



**AT&T**

**eBill**

**User Guide**

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# Introduction

eBill, the online billing, payment, and bill analysis tool for Premier, helps small business and corporate users manage stand-alone mobility accounts and services online through Premier with fast and efficient billing and payment capabilities.

In this chapter

- [eBill features](#)
- [About the user guide](#)
- [System requirements](#)
- [Terminology](#)

---

## eBill features

eBill for Premier supports the features and activities shown in the following table. Your access to features and capabilities depends on your role and the type of account you have. Fulfillment foundation accounts have different menu options than Billing or Reporting foundation accounts. If you can't access the menu option in a procedure, you might have a Fulfillment foundation account. Most of the procedures in the guide assume you have a Billing or Reporting foundation account, unless otherwise specified.

eBill features

Use this feature	To
<b>View Bills</b>	<ul style="list-style-type: none"><li>• View foundation and billing summaries</li><li>• View mobile device summaries</li><li>• Compare bills</li><li>• Manage paperless billing.</li><li>• Download a bill</li></ul>
<b>Reports</b>	<ul style="list-style-type: none"><li>• View, download, and analyze billed data for selected Billing and Reporting foundation accounts</li><li>• View, download, and analyze unbilled usage for billing and foundation accounts.</li><li>• Create custom reports (Fulfillment foundation accounts).</li><li>• View cost center, usage detail, year-to-date, remittance detail, invoice, and other reports</li><li>• Set up automated delivery of reports to a specific secured file transfer protocol (FTP) server</li></ul>





Use this feature	To
	<ul style="list-style-type: none"><li>• Manage Electronic Data Interchange (EDI) profiles (Billing foundation accounts)</li><li>• View raw data output</li><li>• Manage custom hierarchies</li></ul>
<b>Payments</b> Payment capabilities vary depending on the type of foundation account you have.	<ul style="list-style-type: none"><li>• Set up payment arrangements for Fulfillment and Reporting foundation accounts</li><li>• Make one-time payments for Fulfillment and Reporting foundation accounts</li><li>• Set up or modify recurring payments for Fulfillment and Reporting foundation accounts</li><li>• Enforce payment method preferences established by the company agreement (for Fulfillment and Reporting foundation accounts).</li><li>• View installment payment schedules</li><li>• View payment history</li><li>• View and print payment remittance forms</li><li>• Dispute a charge and track disputes</li></ul>
<b>Usage</b>	<ul style="list-style-type: none"><li>• View unbilled usage summaries for wireless numbers, billing accounts, and foundation accounts.</li><li>• Download billed usage details</li></ul>
<b>Notifications</b>	<ul style="list-style-type: none"><li>• Create and manage alerts</li><li>• Get alerts by email or right in the eBill application</li><li>• Be notified about new invoices</li><li>• Be notified about payment activity</li><li>• Be notified when offline reports are available</li><li>• Be notified when Data Delivery Portal reports are delivered</li><li>• Be notified when bill disputes are closed</li><li>• View alert history</li></ul>

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## About the user guide

This guide provides an overview of eBill and describes the online activities available to users. This guide is for all eBill users. Some users manage their entire organization; others manage individual billing accounts, and others use eBill for a single wireless number. This guide covers the full capabilities of eBill, so some sections or features might not apply to you.

This guide assumes that you're familiar with:

- General telecommunication policies and practices in your organization
- Your available features, services, and discounts



- Knowledge of the account and wireless numbers you want to access. This includes foundation account numbers, billing account numbers, and wireless numbers.

**Note:** All procedures in this User Guide start on the eBill homepage.

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## System requirements

- Internet connection
- Adobe Flash® Player (version 10 or later) and Adobe® Reader®. To download Adobe Reader, visit <http://www.adobe.com/downloads/>
- One of the following browsers:
  - Microsoft® Internet Explorer® 11 or later
  - Mozilla® Firefox® 40.0 or later
  - Google Chrome™ 45.0 or later

Your experience with eBill may be affected by Internet security software or firewalls. If you're having problems, check your computer's Internet security settings.

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## Terminology

The following table provides terminology specific to AT&T and eBill.

eBill terminology and definitions

Term	Definition
account in context	<p>The currently selected foundation account, billing account, or wireless number. The account in context determines the level of the billing details shown.</p> <p>Depending on your user role, you might not be able to view or place foundation accounts or billing accounts in context.</p> <p>Many eBill options change when different accounts are placed in context.</p>
affiliate billing account	<p>A billing account established with another service provider that AT&amp;T has agreed to include when consolidating billing data for the foundation account.</p>



Term	Definition
	<p>These accounts appear in eBill only as part of a Billing or Reporting foundation account. Because this billing account exists outside of AT&amp;T, some functionality, such as unbilled usage, paperless billing, billing account payment, and so on, isn't available in eBill.</p> <p>Affiliate billing accounts are managed according to the policies and procedures of the affiliate service provider.</p>
bank draft	A payment made directly from a bank account.
billing account	An account that can have 1 or more wireless numbers associated with it.
billing account manager	Primary contacts within the organization who manage the online billing and payment responsibilities for 1 or more billing accounts under the same foundation account as assigned by the company administrator.
Billing foundation account (BAN)	Account type that has all charges from wireless numbers and billing accounts consolidated and paid from a single foundation account invoice. Billing accounts associated with Billing foundation accounts don't have access to eBill payment features because all payments are made at the foundation account level, not the underlying billing account level.
billing entity	A billing hierarchy level that acts as a source for billing charges. A billing entity can be a foundation account, billing account, or wireless number.
billing hierarchy	<p>Billing structure with 3 levels in eBill: foundation account (if applicable), billing account, and wireless number.</p> <p>Only company administrators can access foundation accounts. Company administrators and billing account managers can access billing accounts. All users can access wireless numbers.</p>
company administrator	Administrator or other primary contact who manages the online billing and payment experience for all users within your company. Responsible for 1 or more foundation accounts. Company administrators can access all billing accounts and wireless numbers assigned to the foundation account.
contract line item number (CLIN)	An alphanumeric value used to identify a product, service, fee, tax, usage, or overage charge billed to a foundation account or billing account that participates in CLIN overlay billing.



Term	Definition
CLIN overlay billing	Type of billing where a contract line item number (CLIN) appears for all charges on the invoice (both the consolidated invoice and the billing account invoice). CLIN overlay billing is determined by the contract and is assumed by the foundation account and billing accounts associated with that agreement.
customer code	Applies to payments made with some Visa®, MasterCard®, or American Express® credit cards and check cards. You can specify a short description that appears on your credit or check card bill.
customer proprietary network information (CPNI)	Under federal law, you have a right, and we have a duty, to protect the confidentiality of information about your phone usage, the services you buy from us, who you call, and the location of your device on our network when you make a call. This information is sometimes referred to as customer proprietary network information, or CPNI. We share CPNI and other personal information about you with affiliates of AT&T that provide telecommunications services to which you also subscribe. Before sharing CPNI in any other way, we'll notify you of your rights under the law, describe how we intend to use the information, and give you an opportunity to opt out of such usage (or, when required by law, to opt in).
custom hierarchy	Structure you assign to a hierarchy within eBill. For example, you could allocate billing charges to cost centers that mirror your company's structure. With a custom hierarchy, an online billing data summary report can be specific to your organization and usage. See <a href="#">Custom hierarchy</a> .
Data Delivery Portal (DDP)	Feature that can automatically deliver billing information in 1 or more Billing Analysis reports when a new bill is available. You can customize the delivery format and specify the online server to receive the file. DDP is available to Fulfillment and eligible Billing and Reporting foundation accounts as Raw Data Output. See <a href="#">Data Delivery Portal</a> .
eBill homepage	Your entry point into eBill. The homepage includes a snapshot of the billing information for the account or wireless number in context and provides access to all billing activities. See <a href="#">Using eBill</a> .
electronic data interchange (EDI)	The computer-to-computer exchange of strictly formatted data. This process automatically delivers billing data to your company's server. See <a href="#">Electronic Data Interchange</a> .



Term	Definition
electronic funds transfer (EFT))	A payment made directly from a bank account using the bank routing number and your bank account number. See <a href="#">Make payments using Electronic Funds Transfer</a> .
financial electronic data interchange (FEDI)	Process by which payments are transmitted through electronic data interchange (EDI). FEDI may occur in tandem with a billing EDI feed. eBill doesn't currently manage this process. For more information, contact your AT&T representative.
Fulfillment foundation account	Account type that summarizes the underlying billing accounts and drives the contractual service discounts associated with the national corporate contract. The Fulfillment foundation account doesn't pay any charges at the foundation account level. The individual charges for each billing account are paid by the billing account. If you select a Fulfillment foundation account, you can create custom hierarchies through which to view a summary of the current billing period in the online Hierarchy Summary report. You can also use the <a href="#">Raw Data Output</a> file.
foundation account	An account that can have 1 or more billing accounts associated with it.
hierarchy template (template)	Templates that define the available node types and relationships allowed between nodes in a custom hierarchy. You can request a new template by contacting Premier Support, but you can't modify templates. See <a href="#">Custom hierarchy</a> .
notifications	An eBill feature that notifies you when an event occurs. You can be notified by email or by an online message on the eBill homepage. See <a href="#">Alerts and notifications</a> .
Premier	The one-stop, customizable online site where business customers, large and small, can learn about, purchase, monitor, and manage wireless, Voice over IP (VoIP), and related products and services.
Reporting foundation account	Account type that has each billing account pay the account's individual invoice, and billing accounts are consolidated at the foundation account level only for reporting purposes. The foundation account might receive a separate invoice if any additional charges are associated with the foundation account. The Reporting foundation account lists charges for all the billing accounts within the foundation account for easy reference.
security masking (masking)	The act of masking, or obscuring, sensitive information by displaying an asterisk (*) in place of the actual characters. For example, the credit card number 1111 1111 1111 1111 appears as **** * 1111.



Term	Definition
Small Business Account	A billing account that doesn't have a signed AT&T Business Agreement and that isn't associated with a foundation account. Small Business accounts user can view and download their invoices, make payments, and download usage details.
unbilled usage	Current, not-yet-billed usage for voice, data, and messaging.
user	An authorized person who can access eBill. For example, company administrators, billing account managers, wireless users, and appropriate internal AT&T employees.
user-defined label (UDL)	Labels associated with an individual wireless number. You can have up to 4 UDLs. Labels are defined by the foundation account (Reporting and Billing accounts only), and then each wireless number (optional). For example, you could define UDL 1 and 2 as Employee ID and State. Each wireless number would then have values in these fields for the employee ID and state for each device. Labels are maintained by the company administrator outside of eBill. Individual wireless number values are shown as they were received at the time each bill file was originally loaded for the selected billing period. For more information, contact your AT&T representative.
user role	eBill has 3 user roles, defined by the types of privileges each has: company administrator, billing account manager, and wireless user.
wireless number	The number for a wireless device.
wireless user	A user assigned to a specific wireless number and granted access to only that wireless number.



## Get started

This chapter presents important concepts and guidelines that will help you use eBill efficiently.

In this chapter

- [Access eBill](#)
- [User roles](#)
- [Using eBill](#)
- [Billing information](#)
- [Alerts](#)
- [Get help and support](#)

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### Access eBill

Before you can access eBill, your company administrator must first give you access permission. You access and use eBill through Premier. Log in to Premier, and then select an account or wireless number to view the eBill homepage. From the eBill homepage you'll have access to other levels of billing data and functionality, based on your user role and account type.

**Note:** After 18-19 minutes of inactivity, the system logs you out of eBill.

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### User roles

The user role you're assigned determines which features you can access and which level of billing data you can see. Premier eBill has these user roles:

- **Company administrator**—Primary company contact who manages the online billing and payment experience for all users within your company. The company administrator is responsible for 1 or more foundation accounts and can see details for all billing accounts and wireless numbers assigned to the foundation account.
- **Billing account manager**—Primary contact within the company who manages the online billing and payment responsibilities for 1 or more billing accounts under the same foundation account. Billing account managers can be a Premier billing account administrator (non-subscriber, created by the company administrator) or a wireless subscriber who has been assigned billing account-level access by the company administrator. Billing account managers also support eBill for users of Small Business accounts who don't have a signed AT&T Business Agreement and associated foundation account.
- **Wireless user**—User who has a wireless number as paid for by their company. Also known as a Corporate Responsibility User. Wireless users can access only a single wireless number.



This guide specifies which roles can perform each activity. Options change to match permissions you have.

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## Using eBill

You access different activities within eBill by navigating through various menu selections, buttons, tabs, and links. You can go directly to other pages in eBill using the title bar and menu options.

The buttons and links available depend on your user role and what type of account you've selected.

**Caution:** When navigating in eBill, avoid using your browser's **Back** and **Forward** buttons. All eBill pages include buttons that move you to previous screens or navigation at the top-left of the page ("breadcrumbs") that show you a list of previous screens viewed. Using your browser's **Back** button can result in lost information, errors in multistep processes, or even a security error that would require you to log in again. Your experience will vary based on your browser and settings. If you inadvertently use your browser's **Back** or **Forward** buttons and you receive an error message, use the browser's **Refresh (F5)** option to reset to the last screen viewed.

## Title Bar

The title bar is located at the top-right of the page and contains links to access important eBill pages and documentation.

- **eBill Home**—Returns you to the eBill homepage from any page within eBill.
- **User Guide** —Takes you to the eBill User Guide (this document).
- **Log out**—Ends your current session and returns you to the Log In page.

## Menus

The menu bars located at the top of the eBill page, under the blue bar. The top level of the menu represents the activity. Each top-level menu also has submenu options.

The menus are customized for each user role and show only the options available to you.

Menu options change based on the type of account you select and the permissions for your user role. If you don't see the menu option you want, select a different foundation account or billing account, and view menu options again. For more information about selecting different accounts, see [Change foundation accounts](#) and [Change billing accounts](#).





Using the menus, you can access all eBill functions. The following table lists eBill menus and options for different types of foundation accounts.

eBill menus and options

From this menu	Fulfillment foundation account options	Billing or Reporting foundation account options
<p><b>View Bill</b></p>	<ul style="list-style-type: none"> <li>• Foundation account summary</li> <li>• Billing account summary</li> <li>• Mobile device summary</li> <li>• Compare bills</li> <li>• Download bill (PDF)</li> <li>• Go Paperless</li> </ul>	<ul style="list-style-type: none"> <li>• Foundation account summary</li> <li>• Billing account summary</li> <li>• Mobile device summary</li> <li>• Compare bills</li> <li>• Download bill (PDF)</li> <li>• Go Paperless</li> </ul>
<p><b>Payments</b> Online payments are available only for billing account invoices. Wireless users can't access the <b>Payment</b> menu. For more information, see <a href="#">Payments</a>.</p>	<ul style="list-style-type: none"> <li>• View payment history</li> <li>• Print a remittance form</li> <li>• Dispute a charge</li> <li>• Submit a dispute</li> <li>• Track a dispute.</li> </ul>	<ul style="list-style-type: none"> <li>• Payment arrangements</li> <li>• Schedule a recurring payment</li> <li>• View payment history</li> <li>• Print remittance form</li> <li>• Dispute a charge</li> <li>• Submit a dispute</li> <li>• Track a dispute</li> </ul>
<p><b>Usage</b></p>	<ul style="list-style-type: none"> <li>• View unbilled usage</li> <li>• Download billed usage details</li> </ul>	<ul style="list-style-type: none"> <li>• View unbilled usage</li> <li>• Download billed usage details</li> </ul>
<p><b>Reports</b> All users can access downloaded reports. Only company administrators for Billing and Reporting type foundation accounts can access Bill Analysis reports.</p> <p>For more information, see <a href="#">Reports for Billing and Reporting foundation accounts</a> and <a href="#">Reports for Fulfillment foundation accounts</a>.</p>	<ul style="list-style-type: none"> <li>• Create custom reports</li> <li>• View generated reports</li> <li>• Manage delivery profiles</li> <li>• View raw data</li> <li>• Hierarchy Summary Report</li> <li>• Manage custom hierarchy</li> <li>• Monthly User Statement</li> </ul>	<ul style="list-style-type: none"> <li>• Bill analysis reports</li> <li>• View generated reports</li> <li>• Manage delivery profiles</li> <li>• View raw data</li> <li>• Hierarchy summary report</li> <li>• Manage custom hierarchy</li> <li>• Monthly User Statement</li> </ul>



From this menu	Fulfillment foundation account options	Billing or Reporting foundation account options
<p><b>Notifications</b> All users are enrolled by default in the <a href="#">Offline Report/Download File</a> can now be viewed alert.</p>	<ul style="list-style-type: none"> <li>• Set up</li> <li>• View notification history</li> <li>• Go Paperless</li> </ul>	<ul style="list-style-type: none"> <li>• Set up</li> <li>• View notification history</li> <li>• Go Paperless</li> </ul>

## About tables

All tables in eBill that have a large number of items (more than 10 rows) use pagination controls. To the right of the table title, you'll see which elements appear on the current page and how many elements are in the entire list.

You navigate between pages in the same table using pagination controls (arrows).

When you can select multiple items in the table, select all items or clear all selections by clicking the checkbox icons (☑ ☐) in the table heading.

You can export the contents of eBill tables to Excel. This includes all the items that appear in a table, not just the single page currently displayed. To export a table, click the Excel icon (📄) at the top-left of the table.

You can change the order in which items are listed in eBill tables by sorting the columns. When an icon (an up and down arrow) appears in the column heading, you can sort by the options in the dropdown list. Clicking a column heading sorts the column data in ascending order. Clicking a column heading again reverses the sort order.

Sort icon



All eBill tables have a default sorting order, which depends on the specific table. Most columns are sorted in ascending order based on the first column, but some are sorted based on other rules, such as reverse chronological order (for example, **Payment history**).

### Change the sort order of a table

From any page of the table, click the heading for the column to sort. The elements in the table are sorted in order by the data for each entry in the selected column.

To reverse the sort order, click the column heading again.



## Account information

Account information appears at the top right of every eBill page. You'll see the foundation account number, billing account number, and wireless number in context. The lowest level shown is the billing level you're currently viewing. Values can be linked or static text. If you can access that level, the values appears as links. If you can't access that level, the value isn't linked.

- For a foundation account (if applicable), you'll see the foundation account number, name, and type. If you have access to more than 1 foundation account, you can select a different foundation account.
- For a billing account, you'll see the foundation account information (if applicable), the billing account name, and billing account number. If you have access to more than 1 billing account, you can select a different billing account.
- For a wireless number, you'll see the foundation account (if applicable) and billing account information, the wireless number, and the associated user's name.

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## Billing information

On the eBill homepage, the **Billing Information** section shows current billing details for the account level shown in the **Account** section:

- For company administrators with a foundation account is in context, the Billing Information section shows billing details for the foundation account.
- For company administrators and billing account managers with foundation and billing accounts in context, the Billing Information section shows billing details for the billing account.
- For wireless users with a wireless number in context, the Billing Information section shows the most recent invoice details available to view in eBill for your wireless service.

The following table shows what the Billing Information section displays for each user role and account type.

Billing information by user role and foundation account type



Role/ Account type →	Company admin with Fulfillment foundation account	Company admin with Billing or Reporting foundation account	Billing account manager with Billing foundation account	Billing account manager with Reporting or Fulfillment foundation account, or small business account	Wireless user
<b>Total balance due</b>	Always shows a zero amount (0.00).	The total amount that's due for the selected foundation account. The total balance due for a Billing foundation account reflects the actual balance of the consolidated foundation account invoice. For a Reporting foundation account, the total balance due is the balance of only any foundation account level charges. At times, the total balance due can include charges from invoices that aren't yet available to view in eBill. Total balance due also includes any past due balance.	Always shows a zero amount (0.00) because the balance is transferred to and paid at the foundation account level.	Outstanding current amount due on the selected billing account. This amount appears in real time and reflects payments and adjustments to the account. It includes any past due balance and may include charges from invoices that are not yet available to view in eBill.	Not applicable.
<b>Pending dispute amount</b>	The total of any existing charges for the foundation account that	The total of any existing charges for the foundation account that are being disputed.*	The total of existing charges for the Billing foundation account that are being disputed.*	The total of existing charges for the foundation account that's	Not applicable.



Role/ Account type →	Company admin with Fulfillment foundation account	Company admin with Billing or Reporting foundation account	Billing account manager with Billing foundation account	Billing account manager with Reporting or Fulfillment foundation account, or small business account	Wireless user
	are being disputed.*			being disputed.*	
<b>Total amount less pending disputes</b>	The outstanding balance minus any pending disputed amounts.	The current balance minus any disputed pending amounts.	The current balance minus any pending disputed amounts.	The current balance minus any pending disputed amounts.	Not applicable.
<b>Due date</b>	Not applicable. No payment is required at the foundation account level.	The date when any unpaid current balance due is considered late and can incur penalties as a result.	Not applicable. The balance due is paid at the foundation account level.	The date when any unpaid current balance due is considered late and can incur penalties as a result.	Not applicable.
<b>Past Due balance</b>	This field always shows a zero (0.00) amount.	Amount for the selected account that wasn't paid before the previous invoice's payment due date.	Always shows a zero amount (0.00) because the balance is paid at the foundation account level.	Amount on the selected billing account that wasn't paid before the previous invoice's due date.	Not applicable.
<b>Last Payment amount</b>	Not applicable. Payments aren't posted at the foundation account level.	Amount of the most recent payment activity processed for the selected account.	Not applicable. Payments are applied to the foundation account, not to the billing account.	Amount of the most recent payment activity processed for the selected billing account.	Not applicable.
<b>Last Payment Date</b>	Not applicable. Payments aren't posted at the foundation account level.	The date that the most recent payment activity was processed for the account.	Not applicable. Payments are applied to the foundation account, not the billing account.	The date that the most recent payment activity was processed for the account.	Not applicable.



Role/ Account type →	Company admin with Fulfillment foundation account	Company admin with Billing or Reporting foundation account	Billing account manager with Billing foundation account	Billing account manager with Reporting or Fulfillment foundation account, or small business account	Wireless user
<b>Last Invoice Date</b>	The invoice date, always the 2nd of the month, only determines which billing account invoices will be grouped together for a 30-day period. Any billing account invoices available before this date are included in the current summary; any invoice available after are included in the next summary.	The most recent invoice that you can view in eBill. As new invoices are created, there's a short delay before you can see them in eBill.	The most recent invoice that you can view in eBill. As new invoices are created, there's a short delay before you can see them in eBill.	The most recent invoice date that you can view in eBill. As new invoices are created, there's a short delay before you can see them in eBill.	The most recent details for your wireless service. As new invoices are created, there's a short delay before you can see them.

\* Pending disputes for AutoPay accounts aren't shown separately because the disputed amount is already deducted from the balance pending final resolution of the disputes.

### Why don't I see billing information on the eBill homepage?

Your access to eBill and eBill functionality requires that you have at least 1 bill file associated with your assigned billing hierarchy and default level. If you have an account in context for which eBill hasn't yet received any bills, the eBill homepage doesn't show any billing information and only the unbilled usage menu option is available.



You might also receive a message telling you that there's no billing data available for the currently in context account. You could receive this message when:

- A new user has registered in Premier and accesses eBill before his or her first bill is loaded into eBill.
- A user has added a new billing account or wireless number and accesses eBill with the new entity in context before the first bill that contains this new entity is loaded into eBill.
- A user accesses eBill after a billing hierarchy change (for example, a new foundation account is attached or a wireless number moved) before the first bill that reflects the new hierarchy is loaded into eBill.
- A user has a combined bill for wireless and wireline AT&T services. Combined bill invoices are not shown in eBill.

The default level for a company administrator is the foundation account. At least 1 foundation account summary file must be loaded into eBill to access the entire billing hierarchy, including any billing account invoices.

For Fulfillment foundation accounts, this file is the 30-day summary for billing account invoices associated with the foundation account.

For Reporting and Billing foundation accounts, this file contains consolidated billing data for the entire foundation account loaded approximately 3 to 5 days after the consolidated bill cycle for the foundation account.

## For company administrators

If you're a company administrator and want to access your first billing account invoice before the first foundation account file is loaded, follow these steps:

1. Create a billing account manager associated with the billing account.
2. Log in to Premier with the billing account manager's username and password. This user role can access the billing account invoice approximately 5 to 10 days after the billing cycle end date of the account.

After the first foundation account file is loaded, you have full access to foundation account-level functions and the billing hierarchy, including all billing account invoice billing periods previously loaded.

## For billing account managers

If you're a billing account manager the billing account is the default. At least 1 billing account invoice file must be loaded into eBill before you can see the billing details for the billing account and associated wireless numbers. The invoice file is typically loaded into eBill 5 to 10 days after the billing cycle end date of the account.



## For wireless users

If you're a wireless user, the default level is your wireless number. At least 1 billing account invoice file that contains the wireless number must be loaded into eBill before you can view the billing details for that number. The invoice file is typically loaded into eBill 5 to 10 days after the billing cycle end date of the account.

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## Alerts

The **Alerts** section of the eBill homepage shows all your current unread alerts. An alert is no longer visible once it has been read (by clicking the alert or viewing it on the Alert History page). Bill Ready alerts are replaced when a new Bill Ready alert is received for the same account. For a list of previous alerts, click the **Notifications** menu, and then select **View notification history**.

Which alerts are shown on the eBill homepage are determined by your alert settings. To learn how to specify which alerts appear on the eBill homepage, see [Alerts and notifications](#).

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## Get help and support

Premier provides several ways you can get answers to your Premier and eBill questions.

### eBill title bar

On every eBill page, you can access this User Guide from the title bar. Download the User Guide for step-by-step instructions on how to use the eBill application.

### Premier Support page

For a variety of online help topics and animated tutorials for Premier, including eBill functionality, access the Premier Support page. From any account management page, click the **SUPPORT** tab or click the **Support** link at the bottom of each page.

### Premier Chat

You can chat with an agent from any eBill page. Just click the **Chat available** tab. If all chat agents are busy, the tab is unavailable (grayed out). Users can have only 1 chat session open at a time. Chat sessions that you start in Premier can address only questions pertinent to Premier functions. Chat sessions in eBill address eBill questions. If you start an eBill chat session and have questions about Premier, the chat agent will transfer the session to a dedicated Premier chat agent. Chat is available Monday through Friday, 8 a.m. to 8 p.m. Eastern Time.





## Premier support team

Premier has a dedicated staff to support technical website and navigation questions for Premier and eBill. Contact Premier Support at 866.499.8008 Monday through Friday, 8 a.m. to 10 p.m. Eastern Time.

### **Wireless Device, Service, and Billing Questions**

Dial 611 from your wireless phone, or visit AT&T Business Mobility Support.

### **For customers in California, contact the California Public Utilities Commission (CPUC)**

If we can't resolve your issue, you can write to:

California Public Utilities Commission

Consumer Affairs Branch

505 Van Ness Ave., Room 2003

San Francisco, CA 94102

You can also contact the commission at [www.cpuc.ca.gov](http://www.cpuc.ca.gov), or by calling 800.649.7570 or TDD 800.229.6846.

### **For customers in New Mexico, contact the New Mexico Public Regulation Commission**

If you have questions or concerns about your bill, call National Business Services at 800.999.5445.

### **For Small Business customers**

If you have questions, call the Small Business Key Contact Center at 866.ATT.SMBZ (288.7629). If we can't resolve your issue, contact the New Mexico Public Regulation Commission at 888.427.5772.



# Common eBill activities

The activities described in this chapter are commonly used throughout eBill.

In this chapter

- [Navigate within eBill](#)
- [Search for accounts](#)
- [Change foundation accounts](#)
- [Change billing accounts](#)
- [Change wireless numbers](#)
- [Log out of eBill](#)

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## Navigate within eBill

The eBill homepage is your entry point into eBill and the first page you see when you click an eBill link in Premier. The homepage includes a snapshot of the billing information for the account or wireless number in context. You can access all billing self-service activities from here.

**Note:** All procedures in this User Guide start on the eBill homepage.

How the eBill homepage looks depends on your user role and permissions, the type of account in context, and the level of the billing hierarchy selected.

- The billing data shown depends on the navigation path you've taken to access eBill. For example, if a foundation account is in context when you enter eBill, you'll see billing information at only the foundation account level.
- The account or wireless number currently in context appears below the menu bar, at the top-right of the page. The lowest billing level shown is the account in context for the current session. On the eBill homepage, click the account and wireless numbers to view and manage the selected account or wireless number.
- The eBill homepage shows current billing and payment information for the account in context. It also shows any related billing and payment promotions and new user alerts.
- The eBill homepage shows information in real time; any changes you make to an account are typically reflected immediately after being updated by AT&T. For some activities, there may be a short delay between when you make a change to when it appears online.

For example, if you submit a new payment for an account, the balance isn't updated on the eBill homepage until that payment is confirmed, processed, and approved. Depending on the current amount of system activity, this could take several minutes.



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## Search for accounts

To search the last billing cycle loaded for any account level that you can access (foundation account, billing account, and wireless number), click **Search Account** under the menu bar near the top of the homepage.

A successful search puts the selected billing account in context, including resetting the billing period to the most current, and directs you to the eBill homepage for that account.

- Company administrators can search for foundation accounts, billing accounts, or wireless numbers.
- Billing account managers can search for billing accounts or wireless numbers.
- Wireless users cannot use **Search Account**, and the link isn't shown.

### To search for an account

1. At the top of the eBill homepage, click **Search Account**. The **Account Selection** page appears.
2. Select a search option. The options are **Foundation Account Number**, **Billing Account Number**, or **Customer Wireless Number**.
3. Enter the account or wireless number (depending on the search option you selected).
4. Click **Go**. The eBill homepage appears displaying the account you entered.

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## Change foundation accounts

Only company administrators can access and select foundation accounts.

Many eBill activities require that a foundation account be in context. If you're a company administrator, you can perform activities on a different account by selecting a different foundation account.

### To select a different foundation account

1. From the **View Bill** menu, select **Foundation account summary**. The **Foundation account billing** page appears.
2. To view a different foundation account, click **Change** next to the foundation account number. The **Select foundation account** window opens, with a table showing only foundation accounts that you have permission to access.
3. On the **Select foundation account** page, click the foundation account number you want to view. The **Foundation account summary** page appears.



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## Change billing accounts

Many eBill activities require that you have a billing account in context. Most invoice-related functions occur at this level.

**Note:** Only company administrators and billing account managers can select billing accounts.

- Company administrators may have access to 1 or more foundation accounts and can access all billing accounts associated with their foundation accounts.
- Billing account managers may have access to 1 or more billing accounts. Billing account managers for Small Business Accounts have only 1 billing account.

### To select a different billing account

1. From the **View Bill** menu, select **Billing account summary**. The **Billing account summary** page appears.
2. To change to a different billing account, click **Change** next to the billing account number. The **Select billing account** page appears.
3. On the **Select billing account** page, click the billing account number you want to view. The **Billing account summary** page appears.

The table on the **Select billing account** page shows only billing accounts from 1 foundation account at a time. If you're a company administrator and the billing account isn't listed, you may have to change your selected foundation account. For more information, see [Change foundation accounts](#).

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## Change wireless numbers

Many eBill activities require that you have a wireless number in context. This is the number used for any service-level related activities in eBill.

**Note:** Only company administrators and billing account managers can select wireless numbers.

Company administrators and billing account managers may have access to 1 or more billing accounts. They can access all associated wireless numbers under their billing accounts.

### To change the wireless number in context

1. From the **View Bill** menu, click **Mobile device summary**. The **Wireless account summary** page appears.
2. Click **Change** next to the wireless number to select a different number. The **Select wireless number** page appears.
3. Click the wireless number you want to view. The **Wireless account summary** page appears.



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## Log out of eBill

When you've completed your eBill session and have no other activities to do in Premier, be sure to end your session. From the title bar at the top-right of any eBill page, click **Log out**. You'll be securely logged out of Premier and a new **Log In** page appears.



## Billing activities

Billing activities relate to viewing an account bill and the underlying billing entities. The amount of bill information you can view depends on your role.

In this chapter

- [About billing periods](#)
- [About account types](#)
- [About account level charges](#)
- [Foundation account billing activities](#)
- [Billing account billing activities](#)
- [Common billing activities](#)
- [Wireless account billing activities](#)

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### About billing periods

For newly created foundation accounts, billing accounts, or wireless numbers, allow up to a month for your first invoice to be processed. Limited billing information appears before the first invoice is loaded into eBill. Company administrators must wait for the first foundation account cycle with the specific billing account and wireless number to be loaded before they can access the account.

A company administrator might want to create a billing account manager to access the invoice before the first foundation account cycle becomes available. A billing account manager doesn't depend on the foundation account cycle so can access the billing account and associated wireless numbers after the billing account invoice is loaded.

For billing accounts and wireless numbers, the billing period shows both a start date and an end date. For foundation accounts, the billing period is specified only by the bill cycle close date for the consolidated cycle.

#### To change the billing period

1. From any summary page accessed from the **View Bill** menu, select the **Billing period** from the dropdown list.
2. If you select a different billing period from the list, the current page refreshes and shows information for the new billing period for the same account.

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### About account types

eBill has 3 billing levels:



- **Foundation account** (with 1 or more associated billing accounts). Only company administrators can access and select foundation accounts. Billing account managers and wireless users can't select foundation accounts.
  - **Billing account** (with 1 or more associated wireless numbers). Only company administrators and billing account managers can select billing accounts. Company administrators may have access to one or more billing accounts.
    - **Wireless number** (for 1 device). Only company administrators and billing account managers can select a wireless number.

If you have a billing account that's not associated with a foundation account, eBill doesn't show fields for the foundation account because it doesn't apply. All wireless numbers must be associated with a billing account.

Different user roles can access different billing levels. Only company administrators can access foundation accounts. Company administrators and billing account managers can access billing accounts. All users can access wireless numbers.

There are 3 types of foundation accounts: Billing, Reporting, and Fulfillment. The foundation account type reflects the national corporate contract established between your company and AT&T. The foundation account type determines what information eBill shows and which billing and reporting functions are available.

- **Billing foundation account**—consolidates all charges from wireless numbers and billing accounts paid from a single foundation account invoice. Billing foundation accounts are used for many complex billing options. Company administrators with a Billing foundation account selected can access predefined and customized eBill reports. This user can also create custom hierarchies through which to view a summary of the most current billing period or use the hierarchies in Billing Analysis reports to allocate costs to custom cost centers. These users can also access Raw Data Output files.

Billing foundation accounts can have associated billing accounts, but those billing accounts can't access eBill payment features because all payments are made at the foundation account level. All invoices for billing accounts contain a "do not pay" message and can be viewed as a "shadow statement" of the billing account charges in the hierarchy.

All billing accounts under a Billing foundation account have a "do not pay" message on the billing account shadow statement. Currently, eBill doesn't support online payment options for Billing foundation account invoices.

- **Reporting foundation account**—consolidates billed charges and usage from wireless numbers and billing accounts at the foundation account level for reporting purposes only. A Reporting foundation account doesn't pay all charges from a single foundation account invoice. Each associated billing account associated with the reporting foundation account pays its individual invoice. The foundation account can receive an invoice for any additional charges associated directly with the foundation account.



A company administrator with a Reporting foundation account i can access predefined and customized eBill reports and can create custom hierarchies to view a summary of the most current billing period. This user can also use the hierarchies in Billing Analysis reports to allocate costs to custom cost centers, and can access Raw Data Output files.

Billing accounts associated with Reporting foundation accounts can access eBill payment features. Payment methods, credit card and electronic funds transfer (EFT), are determined by the company.

- **Fulfillment foundation account**—provides a summary of the underlying billing accounts and determines the contractual service discounts associated with the national corporate contract. Company administrators with a Fulfillment foundation account in context can create custom hierarchies through which to view a summary of the most current billing period via the online Hierarchy Summary report, and can also access Raw Data Output files. Because the purpose of this account is to provide a summary of the billing accounts, the company administrator doesn't pay any charges at the foundation account level.

eBill also has Small Business Accounts, which are billing accounts that don't have a signed AT&T Business Agreement, such as Wireless Business Advantage (WBA), Cingular Business Edge (Edge/3G), AT&T Mobility Business (AMB), or AT&T Corporate Digital Advantage (ACDA), and isn't associated with a foundation account. Small Business Accounts don't receive contractual service discounts and can't access eBill reports and custom hierarchies.

Small Business account administrators can view and download their billing invoices, make payments, and download usage details.

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## About account level charges

The charges you'll see on an account summary depends on what type of account you have. We discussed the different types of foundation accounts earlier (see [About account types](#)). Now let's look at the different levels of charges you'll see on your account summaries and how they are calculated.

In eBill, we have 3 levels of charges:

- **Foundation account level charges**—In Billing foundation accounts, the charges are most often other charges and credits or discounts. These charges do not come from the billing account charges, but are billed specifically to the foundation account.
  - Total foundation account charges—the Billing foundation account level charges including adjustments or fees issue to the foundation account. Reporting and Fulfillment foundation accounts do not have these charges.
  - Total billing account level charges—includes billing account level charges and wireless user charges.





- Total charges—include foundation account level charges, billing account level charges, and wireless user charges.
- **Billing account level charges**—Charges issued specifically to the billing account, and do not come from the wireless user account. These charges are not limited by the foundation account type, and can be part of charges for every billing account.
  - Total monthly access charges—includes monthly charges for the wireless user accounts in the billing account.
  - Total other charges and credits—includes all other charges, fees, credits, and any adjustments.
  - Total—includes all of the above.
- **Wireless account level charges**—the most common charges seen on an account summary. These charges are the result of the rate plan plus user activity charges, plus other charges, credits, and adjustments.

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## Foundation account billing activities

A foundation account is a collection of billing accounts under a national corporate contract. eBill has 3 different types of foundation accounts: Billing, Reporting, and Fulfillment. For more information about account types, see [About account types](#). The invoice layout changes depending on the type of foundation account in context.

Only company administrators can access foundation account invoices and details.

## Foundation account billing cycles

For Billing and Reporting foundation accounts, the billing cycle is the consolidated cycle set up for the company profile. This date is expected to be no less than 12 days after the market cycle end date of the billing accounts associated with the foundation account. This 12-day period provides enough time for foundation account Bill Analysis reporting and the invoice for Billing foundation accounts to be completed.

For Fulfillment foundation accounts, the billing cycle always ends on the 2nd of the month. The page is updated with a new billing cycle on the 3rd of the month. Because AT&T doesn't consolidate billing data for Fulfillment foundation accounts, the **Foundation account billing** page organizes the available billing account invoices that are loaded into eBill as of the 2nd of the month. Because the 2nd is the last update for the page, the invoices are presented in monthly summaries.



**Note:** If a billing cycle end date falls within the last week of the month or the first 2 days of the following month, there's a chance that eBill won't have loaded that invoice file by the 2nd of the following month (billing account invoices generally are available in eBill 5 to 10 days after the billing cycle end date). In this scenario, the foundation account billing summary won't include this billing account invoice; it will be included in the next summary update. When that latest invoice is available, company administrators can access it by selecting the billing period.

## View an account summary for a foundation account

The **Foundation account billing** page provides an overview of the charges to a foundation account, and a summary of each billing account contribution to the selected foundation account billing period. You can also click a billing account number to view details of billing account charges.

On the **Foundation account billing** page, you'll see:

- Foundation account charges, including total charges to billing accounts.
- Billing account charges with a breakdown of billing account activities.
- Other billing details, including charges such as co-pay details and Contract Line Item Number (CLIN) details. If you don't have charges for these, they won't be listed on the summary.
  - **Co-pay detail**—For Billing and Reporting foundation accounts participating in the Corporate Co-Pay Program. For more details, see [Co-pay details for foundation and billing accounts](#).
  - **CLIN detail**—For Billing or Reporting Foundation Accounts participating in Contract Line Item Number (CLIN) Billing. For more information, see [CLIN details for foundation and billing accounts](#).

### To view a foundation account billing summary

1. With a foundation account in context, from the **View Bill** menu, select **Foundation account summary**. The **Foundation account billing** page for the currently selected foundation account appears.
2. Select a billing period for that account.
3. To expand a section and see charge details, click the plus icon (+).

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## Billing account billing activities

Company administrators and billing account managers can access billing account invoices and details. Billing accounts can contain several wireless numbers and receive an invoice for those wireless numbers.



For Billing foundation accounts, the billing account invoice is a shadow statement and provides only information. The actual balance due is rolled up to the foundation account and is paid from the foundation account invoice. Billing account invoices contain a "do not pay" message to remind you that the balance is paid by the foundation account.

For all other types of foundation accounts, and for Small Business Accounts not associated with an AT&T Business Agreement and foundation account, the billing account invoice contains the balance and payment is made from that billing account invoice.

## View bill messages

Company administrators and billing account administrators can view bill messages.

Your invoice may contain several messages. Messages vary between different billing accounts. Many are legal notices mandated by state or local governments. The messages appear on the **Billing Account Full Invoice** page, and they're also available on a separate page if you want to print them. Not all messages apply for the account in context.

### To view bill messages

1. With a billing account in context, from the **View Bill** menu, select **Billing account summary**. The **Billing account summary** page appears.
2. Click **Messages**. The **Important information** window opens and shows your messages.

## View a billing account summary

Company administrators and billing account managers can view the billing account summary, which provides a high-level overview of the charges to a billing account and summarizes each wireless number's contribution to the billing account total. This summary provides links to details about billing account and wireless number charges.

**Note:** If your account is not signed up for specific options, those options won't appear on the account summary page.

From the **View Bill** menu, click **Billing account summary**.

- If you've already selected a billing account, the **Billing account summary** page appears.
- If you haven't yet selected a billing account, the **Select billing account** page appears. Select a billing account and click **Go**. the **Billing account summary** page appears

From the **Billing account summary** page, you can see various details to see specific charges applied to the billing account. If there are no charges for specific items, that item will not be accessible.

Under **New charge details**, you can view:



- Account charges
- Wireless charges
- Taxes and government fees—for more information, see [Government fees and taxes](#).

Under **Other billing details**, you can view charges for:

- Pooling—for more information, see [Pooling details](#).
- Group plan—for more information, see [Group plan details](#).
- Installment payment schedules—for more information, see [View installment payment schedules](#).
- Co-pay details—For more details, see [Co-pay details for foundation and billing accounts](#).
- Contract Line item number details—For more details, see [CLIN details for foundation and billing accounts](#).

## Download account bill image (PDF)

If you're a company administrator or billing account manager, you can view a full billing account invoice, or shadow statement, online and also download a PDF bill image to save or print. The PDF file is an exact representation of the paper invoice sent by mail.

Note that the bill image may not include call detail records for all the wireless numbers on the billing account. If you prefer to add usage details to the PDF, check **Include usage details** prior to submitting your request. Or, to minimize file size and download time, you can obtain the call detail records in comma-separated value (CSV) format (see [Download billed usage details](#)).

After you download a bill image, you can search the document for specific billing details, print copies, or save the PDF for your records should you need to access it offline.

The bill image downloaded through this process doesn't contain the payment scan line used to submit a payment by mail. To submit a payment by mail, see [View and print remittance forms for billing accounts](#).

### To download a billing account bill image

1. With a billing account selected, from the **View Bill** menu, click **Download bill (PDF)**. The **Download bill (PDF)** page appears. **Note:** if a billing account is not in context, the Select billing account page appears, where you can select a billing account.
2. Select the billing period.
3. To see usage details, click **Include usage details**.
4. Click **Download bill (PDF)**.



5. You'll see a message asking if you want to save the generated pdf. Click **Save** to save the file to your local download folder. Click **Open** to view the pdf.

## Wireless usage charges

For each billing account, company administrators and billing account managers can view specific types of charges for a specific billing period. Wireless usage charges include details about:

- Voice usage (including date, time, number called, voice category, number called to, long distance, roaming, minutes, rate code, feature, and airtime charges)
- Data usage (including date, time, call to/from, category, roaming, type, messaging, rate code, and more)

The usage charges summary includes a breakdown of charges at the billing account level and charges made to individual wireless numbers. In most cases, you can click a number to view a more detailed breakdown of the charges under that category. You can also access the full billing account invoice and details about group, billing account (NBI) pooling, and Co-Pay plans if the account participates in these options.

### To view usage charges

1. With a foundation account in context, from the **View Bill** menu, select **Billing account summary**. The **Billing account summary** page appears.
2. Under **New charge details**, click **Wireless charges** to expand that section. Click a wireless number to view the **Wireless account summary** page that has a breakdown of the included charges and credits.

## Pooling details

For billing accounts enrolled in billing account-level National Billing Instance (NBI) pooling plans, company administrators and billing account managers can view adjustments made during a specific billing period. eBill provides both voice and data pooling details for each pool of the billing account. Pooling details include:

- The subscribers enrolled in each pool
- The amount of usage and any usage adjustments
- Charge adjustments from usage allocated back
- Summary of the pooling usage for each enrolled subscriber on the specific billing account

If the billing account is on a Billing foundation account and some or all of the wireless services participate in the legacy foundation account-level consolidated (BEST) pooling, details about this pooling plan aren't shown. To see these sorts of details, use the Voice Pooling or Data Pooling



Bill Analysis reports. See [Other reports](#). For Reporting and Billing foundation accounts, the Bill Analysis Voice Pooling and Data Pooling reports provide pooling billing details. These reports also have details for any pools on the legacy foundation account-level consolidated (BEST) pooling.

#### To view billing account pooling details

1. With a foundation account in context, from the **View Bill** menu, select **Billing account summary**. The **Billing account summary** page appears.
2. Under **Other billing details**, click **Pooling**. The **Billing Account Pooling Detail** page appears.
3. Click the **Voice** or **Data** tab.
4. Under **Pooling Summary**, select a pool plan from the list.

## Group plan details

For billing accounts enrolled in group plans (such as Mobile Share Value, FamilyTalk® and Business Shared plans), company administrators and billing account managers can view the usage and charges associated with a group plan and the associated wireless numbers. Group plan details include:

- The groups on the billing account
- The wireless numbers enrolled in a particular group
- Voice and data usage associated with each subscriber in a group, and the usage totals for the group
- Rollover® summary for the group (if eligible for Rollover Data®). Note that data from internal promotions (bonus data) doesn't roll over.
- Other charges and credits
- For promotions such as device purchases and rewards earned (mobile data quotas), a summary of each promotion appears separately from plan data usage totals. Users can then redeem rewards with their AT&T accounts.
- Primary users identified for data groups

#### To view billing account group plan details

1. With a foundation account in context, from the **View Bill** menu, select **Billing account summary**. The **Billing account summary** page appears.
2. Under **Other billing details**, click **Group plan**. The **Billing Account Group Plan detail** page appears.
3. Under **Billing Account Group Plan Summary**, select a group from the **Group** or **Plan ID** dropdown list. The page loads the data for the selected group plan.



## Equipment charges

Company administrators and billing account managers can view equipment detail charges, including any equipment purchased and billed to the billing account or any wireless numbers on that account. Equipment detail charges include:

- Equipment and accessories ordered online
- Equipment and accessories purchased from an AT&T company-owned retail store.
- Item descriptions and price

If the billing account participates in CLIN billing, you'll see a CLIN near each charge in this section of the invoice.

**Subscriber equipment charges** include equipment and accessory charges ordered for a wireless number, and includes shipping and tax charges for the item (shipping charges are equally divided for each item in an order). **Billing account equipment charges** include charges for equipment and accessories ordered at the billing account level, and includes the shipping and tax charges for the order.

**Note:** For equipment and accessory purchases ordered at the wireless number level before July 2009, all shipping and tax charges are at the billing account level on the **Billing account equipment charges**.

### To view billing account equipment charges

1. With a foundation and billing account in context, from the **View Bill** menu, select **Billing account summary**. The **Billing account summary** page appears.
2. Under **New charge details**, expand **Other charges and credits**, and then expand **Equipment charges**.

## Installment payment schedules

Company administrators can use eBill to pay to upgrade or pay off an AT&T Next® program or an AT&T Equipment Installment Plan. The **Invoice Summary** page shows your installment summary and details.

You can view installment plan details for up to 200 wireless numbers on a billing account at a time.

### To pay to upgrade or pay off an AT&T Next or AT&T Equipment Installment plan

1. With a foundation account selected, from the **View Bill** menu, click **Billing account summary**. The **Billing account selection** page appears.
2. Under **Other billing details**, click **Installment payment schedules**. The **Installment Plan Information** page appears.




3. Under **Installment Payment Schedule**, in the **Pay To Upgrade Amount** or **Pay Off Amount** column, check the appropriate box. To pay to upgrade or pay off multiple installments, check multiple boxes. To pay to upgrade or pay off all wireless numbers, check the box in the column heading.

## Shared upgrade transactions

You can transfer upgrade eligibility from eligible to ineligible wireless numbers.

### To view shared upgrade transactions

1. On the **Billing account summary** page, under **Other billing details**, click **Shared Upgrade**. The **Shared Upgrade** window opens, showing the **Lines Transferred** table with the following information for the current billing period:
  - Transferred lines
  - A running account of your transfer transactions
2. To download the **Lines Transferred** table, click the File icon (  ) in the upper-right corner of the table. The table is downloaded in CSV format.

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## Common billing activities

Some billing activities are specific to certain billing levels. Others span multiple billing levels.

**Note:** If your account is not signed up for specific options, those options won't appear on the account summary page.

## Co-pay details for foundation and billing accounts

You can view co-pay details for accounts participating in the Corporate Co-Pay Program.

- If you're a company administrator, you can view co-pay details for Billing and Reporting foundation accounts participating in the Corporate Co-Pay Program for each billing period. Co-pay details provide totals across all the billing accounts and lists each individual co-pay charge.
- Both company administrators and billing account managers can view billing account co-pay details for each billing period. Co-pay details aggregates all co-pay allowances charged to that billing account.

The allowance amount is the amount of co-pay charges for the billing account (the same as the amount of the credit shown for the wireless number). A co-pay summary groups allowances by Allowance ID (up to 3 Allowance IDs can appear). Each Allowance ID has a maximum allowance amount that a wireless number can have for a billing period, but the actual allowance charge





might be less than this amount. For Billing and Reporting foundation accounts, you can create a Co-Pay Allowance report that details these charges. See [Cost Center reports](#).

#### To view co-pay charges

1. From the **View Bill** menu, select either **Foundation account summary** or **Billing account summary**, depending on which charges you want to view. The selected **account summary** page appears.
2. Under **Other billing details**, click **Co-pay**. The **Co-Pay Details** page appears.

## CLIN details for foundation and billing accounts

The Contract Line Item Number (CLIN) is an alphanumeric value associated with each charge. This CLIN appears numerically in order of appearance with up to 10 CLIN records per page. You'll see the number of times a charge appears associated with the CLIN on a foundation account.

You can view CLIN details from the account summary page.

- For Billing or Reporting foundation accounts participating in CLIN billing, eBill shows all individual charges in the form of a CLIN associated with each charge.
- For billing accounts participating in Contract Line Item Number (CLIN) billing, company administrators and billing account managers can view individual charges in the form of a CLIN associated with each charge.

**Note:** This option appears on the account summary page only for accounts participating in CLIN billing, and when the selected billing period has CLIN billing.

The **CLIN Detail** report also details these charges. See [Cost Center reports](#).

#### To view CLIN details

1. From the **View Bill** menu, select either **Foundation account summary** or **Billing account summary**, depending on which charges you want to view. The selected **account summary** page appears.
2. Under **Other billing details**, click **Contract line item number**. The **CLIN Summary** page appears.

## Compare invoices on different billing accounts

You can compare invoices from different billing accounts in the same billing period.

- Only company administrators can compare invoices for foundation accounts. For Reporting and Billing foundation accounts, you can compare invoices for the current billing period only.



**Note:** Because the current bill invoice is always used, the 2 foundation accounts aren't required to have the same invoice date. Be aware that, depending on when the analysis is run, one foundation account may have a more recent invoice than the other.

- Billing account managers for Small Business Accounts and users with billing account-level access have only 1 billing account associated with their user role, so cross-account analysis doesn't apply.

#### To compare bills

1. From the **View Bill** menu, click **Compare bills**. The **Compare Bills** page appears.
2. If you're a company administrator, under **Graph Attributes**, specify a billing or foundation account. If you're a billing account manager, these buttons won't appear because you can do cross-account analysis only on billing accounts.
3. Under **Graph Attributes**, select the comparison criteria from the **Criteria** dropdown list.
4. Click **Cross-Account Comparison**, and click **Select** to choose the 2 foundation accounts to compare. The **Account Selection** page appears.
5. Select the account, and then click **Select**. You return to the **Compare Bills** page.
6. At the bottom-left of the page, click **Go**. The comparison appears at the bottom of the page.
7. To view the results as a table, click **Table View**. To view results as a graph, click **Graph View**.

## Compare historical data on foundation and billing accounts

You can compare invoices from different billing periods for the same billing account. Company administrators and billing account managers can compare up to 16 months of data for billing accounts. (Some billing accounts may have less than 16 months of data.)

#### To compare historical data

1. From the **View Bill** menu, click **Compare bills**. The **Compare Bills** page appears.
2. For company administrators, under **Graph Attributes**, specify the billing or foundation account. For billing account managers, these buttons don't appear because this user role can only perform historical comparison on billing accounts.
3. Under **Graph Attributes**, select comparison criteria using the **Criteria** dropdown list.
4. Click **Historical Comparison**, and then click **Select** to choose the 2 foundation accounts to compare. The **Foundation Account Selection** page appears. Select the foundation account, and then click **Select**. You return to the **Compare Bills** page.
5. Under **Historical Comparison**, select the bill dates to compare.
6. At the bottom-left of the page, click **Go**. The comparison appears at the bottom of the page.
7. To view the results as a table, click **Table View**. To view results as a graph, click **Graph View**.



## Sign up for paperless billing

Billing account managers and company administrators can enroll accounts in paperless billing. Billing account managers can request paperless billing for a single billing account. Company administrators can request paperless billing for a specific billing account or make a bulk request to enroll all accounts under a specific foundation account. They can make only 1 bulk paperless request per foundation account.

The billing accounts included in a bulk request are determined by the last foundation account invoice received. Accounts added later to the foundation account aren't automatically enrolled in paperless billing. Similarly, paperless billing is not turned off for accounts removed later from the foundation account.

Company administrators and billing account managers can set the paperless statement settings for billing accounts on a Billing foundation account. The separate bills for each billing account are transferred to a single invoice at the foundation account level. The shadow statement for a billing account includes all the same charge and usage details as a regular invoice, but the statement includes a "do not pay" message on the first page.

### To request paperless billing

1. From the **View Bill** menu, click **Go Paperless**. The **Go Paperless** page appears.
2. Click **For this billing account** to set up paperless billing for a single account. To set up paperless billing for all billing accounts in a foundation account, click **For all billing accounts in foundation account**. If there is only one billing account in the foundation account, this option is not visible.
3. Read and agree to the terms and conditions. Click **Go Paperless**. The **Enroll this account in paperless billing?** window opens.
4. Click **Yes, continue**. A message tells you that you successfully enrolled in paperless billing.

To be notified online and by email when a bill is ready to view, set up an alert. To learn how, see [Alerts and notifications](#). You can set up to 50 billing account alerts.

To turn off paperless billing and receive paper bills, contact your account representative.

## View paperless billing status

If you're a company administrator or billing account manager, you can check whether billing accounts not on a Billing foundation account are enrolled to receive a paper copy of your bill.

When you sign up an account for paperless billing, you're automatically enrolled in an online alert for that billing account telling you when your bill is ready. You can later turn off this alert, but then you won't be notified (by online, email, or mail) when a new bill is ready in eBill.



When an account is enrolled in paperless billing, you can view your bill online and download the bill image as a PDF file. The bill PDF is an exact representation of the paper invoice that would have been sent by mail.

For some billing accounts, you won't be able to enroll the account in paperless billing in eBill. This could be the case when the permission to change this is restricted by settings in Premier, for billing accounts in specific markets, or if the billing account is from an Affiliate.

#### **To view paperless billing status**

View paperless billing status on the **Go Paperless** page. With a billing account in context, from the **View Bill** menu, click **Go Paperless**. The **Go Paperless** page appears. If you are enrolled in paperless billing, you'll see **Enrolled in paperless billing**.

## **Download billed usage details**

Company administrators and billing account managers can download billed usage details for single, multiple, or all wireless numbers. Users with access to the billing account level of the billing hierarchy can request a report that includes the voice or data billed usage details for 1 or all wireless numbers associated with them.

Reports are subscriber-based. Each line includes a subscriber number and the usage details for that wireless number. You must request voice and data usage reports separately.

Usage details include:

- Voice usage (including long distance, roaming, overage, directory assistance, and so on)
- Data usage (including roaming messaging, IP, General Packet Radio Service (GPRS), Cingular Business Edge (EDGE/3G), and so on)

#### **To download billed usage details**

(This procedure assumes you have a foundation and billing account in context.)

1. From the **Usage** menu, click **Download billed usage details**. The **Download billed usage details** page appears.
2. Select the billing month. The most recent billing period is selected by default, but you can create usage reports for the previous 16 months.
3. Select **Voice** or **Data**. You submit separate requests for voice or data usage details for each billing period.
4. Under **Usage for**, if a foundation account and billing account are in context, **Billing account** is selected as the default. If a wireless number is also in context, **Wireless number** is selected as the default.
5. Click **Download Billed Usage**.
  - If your bill has less than 1,000 pages, a PDF image of your bill appears.



- If your bill has more than 1,000 pages, you may want to check back later because it can take some time to generate the bill. (A bill with many pages may take from 1 to 24 hours to appear.) To view the downloaded bill, from **Reports**, click **View generated reports**.

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## Wireless account billing activities

Wireless users are assigned to the wireless number or an individual device that communicates with the wireless network. These are the devices that use voice or data. Company administrators can view an individual device's usage, the rates for that usage, and the related charges.

For a wireless number, you can view usage and charges from previous billing periods (bills that have already been created and sent for payment) and unbilled usage (usage that has occurred since the last bill was generated and that will be applied to the next bill). For unbilled usage, there may be some delay in reporting, meaning that any usage from the past 48 hours might not yet appear. Any charge or rating information won't appear for unbilled usage, because this is only available after your billing cycle closes and the invoice charges are calculated.

While wireless numbers produce the majority of charges, the invoice is paid at the billing account or foundation account level, as applicable. An individual wireless number has only a statement of charges, not an invoice.

### View a wireless account summary

The **Wireless account summary** provides a high-level overview of the charges for a single wireless number and the itemized charges associated with that wireless number. The summary also provides access to usage details and charge details for the wireless number, including:

- **Monthly charges** including plan charges and monthly subscription charges.
- **Other charges and credits** including account activity, voice and data usage summaries, equipment charges, one-time charges, surcharges and other fees, and government fees and taxes.
- **Usage details** for voice and data.

Company administrators, billing account managers, and wireless users can view the **Wireless account summary**.

If the billing account participates in Contract Line Item Number (CLIN) Billing, you'll see CLIN near each charge in this section of the invoice.

#### To view a wireless account summary

If you have a wireless number in context, from the **View Bill** menu, click **Mobile device summary**. The **Wireless account summary** page appears.



## About plan details

To view details about the wireless plan, click **View plan details** next to the Wireless number. The details page that opens gives you information about the rate plans you have.

## Data and voice usage details

For each wireless number, company administrators, billing account managers, and wireless users can view the data and voice usage for a specific billing period. All usage details are shown for the specific billing period.

To view subscriber data or voice usage details, from the **Wireless account summary** page under **Other charges and credits**, expand **Data usage** or **Voice usage**. The section expands to show a usage details table.

## Roaming details

Voice roaming includes any usage that occurred outside the user's home calling area. This includes any international roaming calls that may occur when a wireless device is used while in another country. Usage is classified as home or roaming based on the rate plan and features associated with the wireless number.

Company administrators, billing account managers, and users can view voice roaming details.

To view voice roaming details, on the **Wireless account summary** page under **Other charges and credits**, expand **Data usage** or **Voice usage**. You'll see roaming details in the **Roaming** column.

## About monthly charges

The details for each monthly subscription communication charges for both AT&T and third-party monthly subscriptions.

### To view monthly charges details

1. From the **View Bill** menu, click **Mobile device summary**. The **Wireless account summary** page appears.
2. Under **Monthly charges**, expand the correct section to view details.

## About one-time charges

One-time charge details can be viewed on the **Wireless account summary** page.



### To view one-time charges

1. From the **View Bill** menu, click **Mobile device summary**. The **Wireless account summary** page appears.
2. Under **Other charges and credits**, expand **One-time charges** to view details.

## Purchases and download details

Company administrators, billing account managers, and wireless users can view both AT&T and third-party mobile purchases and downloads details.

Mobile purchases and downloads includes any proprietary content offered by AT&T or an off-portal provider that can be downloaded to a wireless device and charged to the monthly bill for eligible subscriptions (for example, ringtones, games, tools, and graphics). All these purchases are included on the invoice in the **Third-party purchases and downloads** section of the **Wireless account summary** page for each wireless number.

On-portal charges are purchases made from the AT&T MEdia™ Net Home Deck or ATT.com. Off-portal charges are from non-AT&T content providers who have agreements with AT&T to invoice through AT&T billing. Off-portal content providers typically advertise on TV, magazines, and online (for example, daily horoscopes, date chat, jokes, ringtones, and games). Interactive TV is also considered off portal.

**Note:** Not all users can make mobile purchases and downloads.

### To view purchases and downloads details

1. From the **View Bill** menu, click **Mobile device summary**. The **Wireless account summary** page appears.
2. Under **Other charges and credits**, expand either **AT&T purchases and downloads** or **Third-party purchases and downloads** to view details.

## Long distance details

Company administrators, billing account managers, and wireless users can view rate plan details. Long distance calls include any voice calls made to numbers outside the local calling area for the wireless number. The local calling area is defined differently for different wireless numbers, based on the rate plan and features for that number. Long distance calls can include calls made to international numbers. If hasn't been any long distance usage for a specific period, the **Rate plan Details** page shows an empty table.

You can sort the feature column to group the same type of usage together (for example, Push-to-Talk, Anytime Minutes, Mobile to Mobile, and so on). To learn how, see [About tables](#).

The item number associated with calls on the **Long Distance Details** page is the same for that same call on the **Voice Usage Details** or **Roaming Voice Usage Details** list. The same number is



used so you can easily reference a particular call that appears in the other list. Long distance calls always appear on either the **Voice Usage Detail** or **Voice Roaming Usage Detail** list. For more information, see [Data and voice usage details](#) and [Roaming details](#).

#### To view wireless long distance details

1. From the **View Bill** menu, click **Mobile device summary**. The **Wireless account summary page** appears.
2. Under **Other charges and credits**, click **Rate plan details**. The **Subscriber Long Distance Details** page appears.

**Note:** If **Voice** doesn't show **Long Distance**, the wireless number selected doesn't have long distance calls for the selected billing period.

## Surcharges and other fees

Surcharges and other fees include things such as administrative fees, and other miscellaneous fees that you might be charged.

#### To view surcharges and other fees

1. From the **View Bill** menu, click **Mobile device summary**. The **Wireless account summary page** appears.
2. Under **Other charges and credits**, expand **Surcharge and other fees** to view details.

## Wireless user equipment charges

For each wireless number, company administrators, billing account managers, and wireless users can view specific types of charges for equipment and accessories billed to the wireless number during a specific billing period.

Equipment detail charges include:

- Equipment and accessories ordered online
- Equipment and accessories purchased from an AT&T company-owned retail store.
- Item descriptions and price

If the billing account participates in Contract Line Item Number (CLIN) Billing, you'll see a CLIN near each charge in this section of the invoice.

On the Billing account summary, billing account **Equipment charges** can be found under the category **New charge details**, and then listed under **Other charges and credits**. These charges are summarized at the billing account level for company administrators and billing account managers.





Equipment and accessory purchases billed to a wireless number appear on the **Wireless summary** page.

**To view wireless user equipment details**

1. With a wireless number in context, from the **View Bill** menu, click **Mobile device summary**. The **Wireless account summary** page appears.
2. Under **Other charges and credits**, expand **Equipment charges** to view details.

## Government fees and taxes

Government fees and taxes details includes a breakdown of charges at the billing account level and charges made to individual wireless numbers.

**To view government fees and taxes**

1. With a foundation account in context, from the **View Bill** menu, select **Billing account summary**. The **Billing account summary** page appears.
2. Under **New charge details**, expand **Government fees and taxes** to view details.

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## About unbilled usage

Monitor unbilled usage for wireless users, billing accounts, and foundation accounts, making it easy to spot overages and manage wireless costs at a glance. View, run, and schedule unbilled usage reports to quickly get details on overages and zero usage. View Mobile Share groups and pooled voice and data usage in a single view.

You can view unbilled usage for Reporting, Billing, and Fulfillment foundation accounts, as well as Small Business Non-contracted accounts.

Your user role determines what unbilled usage you can view:

- Company administrators and billing account managers can view current unbilled usage for voice, data, and messaging for all billing accounts in a selected foundation account.
- Wireless users can view their own voice, data, and messaging usage.

Company administrators and billing account managers can also:

- View overages at a glance. Unbilled usage charts let you see who's exceeded their usage limit, who's close to exceeding it, and who's within limits.
- View accounts with zero usage.
- If subscribed, view current usage for Mobile Share groups, voice pooling groups, and data pooling groups within a billing account. You can also view the wireless users within a group.
- Export unbilled usage data.



- View unbilled usage for new wireless users as soon as they become active.
- Run unbilled usage summaries for voice, data, and messaging for one, many, or all wireless users in the individual billing accounts within a single foundation account, as well as a summary report for the foundation account.
- Run usage detail reports for voice, data, and messaging for one, many, or all wireless users in the individual billing accounts within a single foundation account, as well as a detailed report for the foundation account.
- Run unbilled usage reports as needed, or schedule reports for unbilled voice, data, and message usage on a daily, weekly, or monthly basis. To learn how, see [Unbilled usage reports](#).

To view unbilled usage for a single wireless number, see [View unbilled usage for wireless numbers](#).

## View unbilled usage summaries

To view unbilled usage, you start on the eBill homepage. Company administrators and billing account managers can switch to a different billing account to view unbilled usage for that account.

### To view unbilled usage

1. Log in to [Premier](#) and click **BILLING**.
2. With a foundation account and billing account selected, under **Usage**, click **View unbilled usage**. The **Unbilled usage since** page appears.
  - Company administrators with more than 1 foundation account can select a different foundation account by clicking **Change** next to the foundation account number.
  - Similarly, for foundation accounts with more than 1 billing account, company administrators and billing account managers can switch to a different billing account by clicking **Change** next to the billing account number.
3. On the **Unbilled usage since** page, under **I want to view usage for**, select an option to see a detailed breakdown for each line in that category. The page changes, displaying charts. Colors in the charts indicate the amount of usage. Legends underneath the charts define what the colors mean.

**Note:** Group options appear only if you have Mobile Share plans or data and voice pooling plans.
4. The **Details** table at the bottom of the **Unbilled usage since** page shows summary usage details. To view usage details for a particular wireless number, enter the number in the **Search by wireless number** text box, or click the number in the **Details** table.
5. To export usage details to a Comma Separated Values (CSV) file, click **Export results**. To view the exported file, from the eBill homepage, click **Reports**, and then click **View generated reports**.



## View usage for all lines of service in a billing account

Company administrators and billing account managers can view unbilled usage for all the lines of service within a billing account. See all your groups and users within that billing account in a single view. Spot overages at a glance, and determine if you need to move users to other groups to balance usage.

Lines of service exclude Mobile Share groups.

### To view a lines of service summary

1. On the **Unbilled usage since** page, under **I want to view usage for**, select **Lines of service**.
2. The **Summary – Lines of service** unbilled usage chart shows data, voice, and text usage for all the lines of service in a billing account. The legend below the chart defines what the colors mean. Click **View Details** to see usage metrics in the **Details** table that appears below the chart.
3. To select a different usage view in the chart and **Details** table, above the **Details** table, click an option from the **View** list.
4. To view only specific areas of usage, click an option from the **View usage** list. Choose from:
  - **All lines**
  - **Overages**—Lines have used more than 100%
  - **Over 90%**—Lines have used 90-100%
  - **Over 75%**—Lines have used 75-89%
  - **Under 75%**—Lines have used less than 75%
5. To view usage details for a particular wireless number, enter the number in the Search by wireless number text box, or click the number in the Details table. The Summary – Unbilled wireless usage page appears.

## View accounts with no usage

The Zero usage summary shows billing accounts that have no data, voice, or text usage. The unbilled usage chart shows the total number of lines that have zero usage, as well as the number of lines with usage. To view zero usage details in the **Details** table, click the unbilled usage chart.

### To view a zero usage summary

1. On the **Unbilled usage since** page, under **I want to view usage for**, select **Zero usage**. The **Summary – Zero usage** unbilled usage chart appears and shows the total number of lines, the number of lines with zero usage, and the number of lines with usage.
2. To see more information in the **Details** table at the bottom of the page, click **View zero usage details**. You can click a wireless number in the **Details** table to see specifics for that wireless number.



## View Mobile Share group usage

If subscribed to Mobile Share groups, this summary shows unbilled data usage for all the Mobile Share groups within a billing account. The unbilled usage chart shows the amount of data used by each group. Groups are arranged from the most data used to least.

Note: This option appears only if you have Mobile Share groups.

### To view a Mobile Share group usage summary

1. On the **Unbilled usage since** page, under **I want to view usage for**, select **Mobile Share groups**. The page changes to display **Summary – Mobile Share groups** and shows data used by all the Mobile Share groups within the billing account.
2. To view details for the Mobile Share group, click **View details**.

## View voice and data pooling group unbilled usage

If an account is subscribed to voice and data pooling, this summary shows how many wireless users in a billing account have a voice and a data pooling plan. Unbilled usage charts show the group's voice and data usage. Groups are arranged by pooled data usage and pooled voice usage, with the highest usage listed first.

### To view a voice and data pooling usage summary

1. On the **Unbilled usage since** page, under **I want to view usage for**, select **Data and voice pooling**. The page changes to show **Summary – Pooling by voice and data**. This summary shows how many wireless numbers in your billing account have a voice plan and a data pooling plan.
2. The unbilled usage charts show pooled data and voice usage by group. To view metrics in the **Details** table, click **View details**.

## Unbilled usage reports

Company administrators and billing account managers can create unbilled usage reports easily and quickly to analyze data for all billing accounts or a specific billing account. You can include all lines in a billing account (**Lines of service**), or only those lines with **Overages**, **Zero usage**, **Mobile Share group** usage, or **Data and voice pooling group** usage.

To find out how to create, schedule, and update unbilled usage reports, see [Unbilled usage reports](#).

## View unbilled usage for wireless numbers

Wireless users can view a summary of voice and data usage for the current billing period (unbilled usage) for their wireless number. Administrators and billing account managers can view



an individual user summary and a summary of unbilled usage for all the wireless numbers in a billing account.

The unbilled usage for a particular wireless number depends on the rate plan and features available. Because unbilled usage is shown before billing, you'll see no charges associated with the usage details here. Some features, such as pooling and Rollover Minutes®, haven't yet been applied, so the usage shown may not fully reflect the eventual charge for this wireless number.

The unbilled usage summary shows only the current billing period. While the bill is being processed, there may be a short time when it's unavailable. There may be times when an invoice isn't yet available and the unbilled usage summary already shows a new billing period. In these cases, you can't view your billed usage information for the recently closed billing period until your invoices are processed. To be notified when a new invoice with this usage information is available, sign up for an alert (from the **Notifications** menu, click **Set up**). Also note that unbilled usage from the last 48 hours might not be included in this summary.

How you view unbilled usage for a wireless number depends on your user role and what type of account you have in context.

- For wireless users, company administrators, and billing account managers with a wireless number in context, when they click **View unbilled usage**, the **Wireless account summary** page appears.
- For company administrators or billing account managers with a foundation or a billing account in context, when they click **View unbilled usage**, the **Unbilled usage since** page appears. On this page you can search for a wireless number, or select the number from the **Details** table to open the **Wireless account summary** page.

## View unbilled voice and data usage details for a wireless number

Voice usage details includes all voice call records for the current (but not yet invoiced) billing period. Unbilled voice usage includes all types of usage, including long distance and roaming, and shows whether roaming was on or off the AT&T network.

- **H** indicates Home, or on the AT&T network.
- **I** indicates International, or off the AT&T network.
- **R** indicates roaming.

Unbilled data usage includes roaming, text, whether the data was sent or received by the device, and so on, and shows:

- Type of data usage (text message, AT&T MEdia™ Net, AT&T DataConnect, and more)
- Number of units (kilobytes (KB), megabytes (MB), messages (Msg), minutes (Min))
- In/Out indicator (**I** = Received by the device; **O** = Sent by the device)



- Roaming indicator (**H** = Home, or on AT&T network; **I**= International, or off AT&T network)
- Dynamic traffic management

#### To view unbilled voice or data usage details

1. If you have a wireless number in context, on the eBill homepage, click **Usage**, and then click **View unbilled usage**. The **Wireless account summary** page appears. If you don't have a wireless number in context, see [View unbilled usage for wireless numbers](#) to find out how to select one.
2. To view usage details for voice or data in the **Details** table, in the appropriate chart, click **View details**.

## Download unbilled usage details for a wireless number

Wireless users can download data, text, and voice usage details for the current billing period for their wireless number. Administrators and billing account managers can download data, text, and voice usage details for the current billing period for each wireless number. Because this usage occurs before billing, no charges are associated with the usage details presented.

#### To download current voice and data usage details for a wireless number

1. If you have a wireless number in context, on the eBill homepage, click **Usage**, and then click **View unbilled usage**. The **Wireless account summary** page appears. If you don't have a wireless number in context, see [View unbilled usage for wireless numbers](#) to find out how to select one.
2. On the **Wireless account summary** page, you can download usage details in two ways:
  - From the **Generate reports** section, select what you want to view in the report, and then click **Generate**.
  - Under the **Details – Unbilled wireless usage** section:
    - From the **View by** menu, select the type of usage details you want to download.
    - Click **Export results**. The **Request Offline Report** page appears. Click **Submit**. You'll see a message saying your report is being processed.
3. When the report is available, you can access it from the **View generated reports** page. On the eBill homepage, from the **Reports** menu, click **View generated reports**.

## View an unbilled usage summary for all wireless numbers in a billing account

Administrators and billing account managers can monitor unbilled usage for all the wireless numbers in a billing account. Unbilled usage charts provide a summary of wireless usage at a glance.

1. On the **Unbilled usage since** page, under **I want to view usage for**, select an unbilled usage type.



2. In the **Details** section, in the **View** list, select whether you want to view data, voice, or text.
3. In the **View usage** list, select an option (**Overages**, **Over 90%**, **Over 75%**, or **Under 75%**). The **Details** table shows summary usage for all wireless numbers in the billing account.



## Bill disputes

You can dispute charges at the foundation account, billing account, and wireless number levels (depending on your user role). You can also view pending and historical bill disputes and status, including disputes created by an AT&T Customer Care representative after a phone call.

eBill supports disputes on a 6-month rotating basis. The bill cycles for which you can submit a dispute appear in the dropdown list on the **Create Dispute** page. Wherever real-time balances appear for an invoice, the pending dispute total is calculated and shown. Pending disputes for AutoPay accounts aren't shown separately because the disputed amount is already automatically adjusted against the balance pending final resolution of the disputes.

Disputes of billing account and wireless number charges can't exceed the amount per charge. For foundation account-level disputes, the amount can't exceed the total amount of all foundation account-level charges for the selected billing period. Bill disputes address only monetary disputes, not disputes about Rollover Minutes® or bonuses.

In this chapter

[Create and submit disputes](#)

[Track disputes](#)

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### Create and submit disputes

It's important to thoroughly review all your invoices. You can submit disputes for only 1 invoice or billing period at a time, and you can submit only 1 dispute for charges to foundation account per billing cycle. When all wireless numbers are on the same billing account and billing cycle, you can submit multiple disputes for multiple wireless numbers in a single request. Note that saved disputes are deleted from the system after 72 hours.

#### Create a dispute for charges to a foundation account

You can submit only 1 foundation account-level dispute at a time for each billing period.

1. With a foundation account in context, from the **Payments** menu, click **Dispute a charge**. The **Create Dispute for Charges to Foundation Account** page appears.
2. Select a billing period.
3. Click **Create Dispute for Charges to Foundation Account**. The **Create Dispute on the Foundation Account** page appears.
4. Enter the disputed amount and a detailed explanation, and then click **Save**. Disputes are deleted from the system after 72 hours.
5. To submit your saved disputes for processing, from the **Payments** menu, click **Submit a dispute**. The **Submit Disputes** page appears.
6. Click **Submit**.





### **Create a dispute for charges to a billing account**

1. With a foundation account in context, from the **Payments** menu, click **Dispute a charge**. The **Create Dispute for Charges to Foundation Account** page appears.
2. From the **Account Detail** table, select a billing account. The **Create Dispute for Charges to Billing Account** page appears.
3. From the list of available billing periods, select a billing period.
4. Under **Charges to Billing Account**, click **Create** in the **Dispute** column next to the disputed charge. The **Charge Summary** page appears.
5. Under **Create Dispute**, enter the disputed amount and a detailed explanation.
6. Click **Save**. Disputes are deleted from the system after 72 hours.
7. To submit saved disputes for processing, from the **Payments** menu, click **Submit a dispute**. The **Submit a Dispute** page appears.
8. Click **Submit**.

### **Create a dispute for charges to a wireless user (wireless number)**

1. With a foundation account in context, from the **Payments** menu, click **Dispute a charge**. The **Create Dispute for Charges to Foundation Account** page appears.
2. In the **Account Detail** table, select a billing account. The **Create Dispute for Charges to Billing Account** page appears.
3. In the **Wireless Details** table, select a wireless number. The **Create Dispute for Charges to Subscriber** page appears.
4. Under **Charges to Subscriber**, click **Create** in the **Dispute** column next to the disputed charge. The **Charge Summary** page appears.
5. Under **Create Dispute**, enter the disputed amount and a detailed explanation.
6. Click **Save**. Saved disputes are deleted from the system after 72 hours.
7. To submit saved disputes for processing, from the **Payments** menu, click **Submit a dispute**. The **Submit a Dispute** page appears.
8. Click **Submit**.

After you create and save a dispute, you can cancel, edit, or submit the dispute for processing.

After you submit a dispute, you'll see with a confirmation page that includes the dispute tracking ID and an itemized list of all disputed charges. To view the list of pending disputes and status, from the **Payments** menu, click **Track a dispute**.

Submitted disputes appear on the **One Time** or **Recurring Payment** and **Payment history** pages as Pending Dispute Amount. Pending disputes are also noted on the **online remittance** pages. Disputes don't appear on the printed remittance form. If you want to be notified about disputes, before you submit your first dispute, set up your alerts for dispute closures.



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## Track disputes

You can track the status of your submitted disputes by billing entity or by tracking ID. When you search for foundation account-level disputes, you can see the submitted disputes for the selected the foundation account. Depending on your permissions, you can track submitted disputes using the following billing methods for the specific billing entity:

- Foundation account—Choose a foundation account
- Billing account—Choose a foundation account and up to 10 billing accounts from the same foundation account.
- Subscriber accounts—Choose a foundation account, a billing account, and up to 10 wireless numbers from the same billing account.

You can also search by dispute status: Approved, Rejected, Pending.

To configure alerts that notify you when a dispute is closed, see [Dispute tracking notification](#).



## Payments

At the foundation account or billing account level, you can view previous payments, make one-time payments, or set up recurring payments. You can print a remittance form to mail with payment, or pay by credit card, check card, and Electronic Funds Transfer (EFT). Note that some payment activities aren't available at both levels.

Online payments are available only for billing account invoices. Wireless users can't access the **Payment** menu and some menu items aren't available for billing accounts associated with Billing-type foundation accounts.

In this chapter

- [View payment history](#)
- [View and print remittance forms](#)
- [Payment methods](#)
- [Foundation account payment activities](#)
- [Billing account payment activities](#)
- [One-time payments](#)
- [Installment plan payments](#)
- [Recurring payments](#)
- [Payment arrangements](#)

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### View payment history

You can view the payment date, payment method, and payment amount, the current balance due and any past due balance for the account.

### For Billing or Reporting foundation accounts

Company administrators can view payment history for Billing or Reporting foundation accounts. You can view several years of payment history online, and you can search up to 3 months of foundation account-level payment history at a time. By default, eBill shows the previous 3 months for the date selection range, but you can enter a different date range.

### For billing accounts

Company administrators and billing account managers can view payment history for billing accounts. You can view previous payments recorded on the account, regardless of the payment



source. You can view 12 months of payment history, and you can search up to 3 months of billing account-level payment history at a time. By default, eBill shows the previous 3 months for the date selection range, but you can enter a different date range.

Billing accounts under Billing foundation accounts don't have any payment history because the balance due is transferred to a single invoice at the foundation account level.

#### **View payment history**

1. With a Foundation account in context, from the **Payments** menu, click **View payment history**. The **Payment history** page appears, showing payment information.
2. To view payment history for a billing account in the foundation account, click **Change to billing account**. The **Select billing account** window opens. Click a number in the **Billing account** column to select that account. You return to the **Payment history** page.
3. Select an option under **Date range**. **Last 3 months** is the default.
4. To export the payment history results to a comma-separated-value file, click **Export list (CSV)**.

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## **View and print remittance forms**

If you want to mail in a payment, first view and print a PDF remittance form. For best results in payment processing, turn off page scaling in the PDF print setup and print on 20-, 22-, or 24-pound paper.

### **View and print remittance forms for foundation accounts**

Company administrators can view and print remittance forms for Billing and Reporting foundation account invoices. The foundation account remittance form matches the total amount due and remittance address of eBill printed documents.

**Note:** On the foundation account remittance form, late fees are added to the total current charges.

#### **Download a Foundation Account Remittance form**

1. With a Billing or Reporting foundation account in context, from the **Payments** menu, click **Print remittance form**. The **Remittance form for** page appears, showing the currently selected foundation account.
2. To change foundation accounts, click **Change** next to the account number.
3. At the bottom-right of the page, click **View remittance form (PDF)**. eBill takes a few seconds to create the file, and then presents it in a separate window, where you can save or print the remittance form.



## View and print remittance forms for billing accounts

Company administrators and billing account managers can view and print remittance forms for billing accounts.

### View and print remittance forms for billing accounts

1. With a Billing or Reporting foundation account and a billing account in context, from the **Payments** menu, click **Print remittance form**. The **Remittance form for** page appears, showing the currently selected foundation account.
2. To select a different billing account, click **Change to billing account**. The **Billing account selection** page appears. Select the billing account. You return to the **Remittance form for** page.
3. At the bottom-right of the page, click **View remittance form (PDF)**. eBill takes a few seconds to create the file, and then presents it in a separate window, where you can save or print the remittance form.

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## Payment methods

You can make payments with a credit card, check card, and using Electronic Funds Transfer (EFT). You can also make payments by mail or phone, online, and in an AT&T company-owned retail store.

**Caution:** Some browsers save data that you enter. If you're concerned about other users of your computer obtaining this data, clear the browser cached data (for details, view the documentation for your browser). For security reasons, eBill masks (obscures) your payment information.

When you make a payment, your payment is recorded and will be processed. Save the payment confirmation number for future reference. As soon as your payment is processed and approved, it appears on the **Payment history** page.

When you enter payment information, all mandatory fields are marked with an asterisk (\*). During the payment process, you can cancel at any point before submitting your payment. When you click **Cancel**, you return to the eBill homepage and your payment details are deleted.

## Make payments with a credit card


For billing accounts, company administrators and billing account managers can make payments using a valid credit card or check card (Visa®, MasterCard®, Discover®, or American Express®).

**Note:** AT&T currently limits one-time, credit, and check card payment transactions to a maximum amount of \$99,999.99 per transaction, and up to 10 separate transactions a day for each account.



You can't make a one-time payment in eBill for billing accounts on Billing foundation accounts.

### **Make a payment using a credit or check card for a billing account**

1. With the current billing account in context, from the **Payments** menu, click **Make a payment**. The corresponding **Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. Specify the amount that you want to pay:
  - **Pay Total Invoice Amount**
  - **Pay Past Due Balance**
  - **Other Amount**
3. Select a payment date by clicking the calendar icon (  ).
4. Select the payment method.
5. Enter your payment information:
  - Enter your card number.
  - Select the expiration month and year for your card.
  - Enter the 3- or 4-digit security CVV/CVN for your card. For Visa, MasterCard, and Discover, you'll find this number on the back of the card near the signature panel. For American Express, you'll find this number on the front of the card, to the right of the credit card number.
  - Enter a customer code (up to 17 characters) (optional). This feature is available to some business, corporate, and purchasing cardholders. The description you enter here appears on the bill for your card (if the issuing bank supports this feature).
  - Leave the **Click here to also set up a recurring payment with this information** checkbox unchecked.
6. At the bottom of the page, click **Continue**. The **Payment Verification** page appears, with all the payment information you entered.
7. Verify that all payment information is correct, and review the terms and conditions. To change information, click **Edit** at the bottom-right of the page.  
**Caution:** If you click your browser's **Back** button, you may have to re-enter some data.
8. When all the information is correct and you've accepted the terms and conditions, click **Submit**. The **Payment Confirmation** page appears.
9. From the **Payment Confirmation** page, you can set up a recurring payment, view your paperless billing status, or return to the eBill homepage.

## **Make payments using Electronic Funds Transfer**

For billing accounts, company administrators and billing account managers can make a payments for a specific amount using an Electronic Funds Transfer (EFT) from your bank account. To make an online payment using an EFT, you must have a valid bank account that supports EFT transactions.



You can't make a one-time payment for billing accounts on Billing foundation accounts with eBill.

### **Make a payment using an EFT for a billing account**

1. With the current billing account in context, from the **Payments** menu, click **Make a payment**. The corresponding **Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. For the payment method, select **EFT**. The bottom portion of the screen refreshes.
3. Enter your EFT information:
  - Specify the amount that you want to pay.
  - Enter your bank account number. This number appears at the bottom of your check, to the right of to the bank routing number.
  - Enter your bank's routing number. This number appears on the bottom far-left of your check.
  - Under **Payment Source**, specify whether the bank account is a checking or savings account. Make sure the box next to **Click here to also set up a recurring payment with this information** is unchecked.
4. Click **Continue**. The **Payment Verification** page appears with all the payment information you entered.
5. Verify that all the payment information is correct, and review the terms and conditions.
6. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
7. To change information, click **Edit** at the bottom-right of the page.

**Caution:** If you click your browser's **Back** button, you may have to re-enter some data.
8. When all the information is correct and you accept the terms and conditions, click **Submit**. The **Payment Confirmation** page appears. From here you can set up a recurring payment, view your paperless billing status, or return to the eBill homepage.

## **Make payments by mail**

If you want to mail in a payment, first view and print a PDF remittance form, then mail a check or money order plus the remittance form to the address indicated on your bill. For best results in payment processing, turn off page scaling in the PDF print setup and print on 20-, 22-, or 24-pound paper.

### **Make a payment by mail**

1. With the current billing account in context, from the **Payments** menu, click **Make a payment**. The corresponding **Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. Select the **By Mail** payment method.
3. Click **View and print remittance form**. The **Remittance form for** page appears.
4. Click **View remittance form (PDF)** to print a copy to send with your payment.



## Make payments by phone

You can make a payment by phone (fees may apply).

- To make a payment by phone, call 800.331.0500 or 611 from your mobile phone. For TTY/TDD, call 866.241.6567.

## Make payments in an AT&T store

You can pay your bill at any AT&T company-owned retail store. To find a store near you, click **Store Locator**.

## Make payments online

You can also conveniently make payments online.

### Make a payment online

1. To make a payment online, log in to AT&T Premier and then click the **Billing** tab. The eBill homepage appears.
2. On the eBill homepage under **Billing Information**, click **Pay Now**.

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## Foundation account payment activities

For Billing and Reporting foundation accounts, eBill generates invoices at the foundation account level. For Billing foundation accounts, all charges applied to the associated billing accounts are rolled up and billed on the single consolidated foundation account invoice (along with any foundation account-level charges). For Reporting foundation accounts, each billing account must be paid separately, and if there are charges at the foundation account level, payment is also required at the foundation account level.

Company administrators can view earlier payments applied to a foundation account. eBill also provides a remittance form that you can print and mail with your payment. Currently, online payment methods are not available at the foundation account level.

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## Billing account payment activities

eBill provides a number of payment options at the billing account level. Payment options include:

- Make a one-time payment online





- Make recurring payments online (AutoPay)
- Mail a payment

You can make online payments using:

- An accepted credit card or check card (Visa, MasterCard, Discover, or American Express)
- An Electronic Funds transfer (EFT) from your bank account

You can review past payment activity to verify that all payments have been received and recorded correctly.

To help protect your sensitive data, all online payments are made using encryption. After you verify your information, eBill masks (obscures) the data in crucial fields.

Not all users can use the online payment options. For billing accounts on a national corporate contract and foundation account, eBill uses the company's preferences for payments as specified in the foundation account profile. To modify these preferences, have an authorized company representative contact the Mobility Account Team representative, or contact Premier Support at 1-866-499-8008.

Payment activities aren't available for all accounts, including billing accounts belonging to Billing foundation accounts and billing accounts from an Affiliate.

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## One-time payments

For billing accounts, company administrators and billing account managers can make one-time payments using a credit card, check card, or Electronic Funds Transfer.

**Note:** AT&T currently limits one-time, credit, and check card payment transactions to a maximum amount of \$99,999.99 per transaction, and up to 10 separate transactions a day for each account.

**Note:** Billing accounts on Billing foundation accounts are not eligible for one-time payments in eBill.

### Make a one-time payment

1. With a billing account in context, from the **Payments** menu, click **Make a payment**. The **Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. Select a payment method.
3. Specify the amount that you want to pay:
  - **Pay Total Invoice Amount**
  - **Pay Past Due Balance**



- **Other Amount**
- 4. To also set up a recurring payment with this information, check the box next to **Click here to also set up a recurring payment with this information**.
- 5. Click **Continue**. The **Payment Verification** page appears with the payment information you entered.
- 6. Verify that all payment information is correct, and review the terms and conditions. To change information, click **Edit** at the bottom-right of the page.
- 7. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
- 8. To change information, click **Edit** at the bottom-right of the page.  
**Caution:** If you click your browser's **Back** button, you may have to re-enter some data.
- 9. When all the information is correct and you accept the terms and conditions, click **Submit**. The **Payment Confirmation** page appears. From here you can set up a recurring payment, view your paperless billing status, or return to the eBill homepage.

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## Installment plan payments

Company administrators, billing account managers, and Small Business non-contract users make installment plan payments. Small Business Non-contract users can only make AT&T Equipment Installment Plan account payments using a credit or check card. Company administrators and billing account managers can also pay by Electronic Funds Transfer.

To make a payment on an AT&T Next® or AT&T Equipment Installment Plan (EIP) account, use the **Installment Payments** page. You can pay off or pay to upgrade your AT&T Next account.

This type of payment isn't available for billing accounts belonging to Billing foundation accounts

### Make an AT&T Next or Equipment Installment Plan payment

1. With a billing account in context, from the **Payments** menu, click **Make a payment**. The **Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. Next to **Installment Plan Payments**, click **Pay to upgrade now or pay off installment plans**. The **Installment Plan Information** page appears. To select a different installment plan, under **Installment Payments**, click **Edit**.
3. Under **Pay To Upgrade Amount** or **Pay Off Amount**, check the box, and then click **Continue**. The **Installment Payments** page appears with these options:
  - **Pay Total Invoice Amount**
  - **Pay Past Due Balance**
  - **Other Amount**
  - **Pay To Upgrade Or Pay Off Installment Plans Only**

**Note:** If you have a past due balance, you can't pay to upgrade or pay off your AT&T Next account.



4. To view your installment plan ID, the wireless number for this plan, and the payment amount, under **Installment Payments**, click the plus sign (+) next to **Pay Off <number of> Devices**.
5. Select a payment method.  
**Note:** Don't check the **Click here to also set up a recurring payment with this information** box. You can't set up recurring payments for AT&T Next or AT&T Equipment Installment Plan accounts.
6. Click **Continue**. The **Payment Verification** page appears.
7. Verify that all payment information is accurate. To change information, click **Edit** at the bottom-right of the page.
8. Read the terms and conditions. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly** terms and conditions.
9. When all the information is accurate and you accept the terms and conditions, click **Submit**. The **Payment Confirmation** page appears.

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## Recurring payments

**Note:** Before you can set up recurring payments, first pay any past due balance. See [Make a one-time payment and set up recurring payments](#).

When you enter payment information, all mandatory fields are marked with an asterisk (\*). During the payment process, you can cancel at any point before submitting your payment. When you click **Cancel**, you return to the eBill homepage and your payment details are deleted.

Recurring payments aren't available for billing accounts belonging to Billing foundation accounts. Recurring payments take effect at the beginning of the next billing period. To avoid late fees or penalties, pay any current balance now.

## Set up recurring payments

For billing accounts, company administrators and billing account managers can set up recurring payments using a credit card, check card, or Electronic Funds Transfer. Recurring payments for the current amount due are automatically deducted each billing period. The timing of these payments is based on your billing cycle.

### Set up recurring payments

1. With a billing account in context, from the **Payments** menu, click **Schedule a recurring payment**. The **Recurring Payment** page appears with the selected billing account in context. To select a different billing account, click **Change Billing Account**.
2. Select a payment method.



**Note:** If this billing account is already set up for a recurring payment, you see the current recurring payment details. You can modify, suspend, or remove the existing recurring payment. See [Modify existing recurring payments](#).

3. Leave the **Click here to also make a one-time payment with this information** checkbox unchecked.
4. Click **Continue**. The **Payment Verification** page appears, showing the payment information you entered.
5. Verify that all payment information is accurate. To change information, click **Edit** at the bottom-right of the page and review the terms and conditions. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
6. When all the information is correct and you accept the terms and conditions, click **Submit**. The **Recurring Payment Confirmation** page appears.

Your recurring payment is established. Save the confirmation number for future reference. From the **Payment Confirmation** page, you can set up another recurring payment, view your paperless billing status, or return to the eBill homepage.

## Make a one-time payment and set up recurring payments

For billing accounts, company administrators and billing account managers can set up a recurring payment and make a one-time payment for a specific amount at the same time using the same credit card, check card, or Electronic Funds Transfer. Because recurring payments take effect at the beginning of the next billing period, you can make a one-time payment for any current balance due.

**Note:** Before you can set up recurring payments, first pay any past due balance.

After you set up recurring payments on a billing account, the recurring payments for the current amount due are automatically deducted each billing period. The timing of these payments is based on your billing cycle.

You have 2 ways to make a one-time and recurring payment: You can set up a recurring payment when you make a one-time payment, or you can add a one-time payment to a recurring payment setup.

**Note:** Billing accounts on Billing foundation accounts are not eligible for one-time or recurring payment in eBill.

### Add a recurring payment to a one-time payment

1. With a billing account in context, from the **Payments** menu click **Make a payment**. The **Payment** page appears with the current billing account in context. To select a different billing account, click **Change Billing Account**.

**Note:** If this billing account is already set up for recurring payments, this page shows the current recurring payment details. You can't set up a new recurring payment, but you can



- modify, suspend, or remove the existing recurring payment. See [Modify existing recurring payments](#).
2. Select a payment method.
  3. Specify the amount that you want to pay:
    - **Pay Total Invoice Amount**
    - **Pay Past Due Balance** (if any)
    - **Other Amount**
  4. Check the **Click here to also set up a recurring payment with this information** box, and then specify your payment method.
  5. At the bottom of the page, click **Continue**. The **Payment Verification** page appears, showing the payment information you entered.
  6. Verify that all payment information is accurate. To change information, click **Edit** at the bottom-right of the page. Review the terms and conditions. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
  7. When all of the information is accurate, and you accept the terms and conditions, click **Submit**. The **One-Time and Recurring Payment Confirmation** page appears.

Your payment is now established. The one-time payment and recurring payment setup have separate confirmation numbers. Save these confirmation numbers for future reference. As soon as your one-time payment is processed and approved, it appears on the **Payment history** page.

Recurring payments take effect at the beginning of the next billing period. To avoid late fees or penalties, pay any current balance due now.

## Modify existing recurring payments

Company administrators or billing account managers can set up a credit card or EFT recurring payment on a billing account, and later can modify the recurring payment details (for example, updating the information on a credit card that's about to expire). You can also remove an existing recurring payment or temporarily suspend some recurring payments. Temporary suspension prevents the automatic payment for 1 billing period and lets you make a one-time payment instead.

Billing accounts on Billing foundation accounts aren't eligible for recurring payment activities in eBill.

## Change payment details for a recurring payment

Company administrators and billing account managers can modify the payment details established for a credit or check card recurring payment on a billing account.



For security, eBill masks (obscures) payment information to prevent unauthorized users from obtaining sensitive information. If a field uses security masking and you want to modify the data in that field, you must re-enter all the data for that field.

**Note:** Billing accounts on Billing foundation accounts aren't eligible for recurring payment in eBill.

### **Change credit or check card details on an existing recurring payment**

1. With a billing account in context, from the **Payments** menu, click **Schedule a recurring payment**. If the billing account has an existing credit or check card recurring payment, the **Modify/Delete Recurring Payment** page appears. For security reasons, some of your payment information will be masked (obscured). To change billing accounts, click **Change Billing Account** and select another billing account.
2. Click **Edit Recurring Payment**.
3. To update your card number, enter the new number.
  - If you've changed your card number, specify whether your card is a credit or check card.
  - To change the card expiration date, under **Expiration Date**, enter the new expiration date.
  - If you've changed your card number, enter the new CVV/CVN for your card. This is your card's 3- or 4-digit security number. For Visa, MasterCard, and Discover, you'll find this number on the back of the card near the signature panel. For American Express, you'll find the number on the front of the card, to the right of the credit card number.
  - To change the customer code used, enter a new customer code (up to 17 characters). This feature is available to some business, corporate, and purchasing cardholders. The description you enter here appears on the bill for your card if the issuing bank supports this detail.
4. At the bottom-right of the page, click **Next**. The **Payment Verification** page appears with all the payment information you've just entered.
5. Verify that all payment information entered is correct. To change information, click **Edit** at the bottom-right of the page. Review the terms and conditions.
6. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
7. When all of the information presented is correct and you accept the terms and conditions, click **Submit** at the bottom of the page. The **Recurring Payment Confirmation** page appears.

Your recurring payment setup is now updated. Save the confirmation number for future reference. On the **Payment Confirmation** page, you can view your paperless billing status or return to the eBill homepage.

### **Change EFT details for a recurring payment**

Company administrators and billing account managers can modify the payment details established for an EFT recurring payment on a billing account.



For security, eBill masks (obscures) payment information to prevent unauthorized users from obtaining sensitive information. If a field uses security masking and you want to modify the data in that field, you must re-enter all the data for that field.

**Note:** Billing accounts on Billing foundation accounts are not eligible for recurring payment in eBill.

### Change EFT details for an existing recurring payment

1. With a billing account in context, from the **Payments** menu, click **Schedule a recurring payment**. If the billing account has an existing credit or check card recurring payment set up, the **Modify/Delete Recurring Payment** page appears. For security reasons, some of your payment information may be masked (obscured). To select a different billing account, click **Change Billing Account**.
2. Click **Edit Recurring Payment**.
  - To change your bank account number, enter a new bank account number. This number appears at the bottom of your check, to the right of to the bank routing number.
  - To change your bank routing number, enter a new bank routing number. This number appears on the bottom far-left of your check.
  - To change whether the bank account is savings or checking, under **Payment Source**, specify the type of account.
3. At the bottom of the page, click **Next**. The **Payment Verification** page appears with all the updated payment information you've entered.
4. Verify that all payment information entered is correct. To change information, click **Edit** at the bottom-right of the page.
5. Review the terms and conditions. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
6. When all the information is correct and you accept the terms and conditions, click **Submit**. The **Recurring Payment Confirmation** page appears. From here you can set up a recurring payment, view your paperless billing status, or return to the eBill homepage.

Your recurring payment setup is now updated. Save the confirmation number for future reference. From the **Payment Confirmation** page, you can view your paperless billing status or return to the eBill homepage.

Recurring payments take effect at the beginning of the next billing period. To avoid late fees or penalties, pay any current balance now.

## Temporarily suspend

Company administrators and billing account administrators can suspend a recurring payment on a billing account for 1 billing period. Because the balance due won't automatically be deducted, you must use an alternate payment method to pay the amount due.



For security, eBill masks (obscures) payment information to prevent unauthorized users from obtaining sensitive information. If a field uses security masking and you want to modify the data in that field, you must re-enter all the data for that field.

The process to modify recurring payment details is similar to the process of modifying a recurring payment. Note that some recurring payments can't be temporarily suspended.

You use the same process to remove the temporary suspension and reinstate the recurring payment.

You can't set up recurring payments for billing accounts on Billing foundation accounts.

### Temporarily suspend a recurring payment

1. With a billing account in context, from the **Payments** menu, click **Schedule a recurring payment**. If the billing account has an existing credit or check card recurring payment set up, the **Modify/Delete Recurring Payment** page appears. For security reasons, some of your payment information may be masked (obscured). To change billing accounts, click **Change Billing Account**.
2. If this billing account isn't set up for a recurring payment, the page where you can set up a new recurring payment appears.
3. Click **Temporary Suspend**. If the recurring payment is already temporarily suspended, you can remove the suspension by selecting the option.
4. At the bottom of the page, click **Next**. The **Payment Verification** page appears, showing all the recurring payment data for the billing account. When setting up a temporary suspension or while an account is suspended, you can't change any of the recurring payment data.
5. Verify that all payment information entered is correct. To change information, click **Edit** at the bottom-right of the page. Review the terms and conditions. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
6. At the bottom of the page, click **Submit**. The **Recurring Payment Confirmation** page appears. Save the confirmation number for reference.
7. Your recurring payment takes effect at the beginning of the next billing cycle. To avoid any late fees or penalties, pay any balance that is due now.

Your temporary suspension is now set up. On the **Payment Confirmation** page, you can view your paperless billing status or return to the eBill homepage.

### Delete a recurring payment

Company administrators and billing account managers can delete a recurring payment set up for a billing account. After deleting the recurring payment, use alternate payment options to pay any balance due. You can make a one-time or remittance payment, or you can set up a new recurring payment.





**Note:** Billing accounts on Billing foundation accounts are not eligible for recurring payment in eBill.

#### Delete a recurring payment

1. With a billing account in context, from the **Payments** menu, click **Schedule a recurring payment**. The **Modify/Delete Recurring Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. Click **Remove Recurring Payment**.
3. Click **Next**. The **Remove Recurring Payment Verification** page appears, showing all the recurring payment information for the billing account.
4. At the bottom of the page, click **Yes, Remove This Recurring Payment**. The **Remove Recurring Payment Confirmation** page appears. You can view your paperless billing status or return to the eBill homepage.

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## View installment payment schedules

Company administrators, billing administrators, and Small Business Non-contract users can view an installment payment schedule, and then pay to upgrade or pay off an AT&T Next® installment plan or Equipment Installment Plan. To view installment summary and details, go to the **Installment Payments** page.

Installment payments aren't available for billing accounts belonging to Billing foundation accounts

#### View an installment payment schedule

1. With a billing account in context, from the **Payments** menu, click **Make a payment or payment arrangements**. The **Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. Next to **Installment Plan Payments**, click **Pay to upgrade now or pay off installment plans**. The **Installment Plan Information** page appears. To select a different installment plan, under **Installment Payments**, click **Edit** to return the **Installment Plan Payments** page.
3. Under **Pay To Upgrade Amount** or **Pay Off Amount**, check the appropriate box, and then click **Continue**. To pay multiple installments, check more than 1 box. To pay all installments, click the top **Pay To Upgrade Amount** or **Pay Off Amount** box. The **Installment Payments** page appears.
4. Click **Continue**. The **Wireless account summary** page appears.

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## Payment arrangements



Company administrators and billing account managers with Reporting or Fulfillment foundation accounts can make a payment arrangement if your account balance is past due. This option isn't available for billing accounts belonging to Billing foundation accounts. The status of your billing account determines the options available.

## Arrangement options

To see what payment options are available to you, do 1 of these things:

- Under the **Payments** menu, click **Make a payment or payment arrangements**.
- On the eBill homepage, under **Billing Information**, click **Pay Now**.

The status of your account determines which payment arrangement options are available to you. Options include:

- **One-time payments**—Pay a specific amount at a specific time.
- **Recurring payments (AutoPay)** —Automatically pay your balance each billing period.
- **Split payments**—Split your payment into 2 payments.
- **Future-dated payments**—Schedule online payments.
- **Pay by mail**—Print the remittance form and mail a payment.
- **Pay by phone**—Call 800.331.0500 (or 611 from your mobile phone). For TTY/TDD, call 866.241.6567.
- **Pay in the store**—Pay in person at an AT&T company-owned store, or use a store kiosk to make your payment online.
- **Pay online**—Log in to Premier and go to the Billing homepage.
- **Modify a future payment**
- **Combine future payments**

### Manage an AutoPay payment

Regardless of your account status, you can always make a one-time payment and set up recurring payments.

### Manage split payments

You can split your payment into 2 separate payments. These payments can be the same or different amounts, but together they must equal the total amount owed. You select the payment method for each of the 2 payments.

When splitting payments, remember these 2 important things:



- If you select **Split Payment** and you have AutoPay payments set up, you can modify your AutoPay payments. From the eBill homepage, under **Payments**, click **Schedule a recurring payment**.
- If you select **Split Payment** and have a future-dated payment already set up, you can cancel the future payment.

### Manage scheduled payments

If you have a pending scheduled AutoPay payment, you can manage this scheduled payment from the eBill homepage. Under **Payments**, click **Schedule a recurring payment**.

## Make arranged payments

Company administrators and billing account managers can make payments with a credit card, check card, or with an Electronic Funds Transfer (EFT). See [Make payments with a credit card](#) and [Make payments using Electronic Funds Transfer](#).

### Make a payment for a payment arrangement

1. With a billing account selected, from the **Payments** menu, click **Make a payment or payment arrangements**. The **Payment** page appears. To select a different billing account, click **Change Billing Account**.

**Note:** If you've previously made a payment on this billing account, you'll see the details of your last successful payment. For security reasons, your sensitive payment information is masked (obscured).

2. Select a payment method.
3. Specify the amount that you want to pay.
4. If you want to set up recurring payments, check the **Click here to also set up a recurring payment with this information** box.
5. Select whether you'll be using a credit card or check card for your recurring payments.
6. Click **Continue**. The **Payment Verification** page appears, showing the payment information you entered. Verify that all the information is accurate. To change information, click **Edit** at the bottom-right of the page.
7. Review the terms and conditions. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.

**Caution:** If you click your browser's **Back** button, you may have to re-enter some data.

8. When all the information is correct and you accept the terms and conditions, click **Submit**. The **Payment Confirmation** page appears. From here you can set up a recurring payment, view your paperless billing status, or return to the eBill homepage.



Your payment is recorded and will be processed. Save the payment confirmation number for future reference. As soon as your payment is processed and approved, it appears on the **Payment history** page.

## Modify future payments

If you currently have future payments scheduled, you can modify the 2 payments closest to the current date.

### Modify future payments

1. With a billing account selected, from the **Payments** menu, click **Make a payment or payment arrangements**. The **Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. To change pending payments, on the **Payment** page, click **Manage pending payments**. This link appears only if you have pending payments set up. The page changes to list your future payments.
3. To edit a future payment, click **Edit this payment**. The page changes to display payment fields for Payment 1. Enter the payment amount, payment date, and payment method.  
**Note:** If your next future payment falls on today's date, you can't modify your payment information.
4. To change your future payment into 2 separate payments on different dates, select **Split Payment**. Enter a payment amount, payment date, and payment method for each payment.
5. Click **Save Updates**.  
**Note:** If you have more than 2 future payments and 1 or more scheduled payments set up, you must delete 1 of the payments (arranged or scheduled) before you can modify or edit a payment.
6. Verify that all the payment information you entered is correct, and then review the terms and conditions. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
7. To change information, click **Edit** at the bottom-right of the page.  
**Caution:** If you click your browser's **Back** button, you may have to re-enter some data.
8. When all the information is correct and you accept the terms and conditions, click **Submit**. The **Payment Confirmation** page appears.

Your payment is recorded and will be processed. Save the payment confirmation number for future reference. As soon as your payment is processed and approved, it appears on the **Payment History** page.



## Combine future payments

If you have a future payment and a scheduled payment set up, you can combine these 2 payments. First, you'll need to delete your scheduled payment before combining your arranged payments into 1.

### Combine future payments

1. With a billing account selected, from the **Payments** menu, click **Make a payment or payment arrangements**. The **Payment** page appears. To select a different billing account, click **Change Billing Account**.
2. On the **Payment** page, click **Manage pending payment**. The page changes and shows your future payments.
3. Click **Cancel Scheduled Payment**.
4. Click **Edit this payment**.
5. Check the **Combine into one payment** box. The page changes to display Payment 1.
6. Provide the payment amount, payment date, and payment method, and then click **Save Update**.  
**Note:** If you want to change the date of your future payment, select a date that occurs earlier than the date when your final payment due.
7. Verify that all the payment information you entered is correct, and review the terms and conditions. To view the terms and conditions as a separate page, or to save or print them, click **View Printer Friendly Terms and Conditions**.
8. To change information, click **Edit** at the bottom-right of the page.  
**Caution:** If you click your browser's **Back** button, you may have to re-enter some data.
9. When all the information is correct and you accept the terms and conditions, click **Submit**. The **Payment Confirmation** page appears. From here you can set up a recurring payment, view your paperless billing status, or return to the eBill homepage.

Your payment is recorded and will be processed. Save the payment confirmation number for future reference. As soon as your payment is processed and approved, it appears on the **Payment history** page.

## Manage AutoPay payments

Company administrators and billing account managers can manage AutoPay payments from the eBill homepage.

### Manage your AutoPay payments

1. With a billing account selected, from the **Payments** menu, click **Schedule a recurring payment**. If the billing account has an existing recurring payment (credit card, check card, or EFT) the **Modify/Delete Recurring Payment** page appears. For security reasons, some of your payment information is masked (obscured). To select a different billing account, click **Change Billing Account**.



2. Do 1 of these things:
  - To suspend an AutoPay payment, from the dropdown list next to **Recurring Payment Status**, click **Temporary Suspend**.
  - To remove a temporary suspension and reinstate a recurring payment, click **Remove**.

**Note:** You can't modify any of the recurring payment data while setting up a temporary suspension or while a temporary suspension is in effect.

3. Click **Submit**. The **Payment Verification** page appears presenting all the recurring payment data for the billing account.
4. Verify that all the payment information is correct, and then click **Submit**.
5. The **Payment Confirmation** page appears. You can view your paperless billing status or return to the eBill homepage. Save the confirmation number for reference.

Your recurring payment takes effect for the next billing cycle, so pay any balance due using another payment method.



# Reports

Use eBill reporting (Bill Analysis) to review and analyze your charges and usage. Your role and account access permissions determine which reporting activities you can access and the corresponding menu items that appear in Bill Analysis while a specific account is in context. Changing the selected account changes the menu options available.

## In this chapter

- [Access reports](#)
- [Reports for Billing and Reporting foundation accounts](#)
- [Cost Center reports](#)
- [Invoice reports](#)
- [Other reports](#)
- [Year-to-Date reports](#)
- [Usage reports](#)
- [Modify a report](#)
- [Customize reports](#)
- [Offline reports](#)
- [Data Delivery Portal and recurrence](#)
- [Electronic Data Interchange](#)
- [Reports for Fulfillment foundation accounts](#)
- [Monthly User Statements](#)

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## Access reports

Only company administrators for Billing and Reporting type foundation accounts can access Bill Analysis reports.

If you have a Small Business AMB agreement, the account defaults to a Fulfillment foundation account type that doesn't offer access to Bill Analysis reporting. Predefined reports are available based on a consolidated billing cycle for all Fulfillment foundation accounts. For more information, see [Reports for Fulfillment foundation accounts](#).

You can access reports if:

- You're a company administrator (depending on the account in context).
- You're a billing account manager with billing account-level permissions (depending on the account in context).
- You're a user with billing account-level permissions (depending on the account in context).



**Note:** Users with Fulfillment foundation accounts can't request offline reports, even though large reports may be generated offline. For more information, see [Reports for Fulfillment foundation accounts](#).

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## Reports for Billing and Reporting foundation accounts




Only company administrators for Billing and Reporting type foundation accounts can access Bill Analysis reports.

### Reports Home page

To open the **Reports Home** page, on the eBill homepage, in the top menu bar, locate **Reports**, and then click **Bill Analysis reports**. The **Reports Home** page appears, showing a list of reports.

Predefined reports are grouped into 2 general types: main reports and usage reports.

From the **Reports Home** page you can:

- View reports  
If the predefined fields suit your purpose, you can view all standard reports on the **Reports Home** page without making modifications. Click the respective icon next to the report name to view reports online () , download to Microsoft® Excel® () , or view as a PDF file () .
- Select foundation and billing accounts
- Select invoice dates
- Customize a report
- View data dictionaries, the specification documents for a report (see [Data dictionaries](#))
- View report history (see [Report history](#))
- View saved report templates (see [Saved report templates](#))

### Data dictionaries

Technical specification documents, or data dictionaries, provide information about the content and format of the data in each report.

To view data dictionaries, at the top-right of the **Reports Home** page, click **Data Dictionary**.





## Report history

You can view report history and all reports generated offline. Reports menu options vary, depending on the type of account you have. Report history can only be viewed for Billing foundation accounts.

### View report history

1. From the **Reports** menu on the eBill homepage, click **Bill analysis report**. The **Reports Home** page appears.
2. Click **Report History**. The **Report History** page appears. Reports are organized by name, format, date requested, status, download, FTP profile, FTP status, and FTP error description. These reports are available for 45 days from date the report was requested.
3. To update the report list, click **Refresh Page**. To return to the **Reports Home** page, click **Report Menu**.

## Main reports

You can find all standard predefined reports listed under **MAIN REPORTS** on the **Reports Home** page.

Main reports are grouped into these categories:

- **Cost Center Reports**—Use these reports to compare and contrast charges to wireless numbers on different billing accounts, or to allocate costs to a selected cost center.
- **Invoice Reports**—Use these reports for an overview of charges on specific invoices, at the service or foundation account level.
- **Other Reports**—These reports include all reports that don't fit into the Cost Center, Invoice, or Year-to-Date reporting categories.
- **Year-to-Date Reports**—Use these reports to compare values across multiple billing periods, helping you see significant trends over time.

## Usage reports

The **Reports Home** page shows 2 types of predefined usage reports:

- **Remittance Detail Reports**—Use these reports to get details on financial transactions and breakdowns of charges summarized on the Foundation Account Remittance form. These reports also show financial interactions between billing accounts and the applicable foundation account.
- **Usage Detail Reports**—Use these reports to analyze individual voice calls, messages, and data usage records for the wireless numbers on the account.



## Saved report templates




You can create and save customized or standard reports for easy access. You can also create folders to group reports and take advantage of bulk capabilities that affect all reports in the same folder. To schedule your reports to run automatically each month, drag reports into folders, and then click **Options**.

All saved customized reports are located under **Saved Report Templates** on the right of the **Reports Home** page.

## View and download reports

You can view reports online, or you can download them to a spreadsheet or a PDF.

### To view or download reports

1. From the **Reports** menu on the eBill homepage, click **Bill analysis report**. The **Reports Home** page appears.
2. Do 1 of these things:
  - For the report you want to view, under **MAIN REPORTS** or **USAGE REPORTS**, click the screen icon (  ) to view the report online, the Excel icon (  ) to download the report to Excel, or the PDF icon (  ) to download the report and view it as a PDF file. Downloaded reports are processed offline. When the report is complete, you can view it on the **Report History** page (click **Report History** from the top of any report page).
  - Click the name of the report. The report page for the selected report appears with the **Value Selections** tab open by default. (Use this option for the rest of this procedure.) **Note:** After you select a report, you can specify restrictions on the **Value Selections** tab. To view an entire foundation account, no restrictions are required. See [Create custom reports](#).
3. (Optional) From the **Invoice Month** list, select whether you want the report to show data by month or by date, and then select the months or dates that you want the report to contain. For Year-to-Date reports, select **From** and **To** dates.
4. (Optional) To specify which foundation accounts to include in the report, click **All Foundation Accounts**. A window listing foundation accounts opens. **Note:** This foundation account page is slightly different from other account selection pages because you can select multiple foundation accounts.
  - To include all foundation accounts, click **Include All**.
  - To not show subtotals in your report, click **No Subtotal**.
  - To show only a selected foundation account, click the foundation account you want to include. Use this option to change the foundation account you want to appear on the report. The report modification page refreshes and shows the newly selected foundation account or accounts.
  - To select a foundation account, enter the foundation account number in the **Search** box. This is particularly useful when you have many foundation accounts in the list. As you



type, the list shows accounts that match your entry.

**Note:** If you select multiple foundation accounts, all foundation accounts must have the same Cycle Close Date.

- To select additional options, click them in the **Value Selections** tab.
  - **All Billing Accounts**—Specifies which billing account to include in the report. This option isn't available for Year-to-Date reports.
  - **All Wireless Numbers**—Specifies which number to include in the report. (You can select only 1 wireless number at a time.) This option isn't available for Year-to-Date reports.
  - **Show Zero Amounts**—Shows entries that have no charges for the specific month. This option isn't available for Company Summary reports.
  - **Download Default Report**—Downloads a fixed, non-customizable report with default columns from an eBill version (pre-June 2013).
  - **Include User Defined Label (UDL)**—If grouping by UDL, specifies 1 of 4 UDL values associated with the foundation account. You can select only 1 UDL label at a time. This option isn't available for Company Summary reports.

**Note:** Group by UDL is available only when you select 1 foundation account.
  - **Schedule this Report**—Sets up recurrence for reports with 1 foundation account.
  - **Date Format MM/DD/YY**—Change the date format to MM/DD/YY (2-digit month, 2-digit day, 2-digit year).
  - **Use Custom Hierarchy**—Adds the **Custom Hierarchy Path** column to the report. This option isn't available for Service Summary reports.

**Note:** When you add a **Custom Hierarchy Path** column to any of the applicable reports and the response exceeds the current 10-second processing threshold, you're prompted to submit the report offline.

5. (Optional) Make additional changes by selecting options in the remaining tabs on the report modification page. You can make changes to the **Sorting, Summarization, Columns, Output Format, Filters, and Highlighting** tabs.
6. When you're finished, click **View Report**.

**Note:** If a report takes more than 10 seconds to be generated, it's processed offline. You can continue using eBill while the report is being created. You'll be notified when the offline report is complete.

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## Cost Center reports

Cost Center reports, located under **MAIN REPORTS** on the **Reports Home** page, provide an overview of charges independent of the billing hierarchy and an analysis of charges broken down by different groups and subgroups.

Use them to compare and contrast charges to wireless numbers on different billing accounts or to allocate costs to a selected cost center. You can specify which cost centers (geographic markets), billing accounts, or wireless numbers to include in the report. You can also specify your own labels (user-defined labels, or UDLs) and hierarchy, and add sorting or subtotaling based on the customized hierarchy.



You can combine and view multiple foundation accounts in the same report. When you select this option, each foundation account must have the same billing cycle close date.

Cost Center reports

Report	Description
CLIN Detail (Contract Line Item Number)	Available only for foundation accounts subscribed to CLIN Overlay Billing. This report shows a Contract Line Item Number (CLIN) for each item (each bundled rate plan, feature, accessory, and so on has a unique CLIN) and includes a breakdown of each CLIN charge or credit detail across the entire foundation account.
Charges and Usage Summary	Contains high-level summary information, including rate plan information, total usage, and total charges. Each row represents charges and usage associated with a wireless number or charges associated directly with a billing account (not associated with a wireless number).
Current Charges (Data & Voice)	<p>Contains a breakdown of the charges for each billing period. Charges applied directly to billing accounts (not applied to any wireless number) are indicated by additional fields. In this case, each row represents the charges associated with a single wireless number or billing account.</p> <p>If there is more than 1 Monthly Recurring Charge (MRC) Modifier for a specific wireless number, the MRC Modifier amount is the total of all the individual credits. The description value appears as <b>Multiple</b>, and includes a number representing the count of separate MRC Modifiers.</p>
Itemized Additional KB Usage Charges	Contains details about data usage and charges. This report lists feature charges directly related to data usage (home and roaming) and any international charges. Each row represents the charges associated with a single wireless number or billing account.
Itemized Co-Pay Allowances	<p>Available only for foundation accounts participating in the Corporate Co-Pay Program. This report includes a breakdown of Co-Pay Allowance charges transferred from the Corporate Responsibility User accounts of enrolled employees.</p> <p>Each item listed includes details of the allowance contribution applied to the employee's invoice and billed to the designated Company Receiving billing account.</p>
Itemized Feature Charges	Contains a summary of each feature or add-on charge for a wireless number.



Report	Description
	<p>Each row represents the charges associated with a specific feature or add-on for a wireless number. Each wireless number has multiple rows, based on the number of associated features. A zero dollar amount (0.00) appears next to an associated "free" feature.</p>
Itemized Government Fees and Taxes	<p>Available at all billing levels, and for multiple foundation accounts. This report contains a breakdown of all taxes and regulatory fees for the selected billing period.</p> <p>Available at all billing levels, and for multiple foundation accounts.</p>
Itemized Long Distance Charges	<p>Contains a breakdown of long distance charges in 3 categories:</p> <ul style="list-style-type: none"><li>• Local long distance charges</li><li>• International long distance charges</li><li>• Directory Assistance charges</li></ul> <p>Each row represents the charges associated with a single wireless number or billing account.</p>
Itemized Messaging Charges	<p>Contains details about messaging (text). This report lists all feature charges directly related to messaging, including SMS (Short Message Service) and MMS (Medium Message Service).</p> <p>It also provides the number of message events and any additional messaging-related charges. Each row represents the charges associated with a single wireless number or billing account.</p>
Itemized Other Charges and Credits	<p>Contains a list of all other charges and credits for the billing period.</p> <p>For each line item, this report provides a description and amount of the charge or credit. The associated billing account and wireless number (if applicable) are shown, and you can group the charges and credits by the billing entity affected. Each row of the report represents a single charge or credit and includes all adjustments made during the selected billing period.</p> <p>The amounts shown in this report equal the Total Other Charges and Credits amount presented in the Foundation Account Remit Detail Current Charges report for the selected billing period.</p> <p>This report includes applicable National Account Discount (NAD) credits.</p>



Report	Description
Itemized Roaming Charges	<p>Contains a breakdown of voice and data roaming usage charges. Also includes any surcharges, long distance charges, roaming taxes, and international charges.</p> <p>Each row represents the charges associated with a single wireless number or billing account.</p>
Itemized Taxes	<p>Contains a breakdown of taxes based on the level of the taxation authority:</p> <ul style="list-style-type: none"><li>• Federal</li><li>• State</li><li>• County</li><li>• City/local</li><li>• E911</li><li>• Other</li></ul> <p>Each row represents the charges associated with a single wireless number or billing account.</p>

## Invoice reports

Invoice reports, under **MAIN REPORTS** on the **Reports Home** page, provide an overview of charges on specific invoices, at the service or foundation account level. Invoice reporting includes these standard reports:

- Service Level Current Charges
- Statement of Account

Predefined Invoice reports provide information similar to that found on a foundation account or billing account invoice and its wireless numbers. You can manipulate and analyze the data in the report to suit your business needs.

### Invoice reports

Report	Description
Service Level Current Charges	<p>Shows current charges broken down by categories similar to those found on a paper invoice. Charges include usage amounts and charges, feature charges, taxes, and miscellaneous charges.</p> <p>Each row of this report represents a single wireless number or a billing account. (For billing account rows, the data includes only usage and charges not associated with a particular wireless number; it doesn't summarize all wireless numbers on the billing account).</p>



Report	Description
	<p>If there is more than 1 Monthly Recurring Charge (MRC) Modifier for a specific wireless number, the MRC Modifier amount is the total of all the individual credits, and the description value appears as <b>Multiple</b>, with a number representing the count of separate MRC Modifiers included in the summary.</p> <p>To view an itemized list of Monthly Access MRC Modifiers, see the <b>Billing Account Directory</b> report under Other Reports.</p> <p>To view an itemized list of Feature Charges MRC Modifiers, see the <b>Itemized Feature Charges</b> report under Cost Center Reports.</p>
Statement of Account	<p>Contains charge details at the foundation account invoice, and payment/adjustment activity levels.</p> <p>Each row of the report represents a foundation account invoice and shows the total current charges, total past due amount, and total amount due associated with each invoice.</p> <p>The report also includes 1 row for each payment and adjustment activity under the corresponding invoice row. Generally used for Billing foundation accounts (because of the consolidated invoice at the foundation account level), this report can also be used on Reporting foundation accounts when there's a foundation account-level invoice for charges at that level.</p>

## Other reports

Other reports include all reports that don't fit into the Cost Center, Invoice, or Year-to-Date reporting categories. These reports vary in content and nature.

### Other reports

Report	Description
All Data Export – Service Summary	<p>Contains nearly all the fields available from any other report run at the wireless number or billing account level.</p> <p>The report doesn't include:</p> <ul style="list-style-type: none"><li>• Usage details (see the All Data Export – Usage Detail Report described below)</li><li>• Foundation account level charges or credits</li></ul> <p>If there's more than 1 MRC Modifier for a specific wireless number, the MRC Modifier amount is the total of all the individual credits, and the description value appears as</p>



Report	Description
	<p><b>Multiple</b>, with a number representing the count of separate MRC Modifiers included in the summary.</p>
All Data Export – Usage Detail	<p>Contains nearly all the fields available from all other reports run at the usage detail level, including international roaming, international long distance, and voice and data messaging events. This report also clearly identifies outbound versus inbound events.</p>
All Service Data – Non Totaled	<p>Contains many of the fields available from other reports run at the wireless number or billing account level. This report excludes fields that are totals of other fields.</p> <p>If there's more than 1 MRC Modifier for a specific wireless number, the MRC Modifier amount is the total of all the individual credits, and the description value appears as <b>Multiple</b>, with a number representing the count of separate MRC Modifiers included in the summary.</p> <p>To view an itemized list of Monthly Access MRC Modifiers, see the Billing Account Directory report described below.</p> <p>To view an itemized list of Feature Charges MRC Modifiers, see the Itemized Feature Charges report under <b>Cost Center Reports</b>.</p>
Billing Account Directory	<p>Details the voice and data services for each billing account or wireless number. This report includes the primary rate plan of the wireless number, specifies whether the plan is voice or data, and lists the secondary data rate plans.</p> <p>Each row of the report represents a specific rate plan and presents the rate plan code, description, charges, and effective period. A separate row shows prorated charges and any applicable MRC Modifiers.</p>
Data Pooling	<p>Contains information related specifically to pooling functionality. This account shows relevant data only for accounts enrolled in pooling of data usage.</p> <p>This report contains all the statistics available regarding pooling, including:</p> <ul style="list-style-type: none"> <li>• Pooling rate plan</li> <li>• Pooling used KB and contributed KB</li> <li>• KB overage and underage</li> <li>• Allocated back KB</li> <li>• Adjustments related to pooling allocation</li> </ul> <p>Each row on this report represents a wireless number. Both billing account (NBI) pooling and legacy foundation account-</p>





Report	Description
	level consolidated (BEST) pooling offers are included in this report.
Equipment Detail	<p>Contains itemized details of equipment purchase transactions billed to the billing account or wireless number levels.</p> <p>This report includes:</p> <ul style="list-style-type: none"><li>• Transaction number and date</li><li>• Equipment description</li><li>• Details of the purchase, such as tax</li><li>• Shipping</li><li>• Other amount tendered</li><li>• Quantity</li><li>• Unit price</li></ul> <p>Each row represents 1 line item of the transaction. For orders placed at the wireless number level, equipment and accessory charges (including shipping and tax) for the item include the wireless number in the row.</p> <p>For orders placed at the billing account level, equipment and accessory charges (including shipping and tax) for the order show no wireless number in the row.</p> <p>For equipment and accessory purchases ordered at the wireless number level before July 2009, all shipping and tax charges will continue to be presented at the billing account level and don't include a wireless number in the row.</p>
Group Plan Summary (Data)	Provides details about data plans, including data charges for individuals in the group, for the group as a whole, and time the individual was in the group.
Rollover (Voice Only)	Includes details and total rollover charges for each account in a specified billing month.
Voice Pooling	<p>Contains information specific to pooling functionality. Only accounts enrolled in pooling of voice minutes will have relevant data for this report.</p> <p>Contains all statistics available about pooling, including:</p> <ul style="list-style-type: none"><li>• Pooling rate plan</li><li>• Pooling used minutes and contributed minutes</li><li>• Minutes overage and underage</li><li>• Allocated back minutes and adjustments related to pooling allocation</li></ul> <p>Each row represents a wireless number. Both billing account (NBI) pooling and legacy foundation account-level consolidated (BEST) pooling offers are included in this report.</p>



## Year-to-Date reports

Year-to-Date reports, under **MAIN REPORTS** on the **Reports Home** page, compare values across multiple billing periods, helping you see significant trends over time.

Year-to-Date reports are designed to show up to 16 months of the most recent billing data. (Based on your billing account history and permissions, the report may show less than 16 months.)

Data is organized by specific start and end dates. The report then includes billing periods that fall within the range for each of the selected billing entities. For example, quarterly reports provide the total charges during a 3-month period; annual reports provide total charges for a 12-month period.

### Year-to-Date reports

Report	Description
Company Summary	<p>Summarizes information about a foundation account.</p> <p>Can include:</p> <ul style="list-style-type: none"><li>• Service count (number of wireless numbers)</li><li>• Usage totals (voice, data, and messaging)</li><li>• High-level charge breakdown (service charges, feature charges, usage charges)</li><li>• Equipment purchases</li><li>• Other charges, credits, and taxes</li><li>• Surcharges and regulatory fees</li></ul> <p>Each row represents the total charges for the specific foundation account for a single billing period.</p>
Service Summary	<p>Summarizes information about a single billing account or wireless number.</p> <p>Can include:</p> <ul style="list-style-type: none"><li>• Usage totals (voice, data and messaging)</li><li>• High-level charge breakdown (service charges, feature charges, usage charges)</li><li>• Equipment purchases</li><li>• Other charges, credits, and taxes</li><li>• Surcharges and regulatory fees</li></ul> <p>Each row represents the total charges for a single billing account or wireless number for a single billing period.</p>



## Usage reports

Two predefined categories of usage reports, **Remittance Detail** and **Usage Detail**, are listed under **USAGE REPORTS** on the **Reports Home** page.

### Remittance Detail reports

Remittance Detail reports provide details of financial transactions within and between billing and foundation accounts and break down the charges summarized on the Foundation Account Remittance form.

Remittance Details reports

Report	Description
Adjustments	<p>Lists all adjustments made to previously billed balances on billing accounts for a specific foundation account. Each row represents a single adjustment and provides a description of the adjustment source and amount.</p> <p>For adjustments to a previously billed charge associated with a wireless number, <b>Description</b> includes the specific wireless number. The summary of the columns in this report equal the <b>Adjustments</b> amount presented on the Foundation account remittance form for the specific billing period.</p>
Balance Transfer	<p>Provides details of the total balance due, including any past due amounts, on all billing accounts for a specific foundation account.</p> <p>The total amount of the columns in this report equals the <b>Balance Transfer (from Local Markets)</b> amount presented on the Foundation Account Remittance form for the specific billing period.</p> <p>This report is typically used for Reporting foundation accounts because it provides foundation account-level visibility to balances due at the billing account level.</p>
FAN Remit Detail Current Charges	<p>Provides details of charges included in <b>Current Charges</b> on the Foundation Account Remittance form. The total amount shown in columns equals the <b>Current Charges</b> amount on the Foundation Account Remittance form for the specific billing period.</p>
National Business Service (NBS) Corporate Charges and Credit	<p>Includes details of charges and credits applied at the foundation account level and includes foundation account-level pooling adjustments and discounts applied to the foundation account. The total amount shown in columns equals the <b>NBS Charges and Credits</b> amount shown on the Foundation Account Remittance form for the specific billing period.</p>



Report	Description
Payment Transfers	<p>Provides details of the total payments received on all billing accounts for a foundation account. The total amount shown in the columns equals the <b>Payment Transfers (from Local Markets)</b> amount shown on the Foundation Account Remittance form for the specific billing period.</p> <p>This report is typically used for Reporting foundation accounts because it provides foundation account-level visibility to payments posted at the billing account level.</p>

## Usage Detail reports

Usage Detail reports help you analyze individual voice calls, messages, and data usage records for the wireless numbers on the specific foundation account.

The average wireless number has 300 usages records per billing period, so these reports tend to be very large. To make these reports more manageable, it's a good idea to include only a limited amount of data on a single report. For example, you might include a single billing account or only a small number of wireless numbers for a single report.

Usage Detail reports

Report	Description
All Calls (Voice)	Includes voice usage only and includes all standard calls placed from a wireless device.
Data	Includes data usage in kilobytes. Includes tethering to a PC, downloading music or ringtones, and sending images or files over the Internet.
Messaging	Includes all messages sent to or from a device, including Short Message Service (SMS) and Multi-Media Service (MMS).
Mobile Purchases & Downloads	Includes the details of mobile purchases or downloads of any proprietary content offered by AT&T or from a third-party provider. Examples include ringtones, games, tools, horoscopes, date chat, jokes, graphics, and interactive TV.
Roaming Calls – Voice	Includes only voice calls that used roaming.

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## Modify a report

You can customize any report to suit your business requirements. Select a report to use as a baseline, and then modify the structure and details to match your needs. Then, save the settings as a template, or you can display the results immediately online. Note that viewing the results



online doesn't save the settings. To save the settings, click **Save Report**, and then supply a unique report name.

Saved customized report templates are not affected when AT&T periodically makes changes and updates the version of the pre-defined reports. These reports can be used as originally saved until you're prepared to adopt the new version of the report, which is likely to provide new fields and columns and other enhancements.

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## Customize reports

You can use any existing report (custom or predefined) as a baseline for a new custom report.

### Report modification tabs

To customize a report, use the following report modification tabs on the specific report's modification page.

#### Value Selections tab

Select the specific values that you want to include in your report. You can show information by month or date, and you can change the foundation accounts included. Depending on the report type, you can also include, for example, all foundation accounts, all billing accounts, all wireless numbers, all roaming, home, or international descriptions, and more.

Add include additional categories in the report by checking the boxes for certain options. You can show zero (0.00) amounts, download default reports, include user-defined labels (UDLs), schedule the report, and change the date format, and so on.

Note that the options available in the **Value Selections** tab depend on the type of report you've selected on the **Reports Home** page.

#### Sorting tab

Sort your report data. To limit the number of records displayed, select lowest and highest parameters. You can also select to show records in ascending or descending order.

Note that the sorting options available in the **Sorting** tab depend on the type of report you've selected on the **Reports Home** page.



### Summarization tab

Select which rows you want summarized into subtotals in the report. When rows with like values are summarized, a subtotal row is added to the report.

This subtotal row is included only in reports with these output formats: Online (HTML), formatted Excel, and PDF. The row isn't included in reports with these output formats: tab-delimited TXT, CSV, and XML.

To select the fields to include in the report, select field names and then use the arrows to move the names from the **Available fields** list to the **Summarization Level** list. You can include up to 9 fields from the **Available fields** list in a single report. You can also change the order or priority of each group by clicking the up or down arrows.

Not all columns on a report are listed in the **Available fields** list. Some columns can't be summarized.

To include customized levels in your report, select the options from the **Custom Summarization Level Display** dropdown list. A summarization level can be unspecified. By default, the last summarization field selected appears in the first column of the report.

### Columns tab

Select which columns and fields to include in the report by moving them from the **Available fields** list to the **Columns** list.

To define the order of the columns in your report, use the arrows or drag names into the order you want. You can customize column names, width, justification, and sequence.

Removing a column from the output doesn't remove it from other modification tabs. You can still sort, filter, or create summarization groups on a column, even if it's not included in the output.

### Output Format tab

Select the output format for your report by selecting an option from the **Output Format** dropdown list. Not all reports are available in all formats.

The **Online Presentation (HTML view)** is limited to 2,000 rows of data. Reports with more than 2,000 rows and 9 or fewer columns are converted to PDF format; reports with more than 9 columns are converted to formatted Excel format.

The **Pipe (with headings)** format is limited to 64,000 rows. Reports with more than 64,000 rows are converted to **Tab Delimited** format.

If the foundation account is enrolled in Data Delivery Portal (DDP), you can select **Delivery Profile** to automatically generate and deliver the report to a specified destination server when new data is available. See [Data Delivery Portal \(DDP\) and recurrence](#).



### Filters tab

You can use up to 4 filters for a single report. For each filter, you specify the field to which it applies, set a logical comparison (less than, equal to, greater than, not equal to), and manually enter a value.

### Highlighting tab

In online (HTML) reports, you can highlight up to 5 column values to focus attention on those values. From the **Columns** dropdown list, select an option. Enter the values that you want to highlight, and select a color for each highlight.

## Create custom reports

Follow this procedure to create custom reports.

### Create a custom report

1. From the **Reports** menu, click **Bill analysis reports**. The **Reports Home** page appears.
2. Click the name of the report you want to use as a baseline for your custom report. The report modification page for the selected report appears with the **Value Selections** tab open.
3. To customize the report, do these things:
  - Next to **Invoice Month**, select **By Month** or **By Date**. To change which foundation accounts are included, click **All Foundation Accounts** and add additional restrictions, such as including billing accounts, wireless numbers, or feature categories in the report. You can also include zero amounts (0.00), columns, and custom hierarchies.
  - To select which default field to sort by, click the **Sorting** tab. Next to **Sort By**, select the field. In the **Sort Order** field, select an option.
  - To select the fields that will show totals, click the **Summarization** tab, and then select the fields. To add or delete fields from the report, click the right and left arrows. To define the sequence in which fields appear, click the arrows in the **Summarization Level** list.
  - To select the columns that will appear in the report, click the **Columns** tab. Select the column from the **Available fields** list and move it to the **Columns** list. To change column order, click the arrows in the **Columns** list.
  - To select an output format, click the **Output Format** tab. If the account is enrolled in a Data Delivery Portal (DDP), you also can select a Delivery Profile from the dropdown list. Not all formats are available for all reports.
  - To apply filters to the report, click the **Filters** tab. From the first dropdown list, specify which field the filter applies to. Use the second field to specify a logical comparison (less than, greater than, equal to, not equal to). In the third field, enter a value for the comparison. To define the filters listed, click **Add Additional Filters**.
  - To draw attention to certain column values in the report, click the **Highlighting** tab. You can highlight up to 5 column values. From the **Columns** dropdown list, choose what you want to highlight. Use the second field to specify a logical comparison (less than, greater than, equal to, not equal to). In the third field, enter the value to highlight, and then select a highlight color from the dropdown list.



4. At the bottom of the page, click **Save Report**. The **Save Report** page appears. Enter a unique name, description, and folder for the report. To reuse a name you've already used, first delete the existing customized report.
5. Click **Save**. All the settings of the customized report are saved and can be used for future reports. The saved report is listed in the **Saved Report Templates** menu on the **Reports Home** page.

#### Select a custom report for foundation accounts enrolled in Data Delivery Protocol

1. Under **Saved Report Templates** on the **Reports Home** page, select a custom report. The **Report Modifications** page appears.
2. Click the **Output Format** tab.
3. If you want the report to be sent to a specific destination server, select a delivery profile for the report from the list.

## Modify existing custom reports

After you create a custom report, you can change the settings and save it as a new customized report template. Save the new settings with a new name.

The process for editing a custom report is similar to the process of creating a new custom report. The same category options are available on the **Report Modification** page, including **Value Selections, Sorting, Summarization, Columns, Output Format, Filter, and Highlighting**.

#### Edit existing custom reports

1. From the **Reports** menu, click **Bill analysis reports**. The **Reports Home** page appears.
2. Under **Saved Reports Template**, select a report. The report modification page for the selected report appears with the **Value Selections** tab open.
3. To edit the customized report, edit options from the tabs.
4. At the bottom of the page, click **Save Report**. The **Save Report** page appears. Enter a unique name, a description, and then select a folder for the report. To reuse a name you've already used, first delete the existing customized report.
5. Click **Save Report**. All the settings of the customized report are saved and can be accessed for future use. The saved report appears on the **Saved Report Templates** menu on the **Reports Home** page.

## Delete custom reports

It's a good idea to delete reports that are out of date or no longer needed.

#### Delete customized reports

1. From the **Reports** menu, click **Bill analysis reports**. The **Reports Home** page appears.





2. From the **Saved Report Templates** menu, locate the name of the report you want to delete.
3. In the row that shows the report name, click the red **X**. The **Saved Report Templates** menu refreshes and the report is deleted.

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## Offline reports

An offline Bill Analysis report is a report that takes longer than 10 seconds to process, or one that you generate in PDF file (📄) or Microsoft® Excel® (📊) format. When the offline report is ready, you'll be notified both online and in an email alert. See [Offline Report/Download file can now be viewed alert](#).

Offline reports remain on the eBill server for up to 45 days, and then are deleted.

Offline reports are usually available within a few minutes, but can take up to an hour depending on the report size, complexity, and system load at the time of your request.

These conditions cause a report to be generated offline:

- Size—If a report is too large, it's automatically placed in a queue for offline processing. You can continue to work in eBill while the report is being processed.
- Generation time—If a document takes too long to generate, it's automatically placed in a queue for offline processing. eBill generates all PDF files, such as a Billing Account Invoice with Call Detail Records, offline.
- Offline generation by default—Requests for Billed Usage Details and Unbilled usage – All Records reports are always generated offline because of the amount of time required to create these documents.

## Download offline Bill Analysis reports

If you generate Bill Analysis reports in CSV, PDF, Excel, Pipe, Tab Delimited, or XML format (as selected on the Output Format tab), the report is saved to the **Report History** page. To access the **Report History** page, on the **Reports Home** page, click **Report History**. This page contains a table of all your offline or recurring reports that are ready for download.

You'll see a list containing:

- Any reports that were automatically generated offline due to the length of time required for processing.
- Any recurring reports that were automatically generated when a new bill cycle was loaded.



Remember to download your offline reports before they're automatically deleted after 45 days.

**Note:** When downloading a report in comma-separated values (CSV) format, clicking **Open** opens the file in the application set for CSV file types in your local computer profile. If Excel is specified, the default format for some columns may not appear as expected. To control the column formats, click **Save**, download the file to your computer, and then open Excel and use the **Import External Data** option under the **Data** menu. A wizard helps you adjust the way Excel presents the columns.

#### **Download offline Bill analysis reports**

1. From the **Reports** menu, click **Bill analysis report**. The **Reports Home** page appears.
2. Click **Reports History**. The **Reports History** page appears. Select the report, and then, in the **Download** column, click **download**.
3. Depending on your browser, you may need to select whether to open or save the report. Follow your established process for downloading files from the Internet.

## Delete offline Bill analysis reports

After you've downloaded and saved an offline Bill analysis report or document, you can remove the file from the eBill server. All files generated offline are automatically deleted 45 days after they're created.

#### **Delete offline reports**

1. From the **Reports** menu, click **Bill analysis report**. The **Reports Home** page appears.
2. Click **Reports History**. The **Reports History** page appears.
3. To delete an offline report from this page, check the box next to the report in the **Report History** table, and then click **Delete**.

## Compressed reports

Offline reports that exceed 5 megabytes (MB) are compressed to a zip format similar to the invoice PDF, and the .zip extension is added to the original filename. These offline report types are compressed if they exceed 5 MB:

- Bill Analysis reports
- Billed usage reports
- Unbilled usage reports
- Raw Data Output files

#### **View compressed reports**

1. For Bill Analysis reports, from the **Reports** menu, click **Bill analysis report**. The **Reports Home** page appears.



- Click **Report History**. The **Report History** page appears.
  - Select a report, and then click **download**. The compression process runs after the report is generated but before the email alert is sent.
2. For Raw Data Output files, billed and unbilled usage files, and bill image PDF files, from the **Reports** menu, click **View generated reports**. The **View generated reports** page opens. In the **File name** column, click the file to open it.

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## Data Delivery Portal and recurrence

The Data Delivery Portal (DDP) features allows reports to be automatically generated and delivered to your secure FTP server. You can create customized data feeds that are periodically sent to servers specifically waiting to use these report files as input. You can also specify certain data about your bills, which is then automatically sent each cycle to a destination server you choose. You can then use this input data for further analysis.

**Note:** DDP is available to eligible large accounts on a Billing or Reporting foundation account that have enrolled in the DDP program. Fulfillment foundation accounts are automatically enrolled in the DPP program for the Raw Data Output file only.

Only company administrators with Billing and Reporting foundation accounts can access the Data Delivery Portal (DDP).

### Set up Delivery Data Portal

To set up Delivery Data Portal (DDP), first contact your AT&T representative to enroll your eligible foundation accounts into DDP.

#### Set up Delivery Data Portal

1. After you're enrolled in DDP, access the foundation account in eBill and define the details of the delivery (or destination) server in a delivery profile. You'll need the server's destination address (either a URL or IP), login and password, and so on.
2. After you set up a delivery profile, create a customized report with the data you want to receive. You can specify to have the report delivered to your delivery profile.
3. Generate the report manually, or set up the report to run on a recurring basis. Recurring reports are automatically generated whenever new reporting data is loaded for that foundation account after each foundation account cycle.

The report will be delivered within 48 hours. If you don't receive the report within that time, contact your AT&T representative.



## Data Delivery Portal program eligibility

To enroll your foundation accounts into the Data Delivery Portal (DDP) program, follow these guidelines:

- Billing or Reporting foundation accounts must have 50 or more Corporate Responsibility User (CRU) lines per foundation account.
- SSH-2 SFTP (Secure File Transfer Protocol Server) must be active. DDP doesn't support unsecured FTP and SSH-1.
- The server must use industry standard port 22 or 115.
- The firewall that allows files incoming from `ebillddp.wireless.att.com` must be able to be updated.

## Create delivery profiles

A delivery profile is specific to a single foundation account. If you want eBill to send reports from multiple foundation accounts to the same server, you must create an identical delivery profile for each foundation account.

**Note:** Company administrators who have access permissions to a particular foundation account can use a delivery profile for that account.

### Provide technical contact information

Each delivery profile requires technical contact information, in case there's a need to contact you regarding technical issues or questions about connectivity (for example, security settings or technical configuration of the connection) to your delivery destination. Test your connection the first time the destination server is used.

If you find that you need more technical support, contact your Mobility Account Team representative or Premier Support and open a technical issue ticket.

### Create DDP profiles with destination information

After a foundation account is enrolled in the Data Delivery Portal (DDP) program, create a DDP profile that contains information about where you want the report delivered.

Each foundation account has its own profile, and you can't save the profiles from 1 foundation account for a different foundation account. If multiple users have access to the same foundation account, any of those users can view and modify all the profiles on that account.

To correctly deliver your reports, eBill must have the information shown in the following table.



Required delivery information for DDP

Information	Description
Profile name	<p>A name to help you distinguish this profile from others on the foundation account. It must be unique for this foundation account. This name appears in your notification email, so make sure it's easily recognizable.</p> <p>The name must be between 5 and 50 characters long and contain only letters and numbers (no special characters).</p>
Destination host name or IP address	<p>The Internet address or name of the server host where eBill will send the report. These typically look like a URL or an IP address (for example, <code>ddp.yourcompany.com</code> or <code>192.168.0.1</code>).</p> <p>This name must contain at least 5 characters. This is an assumed value. Don't include <code>sftp://</code> in the host name.</p>
User ID and password	<p>The login and password that allows eBill to gain access to your server when sending the file. To help keep your data safe, use a unique ID and strong password.</p> <p>For security reasons, eBill doesn't accept "Anonymous" as the User ID. This field must contain at least 5 characters.</p>
Protocol	<p>DDP currently supports only the SFTP (SSH-2 File Transfer Protocol) for file transfer.</p> <p>When you create a delivery profile, the primary company administrator for the foundation account is notified as required by the Customer Proprietary Network Information (CPNI) safeguards.</p>
Destination port	<p>The port number of the destination server. DDP currently supports only industry-standard ports 22 and 115.</p>
Destination path	<p>The specific location on the server where eBill will place the file. This is not a required field; your server may not have a destination path.</p>



### Create new delivery profiles

1. From the **Reports** menu, click **Manage delivery profiles**. The **Delivery Profiles** page appears.
2. Click **New**. The **New Delivery Profiles** page appears.
3. Complete all required fields, including all fields under **Technical Support Contact Information** and **Destination Configuration**.
4. At the bottom of the page, click **Save**.

### Naming convention for delivery of DDP files

The naming convention for delivery of DDP files to your servers reflects the parameters displayed in the report. The DDP report naming convention helps you easily identify each report delivered to your server.

Elements included in the report name appear in this order:

- Acronym of the report type
- Foundation account number
- Bill cycle close date (in MM-DD-YYYY format)
- Created on date (in MM-DD-YYYY format)
- Time created (in HH:MM:SS – Universal Time format)

**ADES\_FAN12345678\_10192009\_05152010\_143521.pdf** is an example of the All Data Export Service Summary report name for FAN 12345678 with a bill cycle close date of October 19, 2016. The report was created on May 15, 2016 at 14:35:21. The file is in PDF format.

## Edit delivery profiles

After you create and save a delivery profile you can later modify it (except the profile name). For security reasons, the password text is masked (obscured).

Be careful when making changes. For some fields, such as **Destination Host** or **Port**, inaccurate changes may result in delivery failures.

Changes you make to a delivery profile update all Custom reports associated with that profile. Any future recurrence for those files may be impacted.

When you change the server address under **Destination Host** result, the primary company administrator for the foundation account is notified of the change as required by CPNI safeguards.

### Edit existing delivery profiles

1. From the **Reports** menu, click **Manage delivery profiles**. The **Delivery Profiles** page appears.



2. Click the name of the delivery profile you want to modify. The **Modify Delivery Profile** page appears.
3. Edit the delivery profile fields as needed.
4. When you're done, at the bottom of the page, click **Save**. The **Delivery Profiles** page appears, and the profile shows a new last updated date, reflecting the changes.

## Expire delivery profiles

If a delivery profile becomes obsolete, you can "expire" it. When a profile is expired, eBill doesn't deliver reports with that delivery profile selected. An expired delivery profile retains all its information, and you can reactivate it at any time.

**Note:** To reactivate an expired profile, follow the procedure described in Edit delivery profiles. The **Expire Profile** button will appear instead of **Renew Profile**.

### Expire delivery profiles

1. From the **Reports** menu, click **Manage delivery profiles**. The **Delivery Profiles** page appears.
2. Click the name of the delivery profile you want to expire.
3. At the bottom of the page, click **Expire Profile**. The **Delivery Profiles** page refreshes and the selected profile shows **Expired** in the **Status** column.

## Set up custom reports for delivery

You can set up all custom reports, including Bill Analysis reports and Raw Data Output files, to be automatically delivered to a delivery profile. The report must have a single foundation account, and the associated Billing or Reporting foundation account must be enrolled in Data Delivery Profile (DDP). Raw Data Output files for Fulfillment foundation accounts are automatically delivered—you don't need to enroll these in DDP.

Only reports generated offline are transmitted to a delivery profile. Viewing the report by clicking the **View Report** button doesn't transmit the file to the delivery profile.

To set up automatic delivery, the report must be generated offline and it must be a customized report set up for recurrence (see [Set up custom reports for recurrence](#)). Specify and save a delivery profile for that customized report (you can use a single delivery profile for multiple reports).

### Set up a custom report for delivery

1. From the **Reports** menu, click **Bill analysis reports**. The **Reports Home** page appears.
2. Select a custom report. The customization page for the report appears.
3. Click the **Output Format** tab. From the **Delivery Profile** dropdown list, select **No FTP Delivery** or **FTP Delivery**.



4. Check **Zipped** or **Notify me when download request is completed** (if needed).
5. At the bottom of the page, click **Save Report**. The **Save Report** page appears.
6. Enter a unique name and description for the report. To reuse a name you've already used, first delete the existing customized report. See [Delete custom reports](#).
7. Click **Save**. All the settings of the customized report are saved. The report modification page refreshes, showing your saved report settings. The report is also added under **Saved Report Templates** on the **Reports Home** page.

Future offline or recurring reports generated for this customized report are automatically delivered to the delivery profile specified.

It's a good idea to test delivery. Submit an offline report from your saved customized report that has the new delivery profile. If the report isn't delivered to the delivery profile within 48 hours, an error has occurred. Try creating the delivery profile again and test it. If the report still isn't delivered within 48 hours, contact your AT&T representative.

## Set up custom reports for recurrence

You can set up a custom report to be generated on a recurring basis. The customized report must contain a single foundation account, and that foundation account must be enrolled in Data Delivery Portal (DDP). See [Data Delivery Portal \(DDP\) and recurrence](#).

All customized reports, except for Year-to-Date reports, can be run on a recurring basis. When a report is set up for recurrence, eBill automatically generates an offline copy of the report using new data as it becomes available for the foundation account. For example, as a new month of billing data is made available for reports, recurring reports run automatically. New consolidated billing data is loaded to eBill between 3 and 5 days after the foundation account's cycle end date.

After eBill automatically generates a recurring report offline, the report appears on the **View generated reports** page (see [Download offline Bill Analysis reports](#)). If the customized report also has a valid delivery profile, the report is automatically sent to the specified destination server.

### Set up a customized report for recurrence

1. From the **Reports** menu, click **Bill analysis report**. The **Reports Home** page appears.
2. Under the **Saved Reports Templates** section, click **Options**. The **Options** window opens.
3. Select the day of the month when you want the report to run, and then select whether to use the current month or previous month's data.
4. Click **Save**. The customized report's settings are saved. When reporting data for the foundation account specified in the report becomes available, eBill automatically generates the report.





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## Electronic Data Interchange

Electronic Data Interchange (EDI) helps you streamline your monthly billing processes by sending your billing data to a single file directly on your company's server. EDI can help improve your efficiency by reducing the number of days it takes from bill cycle end date to invoice.

You can also directly import data into your company's back-end business system with minimal changes. If a Financial Electronic Data Interchange (FEDI) process is also set up for your system, you can make payments using EDI. With EDI, eBill provides an automated on-boarding process, and you can monitor transmissions on a monthly basis and maintain and update connectivity.

**Note:** Currently, Financial Electronic Data Interchange (FEDI) isn't managed through eBill. For more information, contact your Account Team.

### EDI eligibility

To use EDI, your system must have:

- A current, eligible Business Agreement with AT&T.
- A Billing foundation account number (Fulfillment foundation accounts and Reporting foundation accounts aren't eligible).
- A minimum of 50 Corporate Responsibility User (CRU) lines per foundation account.
- A Premier site with eBill access.
- The ability to accept data by Applicability Statement 2 (AS2), Secured File Transfer Protocol (SFTP), Connect:Direct, or Value Added Network (VAN).

**Note:** There are associated costs when you use VAN as the delivery option. VAN doesn't support the EDI 811 detail format type.

- The ability to process an EDI data file.

### Set up EDI

Setting up EDI involves you, your AT&T representative, your designated IT representative, and AT&T IT.

#### Set up EDI

1. Work with your AT&T representative to verify that your foundation accounts meet the eligibility requirements.
2. Ask your Account Team to enable your foundation accounts for EDI.
3. Wait for confirmation from your AT&T representative that your accounts are ready. This may take a few days.
4. Determine who your company's designated IT representative will be for this implementation.



**After your AT&T representative confirms that the accounts are ready**

1. From the **Reports** menu, click **Manage EDI profile**. The **EDI Profile** page appears. (If you don't see the **Manage EDI profile** link under **Reports**, your foundation account isn't yet ready.)
2. From the **EDI Profile** page, download the Trading Partner Information and the EDI File Specification documents, and then send the documents to your company's IT representative assigned to this implementation.
3. To start the EDI setup process, on the **EDI Profile** page, click **Start Implementation**.
4. Provide the contact information for your company's IT representative.
5. Review the details about the EDI file types outlined in the EDI File Specification document. Under **EDI Type**, select the type, and then click **Submit**.

An AT&T IT representative will contact your designated IT representative within 2 business days to:

- Obtain the completed Trading Partner Information document
- Set up and test connectivity
- Complete the implementation by setting up automated monthly recurrence of the data transmission

**Note:** To enable the account for EDI, complete and send the Trading Partner Information document to AT&T within 10 business days of the request. If not received within 10 days, the request will be canceled.

## Change EDI

After your EDI implementation is complete, you can edit contact information or submit a request to change connectivity.

**Edit EDI contact information or change connectivity**

1. From the **Reports** menu, click **Manage EDI profile**. The **EDI Profile** page appears.
2. On the **EDI Profile** page, click **Change Connectivity**.
3. Edit the contact information as needed.
4. To request a change to connectivity, enter the details of the change request on the **Change Description** page, and then click **Submit**.

## Cancel EDI

You can cancel EDI at any time. From the **Reports** menu, click **Manage EDI profile**. The **EDI Profile** page appears.

The buttons you'll see vary depending on the status of the implementation process.



### Cancel EDI

- During implementation—On the **EDI Profile** page, click **Cancel Implementation**.
- After implementation—On the **EDI Profile** page, click **Cancel EDI Transmission**.

### Track EDI

After you submit the initial request to set up accounts for EDI to your Account Team, we'll confirm the status of your request by email. After starting the implementation process in eBill, you can track the progress of the implementation online. After the implementation is complete, you can track the monthly file delivery status.

**Note:** During the implementation process, if you see **AT&T IT Attempt to Contact Customer's IT failed** status, contact your company's IT representative.

### Track EDI

1. From the **Reports** menu, click **Manage EDI profile**. The **EDI Profile** page appears.
2. On the **EDI Profile** page, click **Status Indicator Tracking Log**.
3. Review the details of each status indicated.

#### Status indicators and description

EDI status	Description
Implementation Started	Your eBill request to implement EDI has been successfully submitted. The system has sent notification to AT&T IT to contact your designated IT company representative to begin the implementation process.
AT&T IT Attempt to Contact Customer's IT Failed	AT&T IT couldn't reach your designated company IT representative. We'll continue to try to make contact for up to 10 business days from the date implementation began.
Implementation Cancelled Due to Lack of Response by Customer's IT	AT&T IT couldn't reach your designated company IT representative within the specified time. The request for EDI is canceled, and you'll need to start the implementation process again.
Implementation Cancelled by the Customer	You've opted to stop the implementation process. You can restart the implementation process at any time.
AT&T IT Successful Contact, Implementation in Progress	AT&T IT has contacted your designated company IT representative, the TPI document has been received, and the implementation is in progress.



EDI status	Description
Implementation Ready for Test	Connectivity has been established and ready to be tested by creating an initial EDI source file within eBill.
Implementation Go Live Complete	Implementation is now complete. The process will be automated on a monthly recurring basis. <b>Note:</b> This status triggers a CPNI notification.
Change to Existing Connectivity Requested by Customer	A change to the connectivity between AT&T and your company has been submitted by eBill. AT&T IT processing is pending.
Change to Connectivity Completed	The EDI profile's connectivity options were successfully changed. <b>Note:</b> This status triggers a CPNI notification.
Data Source File Created for Transmission	The data file has been created for EDI mapping. This status appears each month.
EDI Transmission to Customer Successful	The EDI transmission to your server was successfully completed. This status appears each month following successful transmission.
Data Source File Failed, IT Notified	An unknown error has occurred in the monthly automation. AT&T IT has been alerted to research and resolve the issue.
EDI Transmission Cancelled for Future Bill Cycles by Customer	You've canceled EDI transmission for all future bill cycles. If you need EDI in the future, start a new implementation.  <b>Note:</b> Bill cycles that pass without EDI may not be available after a new implementation process is completed. Don't cancel EDI unless you're certain those cycles won't be needed.

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## Reports for Fulfillment foundation accounts

For all accounts on Fulfillment foundation accounts, predefined reports are available based on a consolidated billing cycle. Reports are usually automatically run online. If the report size and processing time require offline processing, eBill sends the billing contact or company administrator an email (if an alert was requested). See [Alerts and notifications](#).

Company administrators have unlimited access to all information for Fulfillment foundation accounts associated with their profiles. Billing account managers and Corporate Responsibility Users (CRUs) with billing account responsibility have limited access to the information for billing accounts for which they have permissions.

Fulfillment foundation accounts are automatically enrolled in the Data Delivery Portal (DPP) program for use with only the Raw Data Output file. See [Raw Data Output](#).



**Note:** Users with Fulfillment foundation accounts can't request offline reports, although reports may be generated offline if the size of the report exceeds the online generation time.

## Custom reports for fulfillment foundation accounts

Quickly access and receive report results for your Fulfillment foundation accounts. If you want to adjust a predefined report's default appearance, you can customize and save these reports.

Technical specification documents, or data dictionaries, are available to help you understand the content and format of data of each report. Links to corresponding data dictionaries appear within each report.

eBill has 12 different reports for fulfillment foundation accounts, described in the following table.



### Predefined reports

Report category	Description
Summary Charges	<p>These reports include high-level summary information, including rate plan information, total usage, and total charges. Each row represents charges and usage associated with either a wireless number or charges associated directly with a billing account (not associated with a wireless number).</p> <p><b>Reports in this category</b> All Charges and Usage—Includes summary information of all charges by category, including monthly service charges, credits and adjustments, government fees and taxes, and voice and data usage.</p>
Detail Charges	<p>These reports include itemized charges, such as monthly charges, credits and adjustments, government fees and taxes, equipment and accessories charges. Each row represents charges associated with either a wireless number or charges associated directly with a billing account (not associated with a wireless number).</p> <p><b>Reports in this category</b> Monthly Service Charges—Includes monthly recurring rate plan and feature charges. One Time Charges—Includes charges outside monthly recurring charges, such as charges for downloads. Government Fees &amp; Taxes—Includes taxes, surcharges, and regulatory fees. Equipment &amp; Accessories Charges—Includes charges from equipment and accessory purchases.</p>



Report category	Description
	Usage Charges—Includes detailed information about voice and data usage.
Usage Details	<p>These reports include information about individual voice calls, messages, and data usage for the wireless numbers on the account. These reports present information about a specific type of usage, including date and time of the usage, number dialed (or incoming number), where the usage took place (location of the wireless device), the rate period and feature of the usage, the duration of the usage (length of time or amount of data), and any charges associated with the usage.</p> <p><b>Reports in this category</b></p> <p>Voice—Includes incoming and outgoing included usage and additional airtime (voice) usage.</p> <p>Data—Includes data usage for included and additional kilobytes (KB), including downloads.</p> <p>Messaging—Includes details of incoming and outgoing messaging usage.</p> <p>Video Share Calling—Includes calls that involve video-share sent to or from a device.</p> <p>Communications and Non-Communications Charges—Includes charge details specific to downloaded items (one-time or subscription charges).</p>
Group Charges	<p>This report includes information about the individual and group and data usage for the wireless numbers in a group. Includes the group ID, primary line in a group, time in a group, monthly charges, shared data usage, Rollover® data, credit and promotional data, and amount (in kilobytes, or KB) of overages.</p> <p><b>Reports in this category</b></p> <p>Group Plan Summary (Data)—Includes information about data used by the group.</p>

**To view a report**

1. From the **Reports** menu, click **Create custom reports**. The **Create/View Customized Reports** page appears.
2. Select a report from the available categories. The report's page appears.
3. Click the File icon  to open the report. Click the Save icon  to save it. If you save the report, it will appear in the **Saved Customized Reports** table at the bottom of the **Create/View Customized Reports** page. Click the report name to open it.



You can change the billing cycle and view the respective charges for each report by sliding the **Billing Cycle** bar.

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## Monthly User Statements

Company administrators can set up a monthly automated email that goes out to their wireless users with a copy of the individual user's portion of the overall wireless charges. When wireless users receive their invoice copy, they validate the contents and approve, conditionally approve, or reject the charges.

### Create and manage an address book

Your Monthly User Statement email addresses are stored in the eBill Address book. The **Contacts** list shows the:

- Billing account
  - Wireless number
  - Username
  - Any user-defined labels
  - Contact's email address
- Note:** Company administrators can add or change their email address. When an address is updated, a green checkmark ( ✓ ) appears.

#### To add an email address

1. From the **Reports** menu, click **Monthly User Statement**. The **Monthly User Statement** page appears.
2. On the **Monthly User Statement** homepage, click **Create and manage an address book**. The **Address Book** page appears.  
**Note:** The **Create and manage an address book** link appears the first time you use Monthly User Statement. After you've created an address book, the link changes to **View and update email addresses**.
3. In the **Email address** column, where you see **Add email address**, enter an email address.
4. To add multiple addresses, use the bulk email address template. See [Add multiple email addresses](#).

#### Update an email address

1. From the **Reports** menu, click **Monthly User Statement**. The **Monthly User Statement** page appears.
2. On the **Monthly User Statement** homepage, click **View and update email addresses**. The **Address Book** page appears.
3. In the **Email address column**, highlight the email address you want to change, and then enter the new address.



4. To edit multiple addresses, use the bulk email address template. See [Add multiple email addresses](#).

## Add multiple email addresses

You can add multiple addresses at one time for your monthly automated emails using an address template. You simply download the template, enter the address information, and then upload the template.

### To add multiple email addresses to your address book

1. From the **Reports** menu, click **Monthly User Statement**. The **Monthly User Statement** page appears.
2. On the **Monthly User Statement** homepage, click **Create and manage an address book**. The **Address book** page appears.  
**Note:** The **Create and manage an address book** link appears the first time you use Monthly User Statement. After you've created an address book, the link changes to **View and update email addresses**.
3. On the **Address Book** page, click **Download email address template**. The **Download email address template** page appears.
4. Select the billing account number with the email addresses you want to update or select **All billing accounts**.
5. From **Download template containing**, do 1 of these things:
  - To download a template that lists only contacts with missing or incorrect addresses, select **Contacts with missing or incorrect addresses**.
  - To download a template that contains all your contacts, select **All contacts**.
6. Click **Download**. The template opens.
7. Enter the addresses in the template that you want to upload to your address book, and then save the file so you can later upload it.  
**Note:** You can edit only email addresses in the template. You can't change usernames or phone numbers.
8. On the **Download email address template** page, click **Return to Address Book**. The **Address Book** page appears.

### To upload email addresses to your address book

1. From the **Reports** menu, click **Monthly User Statement**. The **Monthly User Statement** page appears.
2. On the **Monthly User Statement** homepage, click **Create and manage an address book**. The **Address book** page appears.  
**Note:** The **Create and manage an address book** link appears the first time you use Monthly User Statement. After you've created an address book, the link changes to **View and update email addresses**.
3. Select **Upload email address template**. The **Upload email address template** page appears.





4. Under **Select file to upload**, click **Browse** to locate the file you created.
5. Read the terms and conditions.
6. Click **Upload**. You'll receive a confirmation message telling you how many email addresses were added to your address book. If some addresses are still missing and you want to add them, repeat the process. Click **OK**.
7. When you're done, on the **Address book** page, click **Return to Monthly User Statement homepage**.

## Create and edit emails

To set up monthly automated email with individual user's statements, first create an email template. Then, using the Monthly User Statement feature, set up an address book with the email addresses of your recipients.

After you activate an email template for the first time, you can make changes to the subject or body text at any time. You can also add, update, or delete email addresses in the address book.

### To create emails

1. From the **Reports** menu, click **Monthly User Statement**. The **Monthly User Statement** page appears.
2. After you create an address book, on the right of the **Monthly User Statement** page, click **Create and send email**. The **Set up a recurring email** page appears.  
Notice these preset sections:
  - **Recipients**—The wireless users listed in the address book with valid email addresses.
  - **Status**—Shows **New** when you first create the email. (If you edit the email later, the status changes to **Active**.)
  - **Subject**—Default content that you can edit. You must include a subject line.
  - **Body**—Default content that you can change. You must include body text.
3. Under **When do you want to send the email?**, select **Every billing cycle** or **Now and every billing cycle**.
4. Under **Which reply actions do you want to make available to recipients?**, select the options to include in your email.
  - If you want users to have the option to approve or reject the invoice summary, select **Approve and Reject**. Users must enter a reason for the rejection.
  - If you want users to have the option to approve, reject, or approve the invoice summary with some exceptions, select **Approve, Approve with exceptions, and Reject**. Users must enter a reason for an exception or rejection.
5. The email includes a usage summary. If you want to also include usage details in a PDF file attached to the email, select **Send usage details as an attachment**.
6. Read the terms and conditions



7. To preview the email before you send it, click **Preview**. To send the email, click **Send**. A confirmation message appears, asking you to confirm that you want to send the email. You'll receive an email confirming when your email will be sent.

#### To update an existing email

1. From the **Reports** menu, click **Monthly User Statement**. The **Monthly User Statement** page appears.
2. On the **Monthly User Statement** homepage, click **Edit and send recurring email**. The **Edit and send recurring email** page appears.
3. Edit the email, and then click **Preview** or **Send**.
4. To turn off recurring emails, click **Deactivate**.

You'll receive an email confirming your changes.

## View email status

The top left side of the **Monthly User Statement** homepage shows the status of your emails.

For **Emails delivered**, you'll see how many recipients:

- Approved the wireless statement (Approved)
- Approved the statement, but with exceptions (Approved with exceptions)
- Rejected the wireless statement (Rejected)
- Didn't reply to the wireless statement email (No reply)

For **Emails not delivered**, you'll see how many emails:

- Didn't reach the recipient (Failed delivery).
- Didn't have an email address (No email address).
- You corrected the email address, but the wireless user statement hasn't yet been sent (Corrected and not yet sent).

At the bottom of the page, the **Email delivery details** table provides email status for each email sent.

The following table shows what can appear in the **Actions** column based on the status of the Monthly User Statement email that was sent. You can filter what appears in the table by selecting an option in the **Filter by email status** dropdown.



## Status actions

Email status	Actions
<b>Delivered</b>	If the <b>Email delivery details</b> table is filtered to show only emails that are delivered, delivered emails shows the user's response: <ul style="list-style-type: none"><li>• <b>No reply</b></li><li>• <b>Approved</b></li><li>• <b>Approved with exceptions</b></li><li>• <b>Rejected</b></li></ul>
<b>Approved</b>	If the <b>Email delivery details</b> table is filtered to show only emails that have a status of <b>Approved</b> , the <b>Actions</b> column doesn't appear.
<b>Approved with exceptions</b>	If the <b>Email delivery details</b> table is filtered to show only emails that are approved with exceptions, the column name changes to <b>Reason for exception</b> and shows the text that the email recipient entered as a reason for the exception.
<b>Rejected</b>	If the <b>Email delivery details</b> table is filtered to display only rejected emails, the column name changes to <b>Reason for rejection</b> and shows the text that the email recipient entered as a reason for the rejection.
<b>No reply</b>	If the <b>Email delivery details</b> table is filtered to show only emails that have a status of <b>No Reply</b> , the column name changes to <b>Resend email</b> and shows <b>Send email</b> or <b>Email sent</b> . If you click <b>Send email</b> , a duplicate of the original monthly user statement email is sent to that recipient. After the email is sent, the text changes to <b>Email sent</b> . If the user selects a previous billing cycle in the <b>Email summary sent</b> box, the text displayed is <b>Not applicable</b> and the user can't click in the field. To send a duplicate of the original email to all recipients who haven't replied to the original email, click <b>Resend email</b> .
<b>Not delivered</b>	Status changes depending on the reason for the email not being delivered. <b>Failed delivery</b> means that the email was sent but not delivered. <b>No email address</b> means that there was no email address for the user so the email wasn't sent.
<b>Failed delivery</b>	If the <b>Email delivery details</b> table is filtered to show only emails that were not delivered and the status is <b>Failed delivery</b> , the column name changes to <b>Update email address</b> , and the recipient's email address is shown so that you can update the address. To save the edited email addresses and send a duplicate of the original email to all recipients with addresses that have been edited, click <b>Resend email</b> .
<b>No email address</b>	If the <b>Email delivery details</b> table is filtered to show only emails that were not delivered and the status is <b>No email address</b> , the column name changes to <b>Update email address</b> , and <b>Add email address</b> appears.



Email status	Actions
	To save the email addresses and send a duplicate of the original email to all recipients with addresses that have been edited, click <b>Resend email</b> .
<b>Corrected and not yet sent</b>	If the <b>Email delivery details</b> table is filtered to show only emails that were corrected and not yet sent, the column name changes to <b>Email address</b> and the column contains email addresses that have been corrected. To send a duplicate of the original email to all recipients with corrected email addresses, click <b>Resend email</b> .

## Unbilled usage reports

Company administrators and billing account managers can create unbilled usage reports easily and quickly to analyze data for all billing accounts or a specific billing account. You can include all lines in a billing account (**Lines of service**), or only those lines with **Overages**, **Zero usage**, **Mobile Share groups** usage, or **Data and voice pooling groups** usage.

You can create a report in 2 ways:

- From the **Generate reports** section of the **Unbilled usage since** page, create a summary report.
- From the **Details** table at the bottom of the **Unbilled usage since** page, export detailed metrics.

If the selected foundation account has more than 1 billing account:

- You can **run** a report for all billing accounts or for the billing account in context.
- You can **schedule** a report for all billing accounts in that foundation account.
- You can't **schedule** a report for a single account within the foundation account.

## Create an unbilled usage report

To run an unbilled usage report, on the **Unbilled usage since** page, first select an unbilled usage view.

1. On the eBill homepage, click **Usage**, and then click **View unbilled usage**. The **Unbilled usage since** page appears.
2. Under **Generate reports**, select an option. Your choices depend on the type and number of accounts you have, your authorization level, and the type of usage you're monitoring.



3. Click **Generate**. You'll see a message stating that your report is being processed offline. Click **OK**. When your report is ready, you'll receive an email.

## Export an unbilled usage report

To export the unbilled usage data shown in the **Details** table, click **Export results**. A .csv file is created.

## View a report that was run offline

1. From the eBill homepage, click **Reports**.
2. Click **View generated reports**. The **View generated reports** page appears.
3. Click a report in the **File name** column to view the report.

## Schedule unbilled usage reports

You can schedule reports to run daily, weekly, monthly, or on multiple days of a month. You can download these reports or have them sent to a secure FTP server.

You can schedule a comprehensive report that checks the unbilled usage on all the lines you manage. Or you can narrow your selection and schedule reports on lines with unbilled overages or lines that have zero usage.

If your billing account supports it, you can also schedule reports for unbilled Mobile Share or pooled usage.

Please note the following when scheduling reports:

- You can schedule a report for a foundation account that has 1 billing account.
- For foundation accounts containing multiple billing accounts, you can schedule reports for all billing accounts in that foundation account. You can't schedule a report for a single account within that multiple account.
- You can run a report for individual wireless numbers, but you can't schedule reports for individual wireless numbers.

### To schedule a report

1. On the eBill homepage, click **Usage**, and then click **View unbilled usage**. The **Unbilled usage since** page appears.
2. Under **Generate reports** on the right of the page, select options.
3. Click **Schedule**. The **Unbilled usage report scheduling** page appears where you define how often you want to run the report. If you've configured delivery profiles, you can select one now.



4. Click **Schedule report**. A message tells you that you've successfully scheduled your report. When your report is ready, you can access it on the **View generated reports** page. If you chose to send the report to a secure FTP server, it is also available there.

## Change an unbilled usage report schedule

If you want to change an existing report schedule, when you click **Schedule**, the **Change or cancel a scheduled report** page appears.

1. On the **Unbilled usage since** page, under **Generate reports**, click **Schedule**. The **Unbilled usage report scheduling** page appears.
2. Under **Select a report**, choose a report type from the list. If the report is already scheduled, the page changes to **Change or cancel a scheduled report**. You'll see when the report was last run.
3. Select your options, and then click **Update schedule**. A message tells you that you've successfully scheduled your report.

## Delete an unbilled usage report schedule

To cancel an existing scheduled report, delete the schedule on the **Unbilled usage report scheduling** page.

1. On the **Unbilled usage since** page, under **Generate reports**, click **Schedule**. The **Unbilled usage report scheduling** page appears.
2. Under **Select a report**, choose a report type from the list. If the report is already scheduled, the page changes to read **Change or cancel a scheduled report**. You'll see when the report was last run.
3. Click **Cancel report**. A message tells you that your scheduled report has been canceled.



## Raw Data Output

Raw Data Output is an offline report or file type based on raw data from the AT&T billing system. This data contains remittance fields, applicable foundation account and wireless number billing information, and other invoice information.

Raw Data Output is available to company administrators of Billing, Reporting, and Fulfillment foundation account types. The report isn't available to some Small Business account types without foundation account numbers assigned.

- For Fulfillment foundation accounts—Available only at the billing account level.
- For Reporting foundation accounts—Available at the billing account level and at the foundation account level (where applicable).
- For Billing foundation accounts—Available only at the foundation account level.

When you request Raw Data Output, you can use the default settings or customize the output by selecting the available cycle close date and choosing either comma-separated values (CSV) or text (TXT) as the output format. If you have Data Delivery Portal (DDP) permissions, you can choose a previously defined data delivery profile and request the data output to be recurring. You can also request Raw Data Output with or without usage details. Note that you can't filter Raw Data Output files.

You can download the provided data dictionary.

### To view Raw Data Output

1. From the eBill homepage, click **Reports**, and then click **View raw data**. The **Raw Data Output** page appears.
2. To download report field definitions, click **Data Dictionary**.
3. Under **Output Parameters**, select an **Output Format** from the list. Options are: **Character Separated value (.csv)** and **Pipe Delimited text (.txt)**. If you want the output to include call detail records, click that box.
4. Under **Recurrence & Delivery Profile**, if you want to see raw data output for each future foundation account cycle, click that box.
5. If you have Data Delivery Portal, you can select an existing delivery profile from the list. If you want to set up a delivery profile or change an existing one, click **Profile Setup**. The **Delivery Profiles** page appears.
6. To save your output selections, click **Save Output Parameters**. The **Save Raw Data Output** page appears. Enter a name for your customized report and an optional description, and then click **Save**. The customized report appears in the **Saved Customized Report** table at the bottom of the page.
7. To generate the raw data output, click **Generate Output Offline**. It can take up to 24 hours for the report to be ready. If you're enrolled for the **Report Delivery is Complete** alert, you'll receive



notification when the Raw Data Output is available. You can view the report on the **View generated reports** page (accessed from the **Reports** menu).





## Custom hierarchy

A hierarchy provides a graphical representation of a company's structure, like a tree, expanding out from largest to smallest—from the trunk, to various branches, to individual leaves.

In a custom hierarchy, you assign variables to a hierarchy within eBill, so you can direct billing charges to cost centers that mirror your company's organization. Creating a custom hierarchy helps you generate an online billing data summary report that's specific to your organization and usage. A custom hierarchy helps you analyze billed usage and charges independent of the billing account hierarchy.

First, you choose a predefined template. A template defines the node types available and the rules regarding the allowed relationships between nodes.

Here are a few examples of how to use a custom hierarchy:

- Based on the location of a wireless device to see how the charges are distributed by state and city.
- Based on employee tenure to investigate if a seniority-based wireless compensation program fits your company's employees.
- Based on profit and loss centers to see which areas of the company use their wireless devices the most.

After you create a custom hierarchy you can edit it, share it with other users (with sufficient permissions), delete it, clone it (to make adjustments and compare to the original), and more.

You can use custom hierarchies in Bill Analysis reports for Billing and Reporting foundation accounts. You can allocate the billing data presented in the report across the custom cost centers defined by the custom hierarchy. See [Reports](#).

Custom hierarchies can also use the Hierarchy Summary report, which you can run for all foundation account types. This report provides the monthly charges, usage charges, included features, rate plan, and much more. The fields in the Hierarchy Summary represent a composite of the fields from Cost Center reports. See [Cost Center reports](#).

A Hierarchy Summary report includes the current data for the most recent foundation account cycle loaded, as shown on the **Foundation account summary** page. You can't request a Hierarchy Summary report for historical bill files. To view data older than the current invoice, use Bill Analysis reports that support custom hierarchies, if available, for your foundation account type.

In this chapter

[Create custom hierarchies](#)



- [Edit existing hierarchies](#)
- [Request summary reports for custom hierarchies](#)
- [View summary reports for custom hierarchies](#)
- [Allow other users to view and edit your custom hierarchies](#)
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## Create custom hierarchies

Company administrators can create custom hierarchies. The process involves these key steps:

1. Enter general information.  
Provide the information needed to establish your custom hierarchy. Enter a name, and select a template from the list of available templates. A hierarchy template defines what nodes are available, how many levels the custom hierarchy can have, and what rules apply between the nodes.
2. Select the root.  
Select the root, which is the highest level for the summary. Everything rolls up to the root node. A root node can't be moved or deleted. For example, in a geographic custom hierarchy, the root node could be the entire nation, the entire world, or it could be a single state.
3. Define nodes.  
After establishing the root node, specify all the other nodes (no limit). For example, in the geographic custom hierarchy defined in step 2, you could place a number of states below the root node, then a number of counties below each state node, and city nodes beneath the county.
4. Assign billing entities.  
After creating the custom hierarchy nodes, you can assign billing entities where they belong. For example, in the geographic custom hierarchy example above, you would locate all the wireless numbers for your company's devices that reside in a particular city, and then assign them to the node for that city.

First, plan what the custom hierarchy will represent and how it will be used. What data do you want to report? Which divisions of the company do you want to include? Where will you want to assign each of the wireless numbers in your data range? Mapping out your hierarchy in advance can make the process efficient and help eliminate a good deal of potential frustration.

New custom hierarchies are based on a predefined hierarchy template. The template contains the set of available nodes and the rules the nodes must follow. If the Corporate or Geographic





templates don't match your needs, use the Generic template. Or ask your AT&T representative or Premier Support to suggest a new hierarchy template.

When creating a custom hierarchy, you must complete the steps outlined above. When they're complete and your custom hierarchy saved, you'll see the **New Hierarchy Confirmation** page.

**Caution:** If you log out from eBill or are automatically logged out due to inactivity, any intermediate work on the custom hierarchy will be lost. It's a good idea to complete the initial 4 steps, and then return later to make changes. Make sure to save periodically.

#### To create a custom hierarchy

1. From the **Reports** menu, click **Manage custom hierarchy**. The **Hierarchy List** page appears.  
**Note:** When creating a new custom hierarchy, the **Next** button takes you to the next step and **Prev** returns you to the previous step. To return to the **Hierarchy List** page without saving any of the custom hierarchy details, click **Cancel**.
2. Above the table listing your current hierarchies, click **New**. The **New Hierarchy** page appears showing the first step: **General Info**.
  - In the box next to **Hierarchy Name**, enter a name for the custom hierarchy.
  - Enter a description.
  - In the list next to **Select Template**, select a template.
  - Using the checkboxes in the table at the bottom of the page, select the foundation accounts you want to include in the custom hierarchy. To select all accounts, at the top of the table, click the Check all (  ) or Uncheck all (  ) icon.  
**Note:** You must select a foundation account before you can add any billing accounts or wireless numbers under the foundation account to the custom hierarchy. You can always edit a custom hierarchy later to add or remove foundation accounts.
3. At the bottom of the page, click **Next**. The **New Hierarchy** page appears, showing the second step: **Root Selection**. Select a root node for your custom hierarchy. See [Select a root node](#).
4. At the bottom of the page, click **Next**. The **New Hierarchy** page appears, showing the third step: **Define Nodes**. Define additional nodes for your custom hierarchy. See [Define hierarchy nodes](#).
5. At the bottom of the page, click **Next**. The **New Hierarchy** page appears, showing the fourth step: **Assign Billing Entities**. Assign billing entities to your custom hierarchy. See [Assign billing entities](#).



6. At the bottom of the page, click **Finish**. The **New Hierarchy Confirmation** page appears.
7. Click **Back to Hierarchy list**. The **Hierarchy List** page appears, and the newly created hierarchy is included in the **Custom Hierarchy** table.

---

## Edit existing hierarchies

After creating a custom hierarchy, company administrators can use make changes or update it. You can also edit a custom hierarchy created by another company administrator, as long as they've granted you permission to access that custom hierarchy.

Editing a custom hierarchy has these 3 steps:

1. Enter general information.  
Provide the high-level information for the custom hierarchy. You can change the custom hierarchy name and description, but not the template.
2. Define nodes.  
Add, move, or remove nodes from the custom hierarchy. When you remove nodes, all record of the assigned billing entities is removed. These billing entities are then marked as unconnected, and you can add them to other nodes in the custom hierarchy.
3. Assign billing entities.  
Add, move, or remove billing entities from your custom hierarchy. Use these changes to change the nature of the custom hierarchy and what it represents, or just to update the custom hierarchy with new wireless numbers that have been activated on your billing accounts.

**Note:** During editing, the **Next** button takes you to the next step and **Prev** returns you to the previous step. To return to the **Hierarchy List** page without saving any of the custom hierarchy details, click **Cancel**.

### To edit an existing hierarchy

1. From the **Reports** menu, click **Manage custom hierarchy**. The **Hierarchy List** page appears.
2. In the list of available custom hierarchies, click the button in the first column to select a custom hierarchy.
3. Above the table, click **Edit**. The **Edit Hierarchy** page appears, showing the first step: **General Info**.
  - Enter a new name if you want.
  - Edit the description of the hierarchy if you want.
  - Check or uncheck the boxes to mark which foundation accounts to include in your custom hierarchy.



4. At the bottom of the page, click **Next**. The **Edit Hierarchy** page appears, showing the second step: **Define Nodes**. Add, remove, or move nodes. See [Define hierarchy nodes](#).
5. Click **Next**. The **Edit Hierarchy** page appears, showing the third step: **Assign Billing Entities**. See [Assign billing entities](#).
6. Click **Finish**. The **Edit Hierarchy Confirmation** page appears.
7. Click **Back to Hierarchy** list to return to the hierarchy list. The **Hierarchy List** page appears and the edited hierarchy is in the **Custom Hierarchy** table. To see what foundation accounts are in the hierarchy, under **Foundation Accounts**, click **View List**.

---

## Request summary reports for custom hierarchies

After creating a custom hierarchy, company administrators can request a Hierarchy Summary report. The summary report draws from the most recent billing information for all billing entities associated with the custom hierarchy, calculating the total value at each node based on the billing entities assigned below it. The Hierarchy Summary report includes data only from the most recent invoice (to the last foundation account cycle date); it can't provide historical data. **Note:** A Hierarchy Summary report always uses the most recent billing data available for every entity, but if 2 entities have different cycle close dates or billing periods the most recent information may be different. For example, a wireless number may have a bill that includes all usage from the 5th of February to the 4th of March, while another may have usage from the 15th of February to the 14th of March.

Depending on the size of your custom hierarchy, eBill may take a few minutes to process your summary report. While the report is being processed, you can't view or make changes to the custom hierarchy. Because you're enrolled in the Offline Report Ready alert by default, you'll receive notification when the summary report is available. See [Offline Report/Download File can now be viewed](#) alert.

**Note:** If multiple people have permission to access a custom hierarchy and a person requests a new summary report, no one can access the custom hierarchy until the summary report has been processed.

### To request a summary report for a custom hierarchy

1. From the **Reports** menu, click **Hierarchy summary report**. The **Hierarchy List** page appears, showing the custom hierarchies available to you.
2. Click the button in the first column to select a custom hierarchy. The button turns dark to indicate which custom hierarchy is currently selected.
3. At the top-right of the table, click **Request Summary**. The **Summary Request Validation** page appears and eBill processes your request. You'll receive notification when the summary report is available.



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## View summary reports for custom hierarchies

The report also contains a composite of information from cost center reports, such as monthly charges, usage charges, included features, and rate plan.

The Hierarchy Summary report:

- Helps you use analyze current billing data using custom hierarchies for logical business nodes between and above the billing hierarchy.
- Distributes billing charges for the current billing period across the custom hierarchy selected.

Viewing the summary report is an interactive process. As you select nodes in the custom hierarchy, the custom hierarchy summary refreshes to show the information for the newly selected node. Sometimes custom hierarchies can be very large, especially for complex or multifaceted organizations. The **Hierarchy Summary Report** page shows up to 20 nodes. You can access additional nodes by using the pagination controls. See [Navigate large hierarchy trees](#).

As with all tables in eBill, you can export the currently displayed information (a single node) to Microsoft® Excel® for further analysis.

A Hierarchy Summary report includes the billing data for the selected foundation accounts and connected billing entities for the current bill cycle available at the time the report was run. This report remains available until a new report is requested. After a new foundation account cycle is loaded, rerun the summary report to view the most recent billing information.

### To view a summary report for a custom hierarchy

1. From the **Reports** menu click **Hierarchy summary report**. The **Hierarchy List** page appears, showing the custom hierarchies available to you.
2. In the list of available custom hierarchies, click the button in the first column to select a custom hierarchy. The button turns dark to indicate which custom hierarchy is selected.
3. At the top-right of the table, click **View Summary**. The **View Custom Hierarchy Summary Report** page appears, showing the most recent summary report for the selected custom hierarchy.
4. To view the summary for a specific node, in the **Hierarchy List**, click that node. The page refreshes to display the values for the selected node.

---

## Allow others to view and edit your custom hierarchies

Company administrators can assign other users permission to view and edit a custom hierarchy. To access a custom hierarchy, you must have permission to access all foundation accounts associated with that custom hierarchy.



**Note:** Users granted permission to access a custom hierarchy have the same capabilities as the original owner. This includes the ability to remove the original owner's permission to access that custom hierarchy.

#### To allow other users to access to your custom hierarchy

1. From the **Reports** menu, click **Manage custom hierarchy**. The **Hierarchy List** page appears, showing the custom hierarchies available to you.
2. In the list of available custom hierarchies, click the button in the first column to select a custom hierarchy. The button turns dark to indicate which custom hierarchy is selected.
3. At the top of the table, click **Assign Users**. The **Set Permission** page appears and lists all users eligible for permission to access the selected custom hierarchy based on the foundation accounts selected for that custom hierarchy.
4. In the left column, check the **Permission Allowed** checkbox to indicate whether a user should or shouldn't have access. When **Permission Allowed** is checked, the user can access this custom hierarchy. If unchecked, the user can't access this custom hierarchy. You can also use the Check All (☑) and Uncheck All (☐) icons.
5. At the bottom of the page, click **Finish**. The specified users now have access granted or restricted from the custom hierarchy. The **Hierarchy List** page appears.

---

## Clone existing custom hierarchies

Company administrators can clone a custom hierarchy. Cloning can be useful if you're creating multiple custom hierarchies that are similar. Or, use cloning to create backups before you make changes to an existing custom hierarchy.

The cloned custom hierarchy inherits the root node of the original custom hierarchy, and you can't change the root node.

Cloning a custom hierarchy involves these 3 steps:

1. Enter general information.
  - Provide high-level information for the custom hierarchy, including a unique custom hierarchy name. You can change the description, but you can't change the template.
2. Define nodes.
  - Add, move, or remove nodes from the custom hierarchy. When you remove nodes, all record of the assigned billing entities is removed. These billing entities are then marked as unconnected, and you can add them to other nodes in the custom hierarchy,
3. Assign billing entities.
  - Add, move, or remove billing entities from your custom hierarchy. Use these changes to change the nature of the custom hierarchy and what it represents, or just to update the



custom hierarchy with new wireless numbers that have been activated on your billing accounts.

**Note:** During editing, the **Next** button takes you to the next step and **Prev** returns you to the previous step. At any point, click **Cancel** to return to the **Hierarchy List** page. Note that a copy of the original hierarchy is still created (this copy is created as soon as you click **Clone** and it remains in the list as an exact copy of the original hierarchy).

#### To clone an existing hierarchy

1. From the **Reports** menu, click **Manage custom hierarchy**. The **Hierarchy List** page appears.
2. Select a custom hierarchy from the list.
3. Above the table listing your custom hierarchies, click **Clone**. The **Edit Hierarchy** page appears, showing the first step: **General Info**.
  - Under **Hierarchy Name**, enter a new and unique name for the custom hierarchy.
  - Edit the existing description (if needed).
  - In the table at the bottom of the page, check the boxes for the foundation accounts to include in the custom hierarchy. Uncheck the boxes for accounts to exclude.
4. At the bottom of the page, click **Next**. The **Edit Hierarchy** page appears, showing the second step: **Define Nodes**. You can add, remove, or move nodes in the custom hierarchy. See [Define hierarchy nodes](#).
5. Click **Next**. The **Edit Hierarchy** page appears, showing the third step: **Assign Billing Entities**. Assign billing entities to your custom hierarchy. See [Assign billing entities](#).
6. Click **Finish**. The **Edit Hierarchy Confirmation** page appears, showing your custom hierarchy details.
7. At the bottom of the **New Hierarchy Confirmation** page, click **Back to Hierarchy List**. The **Hierarchy List** page appears and the newly cloned custom hierarchy is included in the **Custom Hierarchy** table.

---

## Select a root node

Company administrators select a root node, crucial in determining what the custom hierarchy represents. The root node is the highest level (much like the trunk of a tree), to which all other nodes belong. After you establish a root node, it can't be moved or deleted.

The template you select in step 1 to create custom hierarchies determines which nodes are available for the custom hierarchy. The **Root Selection** page presents all levels available in the template. You can select any level above the lowest node level to act as root. Nodes higher than the root are then not available for this custom hierarchy.

#### To select a root node

1. Proceed to step 2 (Root selection) of the create a custom hierarchy process. See [Create custom hierarchies](#).





2. From the **Node Type Details** section, select which level will represent the root for this template.  
**Note:** The **Template Tree** section shows all available nodes along with their relationship to other nodes.
3. In the field next to **Root Node Name**, enter a name for the root node.
4. Click **Next**.  
**Note:** Until the create custom hierarchy process is complete, you can always click the **Prev** button to return to this screen and change the root node. If other nodes are already defined to the custom hierarchy, you can't modify the root.

---

## Define hierarchy nodes

Company administrators define hierarchy nodes. Defining nodes establishes the scope of what you want to include in the custom hierarchy. If you think of the root node as similar to the trunk of a tree, think of hierarchy nodes as branches of that tree. Lower nodes define more specific divisions that are part of the hierarchy. The smaller the division, the more specific the data it contains. Sometimes custom hierarchies can be very large, especially for complex or multifaceted organizations. eBill has no limit on the number of nodes. The hierarchy tree in eBill shows up to 20 nodes. You can access more nodes by using the pagination controls. See [Navigate large hierarchy trees](#).

Each node must be connected to only 1 higher-level node, but not every node must be attached to a lower level node. Multiple nodes can be attached to the same higher-level node. The term leaf node refers to the lowest level node in a hierarchy.

**Note:** Many actions require that a node not have any billing entities assigned to it. Before you can make changes to an existing custom hierarchy, you may need to disconnect all the billing entities from the nodes that you want to change.

### To define hierarchy nodes

1. Proceed to either step 3 (Define nodes) of the create hierarchies process, or step 2 (Define nodes) of the clone existing hierarchies process. See [Create custom hierarchies](#), [Edit existing hierarchies](#), and [Clone existing custom hierarchies](#).
2. Under **Node Type Details**, add new nodes to the custom hierarchy.
3. Select a node type, enter a node name, select a higher-level node in the custom hierarchy, and then click **Add**. The new node is added below the selected node in the custom hierarchy.
4. Move an existing node in the custom hierarchy by selecting the node under **Hierarchy Tree** and clicking **Move**. A new page showing eligible destination nodes appears.
5. Select the new higher-level node to which the first node should be attached, and then click **Move**.

**Note:** If a node has billing entities assigned to it, you can't move the node. To detach billing



entities from a node, see [Assign billing entities](#). Also, you can't move a node if there are no eligible destination nodes.

6. (Optional) Delete an existing node in the custom hierarchy.
  - Select the node under **Hierarchy Tree** and click **Delete**. Deleting a node removes any billing entities associated with that node from the hierarchy. You can later add the billing entities to another node. You can't delete the root node in a hierarchy.
7. To continue with the creation, editing, or cloning process, click **Next**.

---

## Assign billing entities

Company administrators can assign billing entities, which involves manually indicating which foundation accounts, billing accounts, and wireless numbers belong to which of the logical nodes created in the custom hierarchy. If you think of hierarchy nodes as the branches of a tree, billing entities are the leaves on those branches. Placing documents into the right folders is the fourth step in the creation of a new custom hierarchy, associating the selected billing entity to the selected node and allowing its data to report up correctly through the hierarchy.

Assigning billing entities is a manual process. You must associate each entity with on 1 node. This is because billing entities report the actual billing data. If a billing entity could be assigned twice, its data would be reported twice—and counted twice—in the summary. You can assign billing entities only to the lowest-level node in a hierarchy (leaf node). For example, if a wireless number is assigned to a node in the custom hierarchy, you can't assign the billing account associated with that wireless number to another node (because then the wireless number would be counted twice in the summary).

Also note that when assigning entities, you can't assign a higher-level billing account or foundation account if any of the lower-level entities are already assigned elsewhere.

**Note:** When a billing account is assigned to a node, eBill rolls up all charges under the billing account, including billing account level and all wireless number-level charges.

It's best to assign billing accounts to leaf nodes at the wireless number level. You can assign billing accounts at the foundation account and billing account level, but remember that when you assign a foundation account to a leaf node, you're also assigning all billing accounts and associated wireless numbers as well. And when you assign a billing account to a leaf node, you're also assigning all associated wireless numbers.

When assigning billing entities, remember that you can assign them only to a node that has no other nodes attached. This means that you can always assign billing entities to the lowest-level node created for the custom hierarchy. You can assign billing entities to a higher-level node only if no lower-level nodes are defined below that node.



You can also disconnect or remove billing entities. Use hierarchies to remove billing entities if you no longer want them to appear in the custom hierarchy or if you want to rearrange the custom hierarchy nodes.

#### To assign billing entities

1. Proceed to step 4 of Create custom hierarchies or step 3 of the Edit existing hierarchies or Clone existing custom hierarchies.
2. Under **Billing Tree**, select an entity you want to add. If the custom hierarchy has more than 1 foundation account, you can view other foundation accounts by clicking **Change Foundation Account** below the **Billing Tree** section. Only foundation accounts included in the custom hierarchy appear in the list. See [Change foundation accounts](#).  
**Note:** You can add an individual wireless number or an entire billing account to your custom hierarchy. But remember, a single entity can appear only once. If you add a billing account to the custom hierarchy and later add a single wireless number from that billing account, eBill displays an error message because that wireless number is now duplicated in the custom hierarchy.
3. In the hierarchy tree, select the node to associate the selected billing entity with.  
**Note:** You can associate billing entities only with leaf nodes of the custom hierarchy. The billing and hierarchy trees show up to 20 nodes at a time. You can view more nodes by using the pagination controls. See [Navigate large hierarchy trees](#).
4. Between the billing tree and hierarchy tree, click **Connect** to associate the 2 selected entities. The billing entity appears in the hierarchy tree under the selected node.
5. To remove that billing entity from the custom hierarchy, select a billing entity in the hierarchy tree, and then click **Disconnect**. The billing entity is removed from the selected node in the hierarchy tree.
6. Click **Finish**.

---

## Delete custom hierarchies

Company administrators can delete custom hierarchies when you no longer need them. When you delete a custom hierarchy, it's removed for all users who have access to that custom hierarchy. If others have permission to access this custom hierarchy, make sure that you verify that they don't need the custom hierarchy, because you can't retrieve a custom hierarchy after the hierarchy is deleted. To check if other users have access to a custom hierarchy see [Allow others to view and edit your custom hierarchies](#).

**Note:** If the hierarchy has been cloned, the clones (copies) are handled independently in the delete process. If you delete 1 copy, other copies remain unchanged.

#### To delete a custom hierarchy

1. From the **Reports** menu, click **Manage custom hierarchy**. The **Hierarchy List** page appears.
2. Select a custom hierarchy from the list.



3. Above the table showing your custom hierarchies, click **Delete**. The **Delete Hierarchy Approval** page appears.
4. Verify that you've selected the correct custom hierarchy to delete.
5. If you're sure you want to permanently delete the custom hierarchy, at the bottom of the page, click **Continue**. The **Hierarchy Confirmation** page appears.

**Caution:** The deleted custom hierarchy can't be recovered.

The **Delete Hierarchy Confirmation** page confirms that your custom hierarchy has been successfully deleted. To return to the **Hierarchy List** page, click **Back to Hierarchy List**.

## Navigate large hierarchy trees

Several custom hierarchy pages contain a tree showing the billing and user-defined custom hierarchies. These hierarchies can be very large, especially for accounts with many billing accounts and wireless numbers, and for complex or multifaceted organizations. The hierarchy has no size limit, but to maintain usability and performance standards, the custom hierarchy pages display only up to 20 nodes at a time. To easily navigate through large hierarchy trees, use the pagination controls.

Billing and hierarchy trees with pagination and navigation controls

The image shows two side-by-side screenshots of web interfaces. The left screenshot, titled "Billing Tree", displays a list of phone numbers under the account ID 02455429. The first number, 02455429, is highlighted in orange. Below the list are pagination controls showing "Page 1 of 228" and a "Go to Page" input field. At the bottom are buttons for "Hide Connected", "Hide Unconnected", and "Change Foundation Account". The right screenshot, titled "Hierarchy Tree", shows a tree structure starting with "Root Bank" and listing cities from City 21 to City 30. It also has pagination controls for "Page 2 of 126" and a "Go to Page" input field. At the bottom are buttons for "Hide Connected", "Hide Unconnected", and "Find". Between the two screenshots are buttons for "< Connect >" and "Disconnect". At the very bottom of the image are buttons for "< Prev", "Finish", and "Cancel".

Whenever the tree has more than the 20 nodes shown, use the pagination controls to go to other pages.



Pagination controls





# Alerts and notifications

This section describes the eBill alert and notification system. You can subscribe to alerts, view alerts, and customize alert settings. The types of alerts available depend on your role. Different roles can access different alerts.

In this chapter

[Alert types](#)

[View previous alerts](#)

[Subscribe to alerts](#)

[Set additional parameters for alerts](#)

[View alerts from the eBill homepage](#)

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## Alert types

eBill uses several different alerts to notify you when activities occur on your accounts. You can receive alerts by email, view them under **Alerts** on your eBill homepage, or both. You can also receive an alert and remittance forms by email for a billing account or a foundation account.

By default, new users are signed up to receive only the Offline Report/Download file can now be viewed alert. Generally, you must sign up for the alerts you want to receive. For some alerts, you must also specify which foundation accounts (if applicable), billing accounts, and wireless numbers you want to receive alerts about.

### Billing Account Bill Is Ready for View

Company administrators and billing account managers can sign up for the **Billing Account Bill Is Ready for View** alert to be notified whenever a new billing account invoice or shadow statement is available for view in eBill.

The billing cycle end date determines the interval for new billing account invoices and shadow statements. These bill files are loaded into eBill between 5 and 10 days after the billing cycle end date of the billing account, and then the Billing Account Bill Is Ready for View alert is sent to the company administrators who subscribed to the alert.

You can enroll up to 50 billing accounts to receive this alert. When enrolling a billing account in Paperless Billing for billing accounts not on a Billing foundation account, you'll also be automatically enrolled to receive the Billing Account Bill Is Ready for View alert for that billing account, unless you've already reached the 50 account limit.



## Receive Billing Account Remittance Slip via Email

Company administrators and billing account managers can receive the **Receive Remittance Slip via Email** alert, which sends a billing account remittance form to the email address listed in their Premier profile. Before you can select this alert, select the **Email** option for the **Billing Account Bill Is Ready for View** alert.

You can enroll up to 50 billing accounts to receive this email alert.

## Foundation Account Bill Is Ready for View

The **Foundation Account Bill Is Ready for View** alert notifies company administrators whenever a new foundation account invoice or summary is available in eBill. You can enroll up to 50 foundation accounts for this alert.

For Billing and Reporting foundation accounts, the consolidated foundation account cycle date determines the interval for new foundation account invoices. These invoices are loaded into eBill approximately 3 to 5 days after the cycle date, when the Foundation Account Bill Is Ready for View alert is sent to administrators who have subscribed to this alert.

For Fulfillment foundation accounts, there's no consolidated foundation account cycle because AT&T doesn't consolidate the billing data for billing accounts on a Fulfillment foundation account. eBill provides a foundation account summary for this type of account that includes a view of the billing account invoices with billing cycle end dates that closed and were loaded into eBill within the previous 30 days. On the 3<sup>rd</sup> of each month, eBill updates this view with the most recent billing account invoices and sends the Foundation Account Bill Is Ready for View alert to administrators who have subscribed to this alert.

**Note:** If a billing cycle end date is within the last week of the month or the first 2 days of the following month, there's a chance that eBill won't have loaded that invoice file before the 2nd of the following month (billing account invoices generally are available in eBill 5 to 10 days after the billing cycle end date). In this scenario, the foundation account summary won't include this billing account invoice and it will be included in the next summary update. Company administrators can still access the latest invoice when it's available by selecting the billing period on the **Billing Account Summary** page.

## Receive Foundation Account Remittance Slip by Email

Company administrators can sign up for the **Receive FAN Remittance Slip via Email** alert to send a foundation account remittance form to the email address listed in their Premier profile. Before you can select this alert, you must select the **Email** option for the **Foundation Account Bill Is Ready for View** alert.

You can enroll up to 50 foundation accounts to receive this email alert.



## Bill Ready Alert

Wireless users can sign up for the **Bill Ready** alert to be notified whenever a new invoice for the billing account that contains the wireless number detail of charges is available to view. Wireless users who don't have billing account-level access may be permitted to view the billed usage summary and details for their specific wireless number as billed on the invoice or shadow statement.

The billing cycle end date of the billing account determines the interval for new billing account invoices and shadow statements. These bill files are loaded into eBill between 5 and 10 days after the billing cycle end date, and the **Billed Usage Ready Alert for Wireless Numbers** is sent to users who've subscribed to the alert.

## Offline Report/Download File can now be viewed

Company administrators, billing account managers, and wireless users can select this alert, to be notified when offline reporting is complete and the requested information is available to view. By default, all users are enrolled in the offline report alert for both online and email notification. You can cancel online, email, or both notifications.

The **Offline Report/Download file can now be viewed** alert is sent when:

- You request that Bill Analysis reports be run offline.
- A report is too large to be shown online immediately. Includes but not limited to Bill Analysis reports, customized reports, downloads for Billed Usage Detail reports, or unbilled usage reports.
- You request PDFs for billing account invoices or remittance forms.
- You request Custom Hierarchy Summary reports.

## Dispute Tracking Notification

Company administrators, billing account managers, and wireless users can sign up for the **Dispute Tracking** alert to be notified when a dispute is closed. The status of the dispute is displayed as approved or rejected.

To receive notification, you must configure your **Dispute Tracking** alert before you submit a dispute. You aren't notified about disputes submitted before you turned on the alert.

## Report Delivery is Complete

Company administrators can sign up for the **Report Delivery is Complete** alert. When a Billing or Reporting foundation account is enrolled in Data Delivery Portal (DDP) and reports are set up to





use a delivery profile, the **Report Delivery is Complete** alert notifies company administrators that a report has been successfully generated and delivered to the specified destination. (Fulfillment foundation accounts don't use this alert.)

This alert occurs only after a report is successfully delivered; if there's any problem, the alert isn't sent.

This alert is sent for any offline report that's also set up for delivery. If used in conjunction with the Offline Report Ready alert, you may receive 2 notices for reports, 1 when the report is created and made available on the **View generated reports** page, and 1 when the report is successfully delivered to the specific destination server.

## Payment Event

The **Payment Event** alert notifies company administrators and billing account managers whenever there's any relevant payment activity generated through eBill on a billing account. A payment-related activity includes payments, but also payment-related notices (such as when a credit card enrolled for recurring payments is about to expire). You can enroll up to 50 billing accounts to receive these alerts.

The Payment Event alert is sent when:

- You make a one-time payment in eBill.
- You set up, modify, or remove a recurring payment in eBill.
- Your credit or check card that's enrolled for recurring payments is nearing expiration or has expired.

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## View previous alerts

Company administrators, billing account managers, and wireless users can view previously sent alerts. The eBill homepage shows only the most recent unread alerts. When you click an alert, it's removed from your homepage but retained in your alert history for 90 days. Note that the Bill Ready alert is removed when a more recent alert of that same type occurs.

Even if an alert remains unread, after 90 days it's removed from eBill and you won't be able to view it.

If you want to see previous alerts, you can access them from the eBill **Alert History** page. You can search your alerts by creation date and alert type.

### To view previously received alerts

1. From the **Notifications** menu on the eBill homepage, click **View notification history**. The **Alert History** page appears.



2. Select a date range to view the alerts you received during that period, and then click **Find**. To add or modify alerts, click **Configure Alerts**.

---

## Subscribe to alerts

The alerts available to you vary by your role. Not everyone can access to all alerts.

By default, you're subscribed to only 1 alert: Offline Report/Download file can now be viewed. To receive other alerts, select **Online** or **Email** notifications, or both.

**Note:** All emails are sent to the email address specified in your online profile. You can't provide an alternate email addresses.

For some alerts, you must specify additional parameters (such as which accounts receive the alert). See [Set additional parameters for alerts](#).

### To subscribe to or unsubscribe from alerts

1. From the **Notifications** menu, click **Set up**. The **Configure Alerts** page appears, showing your current alert settings.
2. Use the checkboxes under the columns for **Online** and **Email** to subscribe or unsubscribe to any alerts. If the box is checked, you're subscribed to the alert and will receive notifications online, by email, or both. If the box is unchecked, you're not subscribed to the alert, so you won't receive notifications.
3. If additional parameters are available and you want to include them, specify them by clicking the corresponding button.

**Note:** For alerts that require additional parameters, signing up for the alert by itself doesn't result in alerts being sent. You must specify the accounts to include.

4. At the bottom of the page, click **Save Settings**. The **Alert History** page appears and your changes take effect immediately.

---

## Set additional parameters for alerts

You can set additional parameters for some alerts. This section describes those parameters.

### Parameters for Foundation Account Bill Is Ready to View

Company administrators can set parameters for the **Foundation Account Bill Is Ready to View** alert. You can specify up to 50 foundation accounts for this alert.

#### To specify which foundation accounts are enrolled in bill ready alerts



1. From the **Notifications** menu, click **Set up**. The **Configure Alerts** page appears, showing your current alert settings.
2. In the row for the **Foundation Account Bill Is Ready for View** alert, click **Select Foundation Account(s)**. (If you're not signed up to receive either email or online bill ready alerts, this button is not available.) The **Additional Alert Parameters – Select Foundation Accounts** page appears with your current settings.
3. To select foundation accounts to remove, check the corresponding boxes in the first column of the left table, and then click **Remove**.
4. To select any foundation accounts to add, check the corresponding boxes in the first column of the **Available Accounts** table, and then click **Add**.
5. At the bottom of the page, click **Save Settings**. The **Configure Alerts** page appears and your alert settings take effect immediately.

## Parameters for Billing Account Bill Is Ready to View

Company administrators and billing account managers can set parameters for the **Billing Account Bill Is Ready for View** alert. You can specify up to 50 billing accounts for this alert.

### To specify which billing accounts are enrolled in bill ready alerts

1. From the **Notifications** menu, click **Set up**. The **Configure Alerts** page appears, showing your current alert settings.
2. In the row for the **Billing Account Bill Is Ready for View** alert, click **Select Billing Account(s)**. (If you're not signed up to receive email or online bill ready alerts, this button is not available). The **Additional Alert Parameters – Select Billing Accounts** page appears, showing your current settings.
3. To select billing accounts to remove, click the corresponding boxes in the first column of the left table, and then click **Remove**.
4. To select billing accounts to add, check the corresponding boxes in the first column of the **Available Accounts** table, and then click **Add**.
5. At the bottom of the page, click **Save Settings**. The **Configure Alerts** page appears and your alert settings begin to take effect immediately.

## Parameters for Payment Event

Company administrators and billing account managers can set parameters for payment events. You can specify up to a maximum of 50 billing accounts for this alert.

### Specify which billing accounts are enrolled in payment event alerts

1. From the **Notifications** menu, click **Set up**. The **Configure Alerts** page appears, showing your current alert settings.



2. In the row for the **Payment Event**, click **Select Billing Account(s)**. (If you're not signed up to receive email or online payment alerts, this button is not available.) The **Additional Alert Parameters – Select Billing Accounts** page appears, showing your current settings.
3. To select billing accounts to remove, check the corresponding boxes in the first column of the left table, and then click **Remove**.
4. To select any billing accounts to add, check the corresponding boxes in the first column of the **Available Accounts** table, and then click **Add**.
5. At the bottom of the page, click **Save Settings**. The **Configure Alerts** page appears and your alert settings take effect immediately.

---

## View alerts from the eBill Homepage

Unread alert messages appear on the eBill homepage. For certain types of alerts, you can click the alert to view more details about it.

For example:

- The **Billing Account Bill Is Ready for View** alert redirects you to a view of the invoice summary information for that billing entity.
- The **Offline Report/Download File can now be viewed** alert redirects you to the location of the report.
- The **Payment Event** alert redirects you to the **Payment history** page.

When you click an alert, it disappears from your eBill homepage, but can be viewed on the **Alert History** page. After 90 days, eBill deletes all alerts, even those that are unread.



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