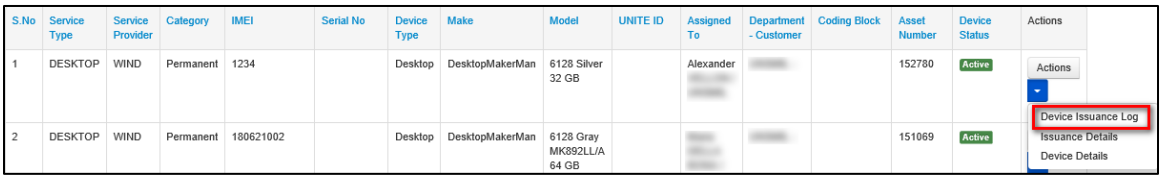
1. Search for the asset for which an asset issuance log is to be viewed; enter search criteria in the filters on the **Device** screen and click the **Search** button.



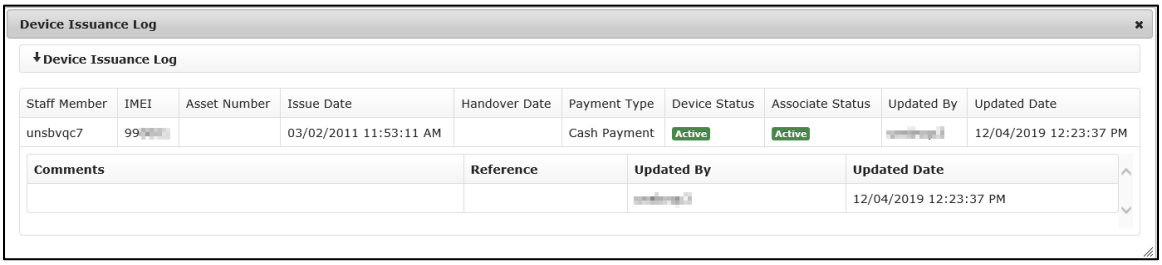
2. *The device is displayed.* Click the icon (under the **Actions** column) on the device that has device issuance log you want to view.



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



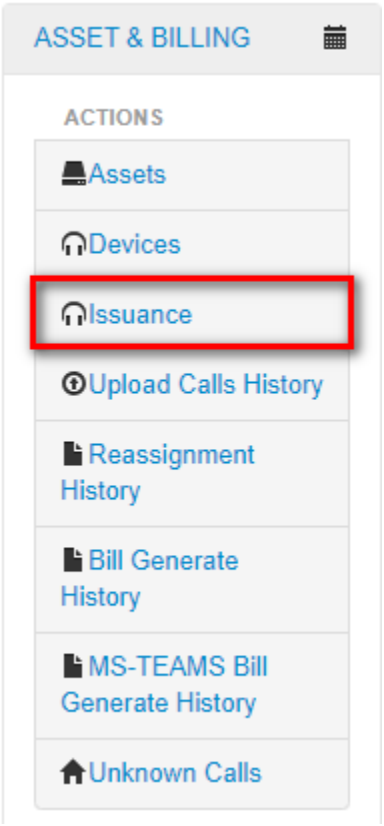
4. *The **Device Issuance Log** for the selected device is displayed.*



Issuance

This section allows the TBU Read Only Administrator to view issuance details.

To view details of Issuance devices, click the **Issuance** link under the **Asset & Billing** menu.

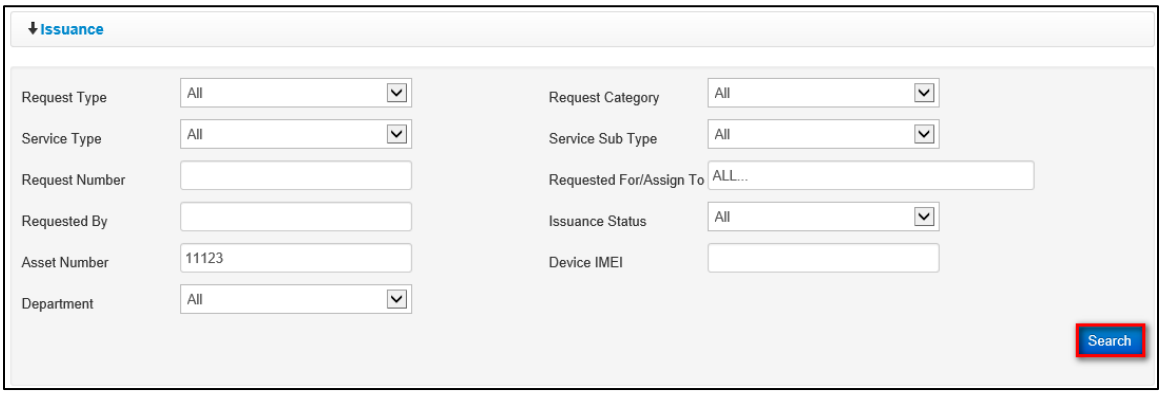


The **Issuance** page is displayed. On this page, the TBU Read Only Administrator can carry out the following actions:

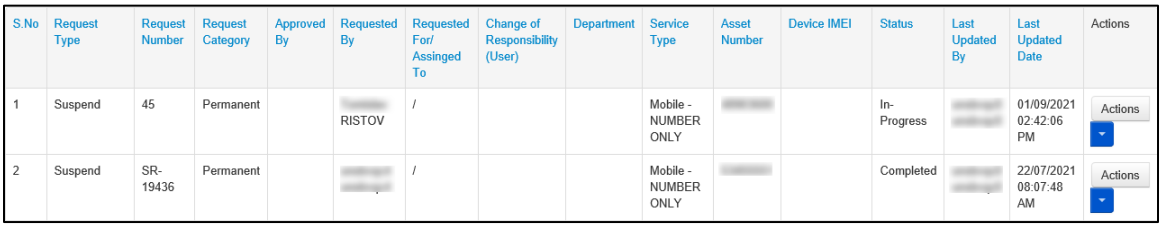
- Search for Issuance
- View Issuance details

Search for Issuance

1. Search for the Issuance whose details are to be viewed; enter search criteria in the filters and click **Search** button.



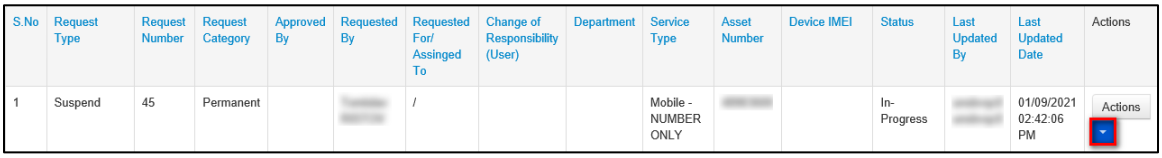
2. The system displays the Issuance searched for.



S.No	Request Type	Request Number	Request Category	Approved By	Requested By	Requested For/ Assigned To	Change of Responsibility (User)	Department	Service Type	Asset Number	Device IMEI	Status	Last Updated By	Last Updated Date	Actions
1	Suspend	45	Permanent		RISTOV	/			Mobile - NUMBER ONLY			In-Progress		01/09/2021 02:42:06 PM	Actions
2	Suspend	SR-19436	Permanent			/			Mobile - NUMBER ONLY			Completed		22/07/2021 08:07:48 AM	Actions

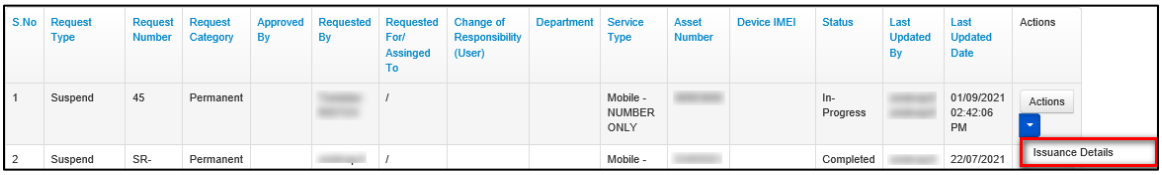
View Issuance Details

1. Click the icon (under the Actions column).



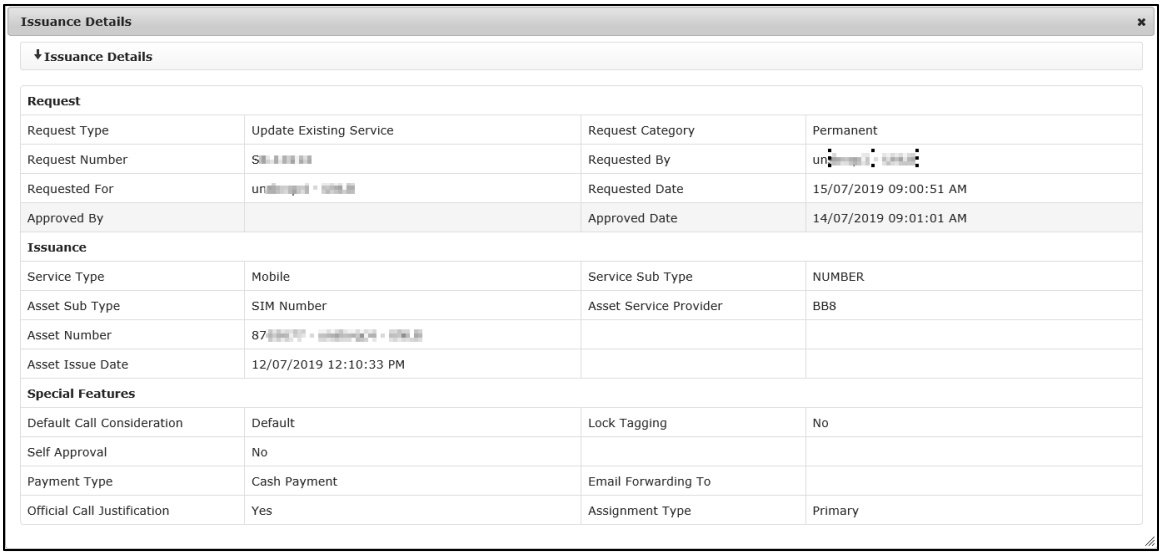
S.No	Request Type	Request Number	Request Category	Approved By	Requested By	Requested For/ Assigned To	Change of Responsibility (User)	Department	Service Type	Asset Number	Device IMEI	Status	Last Updated By	Last Updated Date	Actions
1	Suspend	45	Permanent			/			Mobile - NUMBER ONLY			In-Progress		01/09/2021 02:42:06 PM	Actions

2. A popup menu is displayed. Click **Issuance Details**.



S.No	Request Type	Request Number	Request Category	Approved By	Requested By	Requested For/ Assigned To	Change of Responsibility (User)	Department	Service Type	Asset Number	Device IMEI	Status	Last Updated By	Last Updated Date	Actions
1	Suspend	45	Permanent			/			Mobile - NUMBER ONLY			In-Progress		01/09/2021 02:42:06 PM	Actions
2	Suspend	SR-	Permanent			/			Mobile -			Completed		22/07/2021	Issuance Details

3. The Issuance Details are displayed.



Issuance Details

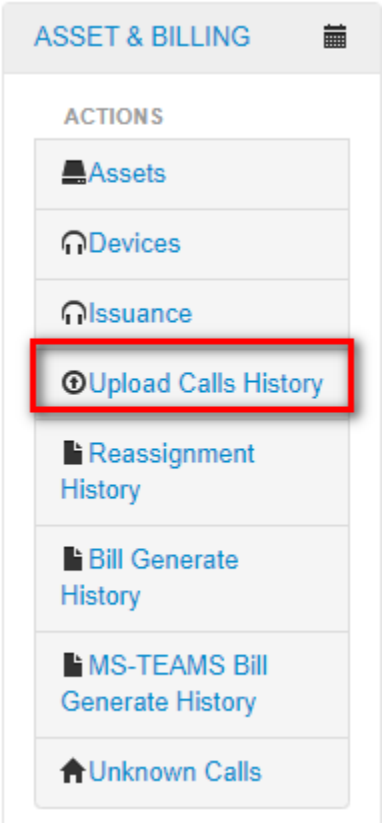
Issuance Details

Request			
Request Type	Update Existing Service	Request Category	Permanent
Request Number	S	Requested By	un
Requested For	un	Requested Date	15/07/2019 09:00:51 AM
Approved By		Approved Date	14/07/2019 09:01:01 AM
Issuance			
Service Type	Mobile	Service Sub Type	NUMBER
Asset Sub Type	SIM Number	Asset Service Provider	BB8
Asset Number	87		
Asset Issue Date	12/07/2019 12:10:33 PM		
Special Features			
Default Call Consideration	Default	Lock Tagging	No
Self Approval	No		
Payment Type	Cash Payment	Email Forwarding To	
Official Call Justification	Yes	Assignment Type	Primary

Upload Calls History

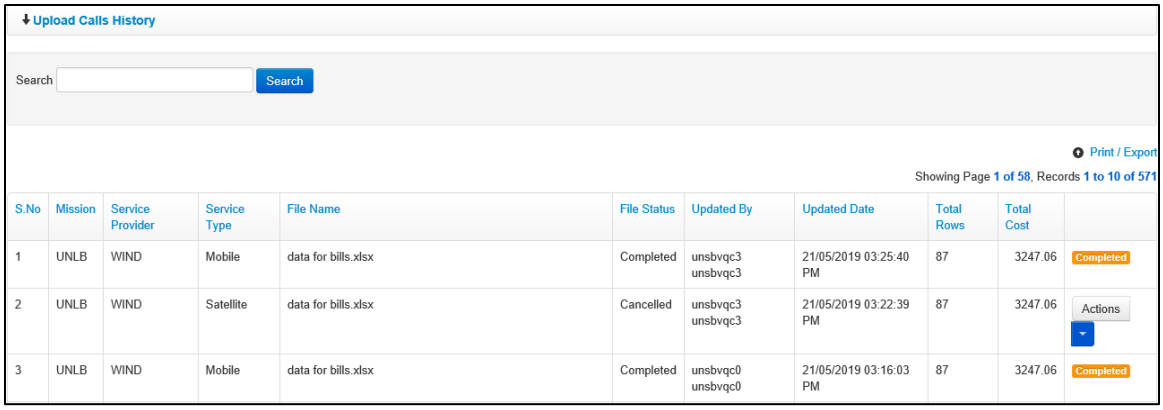
This section allows a TBU Read Only Administrator to view bills that have been successfully uploaded as well as error reports for uploaded calls.

To view upload call history, click the **Upload Calls History** link under the **Asset & Billing** menu.



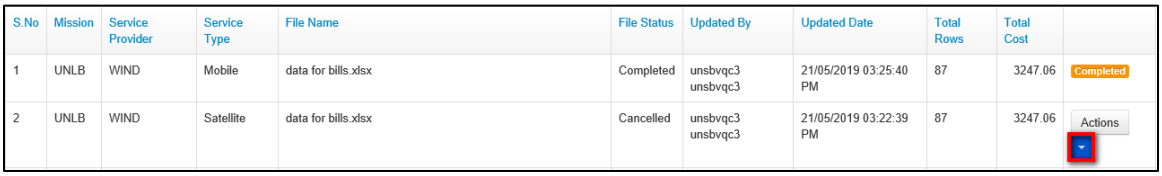
*The **Upload Calls History** page is displayed.* This page has the following features:

- An option to search for uploaded calls.
- A list of all uploaded calls (the most recently uploaded calls are displayed at the top of the list).
- Option to view Samples calls and error report.

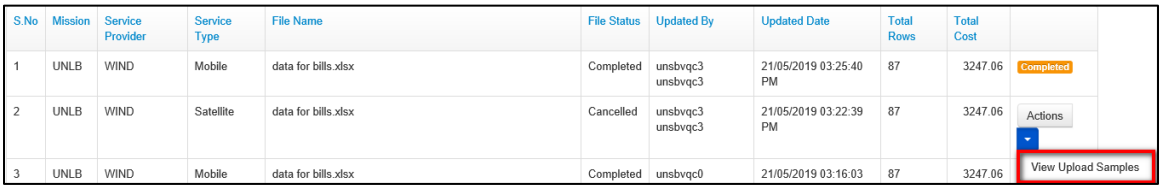


View Upload Samples

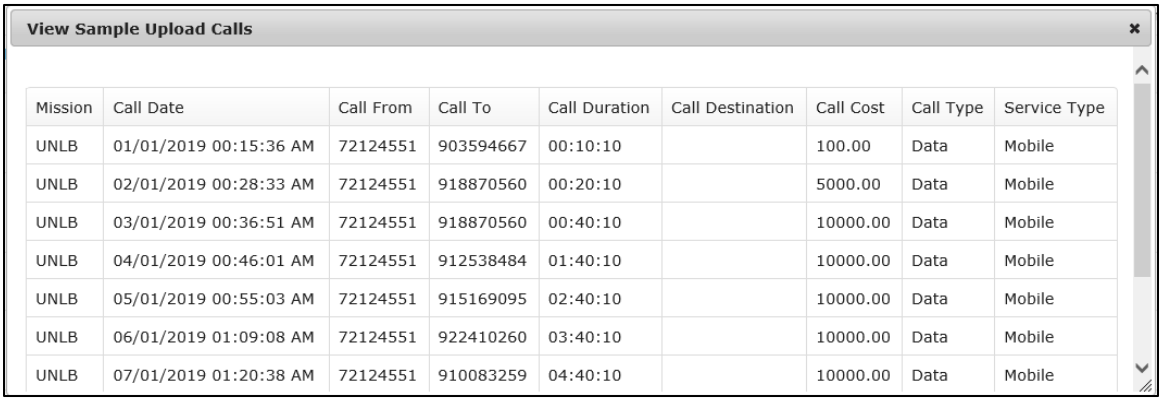
1. Click the icon on the call that has the Actions button.



2. *A popup menu with option to **View Upload Samples** is displayed.* Click the **View Upload Samples** option.

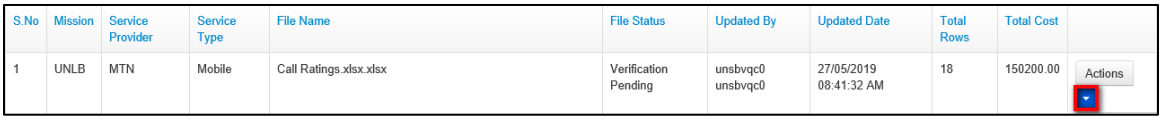


3. *The **Sample Upload Calls** is displayed.*



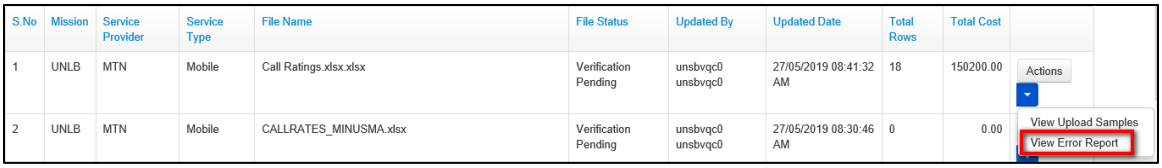
View Error report

1. Click the icon on the call that has the Actions button.



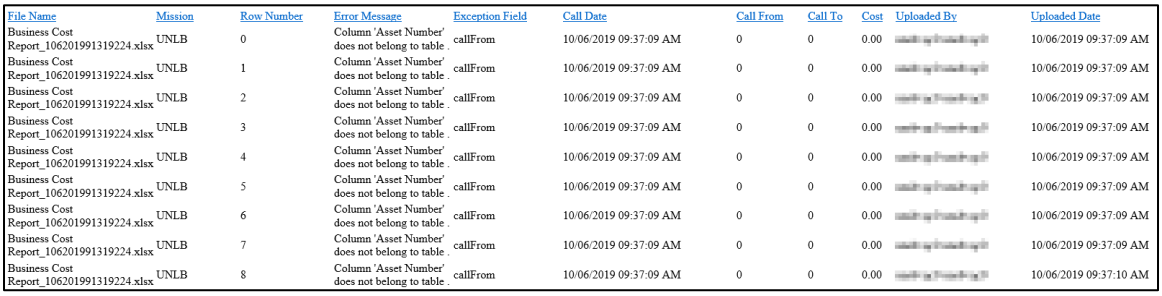
S.No	Mission	Service Provider	Service Type	File Name	File Status	Updated By	Updated Date	Total Rows	Total Cost	
1	UNLB	MTN	Mobile	Call Ratings.xlsx.xlsx	Verification Pending	unsbvqc0 unsbvqc0	27/05/2019 08:41:32 AM	18	150200.00	Actions

2. *A popup menu with option to view Error Report is displayed*. Click the **View Error Report** option.



S.No	Mission	Service Provider	Service Type	File Name	File Status	Updated By	Updated Date	Total Rows	Total Cost	
1	UNLB	MTN	Mobile	Call Ratings.xlsx.xlsx	Verification Pending	unsbvqc0 unsbvqc0	27/05/2019 08:41:32 AM	18	150200.00	Actions
2	UNLB	MTN	Mobile	CALLRATES_MINUSMA.xlsx	Verification Pending	unsbvqc0 unsbvqc0	27/05/2019 08:30:46 AM	0	0.00	View Upload Samples / View Error Report

3. The Error Report is displayed.

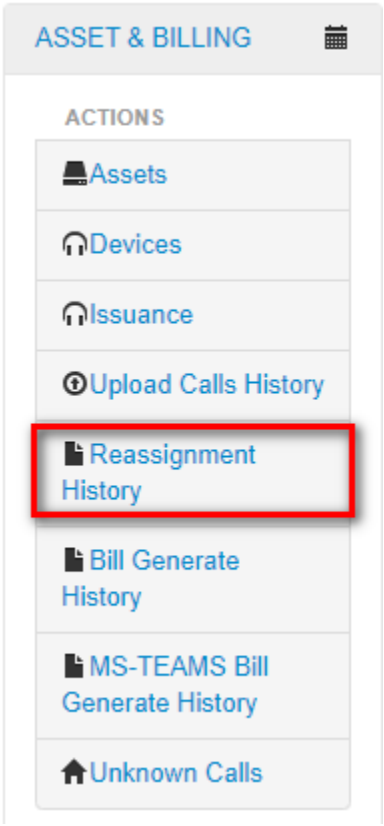


File Name	Mission	Row Number	Error Message	Exception Field	Call Date	Call From	Call To	Cost	Uploaded By	Uploaded Date
Business Cost Report_106201991319224.xlsx	UNLB	0	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:09 AM
Business Cost Report_106201991319224.xlsx	UNLB	1	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:09 AM
Business Cost Report_106201991319224.xlsx	UNLB	2	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:09 AM
Business Cost Report_106201991319224.xlsx	UNLB	3	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:09 AM
Business Cost Report_106201991319224.xlsx	UNLB	4	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:09 AM
Business Cost Report_106201991319224.xlsx	UNLB	5	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:09 AM
Business Cost Report_106201991319224.xlsx	UNLB	6	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:09 AM
Business Cost Report_106201991319224.xlsx	UNLB	7	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:09 AM
Business Cost Report_106201991319224.xlsx	UNLB	8	Column 'Asset Number' does not belong to table .	callFrom	10/06/2019 09:37:09 AM	0	0	0.00	[redacted]	10/06/2019 09:37:10 AM

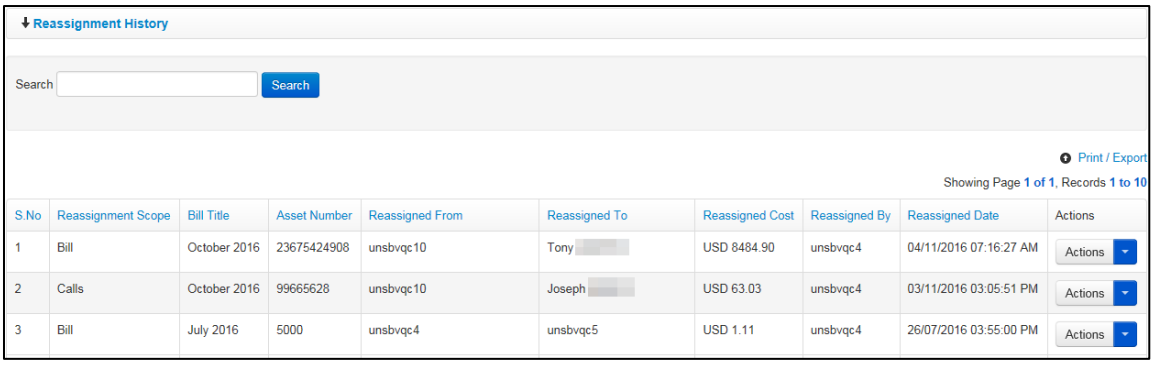
Reassignment History

This section enables the TBU Read Only Administrator to track all reassignments (both calls and bills) carried out in eBilling. From this page, they can also view details of the reassigned calls and bills.

1. To view reassignment history, click the **Reassignment History** link found under the **Asset & Billing** menu.



2. *The **Reassignment History** screen is displayed.* The screen has the following features:
    - An option to search for a reassigned item.
    - A list of all reassigned items (both calls and bills). The list different columns that show all details of the reassignment. The most recently reassigned item is displayed at the top of the list.
    - An option to view detailed calls for each reassigned item.



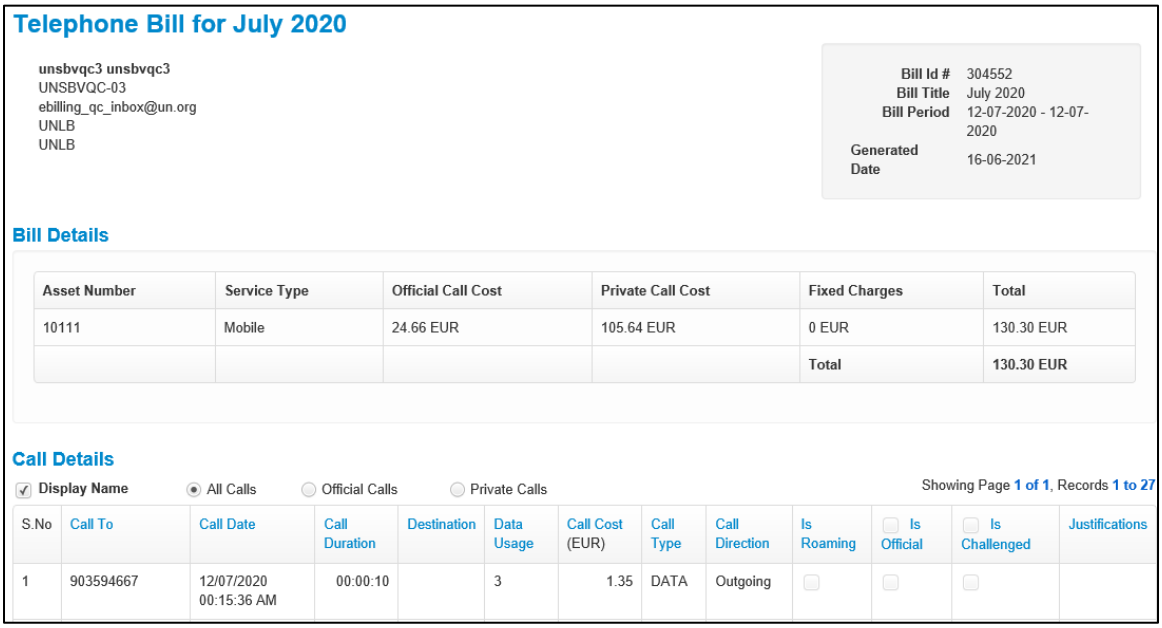
3. To view call details of a reassigned item, click the icon (found under the **Actions** column) on the reassigned item.

S.No	Reassignment Scope	Bill Title	Asset Number	Reassigned From	Reassigned To	Reassigned Cost	Reassigned By	Reassigned Date	Actions
1	Bill	December 2016	1993721	unsbvqc7 unsbvqc7	unsbvqc3 unsbvqc3	EUR 17.73	unsbvqc3	03/05/2019 12:15:56 PM	Actions

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

S.No	Reassignment Scope	Bill Title	Asset Number	Reassigned From	Reassigned To	Reassigned Cost	Reassigned By	Reassigned Date	Actions
1	Bill	December 2016	1993721	unsbvqc7 unsbvqc7	unsbvqc3 unsbvqc3	EUR 17.73	unsbvqc3	03/05/2019 12:15:56 PM	Actions
2	Bill	December 2016	1993721	Belen MOLINER CARBO	unsbvqc7 unsbvqc7	EUR 17.73	unsbvqc3	26/01/2017 02:43:26 PM	Detailed Calls

5. *Details of the selected reassigned item are displayed.*



Telephone Bill for July 2020

unsbvqc3 unsbvqc3
UNSBVQC-03
ebilling_qc_inbox@un.org
UNLB
UNLB

Bill Id # 304552
Bill Title July 2020
Bill Period 12-07-2020 - 12-07-2020
Generated Date 16-06-2021

Bill Details

Asset Number	Service Type	Official Call Cost	Private Call Cost	Fixed Charges	Total
10111	Mobile	24.66 EUR	105.64 EUR	0 EUR	130.30 EUR
				Total	**130.30 EUR**

Call Details

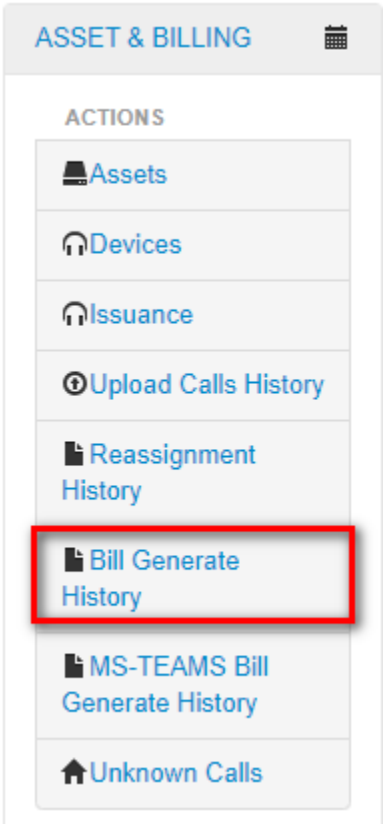
Display Name | All Calls | Official Calls | Private Calls — Showing Page 1 of 1, Records 1 to 27

S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	Is Official	Is Challenged	Justifications
1	903594667	12/07/2020 00:15:36 AM	00:00:10		3	1.35	DATA	Outgoing				

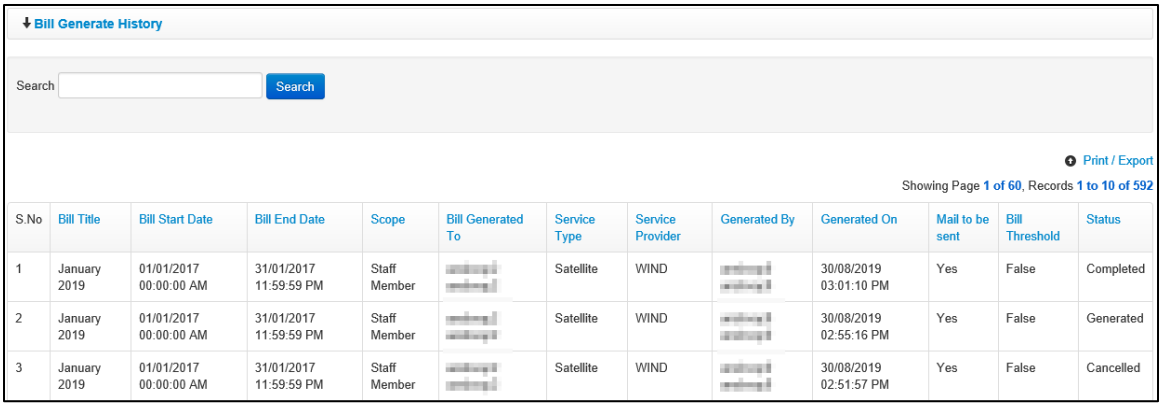
Bill Generate History

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

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 Administrator to search for a bill as well as a list of recently generated bills.

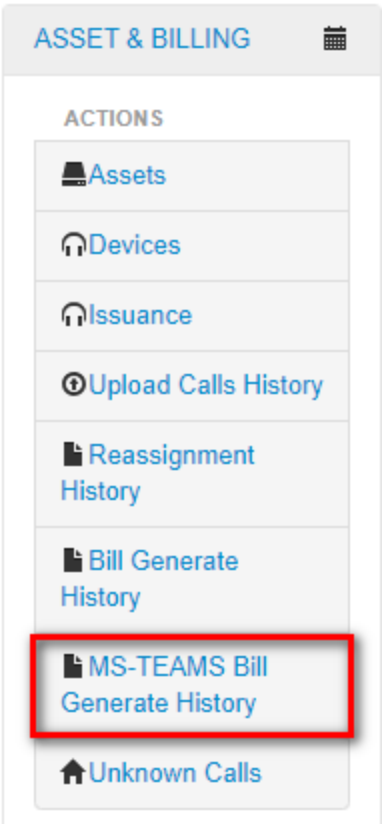


S.No	Bill Title	Bill Start Date	Bill End Date	Scope	Bill Generated To	Service Type	Service Provider	Generated By	Generated On	Mail to be sent	Bill Threshold	Status
1	January 2019	01/01/2017 00:00:00 AM	31/01/2017 11:59:59 PM	Staff Member	[redacted]	Satellite	WIND	[redacted]	30/08/2019 03:01:10 PM	Yes	False	Completed
2	January 2019	01/01/2017 00:00:00 AM	31/01/2017 11:59:59 PM	Staff Member	[redacted]	Satellite	WIND	[redacted]	30/08/2019 02:55:16 PM	Yes	False	Generated
3	January 2019	01/01/2017 00:00:00 AM	31/01/2017 11:59:59 PM	Staff Member	[redacted]	Satellite	WIND	[redacted]	30/08/2019 02:51:57 PM	Yes	False	Cancelled

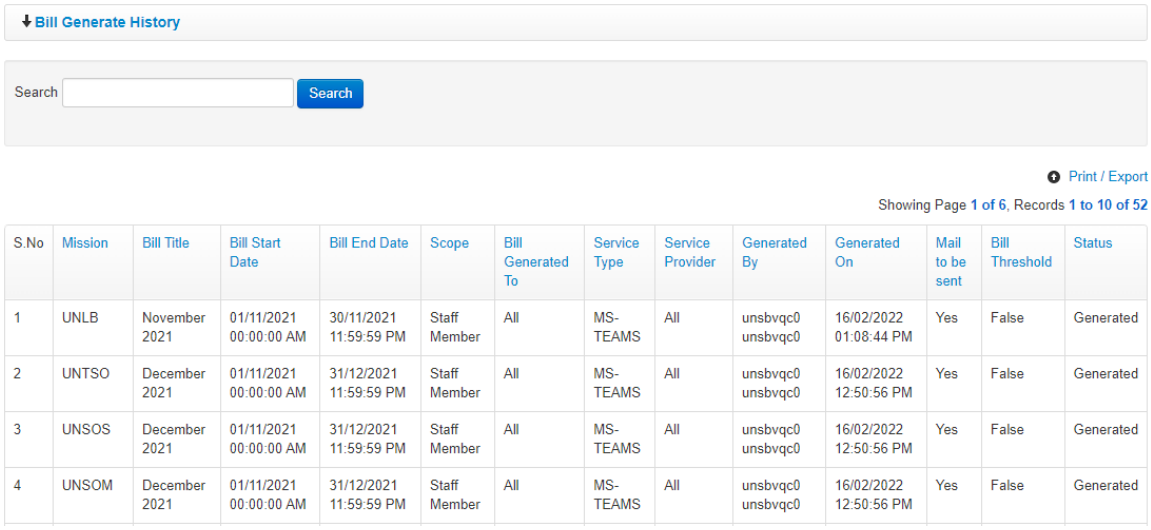
MS-TEAMS Bill Generate History

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.

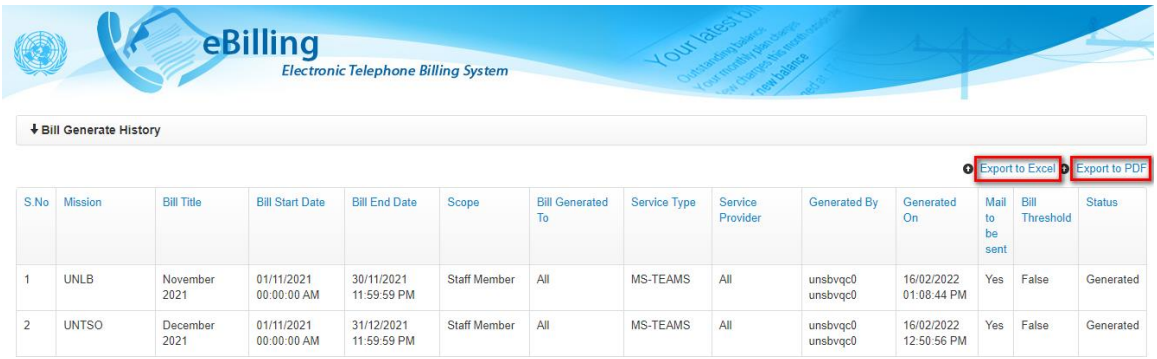


*The **Bill Generate History** screen is displayed.* It has an option for the Mission Administrator to search for a bill as well as a list of recently generated bills.



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	All	unsbvqc0 unsbvqc0	16/02/2022 01:08:44 PM	Yes	False	Generated
2	UNTSO	December 2021	01/11/2021 00:00:00 AM	31/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsbvqc0 unsbvqc0	16/02/2022 12:50:56 PM	Yes	False	Generated
3	UNSOS	December 2021	01/11/2021 00:00:00 AM	31/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsbvqc0 unsbvqc0	16/02/2022 12:50:56 PM	Yes	False	Generated
4	UNSOM	December 2021	01/11/2021 00:00:00 AM	31/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsbvqc0 unsbvqc0	16/02/2022 12:50:56 PM	Yes	False	Generated

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



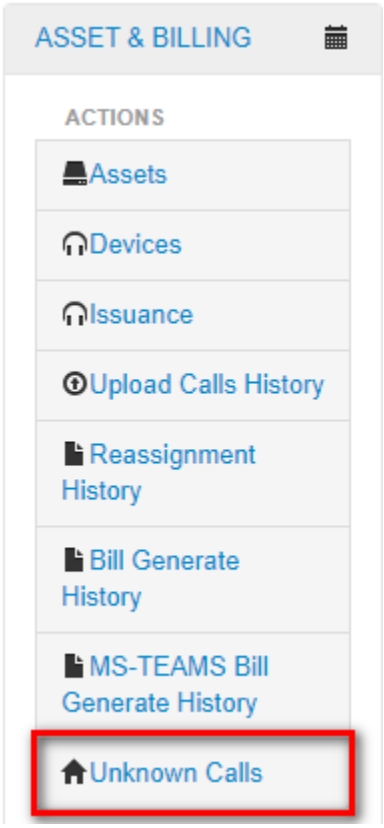
S.No	Mission	Bill Title	Bill Start Date	Bill End Date	Scope	Bill Generated To	Service Type	Service Provider	Generated By	Generated On	Mail to be sent	Bill Threshold	Status
1	UNLB	November 2021	01/11/2021 00:00:00 AM	30/11/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsbvqc0 unsbvqc0	16/02/2022 01:08:44 PM	Yes	False	Generated
2	UNTSO	December 2021	01/11/2021 00:00:00 AM	31/12/2021 11:59:59 PM	Staff Member	All	MS-TEAMS	All	unsbvqc0 unsbvqc0	16/02/2022 12:50:56 PM	Yes	False	Generated

Unknown Calls

This section enables a TBU Read Only Administrator to view 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.

View Unknown Calls

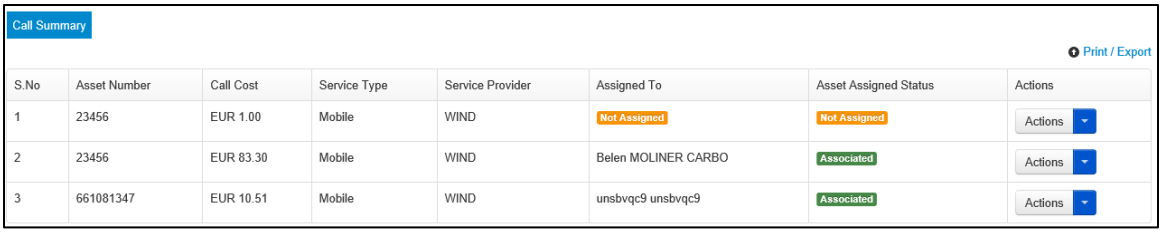
1. To view unknown calls, click the **Unknown Calls** link found under the **Asset & Billing** menu.



2. *The **Unknown Calls** page is displayed.* Enter search criteria in the fields displayed:
    - **Service Type**: select service type for which you want to see unknown calls
    - **Service Provider**: select service provider
    - **Start Date** & **End Date**: select start and end date for the unknown calls you want to view

    Click the **List Calls** button.

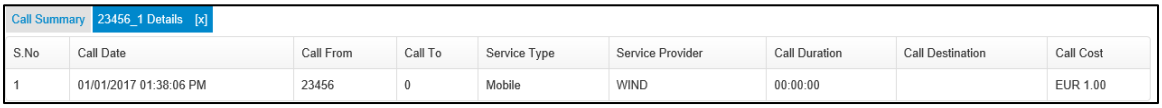
A call summary of unknown calls that match search criteria entered is displayed.



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

4. *A dropdown 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.*

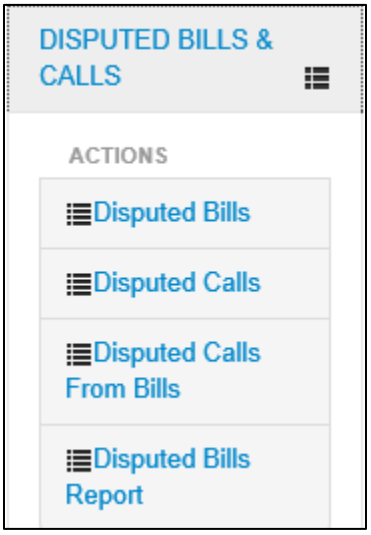


DISPUTED BILLS & CALLS Menu

The DISPUTED BILLS & CALLS menu has links that enable a TBU Read Only Administrator to view disputed calls and bills, activities that can be carried out under this menu include:

- Disputed Bills
- Disputed Calls
- Disputed Calls From Bills
- Disputed Bills Report

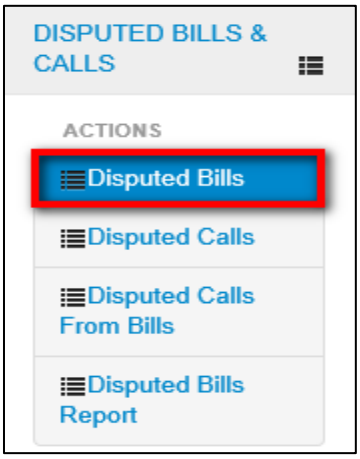
Click on **DISPUTED BILLS & CALLS** to view options / actions under the **DISPUTED BILLS & CALLS** menu. (actions under this menu can also be hidden or displayed by clicking on **DISPUTED BILLS & CALLS**).



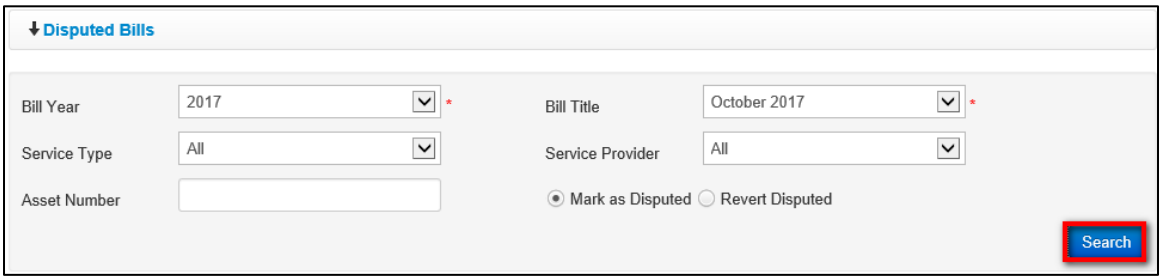
Disputed Bills

This section allows a TBU Read Only Administrator to search for and view disputed bills.

1. To search for disputed bills, click the **Disputed Bills** link found under the **DISPUTED BILLS & CALLS** menu.



2. The Disputed Bills page is displayed. When appropriate search filters have been selected, click the **Search** button.



Note: When the option Mark as Disputed is selected will display bills that can be marked as Disputed.

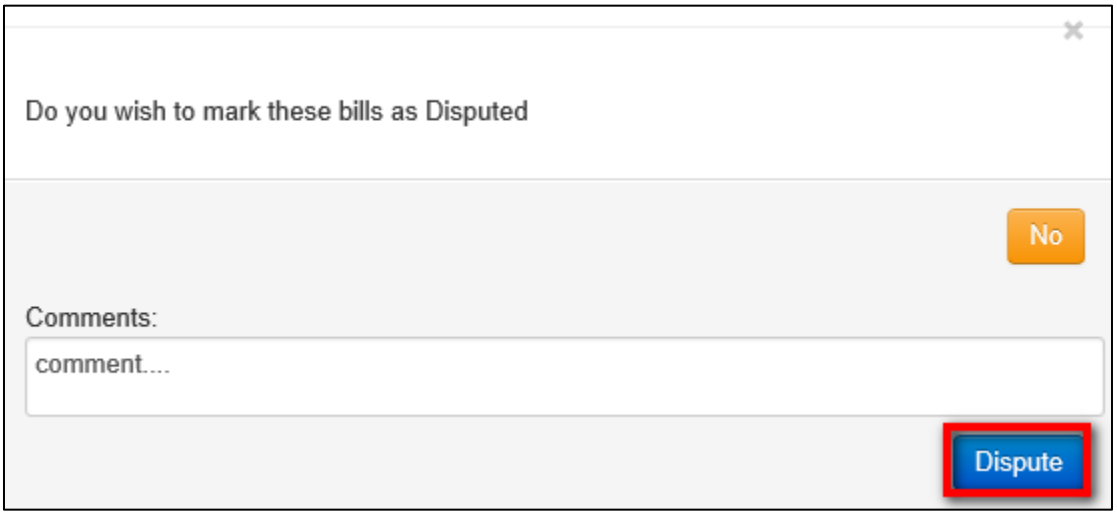
S.No	Bill Title	Staff Member	Asset Number	Staff Category	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status
1	October 2017	unsbvqc10	99334683	I - International Staff on Mission Assignment	DESKTOP / Cilcode	WIND	USD 157.38	USD 34.76	USD 0.00	USD 192.14	Closed
2	October 2017	unsbvqc10	2007	I - International Staff on Mission Assignment	DESKTOP / Cilcode	WIND	EUR 311.14	EUR 0.00	EUR 0.00	EUR 311.14	Closed
3	October 2017	unsbvqc10	90074356	I - International Staff on Mission Assignment	Mobile	Airtel	USD 13.02	USD 0.00	USD 0.00	USD 13.02	Closed
4	October 2017	unsbvqc10	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	Reopened

3. User can select the bill(s) that have been marked as disputed and click **Dispute** button.

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	October 2017	unsbvqc10	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	Reopened

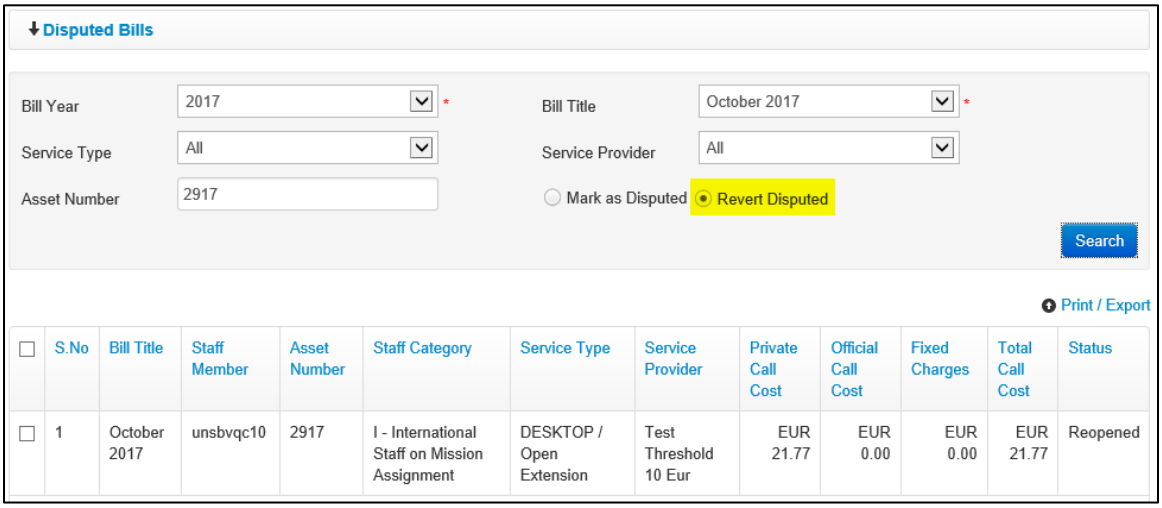
4. Confirm to mark the bill as disputed.

5. On confirming enter comments and click **Dispute** button.

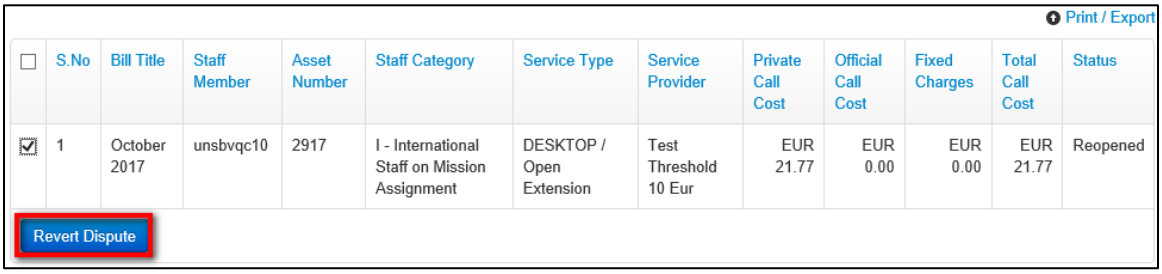


The bill is removed from the list of marked as disputed.

6. When the option **Revert Disputed** is selected the bills that have been marked as Disputed are displayed.

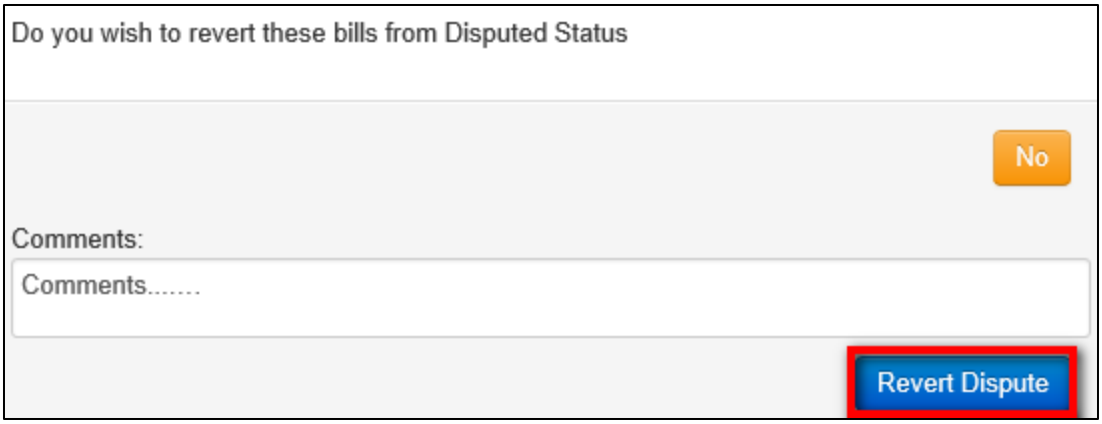


7. User can select the bill(s) that have been reverted from disputed status and click on **Revert Dispute** button.



8. Confirm to revert the bill from disputed status.

9. On confirming enter comments and click **Revert Dispute** button.



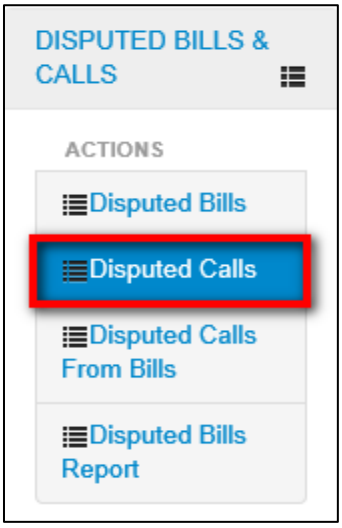
The bill is removed from the list of bills that require to be reverted.

.

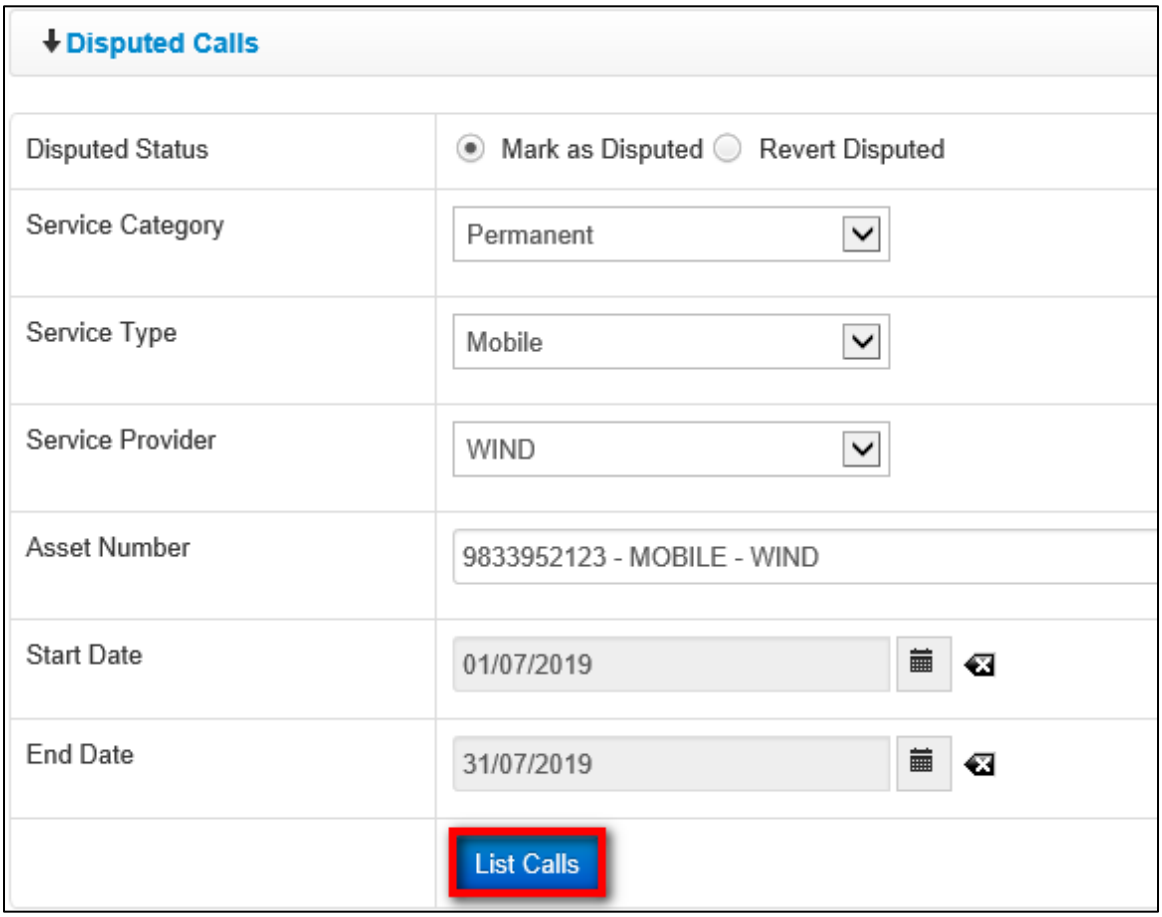
Disputed Calls

This section allows a TBU Read Only Administrator to search for and view disputed calls.

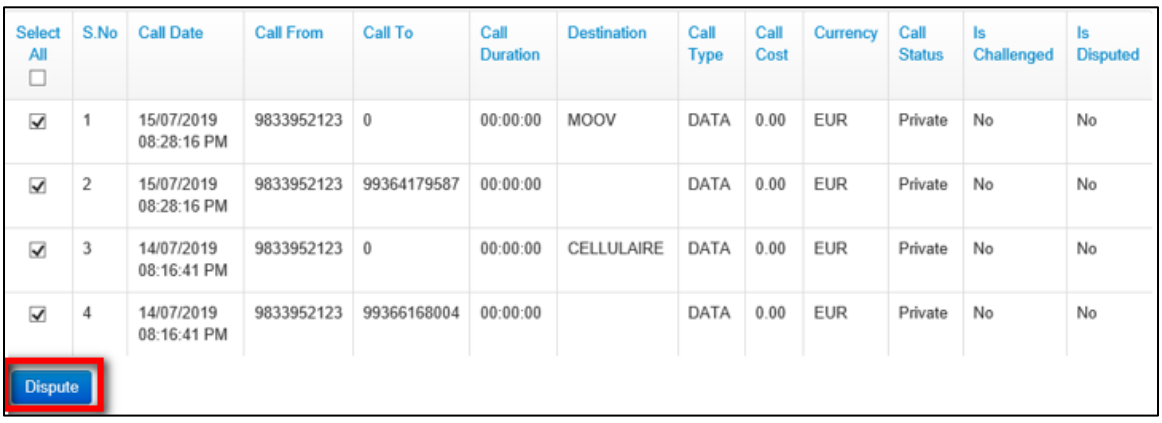
1. To search for disputed calls, click the **Disputed Calls** link found under the **DISPUTED BILLS & CALLS** menu.



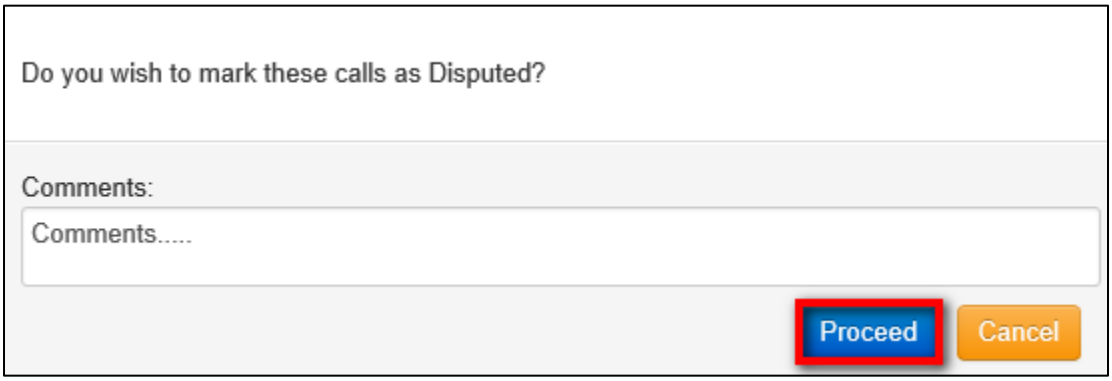
2. *The Disputed Calls page is displayed*. When appropriate search filters have been selected, click the **List Calls** button.



3. *The Disputed calls list is displayed*. User can select calls marked as disputed and click **Dispute** button.



4. User can enter comments and click **Proceed** button.



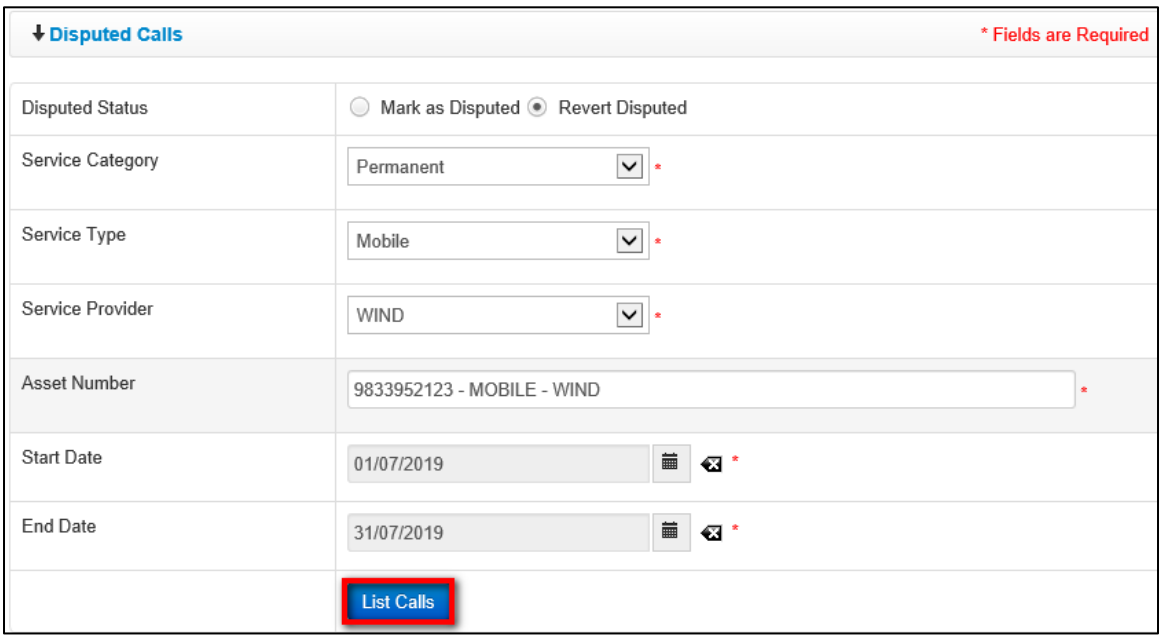
The calls are removed from the list of calls marked as disputed.

Revert Disputed Calls

To revert disputed calls follow the steps below:

1. Mark the **Revert Disputed** option.

2. When appropriate search filters have been selected, click the **List Calls** button.



3. *The Disputed calls list is displayed*. User can select calls marked as disputed and click **Revert Dispute** button.

Select All	S.No	Call Date	Call From	Call To	Call Duration	Destination	Call Type	Call Cost	Currency	Call Status	Is Challenged	Is Disputed
☑	1	17/07/2019 10:57:00 PM	9833952123	0	00:13:00	ENVOI SMS OF	VOICE	45.90	EUR	Private	No	Yes
☑	2	16/07/2019 09:07:26 PM	9833952123	0	00:00:00	SMS INTERNAT	DATA	0.16	EUR	Private	No	Yes
☑	3	15/07/2019 08:28:16 PM	9833952123	0	00:00:00	MOOV	DATA	0.00	EUR	Private	No	Yes
☑	4	15/07/2019 08:28:16 PM	9833952123	99364179587	00:00:00		DATA	0.00	EUR	Private	No	Yes
☑	5	14/07/2019 08:16:41 PM	9833952123	0	00:00:00	CELLULAIRE	DATA	0.00	EUR	Private	No	Yes
☐	6	14/07/2019 08:16:41 PM	9833952123	99366168004	00:00:00		DATA	0.00	EUR	Private	No	Yes
☐	7	12/07/2019 01:35:58 PM	9833952123	0	00:00:00	ORANGE	DATA	0.01	EUR	Private	No	Yes
☐	8	06/07/2019 05:58:33 PM	9833952123	75617225	00:00:00	ENVOI SMS ON	DATA	0.01	EUR	Private	No	Yes

Revert Dispute

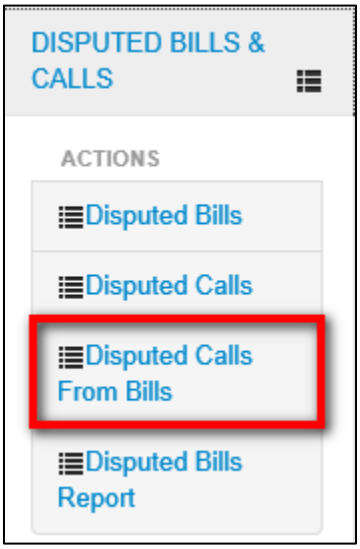
4. User can enter comments and click **Proceed** button.

The calls are removed from the list.

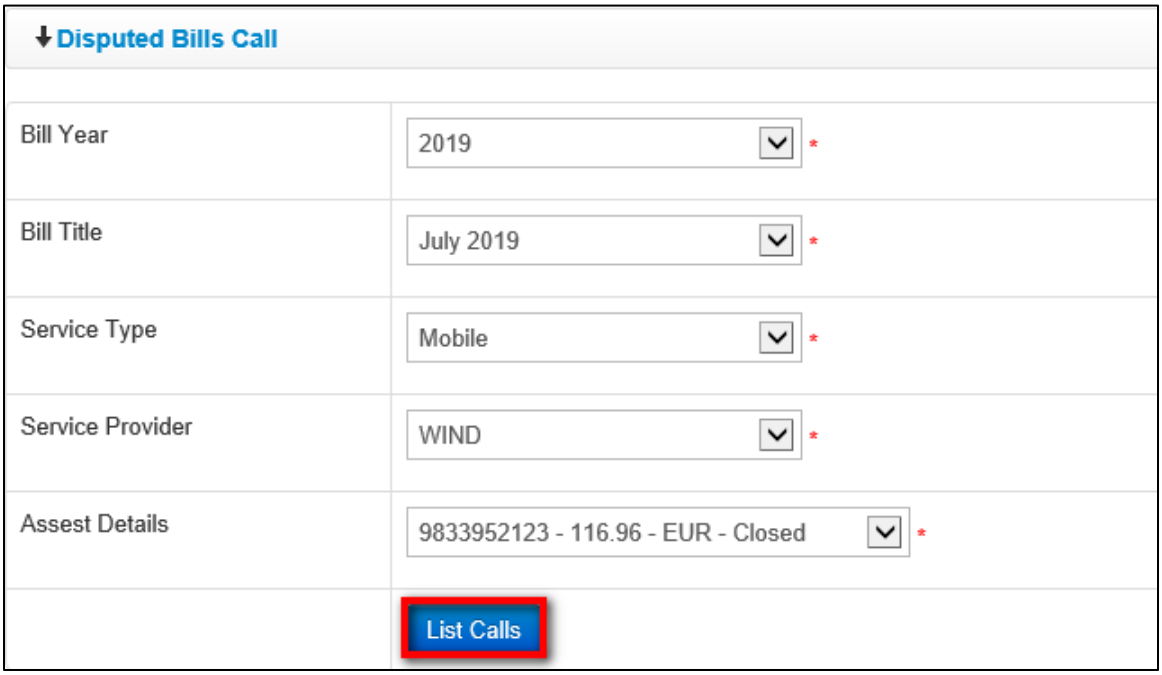
Disputed Calls From Bills

This section allows a TBU Read Only Administrator to search for and view disputed calls from bills.

1. To search for disputed calls from bills, click the **Disputed Calls From Bills** link found under the **DISPUTED BILLS & CALLS** menu.



2. *The Disputed Bills Call page is opened*. When appropriate search filters have been selected, click the **List Calls** button.



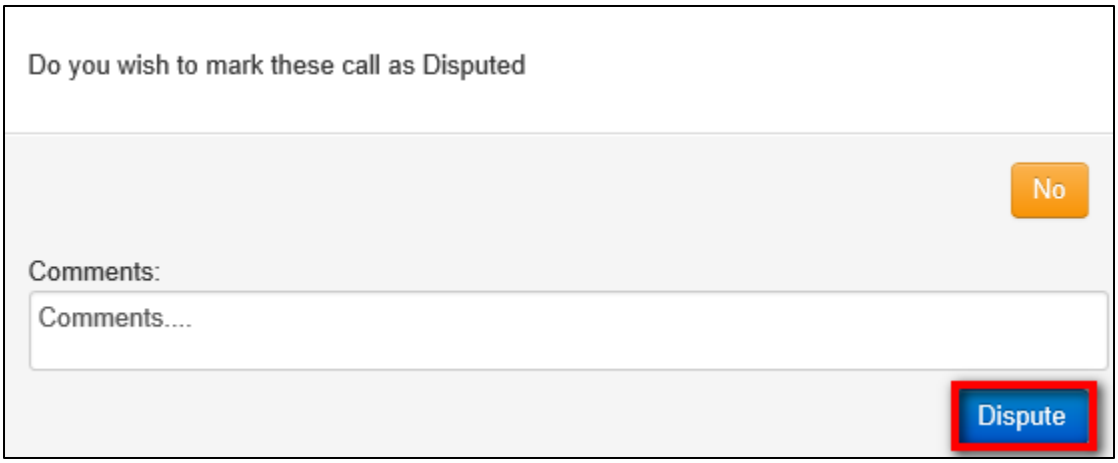
3. *The Disputed calls from bills list is displayed*. User can select calls marked as disputed and click **Dispute** button.

S.No	Call Date	Call From	Call To	Call Duration	Call Destination	Call Cost	Dispute Calls
1	06/07//2019 17:58:33 PM	9833952123	75617225	00:00:00	ENVOI SMS ON	EUR 0.01	☑
2	12/07//2019 13:35:58 PM	9833952123	0	00:00:00	ORANGE	EUR 0.01	☑
3	16/07//2019 21:07:26 PM	9833952123	0	00:00:00	SMS INTERNAT	EUR 0.16	☑
4	17/07//2019 22:57:0 PM	9833952123	0	00:13:00	ENVOI SMS OF	EUR 45.90	☑

Dispute

4. Click Yes to mark the calls as Disputed.

5. On confirming enter comments and click **Dispute** button.

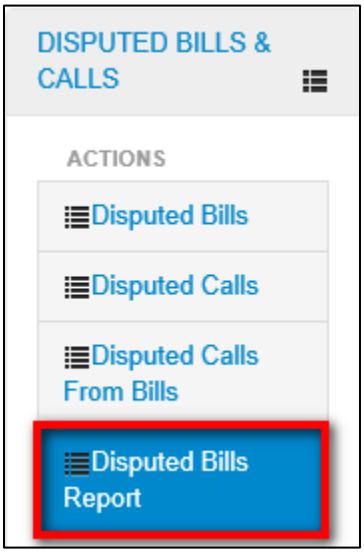


The bills are removed from the list.

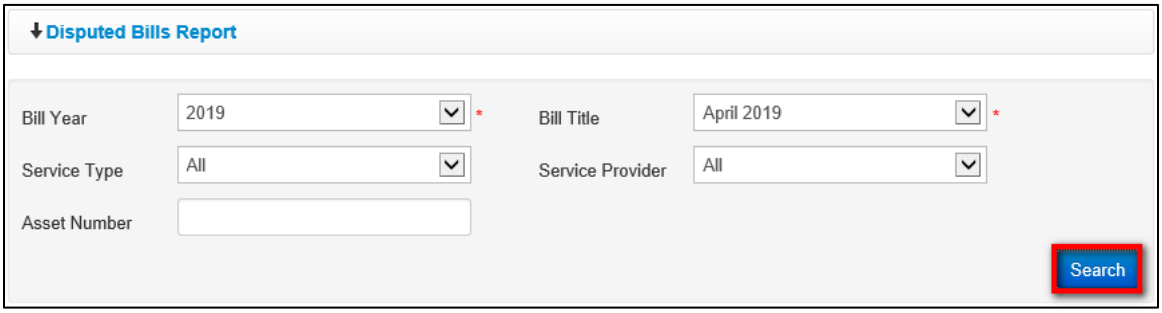
Disputed Bills Report

This section allows a TBU Read Only Administrator to search for and view disputed calls from bills.

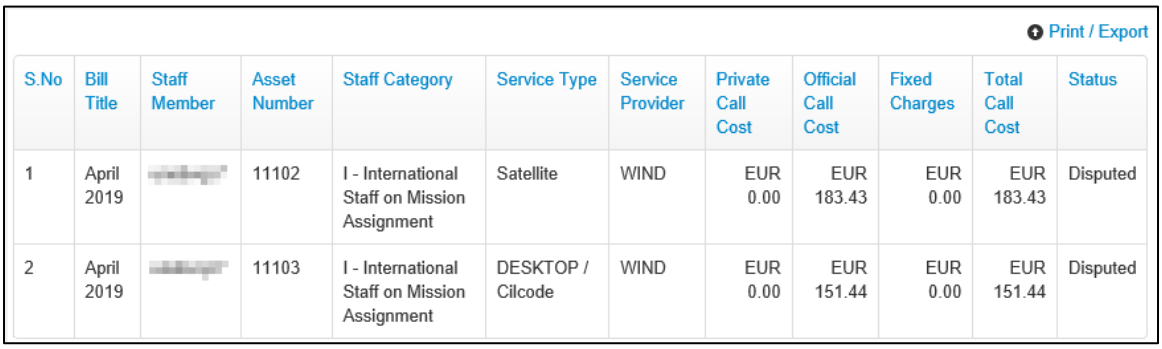
1. To search for disputed calls from bills, click the **Disputed Calls From Bills** link found under the **DISPUTED BILLS & CALLS** menu.



2. The Disputed Bills Report page is opened. When appropriate search filters have been selected, click **Search** button.



3. The Disputed Bills Report is displayed based on the filter criteria entered on step 2 above.

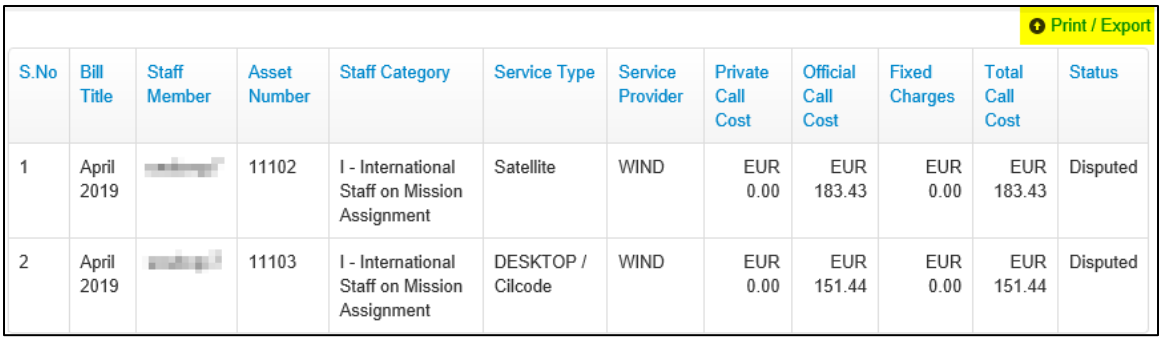


S.No	Bill Title	Staff Member	Asset Number	Staff Category	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status
1	April 2019	[redacted]	11102	I - International Staff on Mission Assignment	Satellite	WIND	EUR 0.00	EUR 183.43	EUR 0.00	EUR 183.43	Disputed
2	April 2019	[redacted]	11103	I - International Staff on Mission Assignment	DESKTOP / Cilcode	WIND	EUR 0.00	EUR 151.44	EUR 0.00	EUR 151.44	Disputed

Print / Export disputed bills report

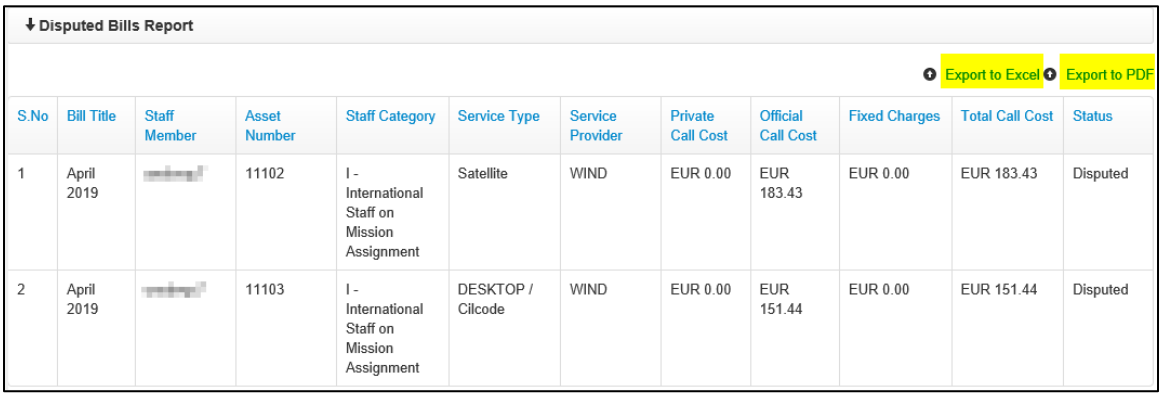
To print or export the disputed bills report follow the steps below.

1. Click on the **Print / Export** link.



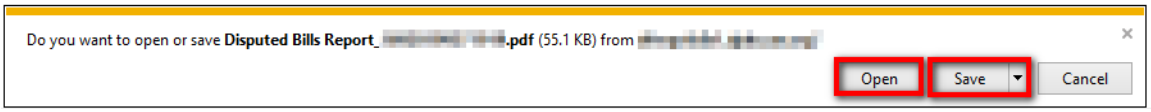
S.No	Bill Title	Staff Member	Asset Number	Staff Category	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status
1	April 2019	[redacted]	11102	I - International Staff on Mission Assignment	Satellite	WIND	EUR 0.00	EUR 183.43	EUR 0.00	EUR 183.43	Disputed
2	April 2019	[redacted]	11103	I - International Staff on Mission Assignment	DESKTOP / Cilcode	WIND	EUR 0.00	EUR 151.44	EUR 0.00	EUR 151.44	Disputed

2. User has the option to **Export to Excel** or **Export to PDF**.



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	April 2019	[redacted]	11102	I - International Staff on Mission Assignment	Satellite	WIND	EUR 0.00	EUR 183.43	EUR 0.00	EUR 183.43	Disputed
2	April 2019	[redacted]	11103	I - International Staff on Mission Assignment	DESKTOP / Cilcode	WIND	EUR 0.00	EUR 151.44	EUR 0.00	EUR 151.44	Disputed

3. Select the preferred option to either open the report or save the report.



If one selects the option save, the user is required to select the location to save the file. If one clicks the Open option, the disputed bills report is opened.

BILL REPORTS Menu

The BILL REPORTS menu has links that enable a TBU Read Only Administrator to do the following:

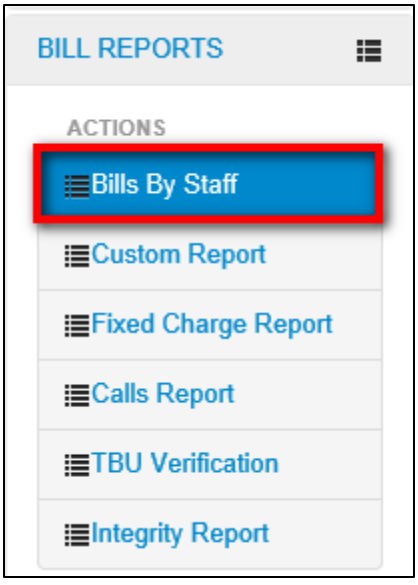
- Searching for and view bills by staff member
- Generate call reports
- Generate integrity reports
- Generate custom reports
- View bills that are pending TBU verification

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

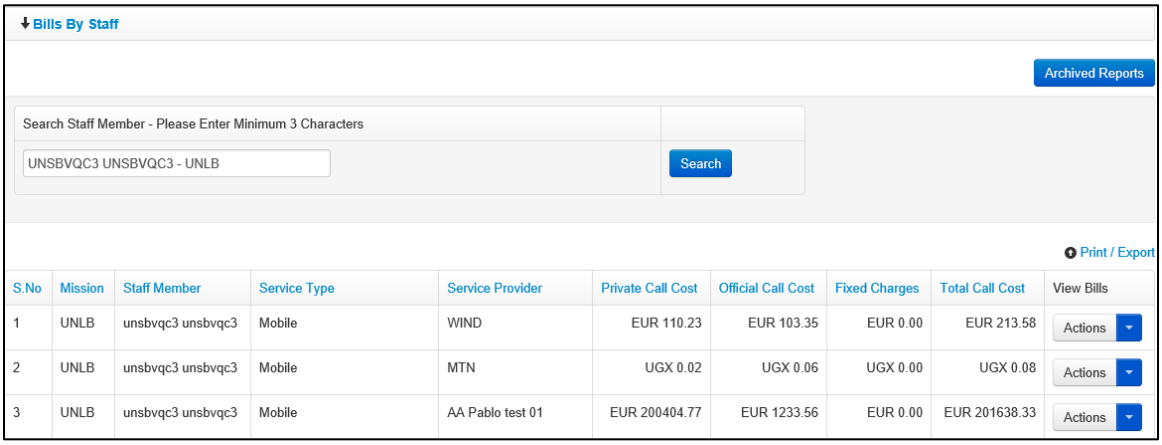
This section allows a TBU Read Only Administrator to search for and view bills of a specific staff member.

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.* 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 then click the **Search** button.

3. *The report 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	unsbvqc3 unsbvqc3	Mobile	WIND	EUR 110.23	EUR 103.35	EUR 0.00	EUR 213.58	Actions
2	UNLB	unsbvqc3 unsbvqc3	Mobile	MTN	UGX 0.02	UGX 0.06	UGX 0.00	UGX 0.08	Actions
3	UNLB	unsbvqc3 unsbvqc3	Mobile	AA Pablo test 01	EUR 200404.77	EUR 1233.56	EUR 0.00	EUR 201638.33	Actions

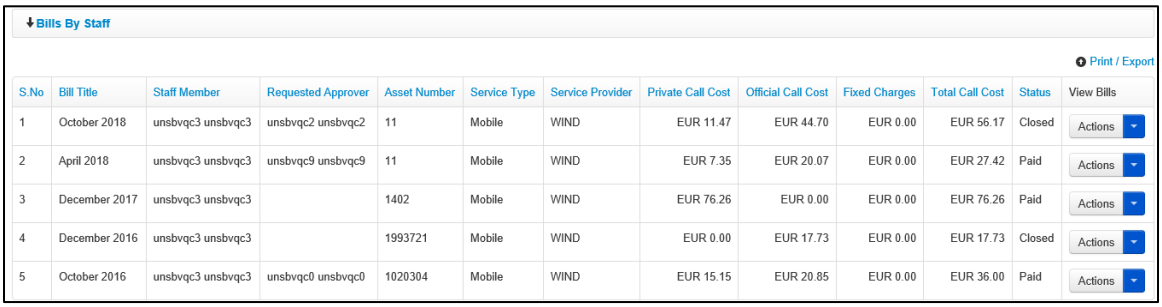
4. To view monthly bills, click the ▾ on the **Actions** button (under the **View Bills** column) on the row of the asset whose monthly bills you want to view.

S.No	Mission	Staff Member	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	View Bills
1	UNLB	unsbvqc3 unsbvqc3	Mobile	WIND	EUR 110.23	EUR 103.35	EUR 0.00	EUR 213.58	Actions

5. *A popup 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	Fixed Charges	Total Call Cost	View Bills
1	UNLB	unsbvqc3 unsbvqc3	Mobile	WIND	EUR 110.23	EUR 103.35	EUR 0.00	EUR 213.58	Actions
2	UNLB	unsbvqc3 unsbvqc3	Mobile	MTN	UGX 0.02	UGX 0.06	UGX 0.00	UGX 0.08	View Detailed Bill

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



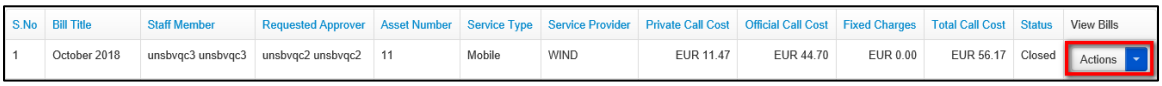
Bills By Staff

Print / Export

S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status	View Bills
1	October 2018	unsbvqc3 unsbvqc3	unsbvqc2 unsbvqc2	11	Mobile	WIND	EUR 11.47	EUR 44.70	EUR 0.00	EUR 56.17	Closed	Actions
2	April 2018	unsbvqc3 unsbvqc3	unsbvqc9 unsbvqc9	11	Mobile	WIND	EUR 7.35	EUR 20.07	EUR 0.00	EUR 27.42	Paid	Actions
3	December 2017	unsbvqc3 unsbvqc3		1402	Mobile	WIND	EUR 76.26	EUR 0.00	EUR 0.00	EUR 76.26	Paid	Actions
4	December 2016	unsbvqc3 unsbvqc3		1993721	Mobile	WIND	EUR 0.00	EUR 17.73	EUR 0.00	EUR 17.73	Closed	Actions
5	October 2016	unsbvqc3 unsbvqc3	unsbvqc0 unsbvqc0	1020304	Mobile	WIND	EUR 15.15	EUR 20.85	EUR 0.00	EUR 36.00	Paid	Actions

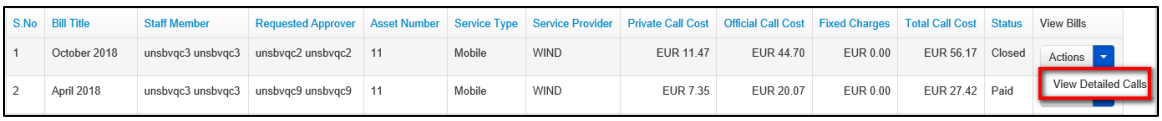
View Detailed Calls

1. To view detailed calls in a bill, click the ▼ on the **Actions** button (under the **View Bills** column) on the row of the bill you want to view.



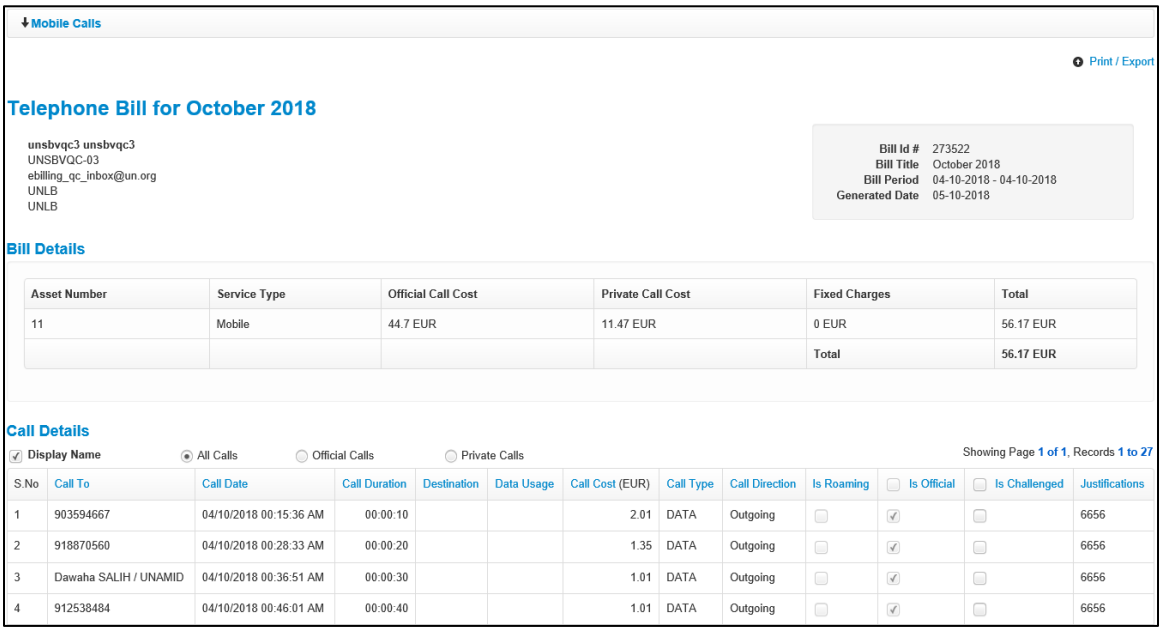
S.No	Bill Title	Staff Member	Requested Approver	Asset Number	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	Status	View Bills
1	October 2018	unsbvqc3 unsbvqc3	unsbvqc2 unsbvqc2	11	Mobile	WIND	EUR 11.47	EUR 44.70	EUR 0.00	EUR 56.17	Closed	Actions

2. *A popup 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	October 2018	unsbvqc3 unsbvqc3	unsbvqc2 unsbvqc2	11	Mobile	WIND	EUR 11.47	EUR 44.70	EUR 0.00	EUR 56.17	Closed	Actions
2	April 2018	unsbvqc3 unsbvqc3	unsbvqc9 unsbvqc9	11	Mobile	WIND	EUR 7.35	EUR 20.07	EUR 0.00	EUR 27.42	Paid	View Detailed Calls

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



Mobile Calls

Print / Export

Telephone Bill for October 2018

unsbvqc3 unsbvqc3
UNSBVQC-03
ebilling_qc_inbox@un.org
UNLB
UNLB

Bill Id # 273522
Bill Title October 2018
Bill Period 04-10-2018 - 04-10-2018
Generated Date 05-10-2018

Bill Details

Asset Number	Service Type	Official Call Cost	Private Call Cost	Fixed Charges	Total
11	Mobile	44.7 EUR	11.47 EUR	0 EUR	56.17 EUR
				Total	**56.17 EUR**

Call Details

Display Name ◉ All Calls ○ Official Calls ○ Private Calls

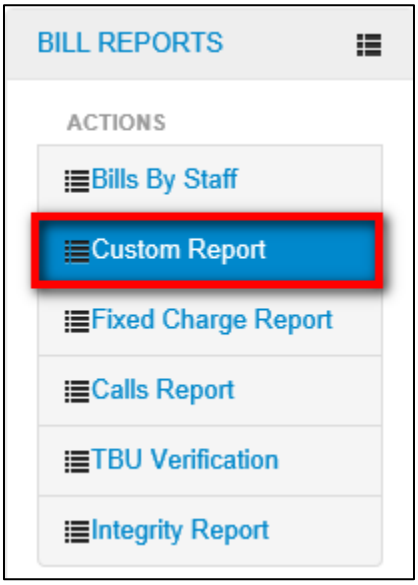
Showing Page 1 of 1, Records 1 to 27

S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	Is Official	Is Challenged	Justifications
1	903594667	04/10/2018 00:15:36 AM	00:00:10			2.01	DATA	Outgoing	☐	☑	☐	6656
2	918870560	04/10/2018 00:28:33 AM	00:00:20			1.35	DATA	Outgoing	☐	☑	☐	6656
3	Dawaha SALIH / UNAMID	04/10/2018 00:36:51 AM	00:00:30			1.01	DATA	Outgoing	☐	☑	☐	6656
4	912538484	04/10/2018 00:46:01 AM	00:00:40			1.01	DATA	Outgoing	☐	☑	☐	6656

Custom Report

This section allows a TBU Read Only Administrator to generate/ run custom reports for staff member telephone bills. The **Custom Report** page has several filters that a TBU Read Only 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.

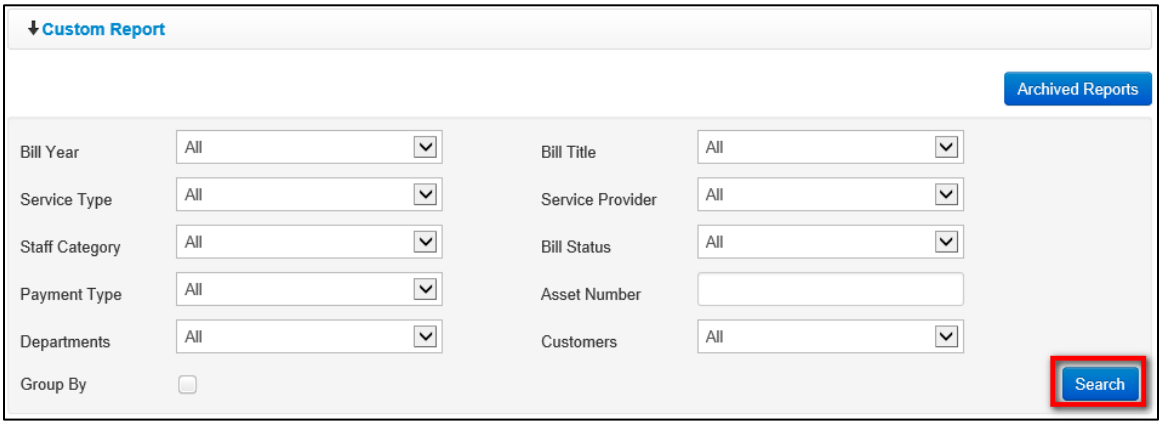


2. *The **Custom Reports** screen is displayed.* The page has several filters; the TBU Read Only Administrator can use any of the filters to generate a custom report:

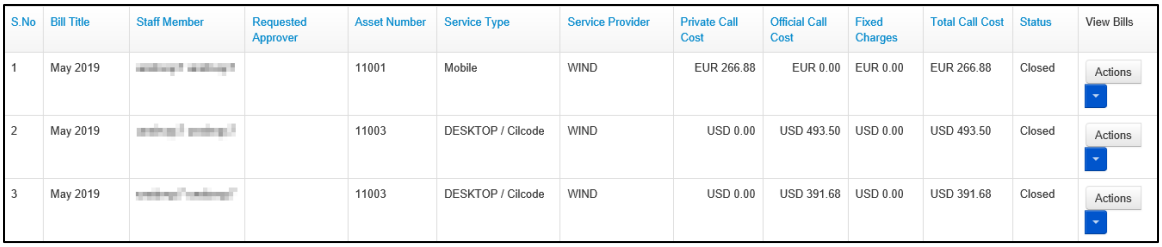
   - **Bill Year**: select year of bills to be included in the custom report
   - **Bill Title**: select month of bills to be included in the custom report
   - **Service Type**: select type of service to be included in the custom report
   - **Service Provider**: select a provider
   - **Staff Category**: 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 department of eBilling users to be included in the report
   - **Customers**: select the customers to be included in the report
   - **Group By**: select checkbox if you want search results to be grouped

NOTE: *You must select a value in the **Asset Type** field before you can select an **Asset Provider**.*

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



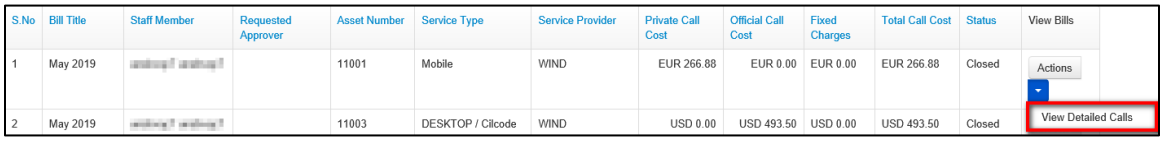
4. Bills that meet criteria used to search are listed.



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	May 2019	[redacted]		11001	Mobile	WIND	EUR 266.88	EUR 0.00	EUR 0.00	EUR 266.88	Closed	Actions
2	May 2019	[redacted]		11003	DESKTOP / Cilcode	WIND	USD 0.00	USD 493.50	USD 0.00	USD 493.50	Closed	Actions
3	May 2019	[redacted]		11003	DESKTOP / Cilcode	WIND	USD 0.00	USD 391.68	USD 0.00	USD 391.68	Closed	Actions

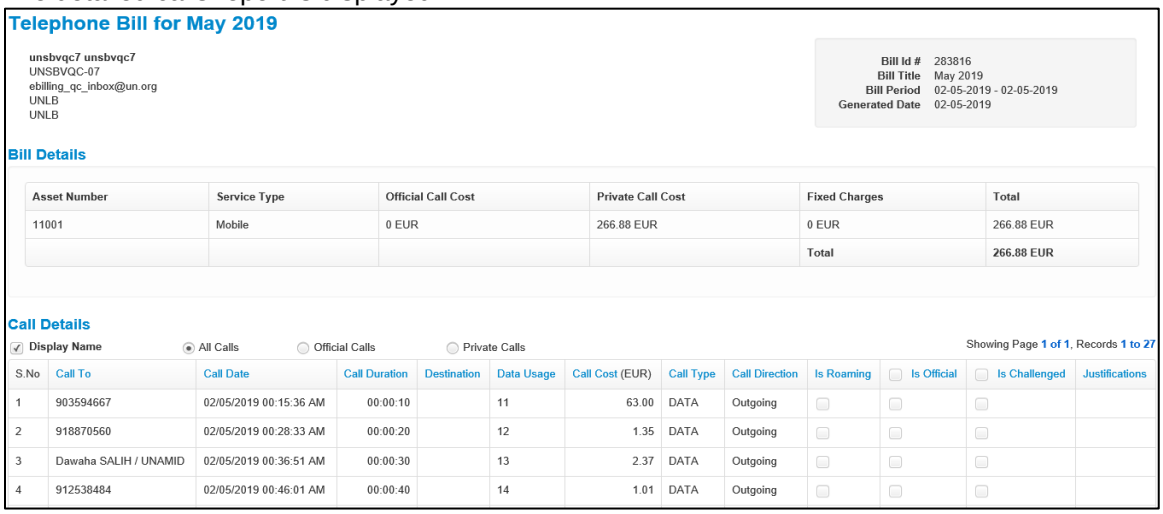
NOTE: *It is possible to view Detailed calls on each of the bills displayed on the report.*

Click the *on the* ***Actions*** *button (under the* ***View Bills*** *column) then select the* ***View Detailed Calls*** *option on the dropdown menu displayed.*



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	May 2019	[redacted]		11001	Mobile	WIND	EUR 266.88	EUR 0.00	EUR 0.00	EUR 266.88	Closed	Actions
2	May 2019	[redacted]		11003	DESKTOP / Cilcode	WIND	USD 0.00	USD 493.50	USD 0.00	USD 493.50	Closed	View Detailed Calls

The detailed calls report is displayed.



Telephone Bill for May 2019

unsbvqc7 unsbvqc7
UNSBVQC-07
ebilling_qc_inbox@un.org
UNLB
UNLB

Bill Id # 283816
Bill Title May 2019
Bill Period 02-05-2019 - 02-05-2019
Generated Date 02-05-2019

Bill Details

Asset Number	Service Type	Official Call Cost	Private Call Cost	Fixed Charges	Total
11001	Mobile	0 EUR	266.88 EUR	0 EUR	266.88 EUR
				Total	266.88 EUR

Call Details

Display Name ◉ All Calls ○ Official Calls ○ Private Calls — Showing Page 1 of 1, Records 1 to 27

S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	Is Official	Is Challenged	Justifications
1	903594667	02/05/2019 00:15:36 AM	00:00:10		11	63.00	DATA	Outgoing				
2	918870560	02/05/2019 00:28:33 AM	00:00:20		12	1.35	DATA	Outgoing				
3	Dawaha SALIH / UNAMID	02/05/2019 00:36:51 AM	00:00:30		13	2.37	DATA	Outgoing				
4	912538484	02/05/2019 00:46:01 AM	00:00:40		14	1.01	DATA	Outgoing				

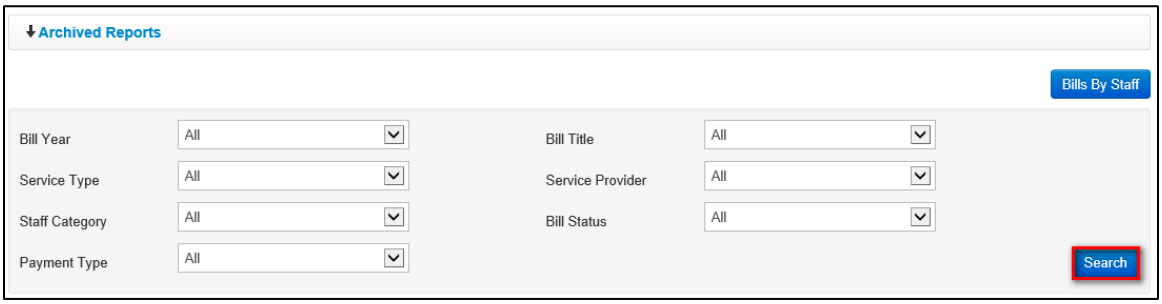
View Archived Reports

It is possible to search for and view archived reports; this can be done on both the Bills By Staff or Custom Report pages.

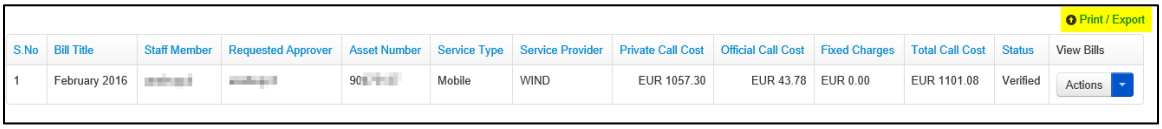
To view archived reports, follow the steps detailed below:

1. Click the **Archived Report** button.

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

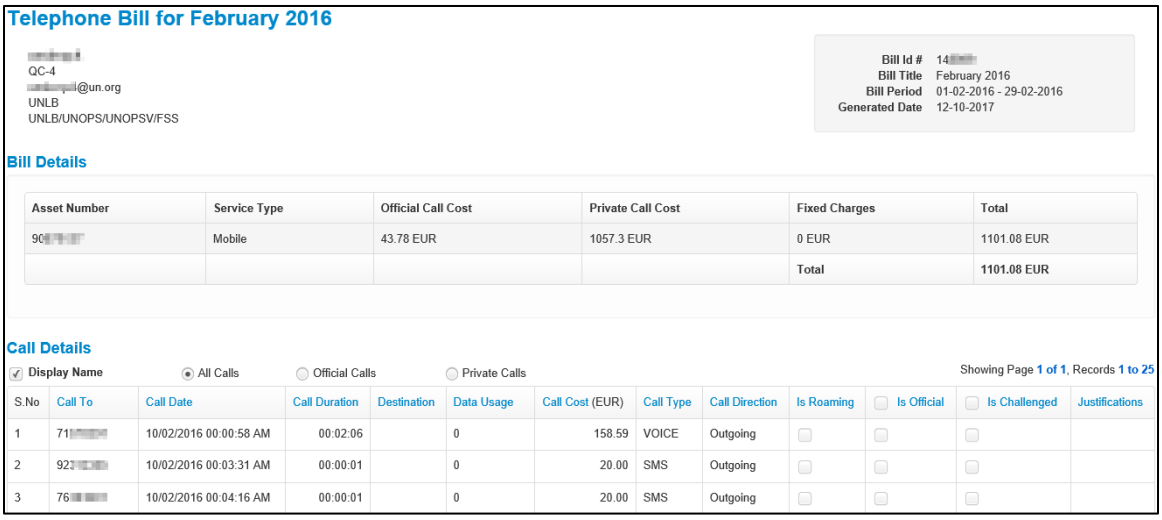


3. *A list of archived finance bills that meet search criteria used is displayed.* The generated report can be printed or exported to another format by clicking the **Print / Export** link.



To view detailed calls on the listed bills, the TBU Read Only Admin can click the icon (found under the Actions column) on the bill then select the **View Detailed Calls** option on the dropdown menu displayed.

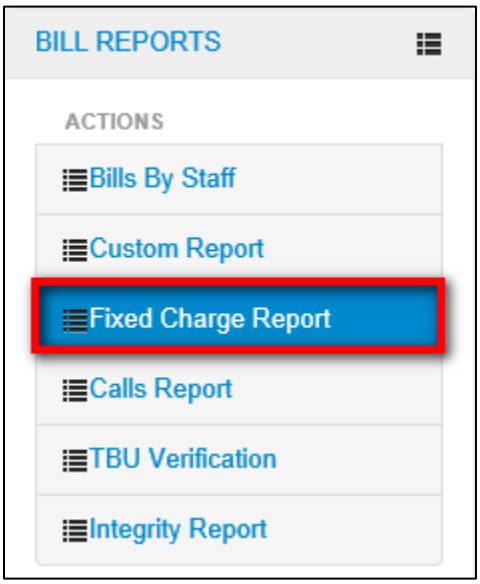
The detailed call is displayed.



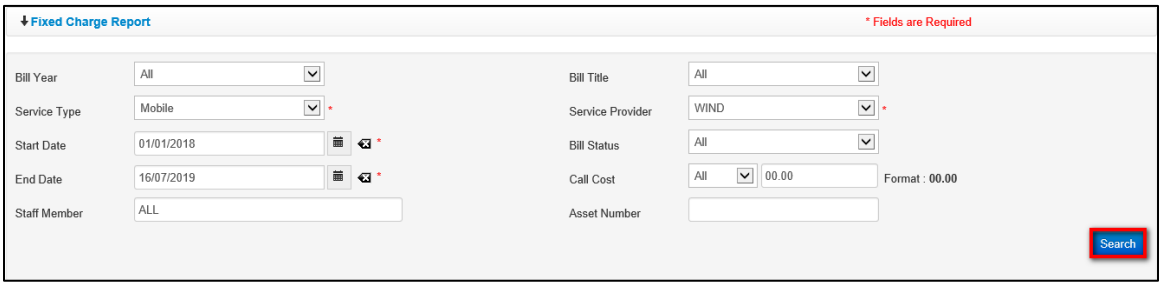
Fixed Charge Report

This section enables a TBU Read Only Administrator to use different criteria to search for and view fixed charge report.

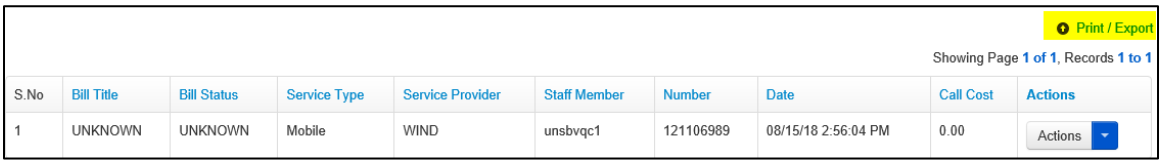
1. To generate a fixed charge report, click the **Fixed Charge Report** link found under the **BILL REPORTS** menu.



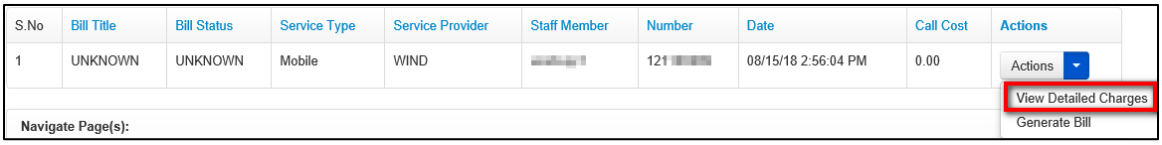
2. *The Fixed Charge Report is displayed.* Enter search criteria in any of the fields displayed then click the **Search** button.



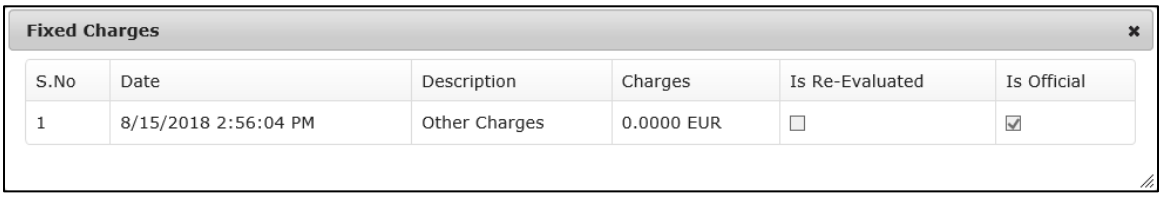
3. *A list of calls that match search criteria used is displayed.* The calls report generated can be printed or exported to another format by clicking the **Print / Export** link.



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.



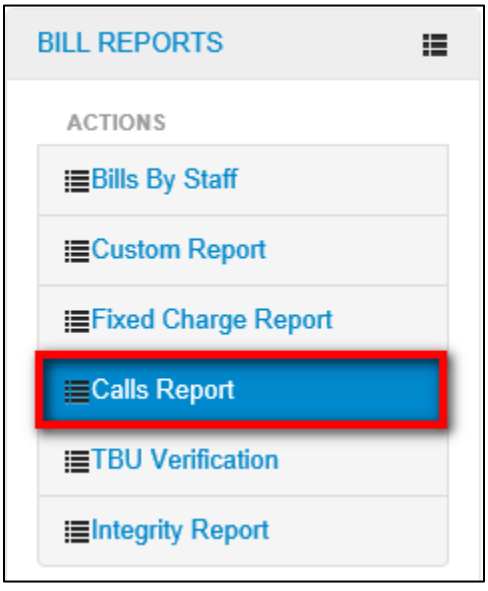
The detailed fixed charge bill is displayed.



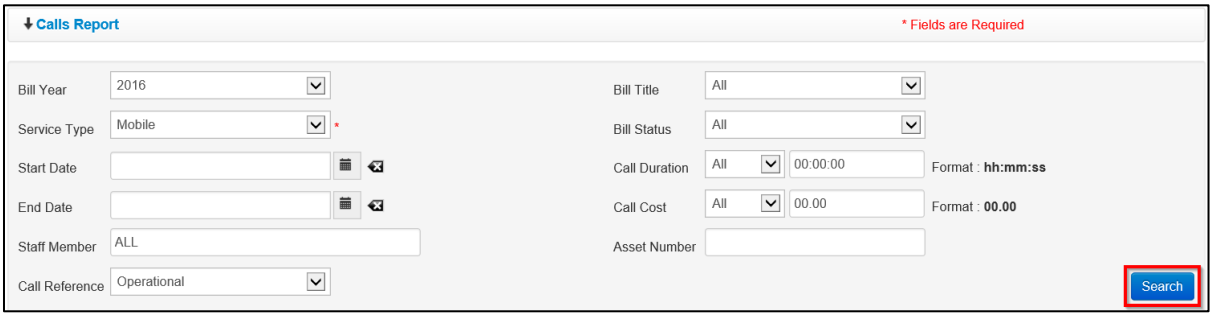
Calls Report

This section enables a TBU Read Only Administrator to use different criteria to search for and view a list of calls which have been included in generated bills.

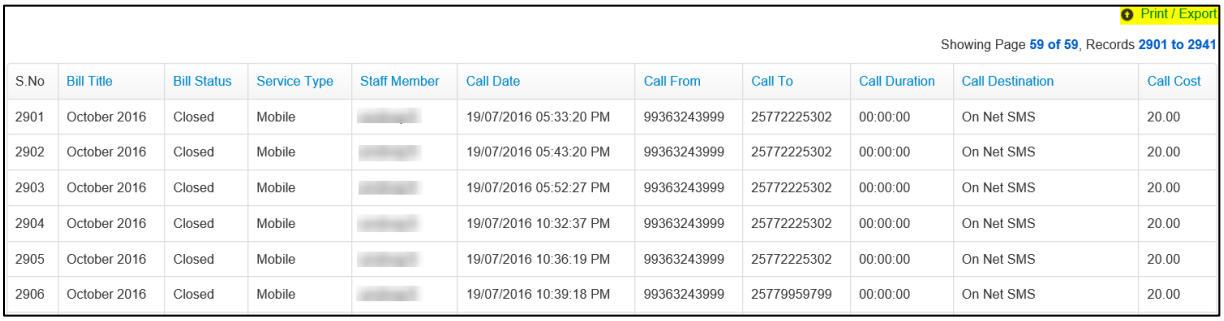
1. To generate a calls report, click the **Calls Report** link found under the **BILL REPORTS** menu.



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.



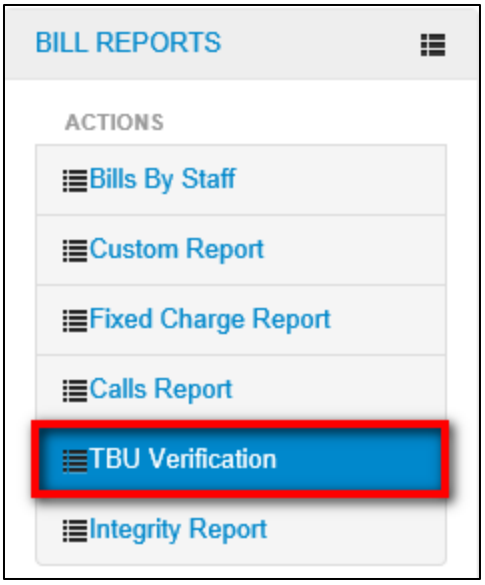
S.No	Bill Title	Bill Status	Service Type	Staff Member	Call Date	Call From	Call To	Call Duration	Call Destination	Call Cost
2901	October 2016	Closed	Mobile	[redacted]	19/07/2016 05:33:20 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2902	October 2016	Closed	Mobile	[redacted]	19/07/2016 05:43:20 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2903	October 2016	Closed	Mobile	[redacted]	19/07/2016 05:52:27 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2904	October 2016	Closed	Mobile	[redacted]	19/07/2016 10:32:37 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2905	October 2016	Closed	Mobile	[redacted]	19/07/2016 10:36:19 PM	99363243999	25772225302	00:00:00	On Net SMS	20.00
2906	October 2016	Closed	Mobile	[redacted]	19/07/2016 10:39:18 PM	99363243999	25779959799	00:00:00	On Net SMS	20.00

TBU Verification

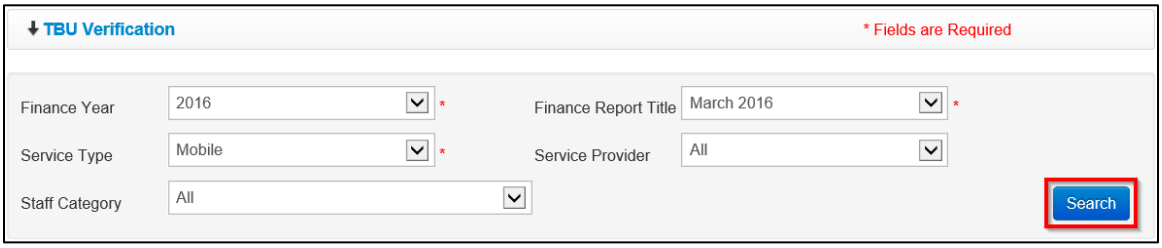
This section enables a TBU Read Only Administrator to search for and view bills that are pending TBU verification.

To search for and view bills that are pending TBU verification, do the following:

1. Click the **TBU Verification** link found under the **BILL REPORTS** menu.



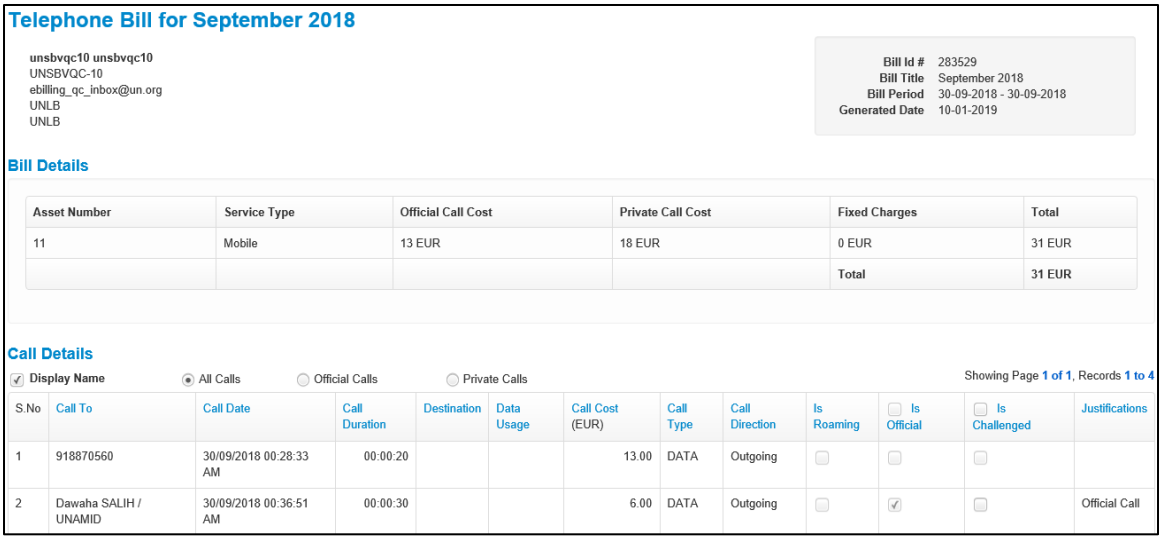
2. *The **TBU Verification** page is displayed.* Use the fields displayed to select relevant search criteria then click the **Search** button.



3. *A list of all 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 the listed bills, the TBU Read Only Admin can click the icon (found under the Actions column) on the bill then select the **Detailed Calls** option on the dropdown menu displayed.

The detailed call bill is displayed.



Telephone Bill for September 2018

unsbvqc10 unsbvqc10
UNSBVQC-10
ebilling_qc_inbox@un.org
UNLB
UNLB

Bill Id # 283529
Bill Title September 2018
Bill Period 30-09-2018 - 30-09-2018
Generated Date 10-01-2019

Bill Details

Asset Number	Service Type	Official Call Cost	Private Call Cost	Fixed Charges	Total
11	Mobile	13 EUR	18 EUR	0 EUR	31 EUR
				Total	31 EUR

Call Details

Display Name | All Calls | Official Calls | Private Calls | Showing Page 1 of 1, Records 1 to 4

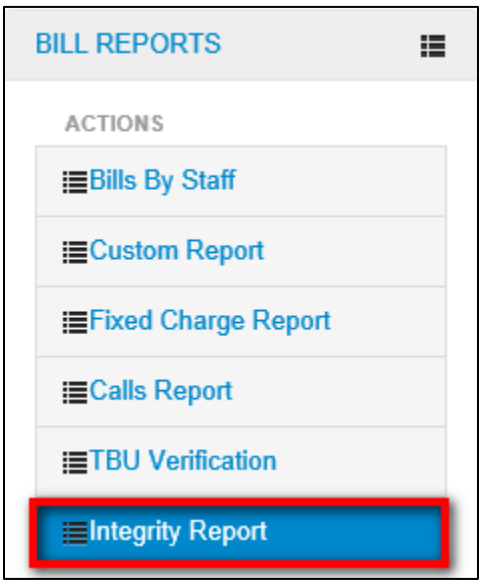
S.No	Call To	Call Date	Call Duration	Destination	Data Usage	Call Cost (EUR)	Call Type	Call Direction	Is Roaming	Is Official	Is Challenged	Justifications
1	918870560	30/09/2018 00:28:33 AM	00:00:20			13.00	DATA	Outgoing				
2	Dawaha SALIH / UNAMID	30/09/2018 00:36:51 AM	00:00:30			6.00	DATA	Outgoing		✓		Official Call

Integrity Report

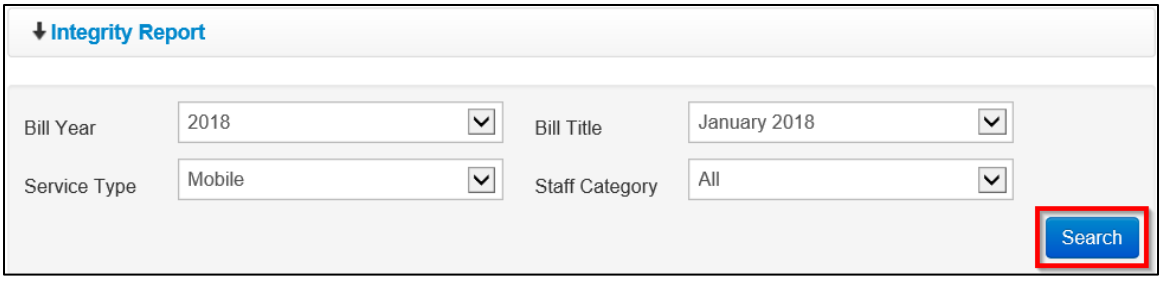
This feature is used to generate and view bills for eBilling users that have multiple assets assigned to them. This helps the TBU Read Only Administrator to know which eBilling user has been assigned more than one asset and how the assets are being used.

To run an integrity report, the TBU Read Only Administrator should do the following:

1. Click the **Integrity Report** link found under the **BILL REPORTS** menu.

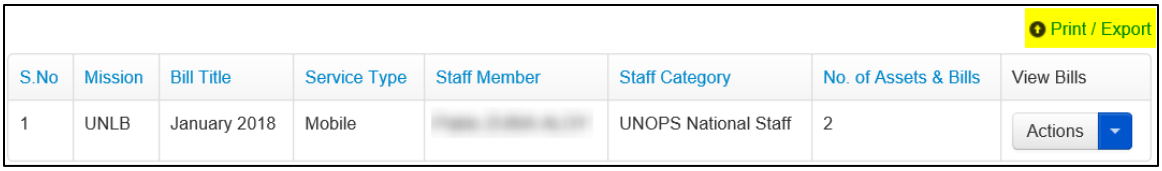


2. *The **Integrity Report** page is displayed.* Use the fields displayed to select relevant search criteria then click the **Search** button.

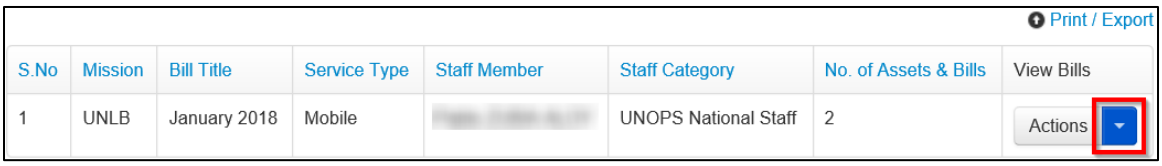


3. A list of eBilling users that match search criteria used and having multiple assets assigned to them is displayed.

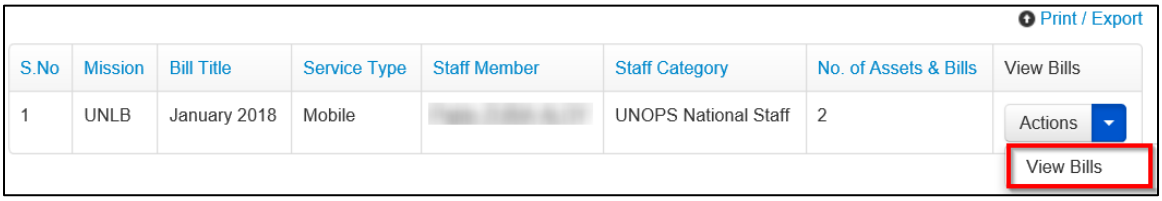
   NOTE: *The Integrity Report can be printed or exported by clicking the Print / Export link.*



4. To view bills of any of the listed eBilling users, click the icon found under the **View Bills** column.



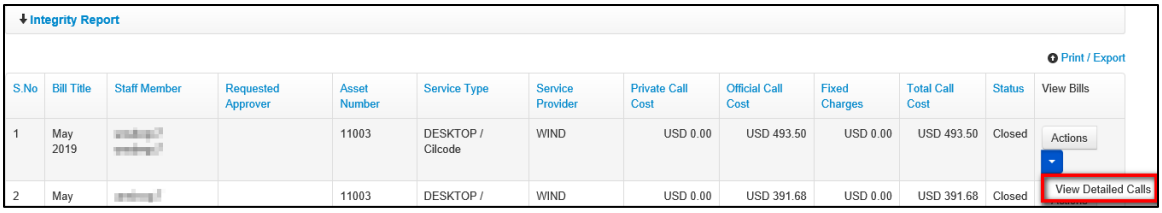
5. *A dropdown menu is displayed*. Click the **View Bills** option.



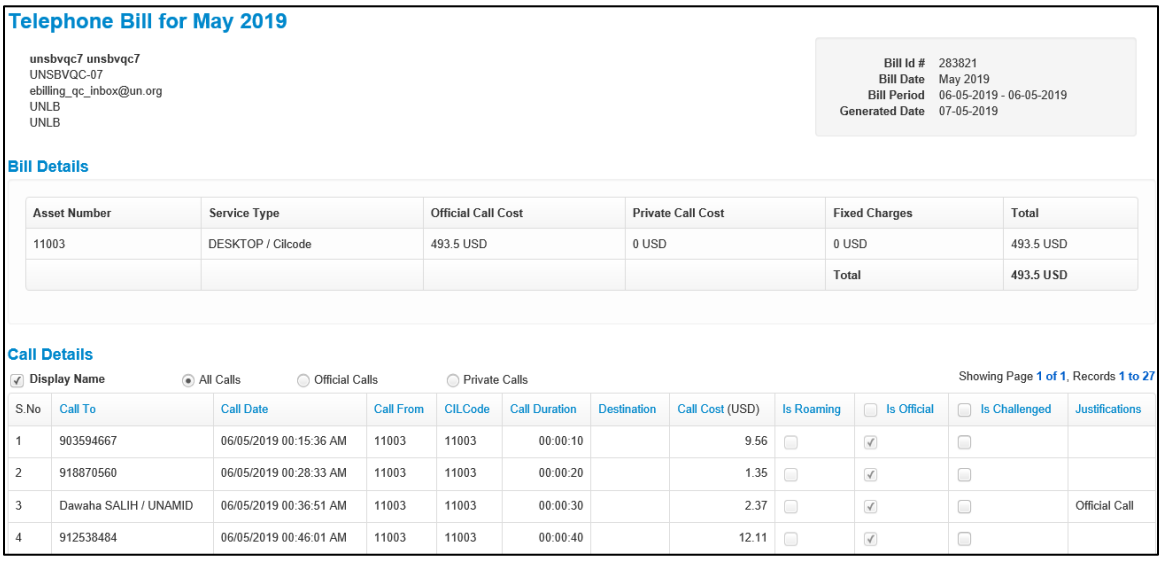
6. A list of bills for the selected eBilling user are displayed.

   NOTE: *It is possible to view Detailed calls on each of the bills displayed on the report.*

   *Click the icon (found under the **View Bills** column) on the bill then select the **View Detailed Calls** option on the dropdown menu displayed.*



The detailed call bill is displayed.



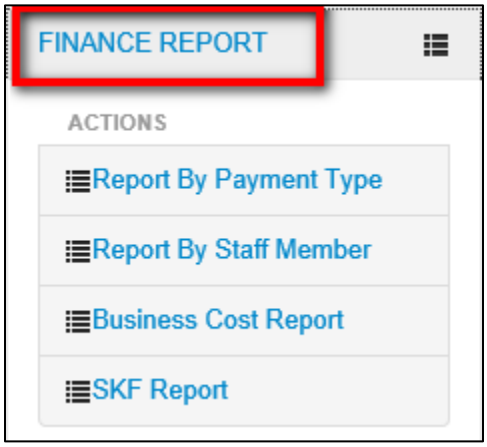
FINANCE REPORT Menu

The FINANCE REPORT menu has links that enable a TBU Read Only Administrator to search for and view reports for bills that have been verified.

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 either payment type, staff member or business cost recovery.

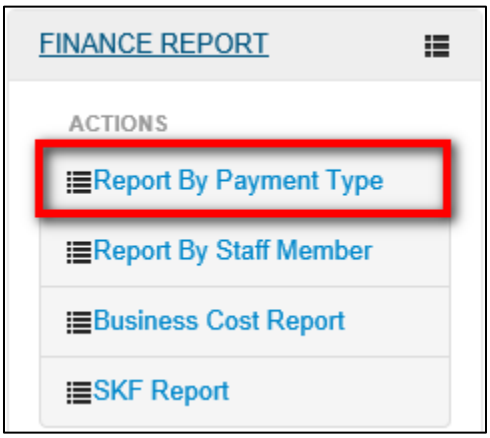
Click on **FINANCE REPORT** to view options / actions under the **FINANCE REPORT** menu (*actions under this menu can also be hidden or displayed by clicking on **FINANCE REPORT**).*



Report By Payment Type

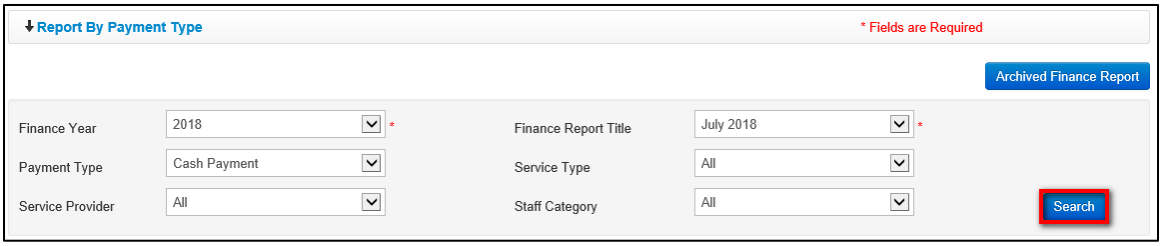
This section allows a TBU Read Only Administrator to search for, generate or view finance reports by payment type.

1. To run a finance report by payment type, click the **Report By Payment Type** link found under the **FINANCE REPORT** menu

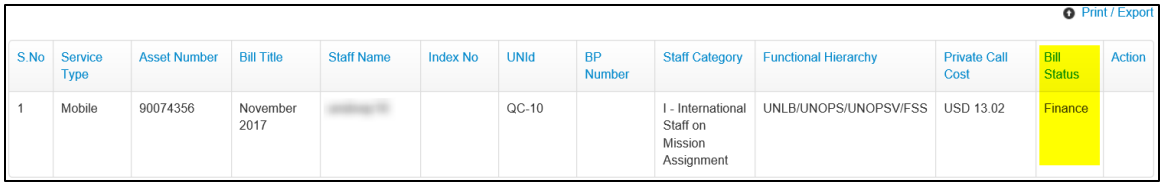


2. *The **Report By Payment Type** screen is displayed.* Select search criteria using the search filter fields displayed then click the **Search** button.

NOTE: *Selecting a finance year and report title are mandatory*.



Bills with salary deduction as the payment type have a status of **Finance** on the list of bills displayed.

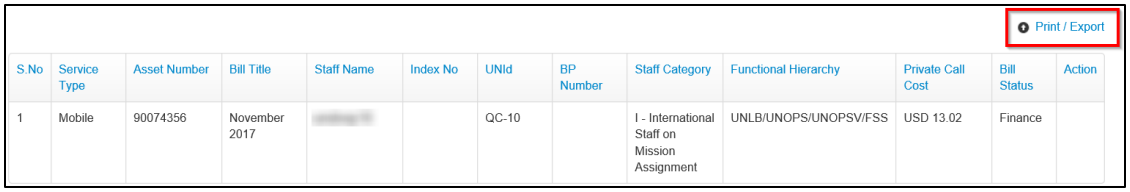


S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	90074356	November 2017	[redacted]		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 13.02	Finance	

Bills with cash payment as the payment type have a status of **Verified**, **Paid** or **R-Initiated** 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	90074387	October 2017	[redacted]	NULL	UNSBVQC-09		UNOPS National Staff	UNLB	EUR 32.21	Paid	Actions
2	Mobile	90074387	December 2017	[redacted]	NULL	UNSBVQC-09		UNOPS National Staff	UNLB	EUR 10.70	Paid	Actions
3	Mobile	1001215	November 2017	[redacted]	NULL	UNSBVQC-09		UNOPS National Staff	UNLB	EUR 230.53	Paid	Actions
4	Mobile	7202589	December 2017	[redacted]	NULL	UNSBVQC-09		UNOPS National Staff	UNLB	EUR 340.15	Verified	Actions
5	Mobile	7202589	December 2017	[redacted]	NULL	UNSBVQC-09		UNOPS National Staff	UNLB	EUR 39.00	Verified	Actions
6	Mobile	7202589	December 2017	[redacted]	NULL	UNSBVQC-09		UNOPS National Staff	UNLB	EUR 188.61	R-Initiated	

The TBU Read Only Administrator can print the report or export it to either PDF or Excel

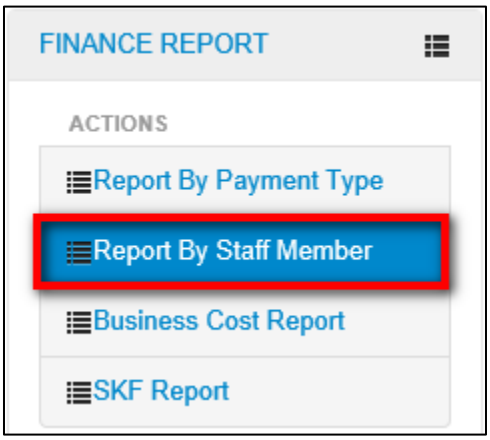


S.No	Service Type	Asset Number	Bill Title	Staff Name	Index No	UNId	BP Number	Staff Category	Functional Hierarchy	Private Call Cost	Bill Status	Action
1	Mobile	90074356	November 2017	[redacted]		QC-10		I - International Staff on Mission Assignment	UNLB/UNOPS/UNOPSV/FSS	USD 13.02	Finance	

Report By Staff Member

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

1. To run a finance report by staff member, click the **Report By Staff Member** link found under the **FINANCE REPORT** menu.

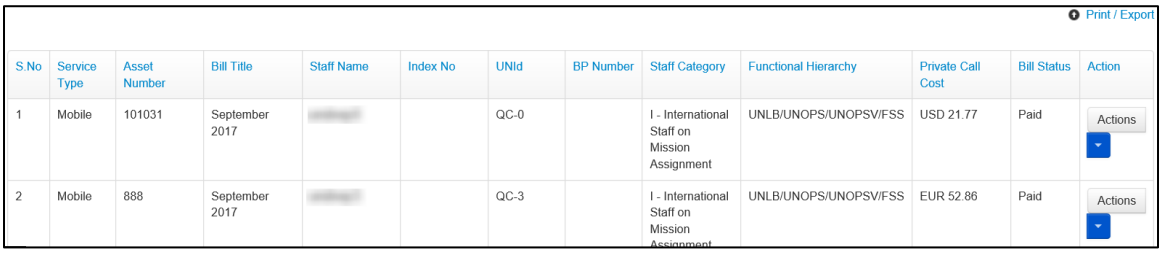


2. *The **Reports By Staff Member** screen is displayed.* Select search criteria using the search filter fields displayed then click the **Search** button.

NOTE: *Selecting a finance year and report title are mandatory.*

*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**.

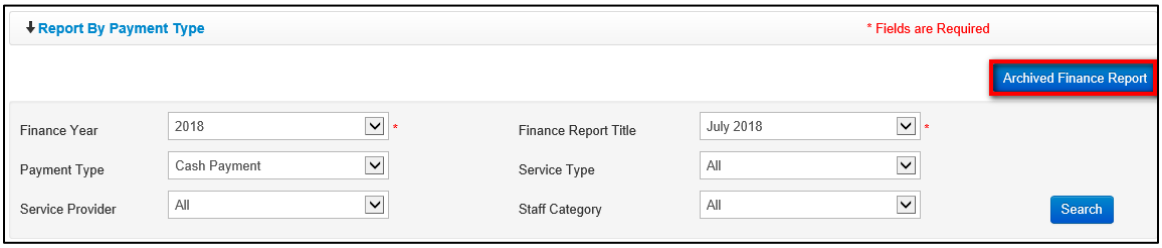


View Archived Finance Report

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.

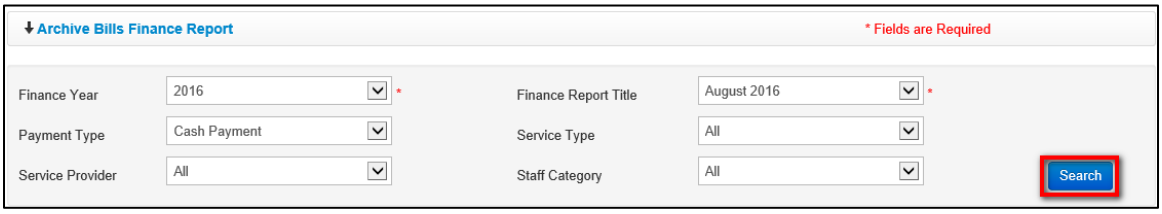
To view archived finance reports, follow the steps detailed below:

1. Click the **Archived Finance Report** button.

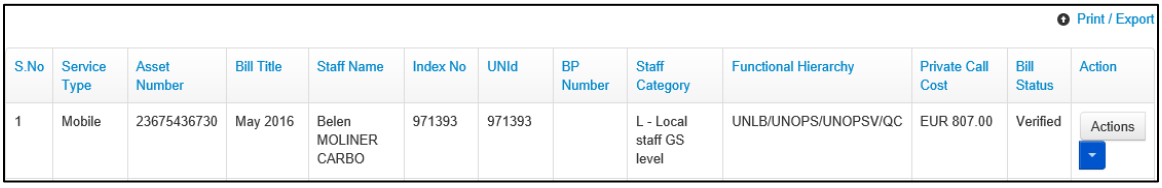


2. *The Archive Bills Finance Report page is displayed.* Select search criteria using the search filter fields displayed then click the **Search** button.

NOTE: *Selecting a finance year, payment type and report title are mandatory.*



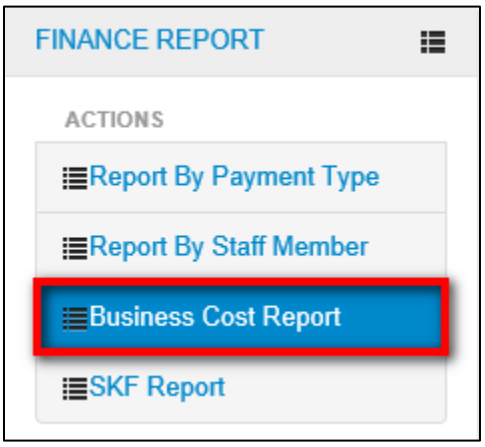
3. *A list of archived finance bills that meet search criteria used is displayed.* The generated report can be printed or exported to another format by clicking the **Print / Export** link.



Business Cost Report

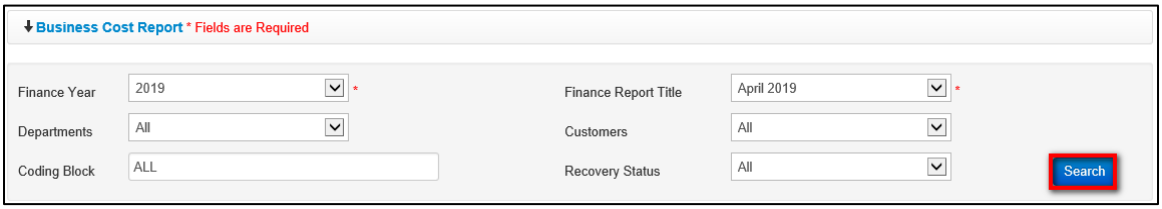
This section allows a TBU Read Only Administrator to search or view business cost recovery bills.

1. To run the business cost recovery report, click the **Business Cost Report** link found under the **FINANCE REPORT** menu.

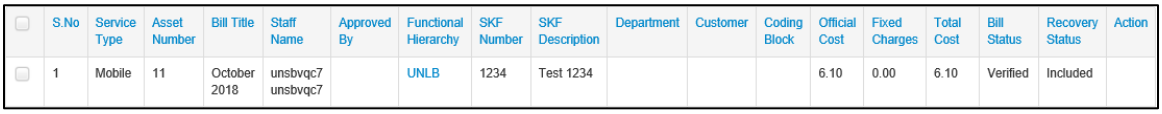


2. *The Business Cost Report screen is displayed*. Select search criteria using the search filter fields displayed then click the **Search** button.

Note: *Selecting a finance year and report title are mandatory.*



3. The business cost recovery report is displayed based on the search criteria.

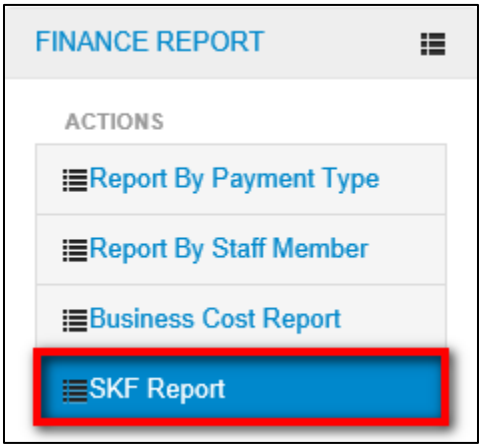


S.No	Service Type	Asset Number	Bill Title	Staff Name	Approved By	Functional Hierarchy	SKF Number	SKF Description	Department	Customer	Coding Block	Official Cost	Fixed Charges	Total Cost	Bill Status	Recovery Status	Action
1	Mobile	11	October 2018	unsbvqc7 unsbvqc7		UNLB	1234	Test 1234				6.10	0.00	6.10	Verified	Included	

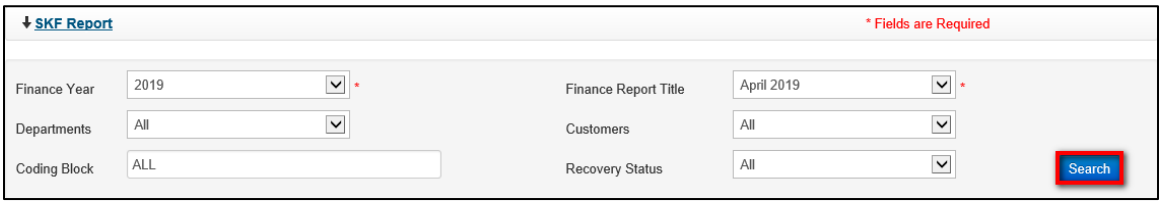
SKF Report

This section allows a TBU Read Only Administrator to search or view SKF report.

1. To run the business cost recovery report, click the **SKF Report** link found under the **FINANCE REPORT** menu.



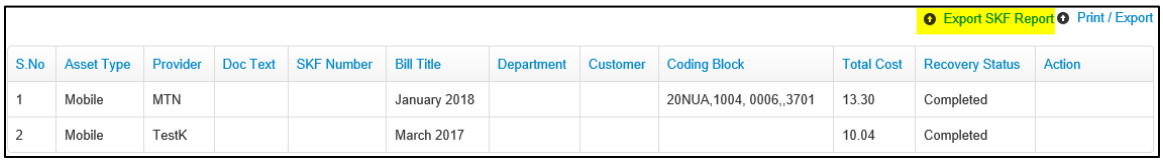
2. *The SKF Report screen is displayed*. Select search criteria using the search filter fields displayed then click the **Search** button.



3. The SKF report is displayed based on the search criteria.

S.No	Asset Type	Provider	Doc Text	SKF Number	Bill Title	Department	Customer	Coding Block	Total Cost	Recovery Status	Action
1	Mobile	MTN			January 2018			20NUA,1004, 0006,,3701	13.30	Completed	
2	Mobile	TestK			March 2017				10.04	Completed	

The TBU Read Only Administrator can export the SKF Report by clicking on the Export SKF Report link.



S.No	Asset Type	Provider	Doc Text	SKF Number	Bill Title	Department	Customer	Coding Block	Total Cost	Recovery Status	Action
1	Mobile	MTN			January 2018			20NUA,1004, 0006,,3701	13.30	Completed	
2	Mobile	TestK			March 2017				10.04	Completed	

The TBU Read Only Administrator can choose to either **Open** or **Save** the report.

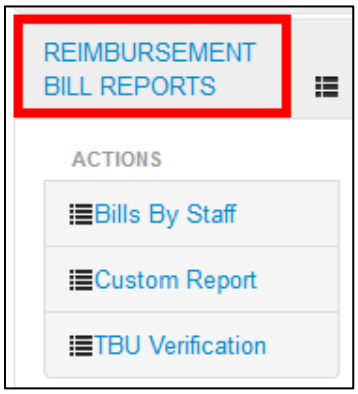
If the **Open** option is selected, the report is opened in excel format. If the **Save** option is selected, select the location to save the file.

REIMBURSEMENT BILL REPORTS Menu

The REIMBURSEMENT BILL REPORTS menu has links that enable a TBU Read Only Administrator to do the following:

- Generate and view reports for reimbursement bills by staff
- Generate and view custom reports for reimbursement bills
- View bills pending TBU verification

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).*



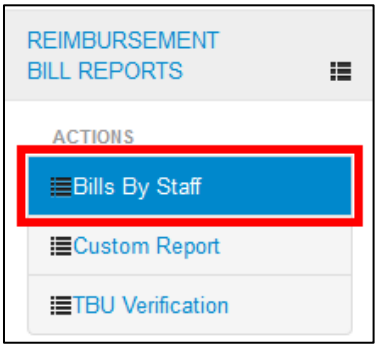
Bills By Staff

This section allows a TBU Read Only Administrator to generate and view reimbursement bill reports for a specific staff member.

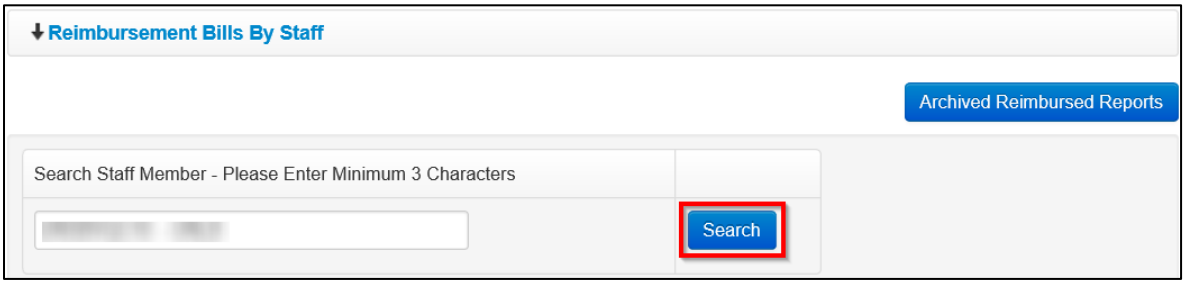
The Administrator can carry out the following actions on the Reimbursement Bills By Staff page:

- 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
- View archived reimbursed reports

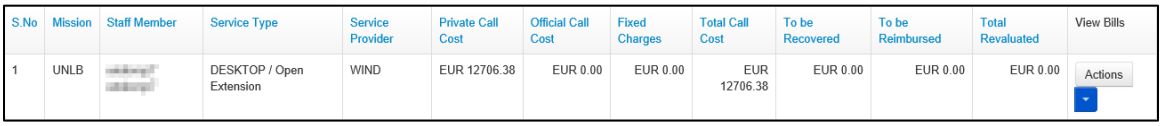
1. To generate and view reimbursement bill report by staff member, click the **Bills By Staff** link found under the **REIMBURSEMENT BIILL REPORTS** menu.



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.*

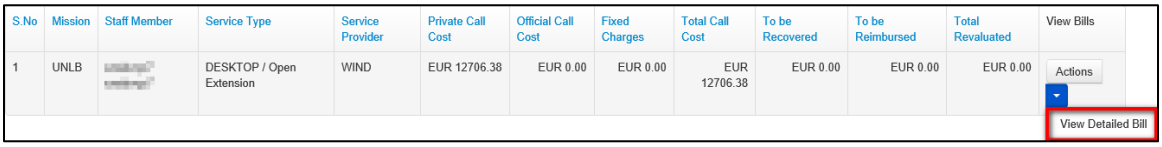


S.No	Mission	Staff Member	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	To be Recovered	To be Reimbursed	Total Revaluated	View Bills
1	UNLB	[redacted]	DESKTOP / Open Extension	WIND	EUR 12706.38	EUR 0.00	EUR 0.00	EUR 12706.38	EUR 0.00	EUR 0.00	EUR 0.00	Actions

4. To view reimbursement bills for a listed asset on the report, click the icon (under the **View Bills** column) on the reimbursement bill.

S.No	Mission	Staff Member	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	To be Recovered	To be Reimbursed	Total Revaluated	View Bills
1	UNLB	[redacted]	DESKTOP / Open Extension	WIND	EUR 12706.38	EUR 0.00	EUR 0.00	EUR 12706.38	EUR 0.00	EUR 0.00	EUR 0.00	Actions

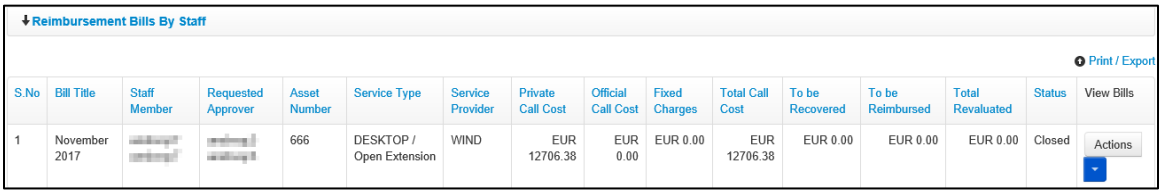
5. *A popup menu is displayed.* Click the **View Detailed Bill** option on the popup menu displayed.



S.No	Mission	Staff Member	Service Type	Service Provider	Private Call Cost	Official Call Cost	Fixed Charges	Total Call Cost	To be Recovered	To be Reimbursed	Total Revaluated	View Bills
1	UNLB	[redacted]	DESKTOP / Open Extension	WIND	EUR 12706.38	EUR 0.00	EUR 0.00	EUR 12706.38	EUR 0.00	EUR 0.00	EUR 0.00	Actions

View Detailed Bill

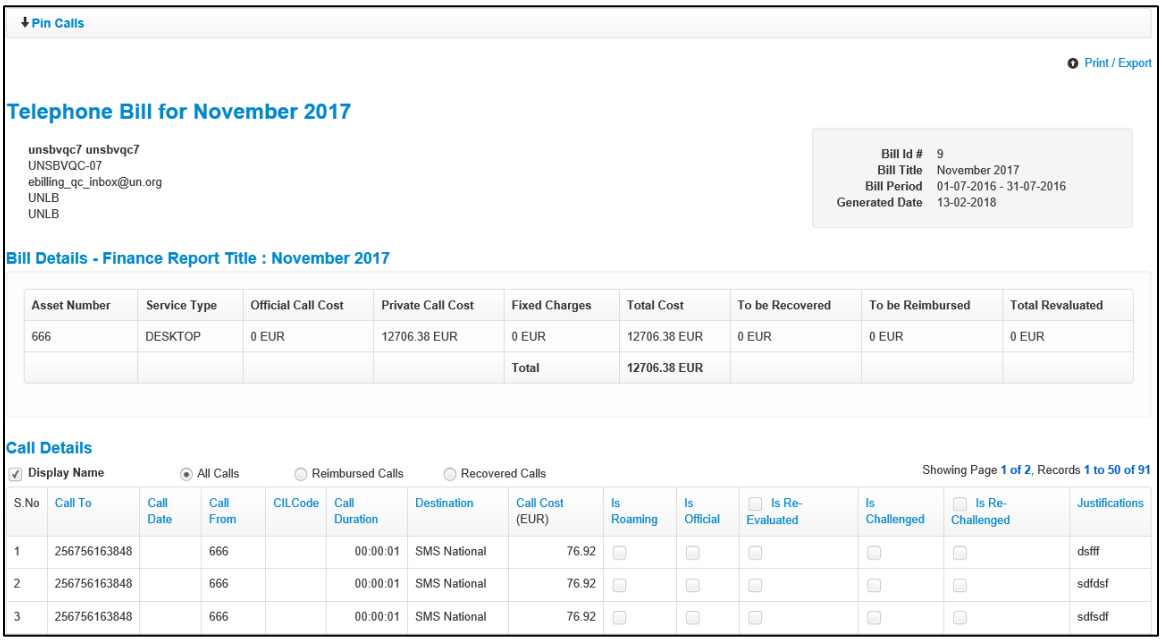
6. *A list of reimbursement bills by staff is displayed.*



7. Click the Icon, below the Actions button.

8. A popup menu is displayed. Click the **View Detailed Calls** option on the popup menu displayed.

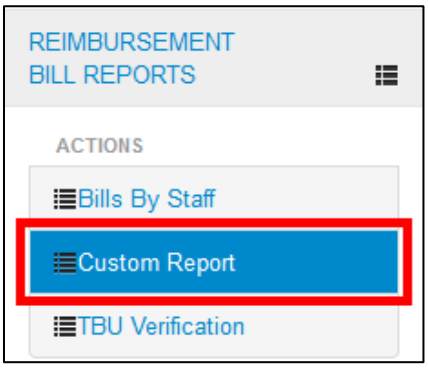
9. The detailed calls are displayed.



Custom Report

This section allows a TBU Read Only Administrator to generate custom reports of staff members' reimbursement bills. The **Custom Report** page has several filters that the Administrator can use to generate a custom report.

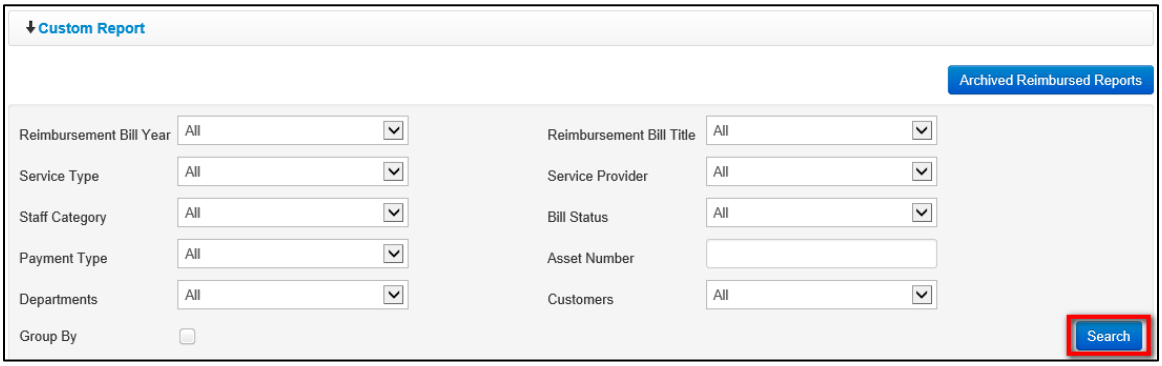
1. To generate a custom report for reimbursement bills, click the **Custom Report** link found under the **REIMBURSEMENT BILL REPORTS** menu.



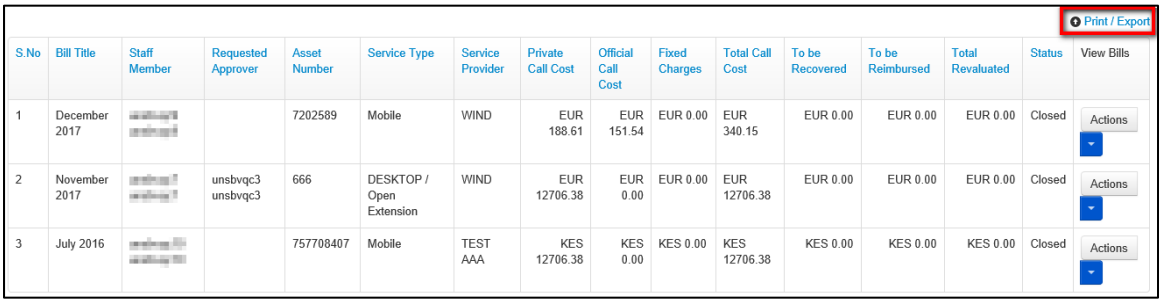
2. *The **Custom Reports** screen is displayed.* The page has several filters which the TBU Read Only Administrator can use to generate a custom report; these include:

    - **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 the department to be included in the custom report
    - **Customers**: select the customers to be included in the custom report
    - **Group By**: select checkbox if you want search results to be grouped

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.

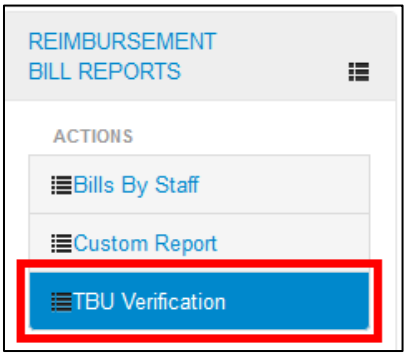


TBU Verification

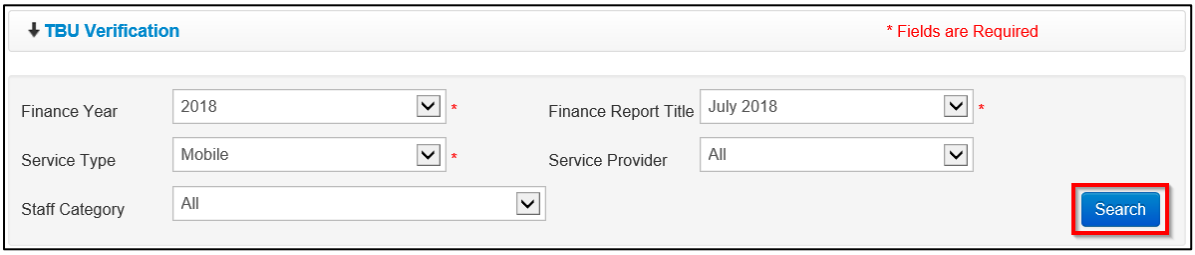
The TBU Read Only Administrator can generate / view a report of bills that are pending TBU verification.

To view reimbursement bills that are pending TBU Verification, the TBU Read Only Administrator should do the following:

1. Click the **TBU Verification** link found under the **REIMBURSEMENT BILL REPORTS** menu.



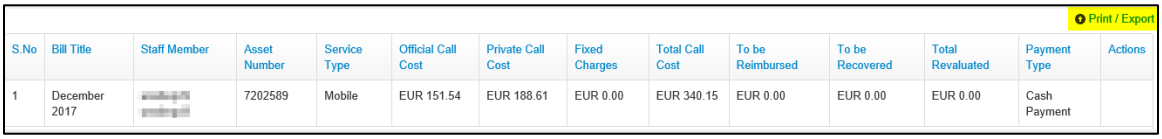
2. *The **TBU Verification** page is displayed.* Use the fields displayed to select relevant search criteria then click the **Search** button.



3. *A list of all reimbursement bills that meet search criteria used is displayed.* Click the **Verified** button to verify bills in the list displayed.

   The TBU Read Only Admin has options to either print or export the list to PDF or Excel; this can be done by clicking the **Print/Export** link.

   To view detailed calls on a bill, click the icon (under the **Actions** column) on the bill then click the **Detailed Calls** option on the dropdown menu displayed.



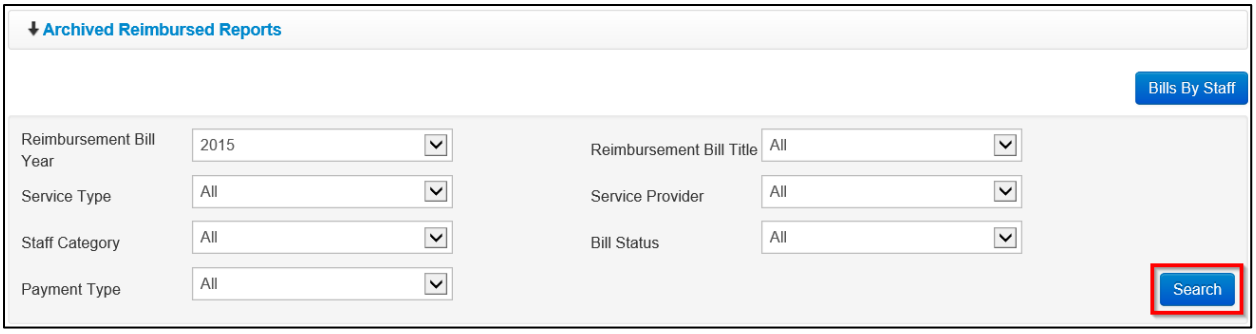
View Archived Reimbursed Reports

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:

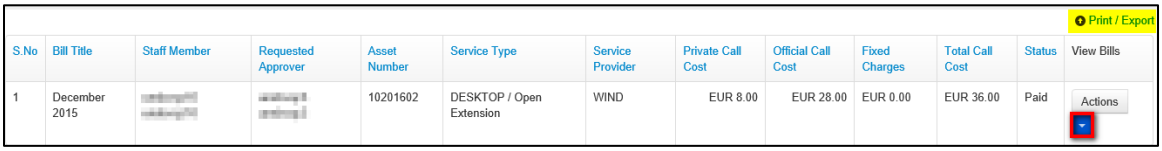
1. Click the **Archived Reimbursement Reports** button.

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 dropdown menu displayed.

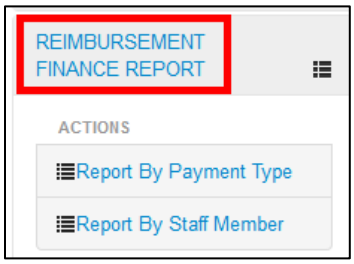


REIMBURSEMENT FINANCE REPORT Menu

The REIMBURSEMENT FINANCE REPORT menu has links that enable a TBU Read Only Administrator to search for / generate and view reports for reimbursement bills that have been verified.

Reimbursement finance reports can be run by either payment type or staff member.

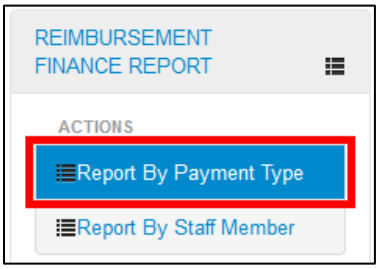
Click on **REIMBURSEMENT FINANCE REPORT** to view options / actions under this menu (*actions under this menu can also be hidden or displayed by clicking on **REIMBURSEMENT FINANCE REPORT**).*



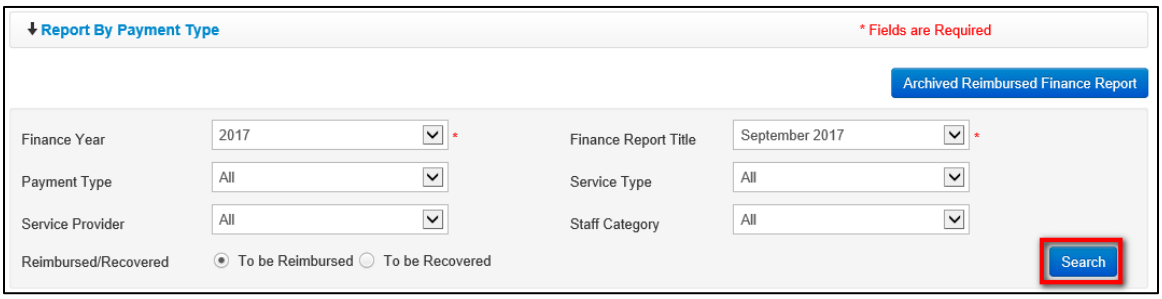
Report By Payment Type

This section enables a TBU Read Only Administrator to search for, generate or view reimbursement finance reports by payment type.

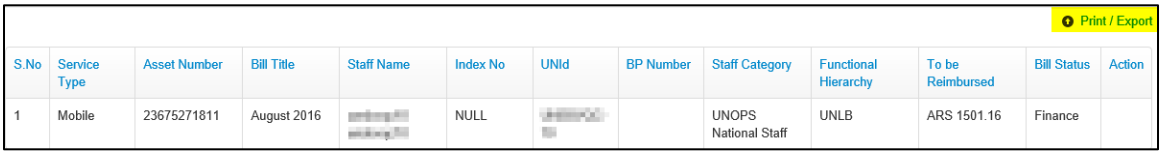
1. To run a reimbursement finance report by payment type, click the **Report By Payment Type** link found under the **REIMBURSEMENT FINANCE REPORT** menu.



2. *The **Report By Payment Type** screen is displayed.* Select search criteria using the search filter fields displayed then click the **Search** button.



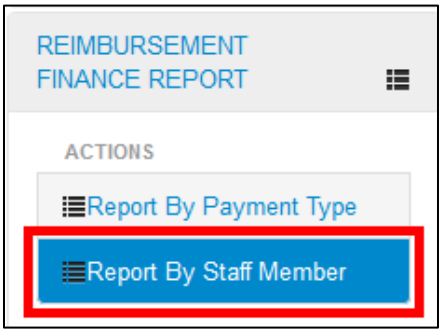
A list of reimbursement bills that meet search criteria used is displayed and the TBU Read Only Admin has options to either print of export them to PDF / Excel.



Report By Staff Member

This section allows a TBU Read Only 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.

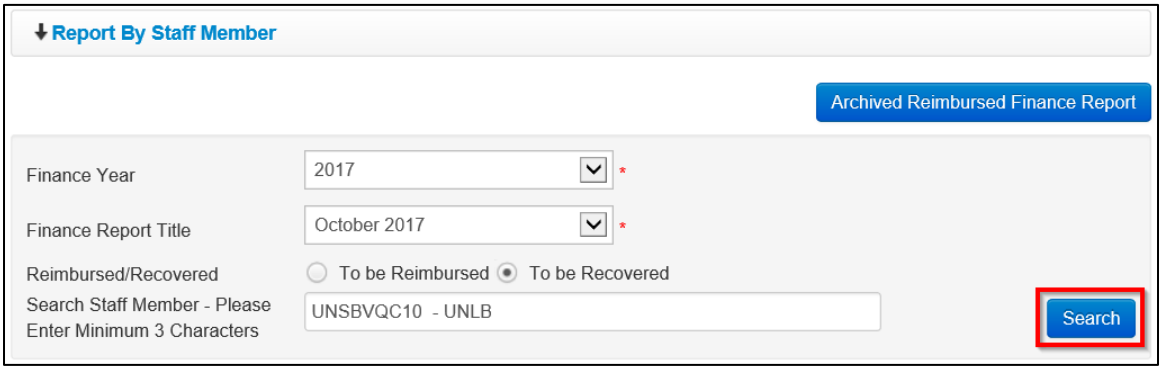


2. *The **Reports By Staff Member** page is displayed*. Select a finance report title and enter name of staff member then click the **Search** button.

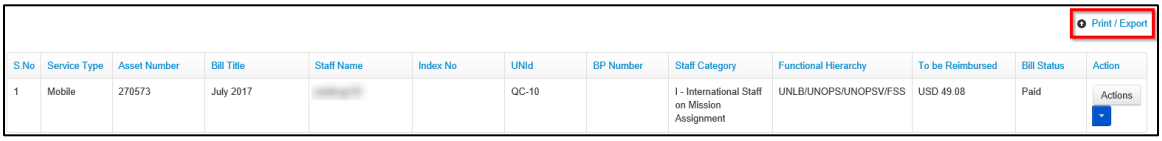
   NOTE: *Selecting a finance year and report title are mandatory.*

   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

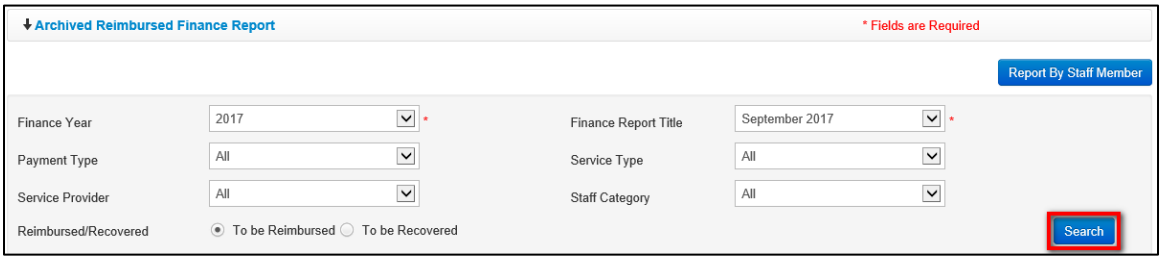
It is possible to search for and view archived reimbursed finance reports on either the report by payment type page or the report by staff member page.

To view archived reports, follow the steps detailed below:

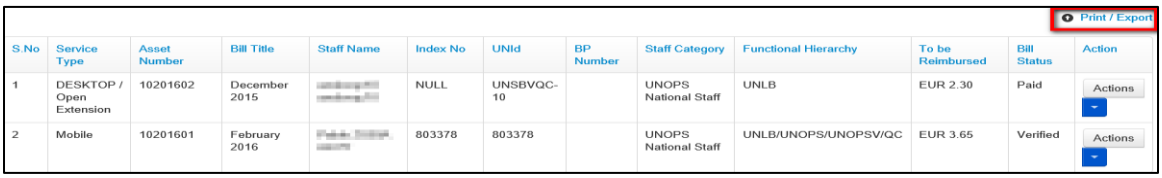
1. Click the **Archived Reimbursed Finance Report** button.

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.



Revision History

Date	Author	Reviewer
13 Mar 2018	Mahmood Semyano	
21 February 2022	Peris Wanjiku	