Billing Manager

User's manual

Edition 2020

BILLING MANAGER

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1 General information

1.1 Introduction

1.1.1 What is Billing Manager?

Companies use numerous telecom products and services and therefore receive a large number of bills from Proximus each month. Centralizing these bills and analyzing the telecoms budget require each company to carry out an enormous amount of follow-up and generates high costs.

Proximus Billing Manager is an Internet application which, based on predefined criteria, provides you with a reliable and secure solution for:

- creating reports;
- analyzing reports;

downloading report report data.
All data is extracted from the Proximus **Fixed line and Packs** billing system. You have access to your billing data records of the last 12 months, 3 months for the call details.

1.1.2 Billing Manager BASIC and Billing Manager PRO

To respond to your specific needs, you are given a choice between two access packages when you subscribe to *Billing Manager*:

Basic Package: this package gives you access to predefined, Standard Reports.

- **Monthly Overview**
- **International Traffic**
- **Charges by Product Group**
- **Telephone Number Cumul**
- **Site Cumul**
- **Bill Details (NL, FR, EN)**
- **Retribution Statement (only for marketing number owners)**
- **Call Details by Bill**
- **Call Details by Calling Number**
- **Call Details by Called Number**
- **Call Details between 2 Dates**
- **Details of Calls Costing more than X euro**

Pro Package: in addition to the features available in the basic package, the Pro package enables you to create and save your own reports. It also allows you to retrieve and further manage the data of your cost centers:

- **My cost centers overview**
- **Cost Centers Upload**

NB!: Proximus Billing Manager does not replace your legal bill (paper or electronic).
Proximus can, if you want this, limit your legal bill to what is strictly necessary for legal, fiscal and tax purposes.
To do so please contact: corporate.myproximus@proximus.com
Or your Customer Service Officer (CSO).
You will find the name of your contact points by logging on to MyProximus and consulting the following page:
www.proximus.be/support/fr/id_cl_contact/large-companies/support/contact.html
The full detailed billing information will be available in Billing Manager.

1.1.3 Features

Proximus **Billing Manager** enables large companies to actively control their telecom budget.
For instance

- You can manage your telecom budget without any additional manual operations.
- You can monitor the evolution of your telecom expenses.
- An internal breakdown of your telecom expenses can be generated.
- You have access to the bills of all your subsidiaries.
- Your billing data is centralized.
- Historical records: you have access to
  your billing data records of the last 13 months, 3 months of call detail records.
- Most common tasks are covered by standard reports.
- You can make your personal reports (PRO only).
- You can download report data into your local folders.
- You can add graphs to represent your data.
- Drill mode: enables you to directly obtain only the data of interest.

Billing Manager is based on a MicroStrategy engine

1.1.4 Usage limitations of Billing Manager

Some customers have extremely comprehensive data. Retrieving and displaying reports of such data is limited in **Billing Manager**:

- Amount of displayed information: limited to 100,000 records
- Uploading of cost center data: maximum 1 MB
- Maximum Run Report duration: 20 minutes
- Reports on call detail records are limited to standard reports

1.2 Web Browsers

The following certifications refer to desktop web browsers only. Connecting to MicroStrategy Web with any mobile browser is not certified or supported in any configuration. To access projects on a mobile device use the MicroStrategy Mobile app for your specific version of MicroStrategy.

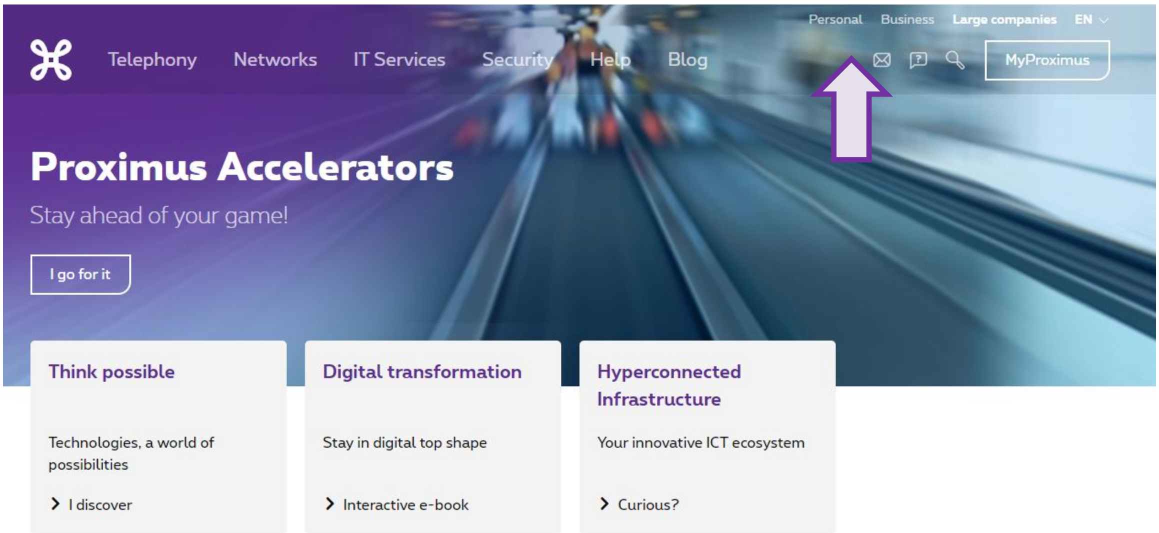
MicroStrategy certifies the latest versions (at the time of release) for the following web browsers:

- Apple Safari
- Google Chrome (Windows and Mac OS)
- Microsoft Edge
- Microsoft Internet Explorer (Versions 9 and 10 are supported, but are not certified)
- Mozilla Firefox

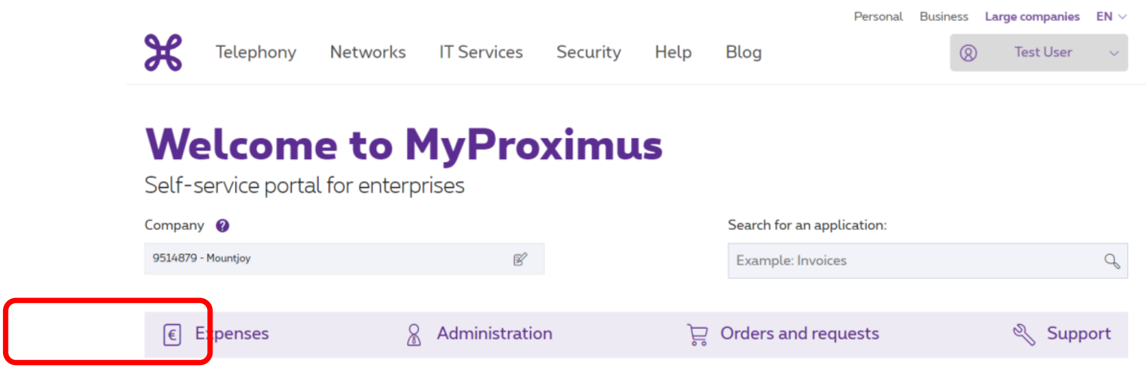
The functionality of **Cost Center Upload** will only work with Microsoft Internet Explorer 11 and Microsoft Edge

1.3 Logging on

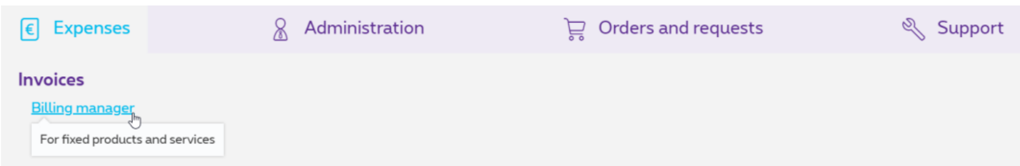
Go to the Proximus website homepage (www.proximus.be)
On the right-hand side of you see the **MyProximus** login button.



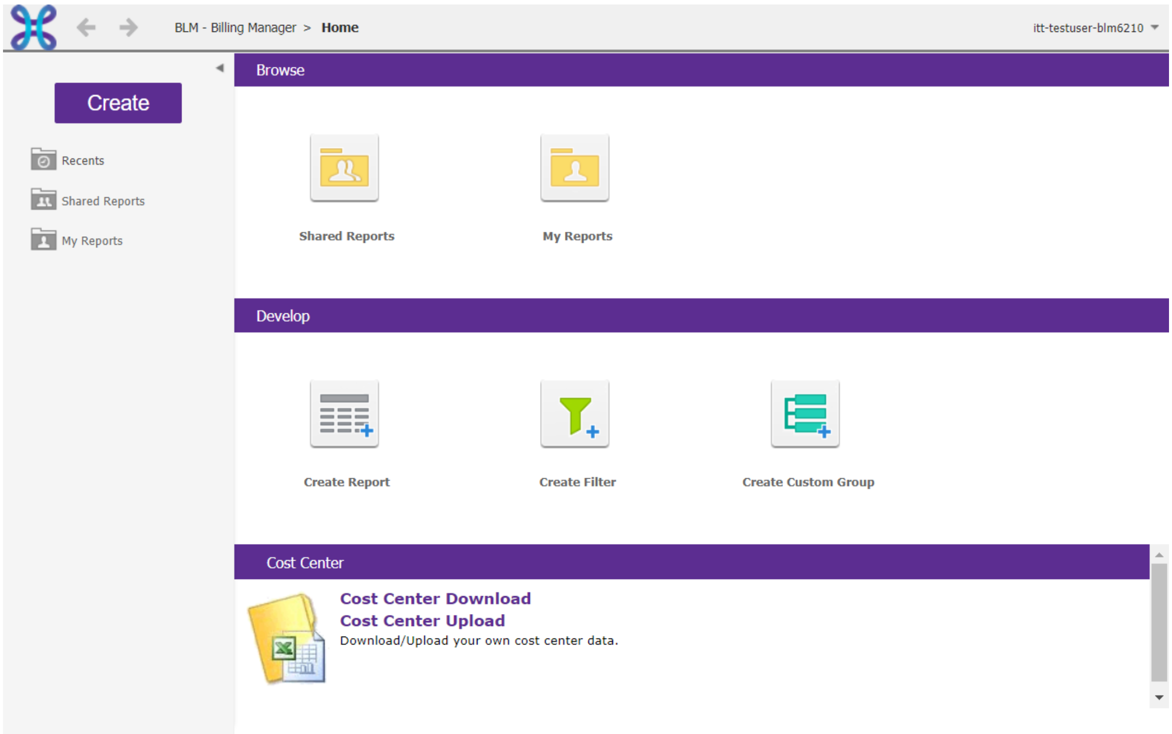
- ☐ Enter your MyProximus **login** and **password**.
- ☐ Click **Log in**
- ☐ The MyProximus homepage opens:



In the tab **Expenses** you will find the link to Billing Manager



Selecting this link will lead you to the **Billing Manager Home** page.



Browse

Shared Reports: an overview of all the **standard** reports

My Reports : your personal reports are saved in this area.

This folder is only available for Billing Manager PRO users.

Develop

Create Report : Create ans save your own reorts

Create Filter : prepare filters frequently used in your reports

Create Custom Group : prepare groups of Metric or Attributes frequently used in your reports

NB! This is only available for users with a 'PRO' profile!

Cost Center

Cost Center Download :

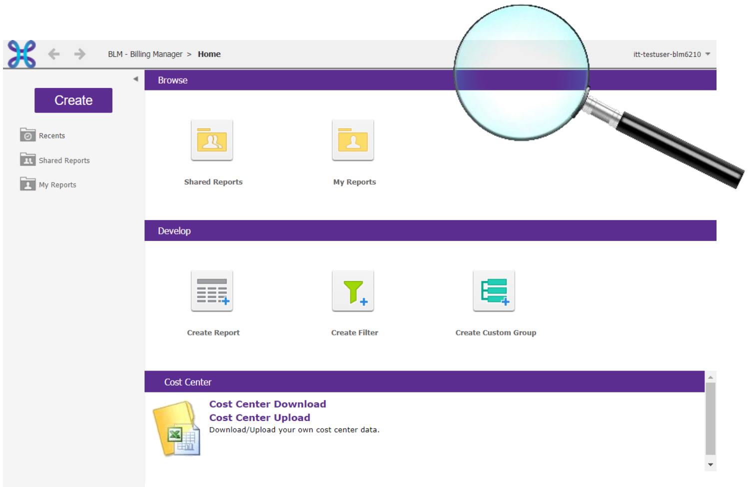
Allows you to download a template to be filled with your own cost centres

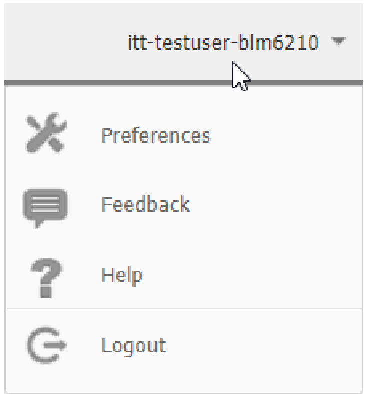
Cost Center Upload :

Allows you to upload a template filled with your own cost centres

Tools:

Preferences : you can choose your preferred settings, e.g. modify the language of the application:





On the top right corner, you will find a menu allowing to:

- Set your Preferences
- Give Feedback
- Obtain the Microstrategy engine Help

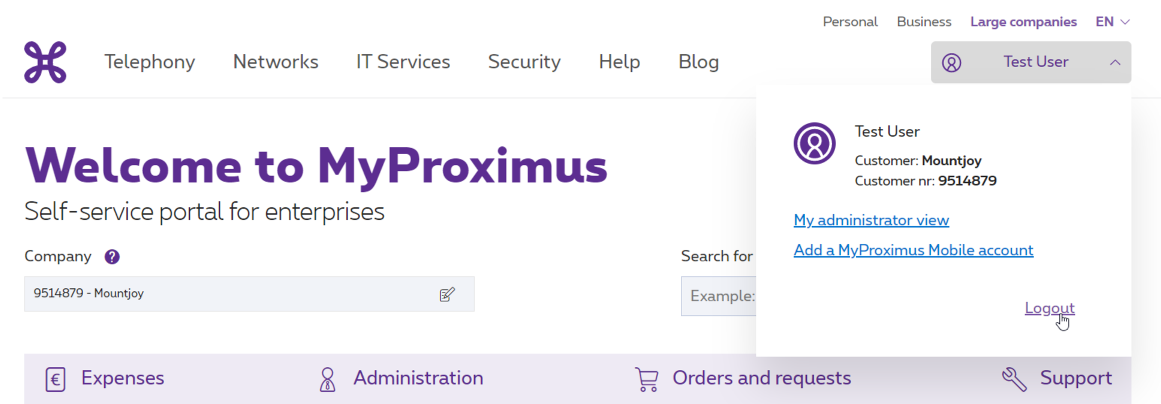
1.4 Logging off

In the **Preferences** you can click the **Billing Manager Logout** icon

You are redirected to the MyProximus portal home page.

From there, you can **Logout** from **My Proximus**.

This ensure that no one having access to the computer you are working on can get access to your **company data.**

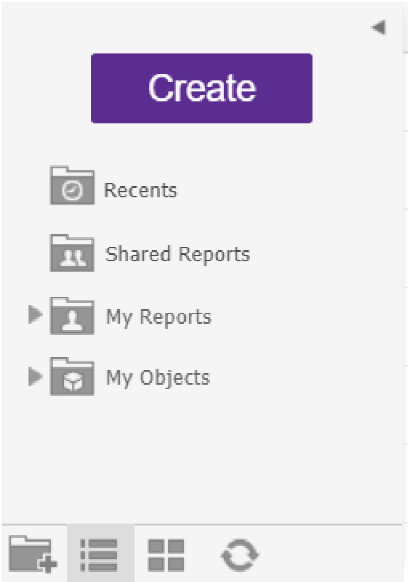


2 Navigation

It is possible to navigate from any window in **Billing Manager** thanks to the **navigation pane.**

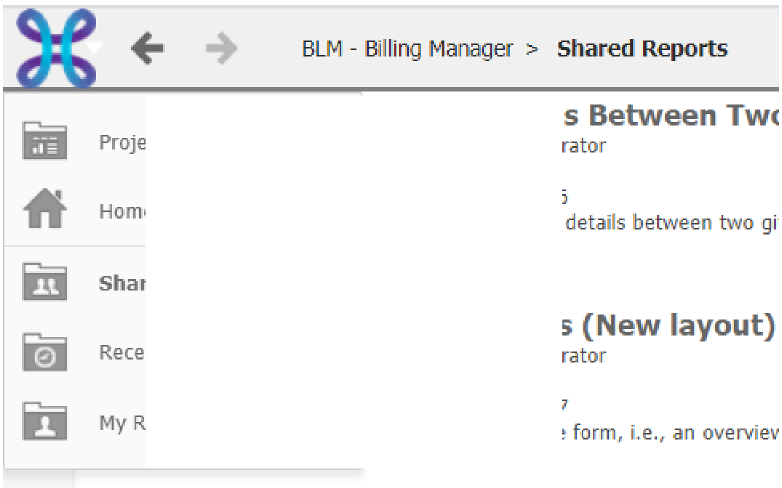
The **navigation pane** exists in two forms with the same functionality (**Collapsed** and **Expanded**).

You can togge between the two thanks to the **Expand/Collapse arrow** (respectively ▸ and ◂)

Navigation Navigation Pane		
Expanded Form	Collapsed form	
		Collapse / Expand
		Create
		Recent
		Shared Reports
		My Reports
		Create New Folder
		View List
		View Icon
		Refresh

Clicking the **Proximus Logo** gives access to the same icons.
In addition, the **Back / Forward** icons allows to go to the previous/next page respectively.

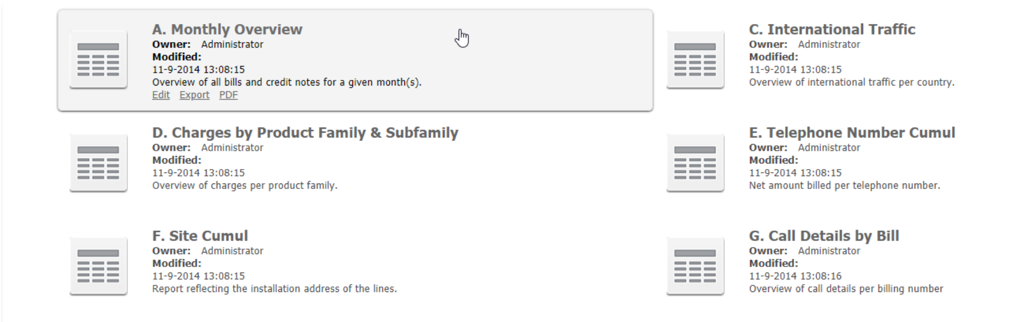
The current navigation path is indicated by the **clickable Folder Path**.



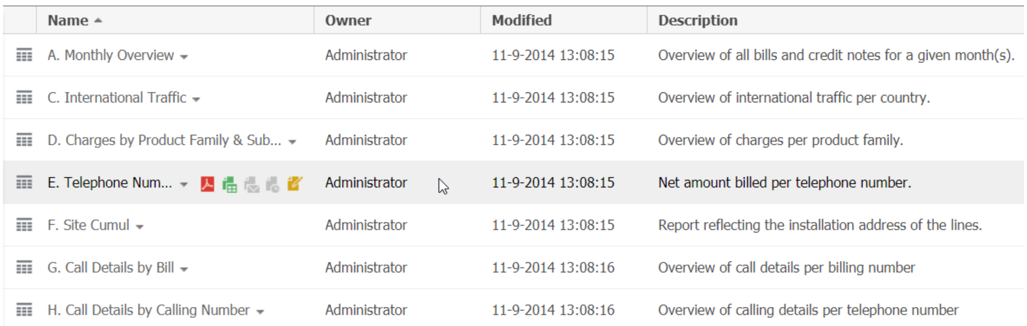
3 Shared Reports

3.1 The Shared Reports

The **Shared Reports** is the new denomination of the **Standard Reports**



The **View List / View Icons** button allows to swich between two forms of lists

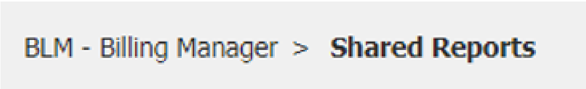


Name	Owner	Modified	Description
A. Monthly Overview	Administrator	11-9-2014 13:08:15	Overview of all bills and credit notes for a given month(s).
C. International Traffic	Administrator	11-9-2014 13:08:15	Overview of international traffic per country.
D. Charges by Product Family & Sub...	Administrator	11-9-2014 13:08:15	Overview of charges per product family.
E. Telephone Num...	Administrator	11-9-2014 13:08:15	Net amount billed per telephone number.
F. Site Cumul	Administrator	11-9-2014 13:08:15	Report reflecting the installation address of the lines.
G. Call Details by Bill	Administrator	11-9-2014 13:08:16	Overview of call details per billing number
H. Call Details by Calling Number	Administrator	11-9-2014 13:08:16	Overview of calling details per telephone number

Detailed information about these reports can be found in Chapter 3.

Folder path

While you are browsing folders, MicroStrategy Web displays the full folder path on the top of your page. You can go to any folder in the path by clicking the folder's name.



Click the Proximus Logo icon to return to the up most folder.

Descriptions of reports and documents

If a description was added when creating or saving a report or document, MicroStrategy Web displays it below or beside the item while browsing folders. Report and document descriptions are also displayed on the wait page while executing a request.

Owner of reports and documents

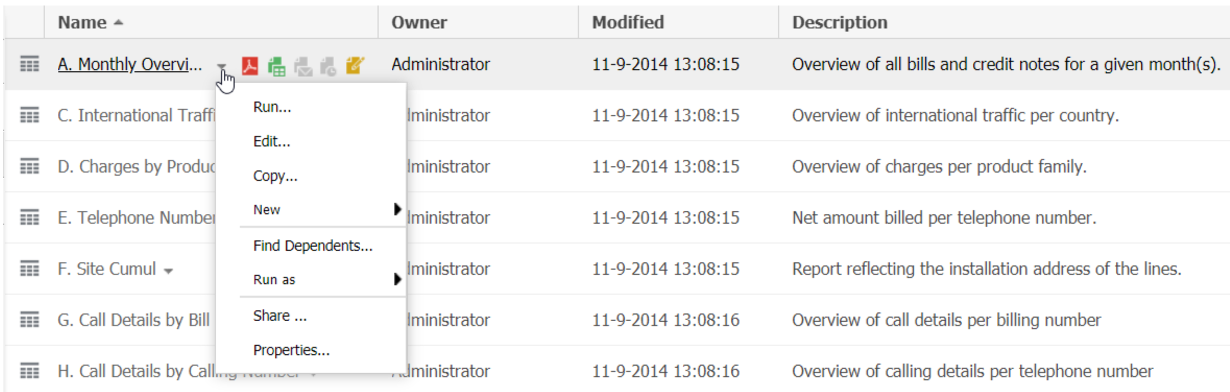
The **Owner** field, displayed below or beside report or document names on the folder page, shows the name of the owner of this report or document. The owner is also listed on the report or HTML Document detail page.

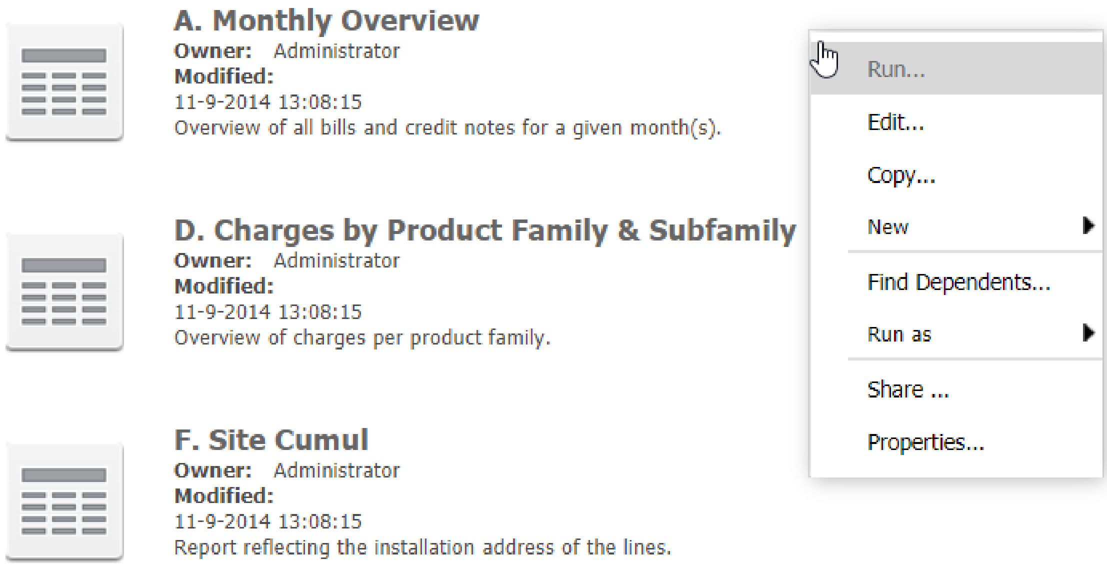
Date last modified

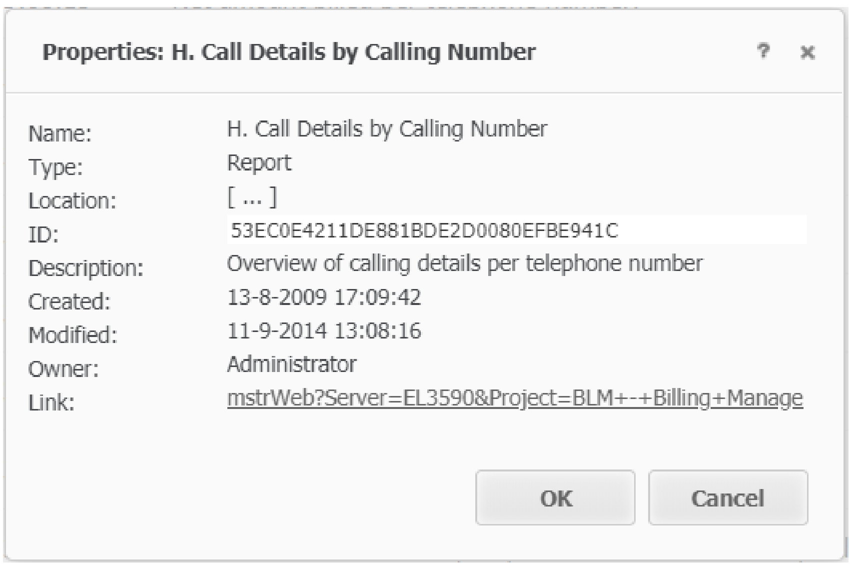
The **Modified** field, displayed below or beside report or document names on the folder pages, shows the date and time the report or document was last modified.

Viewing object properties

In MicroStrategy Web you can view properties for reports, documents, folders and HTML documents.
Right-click the object whose properties you want to view.
Select Properties. The Properties page dialog box is displayed with information about the owner of the item, the date it was last modified, its location, name, type, description and ID.

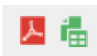






Export documents

You can export a report or document directly without viewing it first.

In icon view click Export PDF and in list view click  to export to Excel or PDF.

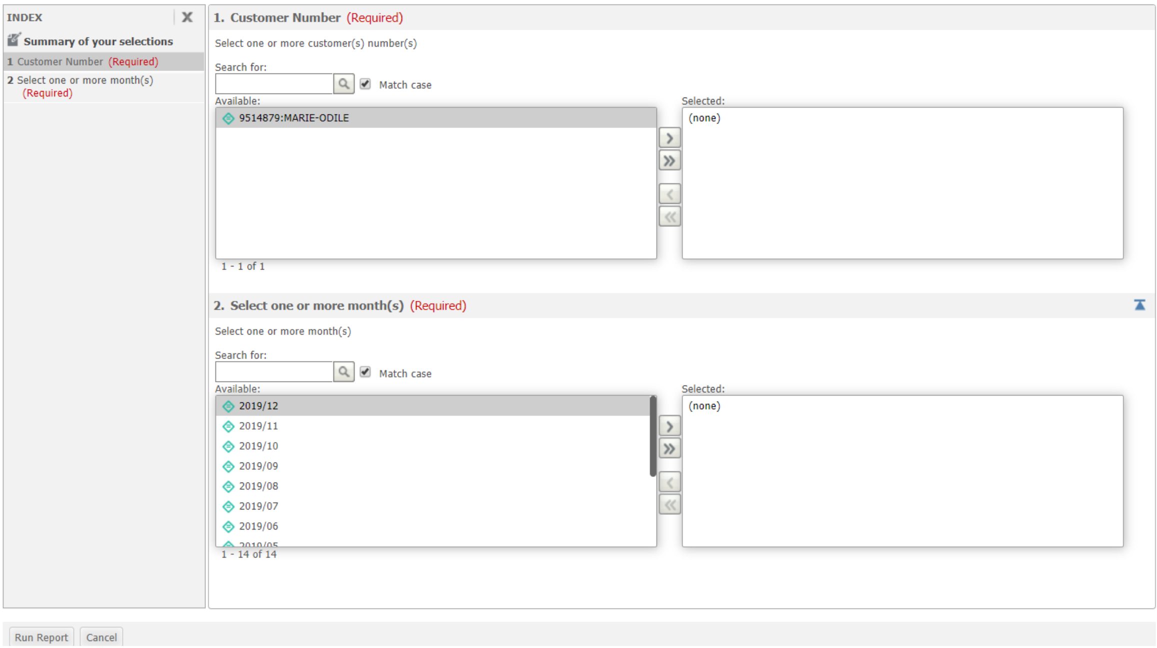
A **PRO** user can also edit these reports .
If the report contains a prompt you should answer the prompt before downloading.

3.2 Overview of the Standard Reports

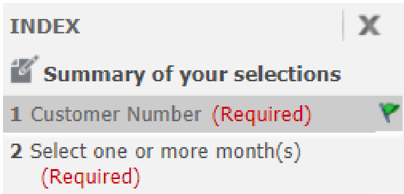
Working with Prompts

In order to specify the report parameters, **Billing Manager** will need specific information.

This is an example of such a **prompt.**

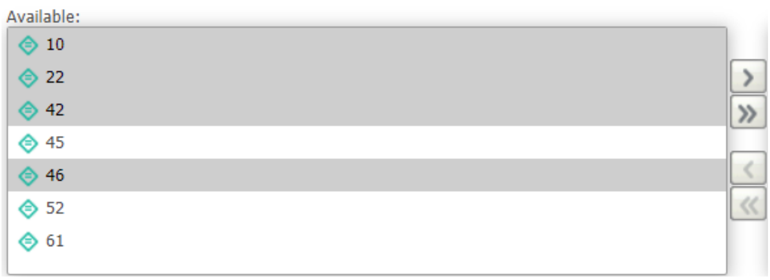


In the following example, two information are required but only one is filled



Preselect the required items in the **Available** list by clicking them:

- **Shift-Click :** Extends the preselection
- **Control-Click :** Adds to preselection



Use the **Search function** to find a specific item

Then **confirm** the preselection

Use	To **confirm** selection
›	Of the **preselected** items
»	Of all the items shown in the **Available** window
Or leave blank for **ALL**	Attention: If the **Available** items do spread over several pages, only the items currently displayed will be selected. If you want to select all the items and are instructed to do so, you can simply leave the field blank.

Similarly use the ‹ and « to remove some or all items from the **Selected** pane.

When all the required fields have been selected, confirm the report submission

Run Report   Cancel

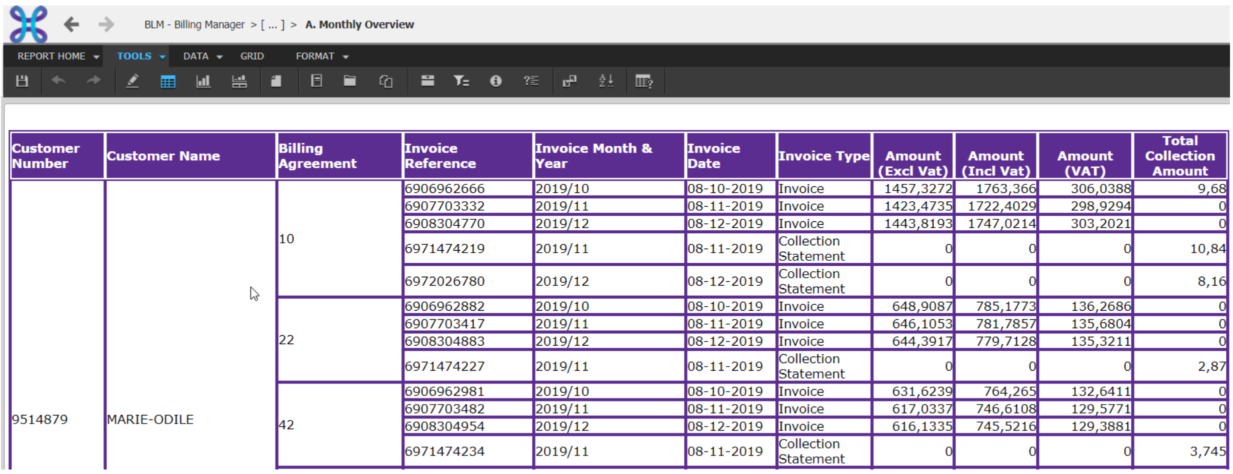
Tips about selection

When selecting the current month, it may be that all the **Payment Agreements** for this month are not issued yet. This may of course lead to inconsistent data in your report showing a sudden drop of the costs during the last period.

Selecting all the items available may lead to very long running reports generating huge amounts of data not easy to interpret. You can interrupt the report at any time and re-run it with a smaller number of items.

Report results

A sample result is presented hereafter:



Customer Number	Customer Name	Billing Agreement	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Amount (Excl Vat)	Amount (Incl Vat)	Amount (VAT)	Total Collection Amount
9514879	MARIE-ODILE	10	6906962666	2019/10	08-10-2019	Invoice	1457,3272	1763,366	306,0388	9,68
			6907703332	2019/11	08-11-2019	Invoice	1423,4735	1722,4029	298,9294	0
			6908304770	2019/12	08-12-2019	Invoice	1443,8193	1747,0214	303,2021	0
			6971474219	2019/11	08-11-2019	Collection Statement	0	0	0	10,84
			6972026780	2019/12	08-12-2019	Collection Statement	0	0	0	8,16
		22	6906962882	2019/10	08-10-2019	Invoice	648,9087	785,1773	136,2686	0
			6907703417	2019/11	08-11-2019	Invoice	646,1053	781,7857	135,6804	0
			6908304883	2019/12	08-12-2019	Invoice	644,3917	779,7128	135,3211	0
			6971474227	2019/11	08-11-2019	Collection Statement	0	0	0	2,87
		42	6906962981	2019/10	08-10-2019	Invoice	631,6239	764,265	132,6411	0
			6907703482	2019/11	08-11-2019	Invoice	617,0337	746,6108	129,5771	0
			6908304954	2019/12	08-12-2019	Invoice	616,1335	745,5216	129,3881	0
			6971474234	2019/11	08-11-2019	Collection Statement	0	0	0	3,745

3.2.1 A.Monthly Overview

General

This report enables you to request, for one or more specific months, a **general overview** of all bills sent during the period(s) selected. You can make this request for one or more customer numbers simultaneously (providing, of course, that you have access to more than one customer number).

Inputs

- **Customer Number(s)**
- **Month(s)**

Query results

- **Customer Number**
- **Customer Name**
- **Billing Agreement**: the number of the billing agreement.
- **Invoice reference**: the invoice or credit note number.
- **Invoice date**: the billing date.
- **Invoice type**: the type of document, e.g. **invoice**, **credit note**
- **Amount (excl. VAT)**: the amount of the bill or credit note, without VAT.
- **Amount (incl VAT)**: the amount of the bill or credit note, with VAT.
- **Amount (VAT)**: the amount of VAT.

3.2.2 C. International Traffic

General

If you select This report you will obtain, for one or several months, a summary report of all your international calls, arranged by country. You can also enter a minimum amount in order to obtain only a list of call charges above the amount in question.

Input

- **Customer Number(s)**
- **Month(s)**

Query results

The following columns will be displayed here for each period and customer number queried:

- **Invoice Month & Year**
- **Customer Number**
- **Name (Cust. Addr.)**
- **Called country**
- **Number of items**: the number of successfully connected calls made during the selected period.
- **Duration (in minutes)**: the total duration of all calls, expressed in minutes.
- **Amount (excl. VAT)**: the amount billed, excluding VAT, for the items of this line.
- **Amount (VAT)**: the amount of VAT charged.

3.2.3 D. Charges by Product Family & Subfamily

General

This screen allows you to consult all charges by product group (PSTN/ISDN, Value-added services, data services, etc.). Each product group is divided into several sub-groups.

Inputs

- **Customer Number(s)**
- **Month(s)**

Query results

The result provides a good overview of the costs per month and per(sub)product.

- CustomerNumber
- Invoice Month & Year
- Product Family Product
- Subfamily
- Amount(Excl Vat)

In this report you can request more details on some data.

This is described in the Drill function section 4.8

3.2.4 E. Telephone Number Cumul

General

This option gives you a general overview of the billed amounts per telephone number for a specific period.

Inputs :

- Customer Number(s)
- Month(s)

Query results

- Customer Number
- Invoice Month & Year
- Telephone Number
- Amount (Excl Vat)

3.2.5 F. Site Cumul

General

This report gives you an overview of all the billed amounts per site for a specific period and for one or more specific customers.

Inputs

- **Customer Number(s)**
- **Month(s)**

Query Results

A list appears showing the totals of the amounts billed, **by month** and **by site,** for each customer selected.

- **Customer Number**
- **City (Installation addr.)**
- **Invoice Month & Year**
- **Amount (Excl Vat)**

In this report you can request more details on some data.
This is described in the Drill function section 2.3.5.

3.2.6 G. Call Details by Bill

General

This report enables you to request detailed records of calls for a specific bill.

Input

- **Invoice Number (10 Digits)**

NB: You can also use wildcards: the "%" symbol then replaces one or more characters.
For example: "54234%" will allow you to obtain the details of all bills starting with "54234."

Query results

The following information is displayed above the list:

- **The telephone number from which the calls were made.**
- **The number of the bill to which the calls were charged.**

- **Calling Number: the number from which the calls were made.**
- **Called Number: the number called.**
- **Customer Number: the customer number.**
- **Call Type: the type of call.**
  For example: calls to Proximus, a certain country, a "070" number, etc.
- **Call Date: the date on which the call was made.**
- **Call Time: the time of the call, expressed in hours, minutes and seconds.**
- **Call Duration hh:mm:ss: the duration of the call, expressed in hours, minutes and seconds.**
- **Rerated Amount (Excl. VAT): the rate charged for the call,**
  without any volume discount and without VAT.

3.2.7 H. Call Details by Calling Number

General

This report enables you to request detailed records of calls made **from a specific telephone number** over a specific period of time.

Input

- **Calling Number**: the number for which you want to obtain the calling detail records.
- **Calling Number**: the number for which you want to obtain the calling detail records.
- **Start Date**: the start date of the period to be consulted.
- **End Date**: the end date of that period.

NB! You can also use *wildcards*: the "%" symbol then replaces one or more characters.
For performance reasons, it is recommended to
limit the range between the start and end date as much as possible.

Query results

The query result contains the following information:

- **Calling Number**: the number from which the calls were made.
- **Called Number**: the number called.
- **Call Type**: the type of call.
  For example: calls to Proximus, a certain country, a "070" number, etc.
- **Call Date**: the date on which the call was made.
- **Call Time**: the time of the call, expressed in hours, minutes and seconds.
- **Call Duration hh:mm:ss**: the duration of the call, expressed in hours, minutes and seconds.
- **Rerated Amount (Excl. VAT)**: the rate charged for the call,
  without any volume discount and without VAT.

3.2.8 I. Call Details by Called Number

General

This report enables you to request calling detail records of calls made **to a specific telephone number** over a specific period of time.

Input

- **Called Number**: the number for which you want to obtain the calling detail records.
- **Start Date**: the start date of the period to be consulted
- **End Date**: the end date of that period.

NB! You can also use *wildcards*: the "%" symbol then replaces one or more characters.
For performance reasons, it is recommended to
limit the range between the start and end date as much as possible.

Query results

The following information is shown at the top of the screen:

- The **customer number**.
- The **invoice number**

The query result contains the following information:

- **Calling Number**: the number from which the calls were made.
- Called Number: the number called.
- Call Type: the type of call.
  For example: calls to Proximus, a certain country, a "070" number, etc.
- **Call Date:** the date on which the call was made.
- **Call Time:** the time of the call, expressed in hours, minutes and seconds.
- **Call Duration hh:mm:ss:** the duration of the call, expressed in hours, minutes and seconds.
- **Rerated Amount (Excl. VAT):** the rate charged for the call, without any volume discount and without VAT.

3.2.9 J. Call Details Between 2 Dates

General

This report contains an overview of the calls billed over a time period of your choice. In the screen below, fill in the start and end dates of the period in question. The system shows you all the calls made from all your telephone numbers.

Input

You must fill in the following fields

- **Start Date**: the start date of the period requested.
- **End Date**: the end date of that period.
- **Customer number(s)**: the customer number for which you want to request the data.

Query results

The following information is displayed above the list:

- **The customer number** to which the consulted data relate.
- **The invoice number.**

The query result contains the following information:

- **Calling Number**: the number from which the calls were made.
- **Called Number**: the number called.
- **Call Type**: the type of call.
  For example: calls to Proximus, a certain country, a "070" number, etc.
- **Call Date**: the date on which the call was made.
- **Call Time**: the time of the call, expressed in hours, minutes and seconds.
- **Call Duration hh:mm:ss**: the duration of the call, expressed in hours, minutes and seconds.
- **Rerated Amount (Excl. VAT)**: the rate charged for the call, without any volume discount and without VAT.

3.2.10 K. Calls Costing more than x euro

General

This report enables you to request detailed records of all calls with a billing amount greater than the value entered for the period specified. The data are presented by customer number and by bill number.

Input

You must fill in the following fields in this screen:

- **Amount greater than or equal to**: the minimum amount in euro for the calls to be displayed.
- **Start Date**: the start date of the period requested.
- **End Date**: the end date of the period requested.

Query results

The following information is displayed above the list:

- **The customer number.**
- **The invoice number.**
- **The invoice date.**

The query result contains the following information:

- **Calling Number**: the number from which the calls were made.
- **Called Number**: the number called.
- **Call Type**: the type of call.
  For example: calls to Proximus, a certain country, a "070" number, etc.
- **Call Date**: the date on which the call was made.
- **Call Time**: the time of the call, expressed in hours, minutes and seconds.
- **Call Duration hh:mm:ss**: the duration of the call, expressed in hours, minutes and seconds.
- **Rerated Amount (Excl. VAT)**: the rate charged for the call, without any volume discount and without VAT.

3.2.11 T. U. V. W. X. Call Details – Content

General

The reports T U V W X allow you to make the same kind of reports as G H I J K do. The difference is that these items are always taxes included and are billed by Proximus on behalf of third parties. They are not part of the invoice but they are added as an annex to it. The content amount is included in the amount to pay.

NB! Note that these reports are only available when you have the profile with the CDR option.

3.2.12 L. M. N. Bill Details

General

This report enables you to request, for one or more months, **detailed data** for all the bills sent during the period(s) selected. You can request this data for one or more customer numbers at the same time.

NB! You can request the contents of this report in three languages, namely:

- English: use report "L";
- Dutch: use report "M";
- French: use report "N".

Input

- Payment Agreement
- Customer Number(s)
- Month(s)

Query results

The report result contains the following information:

- **Telephone number**: the telephone number to which the data refers.
- **Section Description**: nature of the billed charges. These may relate to calls, subscription fees, connection charges, etc.
- **Subsection Description**: category within the section described above.
- **Product Reference description**: the name or description of the product or service.
- **Item start date**: the start date of the billing period for this item.
- **Item end date**: the end date of the billing period for this item.
- **Number of items**: the number of items of the billed product, for example the number of calls to a certain country.
- **Called country code**: the three-letter code of the country called.
- **Duration (in seconds)**: the duration of the calls, expressed in seconds.
- **Amount (excl. VAT)**: the amount billed, excluding VAT, for the items of this line.
- **Amount (VAT)**: the amount of VAT charged.
- **Amount** (**incl**. **VAT)**: the amount billed, including VAT, for the items of this line.

3.2.13 O. Bill details with Customer Name and Installation Adress

General

This report enables you to request, for one or more months, **detailed data** for all the bills sent during the period(s) selected. You can request this data for one or more customer numbers at the same time. This report is an expansion of the report L. with information on the **Customer Name** and **Installation Adress**. In addition to the money amounts, the **Volume Quantity**, **Item Count** and **Duration (Second)** have been added.

Input

- Payment Agreement
- Customer Number(s)
- Month(s)

Query Result

• **Customer Number** • **Customer Name** • **Street (Installation addr.)** • **House Nr. (Installation addr.)** • **Postcode (Installation addr.)** • **City (Installation addr.)** • **Billing Agreement** • **Invoice Type** • **Invoice Reference** • **Invoice Date** • **Telephone Number** • **Section Description Bill Detail (UK)** • **Subsection Description (UK)** • **Product Reference description (UK)** • **Invoice item sequential nr** • **Item Start Date** • **Item End Date** • **Called Country Code** • **Volume Type**	• **Volume Quantity** • **Item Count** • **Duration (Seconds)** • **Amount (Excl Vat)** • **Amount (Incl Vat)** • **Amount (VAT)**

3.2.14 R. Statement and S. Retribution Statement (only for mkt number owners)

General

If you own one or several marketing numbers ("0900", "0902", "0903", "0905", etc.), this report gives you an overview of the fees due for these numbers.

Input

The following information is displayed above the report:

- **The customer number(s)**
- **The billing agreement concerned**
- **The statement number**

The query result contains the following information:

- **Telephone number**: the telephone number to which the data refers.
- **Section Description**: nature of billed charges. These may relate to calls, subscription fees, connection charges, etc.
- **Subsection Description**: category within the section described above.
- **Product Reference description**: the name or description of the product or service.
- **Item start date**: the start date of the billing period for this product.
- **Item end date**: the end date of the billing period for this item.
- **Number of items**: the number of items of the billed product, for example the number of calls to a certain country.
- **Called country code**: the three-letter code of the country called.
- **Duration (in seconds)**: the duration of the calls, expressed in seconds.
- **Amount (excl. VAT)**: the amount billed, excluding VAT, for the items of this line.
- **Amount (VAT)**: the amount of VAT charged.
- **Amount** (**incl**. **VAT)**: the amount billed, including VAT, for the items of this line

NB! Due to the width of the report, you may need to use the horizontal and vertical scroll bars to view all the data.

3.2.15 Z. My cost centers overview

General

You can only consult this report if you subscribe to the **PRO** package. In this case, you must first enter the data yourself (for more information about this subject, refer to Section 4: Cost Center Analysis) to be able to subsequently view them in the screen pictured above.

Input

No input is required

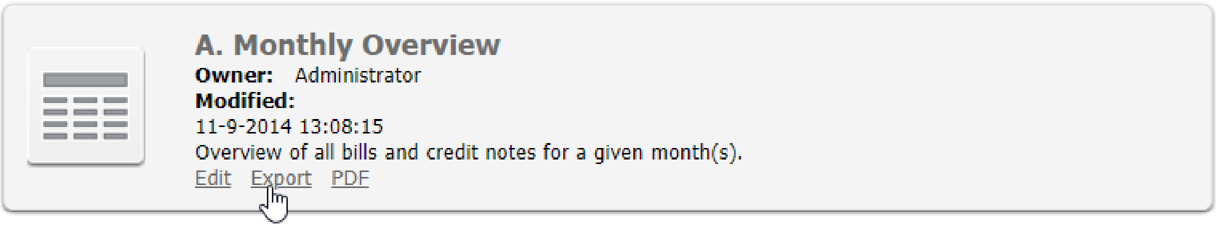
Query Result

The screen contains the following columns:

- **cc_name**: the name of the cost center.
- **party_cust_id**: the customer number.
- **na_number**: the telephone number linked to this cost center.
- **start_dt**: the start date for the allocation to this specific cost center.
- **end_dt**: the end date for the allocation to this specific cost center.

4 Possible actions in the Reports

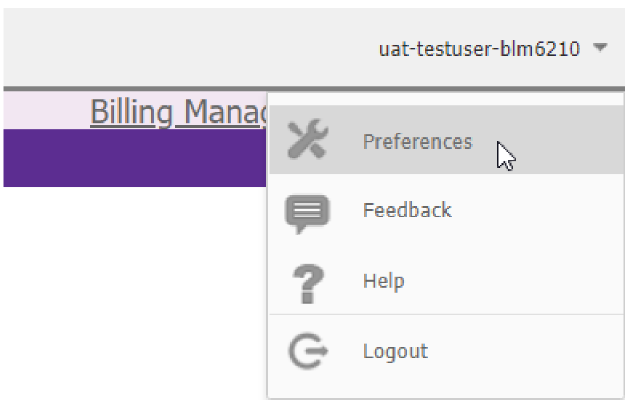
4.1 Export Documents

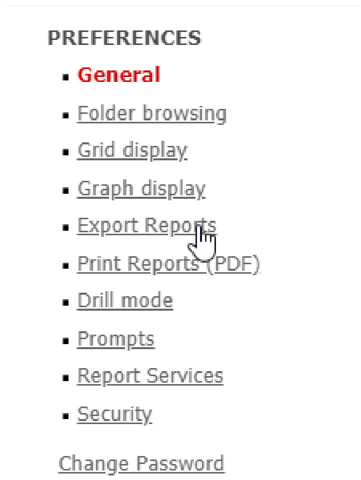


Download to Excel can be executed by clicking the report title, Export or .

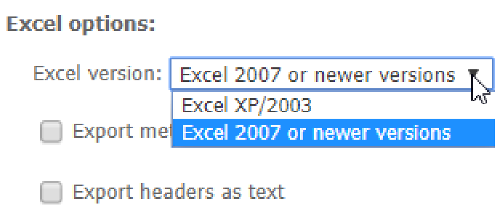
A download to PDF can be obtained by clicking PDF or .

You can customise the way a report is generated by editing the **Export Report Preferences.** On the upper-right corner of the **Billing Manager HomePage** select your username and then **Preferences.** Then select **Export Reports**





Specifically, you can choose the Excel format version used to export the report



4.2 Filtering the data of a report (Analyze Data)

You can filter the data of your report using the filter dialog.

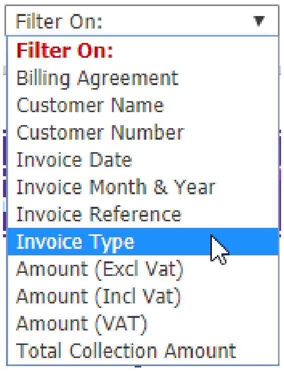
When depressing the  button, the filter dialog appears:

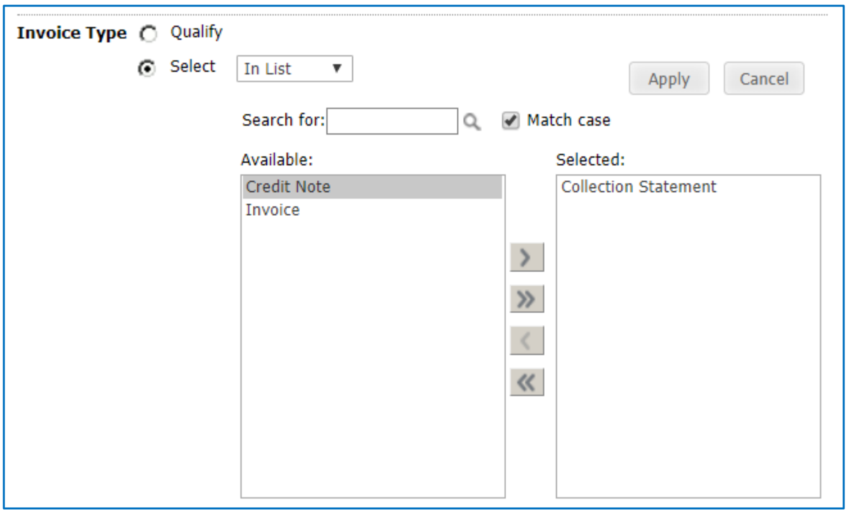
The filtering capabilities will be demonstrated on a report **A. Monthly Overview**.

Customer Number	Customer Name	Billing Agreement	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Me	Amount (Excl Vat)	Amount (Incl Vat)	Amount (VAT)	Total Collection Amount
9514879	ASZ	10	7001953839	2020/02	08-2-2020	Invoice		1468,9516	1777,4314	308,4798	0
			7002586735	2020/03	08-3-2020	Invoice		1413,7177	1710,5982	296,8805	0
			7003215766	2020/04	08-4-2020	Invoice		1513,5356	1831,378	317,8424	0
			7071734532	2020/02	08-2-2020	Collection Statement		0	0	0	16,635
			7072238515	2020/03	08-3-2020	Collection Statement		0	0	0	9,185
			7072709412	2020/04	08-4-2020	Collection Statement		0	0	0	16,545
		22	7001954133	2020/02	08-2-2020	Invoice		641,6717	776,4216	134,7499	0
			7002586830	2020/03	08-3-2020	Invoice		642,4084	777,313	134,9046	0
			7003216150	2020/04	08-4-2020	Invoice		646,8429	782,6787	135,8358	0
			7071734541	2020/02	08-2-2020	Collection Statement		0	0	0	1,515
			7072238519	2020/03	08-3-2020	Collection Statement		0	0	0	0,43
		42	7001954218	2020/02	08-2-2020	Invoice		615,9341	745,2804	129,3463	0
			7002586873	2020/03	08-3-2020	Invoice		640,936	775,5327	134,5967	0
			7003216196	2020/04	08-4-2020	Invoice		645,0413	780,5001	135,4588	0
		45	7001954239	2020/02	08-2-2020	Invoice		25,2232	30,5201	5,2969	0
			7002586893	2020/03	08-3-2020	Invoice		25,2232	30,5201	5,2969	0
			7003216245	2020/04	08-4-2020	Invoice		25,2232	30,5201	5,2969	0
		46	7001954240	2020/02	08-2-2020	Invoice		260,6858	315,4294	54,7436	0
			7002586895	2020/03	08-3-2020	Invoice		260,6858	315,4294	54,7436	0
			7003216249	2020/04	08-4-2020	Invoice		260,6858	315,4294	54,7436	0
		52	7001788727	2020/02	03-2-2020	Invoice		3,3768	4,0858	0,709	0
			7090062501	2020/02	03-2-2020	Credit Note		-6,2092	-7,5134	-1,3042	0
		61	7002213086	2020/02	19-2-2020	Invoice		415,25	502,4525	87,2025	0
			7002844958	2020/03	19-3-2020	Invoice		486,36	588,4956	102,1356	0
			7003469516	2020/04	19-4-2020	Invoice		191,61	231,8481	40,2381	0

Select the field you want to filter on and the select criteria using the dialog box.

In the example hereunder, you will select only the **Collection Statements.**

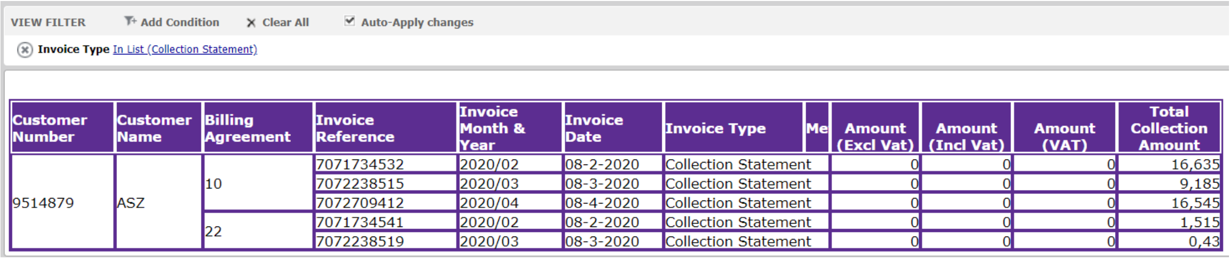




When the  button is pushsed, the report is modified to show only the Collection Statements.

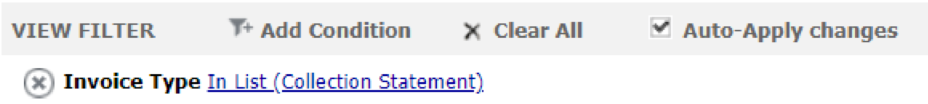
Note that a feedback about the filter applied is given in the **View Filter** dialog.

Example:

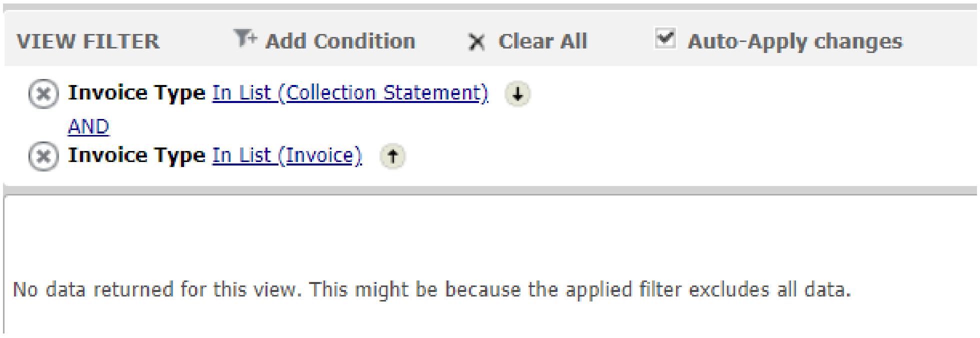


Customer Number	Customer Name	Billing Agreement	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Me	Amount (Excl Vat)	Amount (Incl Vat)	Amount (VAT)	Total Collection Amount
9514879	ASZ	10	7071734532	2020/02	08-2-2020	Collection Statement		0	0	0	16,635
			7072238515	2020/03	08-3-2020	Collection Statement		0	0	0	9,185
			7072709412	2020/04	08-4-2020	Collection Statement		0	0	0	16,545
		22	7071734541	2020/02	08-2-2020	Collection Statement		0	0	0	1,515
			7072238519	2020/03	08-3-2020	Collection Statement		0	0	0	0,43

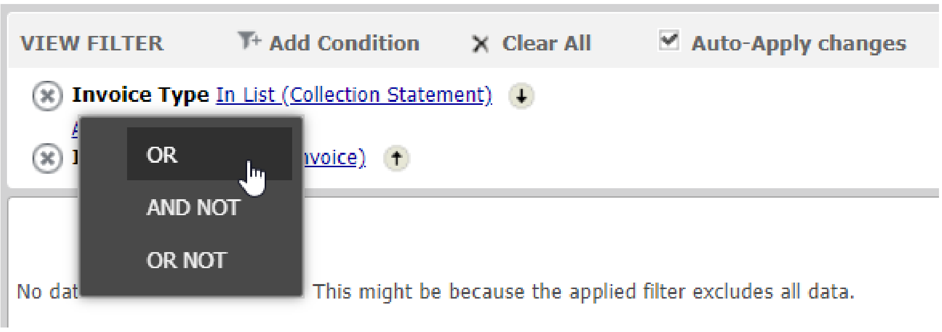
You can add or remove conditions by clicking the corresponding icons in the **View Filter** dialog.



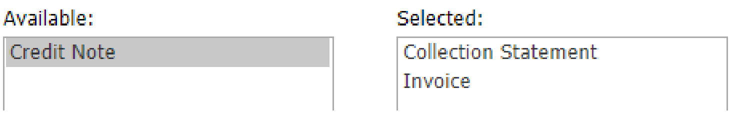
Attention : When you want to combine conditions **A AND B**,
you need to select lines matching **A OR B**. Or you will return an empty answer:



To solve this problem, you can easily modify the condition on the filter **View Filter** dialog.



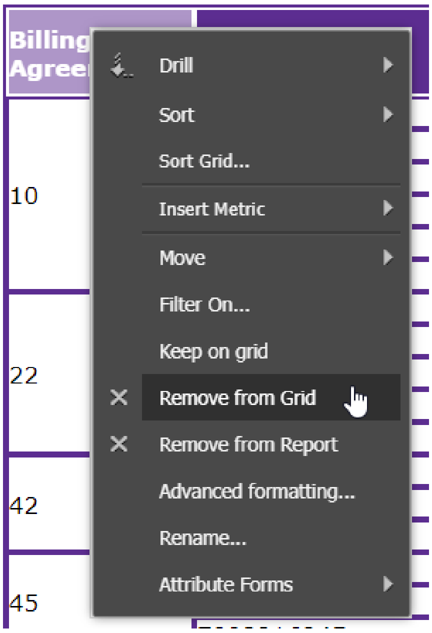
In this case, a more efficient way would be to make a multiple selection in the **Invoice Type** selection list



Remember to always click the **Apply** icon to apply the new condition to the report.

4.3 Removing unused columns

In this example, only one customer name is selected so the **Customer Name** and **Customer ID** columns are meaningless. They can be removed by right-clicking the menu and selecting **Remove from Grid** or **Remove from Report** depending if we need to have the data available for further use in this report or not



4.4 Sorting

The **Sorting** buttons can be made visible using the toggle button  .
Sortin Arrows are then display in each column header allowing to sort the content of the column ascending or descending (In this example **Amount (Excl. VAT)**.

Billing Agreement	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Metrics	Amount (Excl Vat)
10	7001953839	2020/02	08-2-2020	Invoice		1468,9516
	7002586735	2020/03	08-3-2020	Invoice		1413,7177
	7003215766	2020/04	08-4-2020	Invoice		1513,5356
	7071734532	2020/02	08-2-2020	Collection Statement		0
	7072238515	2020/03	08-3-2020	Collection Statement		0
	7072709412	2020/04	08-4-2020	Collection Statement		0

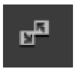
Billing Agreement	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Metrics	Amount (Excl Vat)
10	7003215766	2020/04	08-4-2020	Invoice		1513,5356
	7001953839	2020/02	08-2-2020	Invoice		1468,9516
	7002586735	2020/03	08-3-2020	Invoice		1413,7177
22	7003216150	2020/04	08-4-2020	Invoice		646,8429
42	7003216196	2020/04	08-4-2020	Invoice		645,0413

4.5 Grouping – Paging – Moving to Columns

4.5.1 General

Grouping, **Paging** and **Moving to Column** are powerful ways to analyse your data.

It can be achieved by using **Pivoting Buttons** .

These buttons are made visible using the  toggle button.

Their functions are respectively:

Icon	Function
	**Move to column** Allows the metrics to be split in one column per instance of the selected field. See the **Making Graphs** sections for applications.
	**Move to the Left** Promotes the column
	**Move to the Right** Demotes the column
	**Page By** Allows to select this field in a drop-down box on top of the report
	**Remove from Grid** Removes the colum keeping it in the underlying query and thus available for a future use.

4.5.2 Grouping

If for instance we need the report **A. Monthly Overview** grouped by **Invoice Month & Year** instead of the predefined grouping, we can promote **Invoice Month & Year** to the first position

Billing Agreement	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Metri	Amount (Excl Vat)
10	7001953839	2020/02	08-2-2020	Invoice		1468,9516
	7002586735	2020/03	08-3-2020	Invoice		1413,7177
	7003215766	2020/04	08-4-2020	Invoice		1513,5356
	7071734532	2020/02	08-2-2020	Collection Statement		0
	7072238515	2020/03	08-3-2020	Collection Statement		0
	7072709412	2020/04	08-4-2020	Collection Statement		0
22	7001954133	2020/02	08-2-2020	Invoice		641,6717
	7002586830	2020/03	08-3-2020	Invoice		642,4084
	7003216150	2020/04	08-4-2020	Invoice		646,8429
	7071734541	2020/02	08-2-2020	Collection Statement		0
	7072238519	2020/03	08-3-2020	Collection Statement		0

The third column is promoted to the first position so the item are sorted by **Invoice Month & Year** first and then by **Billing Agreement.** Combining column promotion / demotion with sorting (see previous chapter) allows you to obtain your data sorted in a meaningful way.

Invoice Month & Year	Billing Agreement	Invoice Reference	Invoice Date	Invoice Type	Metri	Amount (Excl Vat)
2020/04	10	7003215766	08-4-2020	Invoice		1513,5356
		7072709412	08-4-2020	Collection Statement		0
	22	7003216150	08-4-2020	Invoice		646,8429
	42	7003216196	08-4-2020	Invoice		645,0413
	45	7003216245	08-4-2020	Invoice		25,2232
	46	7003216249	08-4-2020	Invoice		260,6858
	61	7003469516	19-4-2020	Invoice		191,61
2020/03	10	7002586735	08-3-2020	Invoice		1413,7177
		7072238515	08-3-2020	Collection Statement		0
	22	7002586830	08-3-2020	Invoice		642,4084
		7072238519	08-3-2020	Collection Statement		0
	42	7002586873	08-3-2020	Invoice		640,936
	45	7002586893	08-3-2020	Invoice		25,2232
	46	7002586895	08-3-2020	Invoice		260,6858
	61	7002844958	19-3-2020	Invoice		486,36

4.5.3 Paging

Another powerful way to organise your data is to group the items per page.
The paged item appears in a drop-down box at the top of the screen. Several paging creteria are possible allowing a selection of the data according to multiple dimensions.

Let us illustrate this on the **A. Monthly Overview** report.

Customer Name	Customer Number	Billing Agreement	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Met	Amount (Excl Vat)
			7001953839	2020/02	08-2-2020	Invoice		1468,9516
			7002586735	2020/03	08-3-2020	Invoice		1413,7177
		10	7003215766	2020/04	08-4-2020	Invoice		1513,5356
			7071734532	2020/02	08-2-2020	Collection Statement		0
			7072238515	2020/03	08-3-2020	Collection Statement		0
			7072709412	2020/04	08-4-2020	Collection Statement		0
			7001954133	2020/02	08-2-2020	Invoice		641,6717
			7002586830	2020/03	08-3-2020	Invoice		642,4084
		22	7003216150	2020/04	08-4-2020	Invoice		646,8429
			7071734541	2020/02	08-2-2020	Collection Statement		0
			7072238519	2020/03	08-3-2020	Collection Statement		0
			7001954218	2020/02	08-2-2020	Invoice		615,9341
ASZ	9514879	42	7002586873	2020/03	08-3-2020	Invoice		640,936
			7003216196	2020/04	08-4-2020	Invoice		645,0413

To analyse the data one **Billing Agreement** at a time we can **Page-by** this field.
The new report will focus only on the **Billing Agreement** selected in the drop-down box allowing to analyse one group of data at a time.

PAGE-BY: Billing Agreement: 10 ▾

Customer Name	Customer Number	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Met	Amount (Excl Vat)	Total Collection Amount
		7001953839	2020/02	08-2-2020	Invoice		1468,9516	0
		7002586735	2020/03	08-3-2020	Invoice		1413,7177	0
ASZ	9514879	7003215766	2020/04	08-4-2020	Invoice		1513,5356	0
		7071734532	2020/02	08-2-2020	Collection Statement		0	16,635
		7072238515	2020/03	08-3-2020	Collection Statement		0	9,185
		7072709412	2020/04	08-4-2020	Collection Statement		0	16,545

4.5.4 Move to Column

Moving a field to a column allow to have the metrics organised horizontally by this field.
This is particularly useful to diplay time evolution of some metrics. This time evolution can then be rendered graphically as explained in the following chapter.

Let us start again from an **A. Monthly Overview** report.

Customer Number	Customer Name	Billing Agreement	Invoice Reference	Invoice Month & Year	Invoice Date	Invoice Type	Metric	Amount (Excl Vat)	Amount (Incl Vat)	Amount (VAT)	Total Collection Amount
9514879	ASZ	10	7001953839	2020/02	08-2-2020	Invoice		1468,9516	1777,4314	308,4798	0
			7002586735	2020/03	08-3-2020	Invoice		1413,7177	1710,5982	296,8805	0
			7003215766	2020/04	08-4-2020	Invoice		1513,5356	1831,378	317,8424	0
			7071734532	2020/02	08-2-2020	Collection Statement		0	0	0	16,635
			7072238515	2020/03	08-3-2020	Collection Statement		0	0	0	9,185
			7072709412	2020/04	08-4-2020	Collection Statement		0	0	0	16,545
		22	7001954133	2020/02	08-2-2020	Invoice		641,6717	776,4216	134,7499	0
			7002586830	2020/03	08-3-2020	Invoice		642,4084	777,313	134,9046	0
			7003216150	2020/04	08-4-2020	Invoice		646,8429	782,6787	135,8358	0
			7071734541	2020/02	08-2-2020	Collection Statement		0	0	0	1,515
			7072238519	2020/03	08-3-2020	Collection Statement		0	0	0	0,43
		42	7001954218	2020/02	08-2-2020	Invoice		615,9341	745,2804	129,3463	0
			7002586873	2020/03	08-3-2020	Invoice		640,936	775,5327	134,5967	0
			7003216196	2020/04	08-4-2020	Invoice		645,0413	780,5001	135,4588	0

It can be easily modified that way:

- Filter By Invoice Type = Invoice
- Remove Invoice Type, Invoice Date and Invoice Reference
- Remove Amount (Excl VAT) Amount (VAT) and Total Collection Amount
- Page-by Customer Name and Customer Number
- Move to Columns the Billing Agreement.

The report should look like the following so we can easily see the evolution of the invoicing amounts for the selected months.

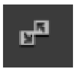
Note that the columns have been sorted by increasing **Invoice Month & Year**

Invoice Month & Year	Billing Agreement	10	22	42	45	46	52	61
	Metrics	Amount (Excl Vat)	Amount (Excl Vat)	Amount (Excl Vat)	Amount (Excl Vat)	Amount (Excl Vat)	Amount (Excl Vat)	Amount (Excl Vat)
2019/11		1423,4735	646,1053	617,0337	25,2232	186,942	50,595	390,24
2019/12		1443,8193	644,3917	616,1335	25,2232	186,942	50,595	389,4
2020/01		1441,1808	646,079	608,1948	25,2232	186,942	50,595	385,88
2020/02		1468,9516	641,6717	615,9341	25,2232	260,6858	3,3768	415,25
2020/03		1413,7177	642,4084	640,936	25,2232	260,6858		486,36
2020/04		1513,5356	646,8429	645,0413	25,2232	260,6858		191,61

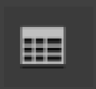
4.6 Making Graphs

Graphs can be shown alone or in combination with the table using the following buttonsGrouping, **Paging** and **Moving to Column** are powerful ways to analyse your data.

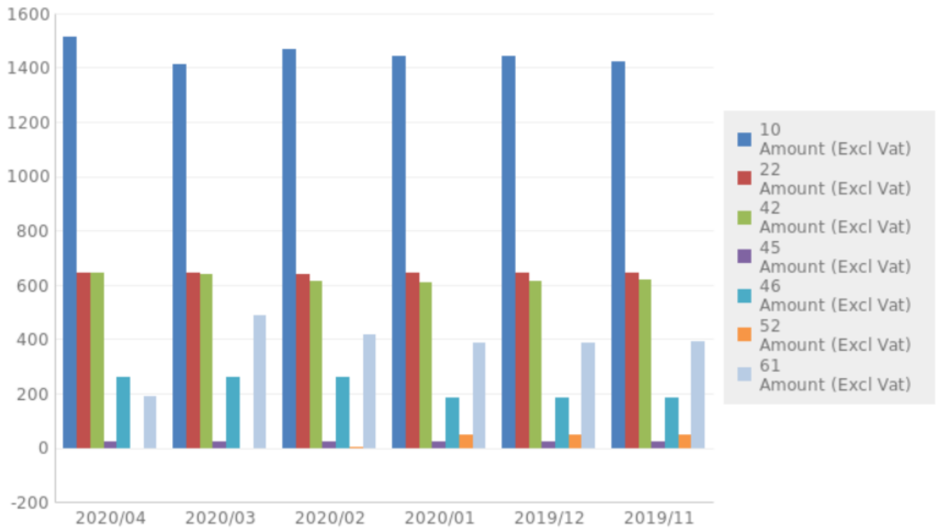
It can be achieved by using **Pivoting Buttons** .

These buttons are made visible using the  toggle button.

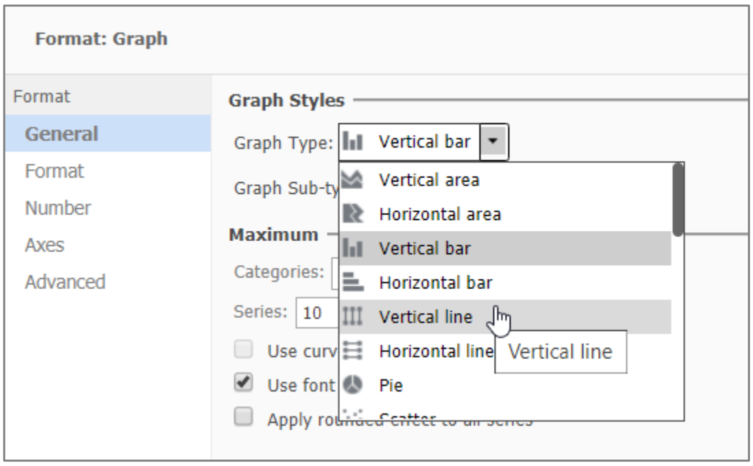
Their functions are respectively:

Icon	Function
	**Table only**
	**Graph and Table**
	**Graph only**

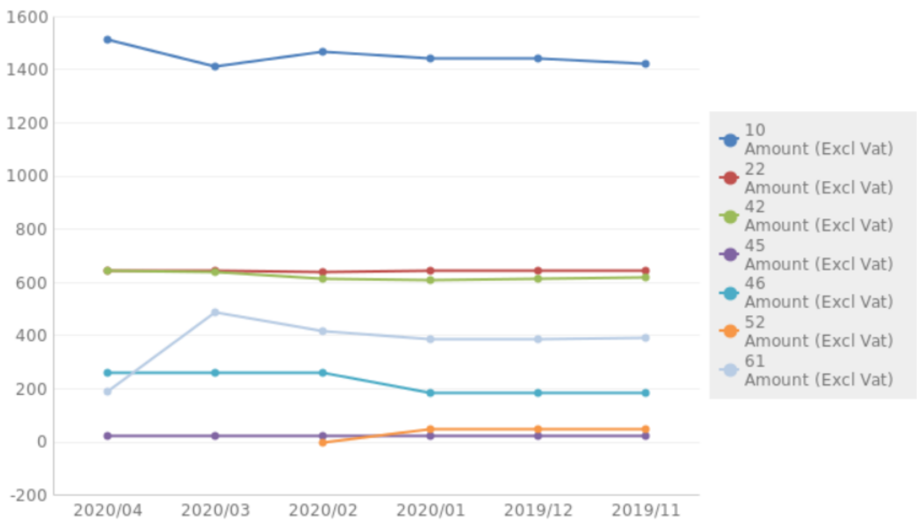
The following graph is obtained when a **A. Monthly Overview** report is formatted according to the directions given in section 4.5 Grouping – Paging – Move to column.



The format of the Graph can be changed by right-clicking the graph area.



In this case, the graph would be more meaningful if displayed as a series of lines.



4.7 Saving your work

When a report is designed or customised to your needs, it can be saved for further use.

Saved reports will be saved under the **My Reports** folder.

You can save your report or a copy of it by using the save button .

A dialog box will open allowing you to

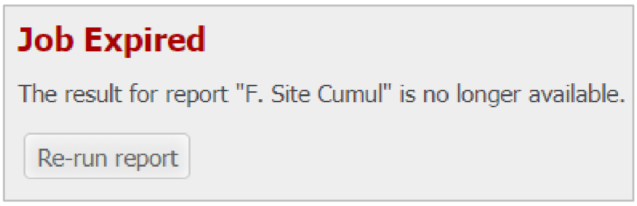
- Chose an explicit name
- Type a comment that will help you to figure out the functionnality of the report
- Choose the way the report is prompted

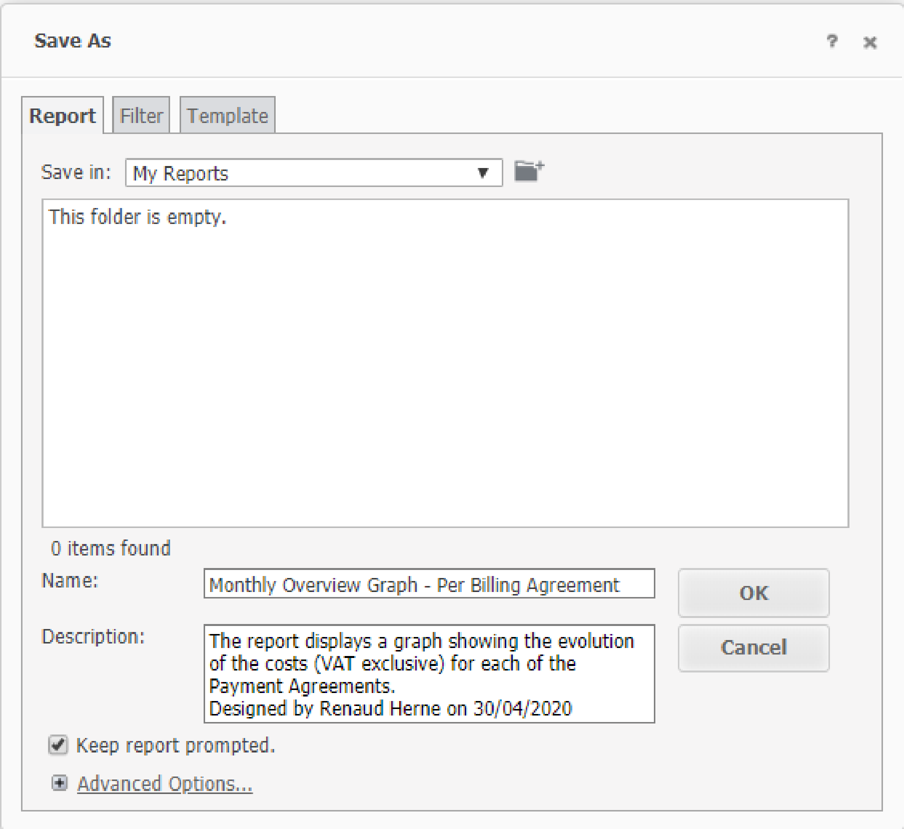
Attention:

Save your work regularly.

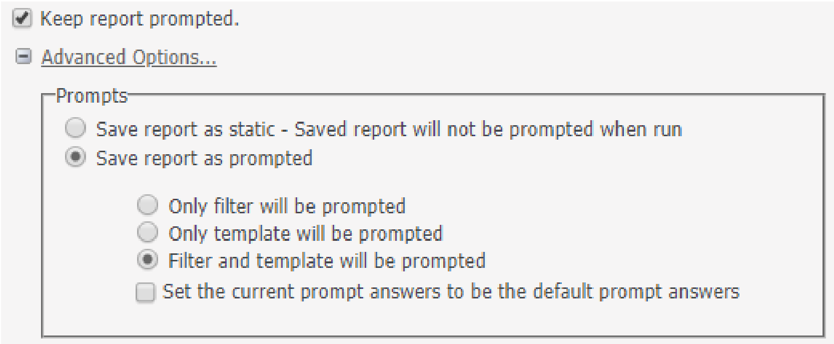
After a few minutes of inactivity, you will be issued a timeout message.

There is no way to recover your work if you get such a message if your report hasn’t been saved.



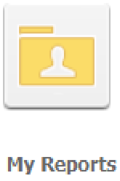


It is possible to modify the way the report is prompted by selecting the **Advanced Options**.



It is advised to **Keep the report prompted** but to disable the checkbox **Set the current prompt answers to be the default prompt answers** to ensure the user will make a correct choice at each report run.

You will find back your report in the **My Reports** folder.



NB! : The report is saved under your personal account on the platform server.
Logging on Billing Manager from any place will give you access to your reports.

4.8 Drill Down

Drilling 

Drilling allows you to navigate to different levels of information within a report. Levels of information are defined in your business model, which represents the way your business is structured.

You can drill from one level of information to a lower level of detail. For example, if your data is organized by regions, markets, and stores, and you run a report that shows region sales, you can drill down from the region level to see the sales for the markets that make up that region.

This hierarchical relationship is sometimes referred to as a parent-child relationship. In the preceding example, region is the **parent** of market; market is the **child** of region and the **parent** of store; store is the **child** of market.

Another type of hyperlink drilling appears if **compound metrics** exist in the report. You can click the **Metrics** title and break down the compound metrics to their simple metrics. This is the same as performing a simple drill and selecting **drill to child metrics** with no rows or columns selected.

Right-click drilling

Right-click an object to see the same choices that would appear in the Drill panel. The arrow indicates that a lower level of information (drill down) is available.

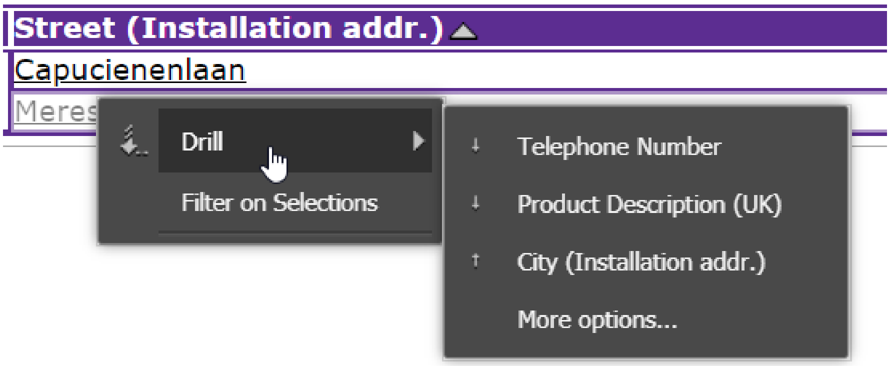
For example:

Customer Number	City (Installation addr.)	Invoice Month & Year
123456789	Aaigem	2020/03
	Aalst	2020/03
	Erembodegem	2020/03
	Geraardsbergen	2020/03
	Hofstade	2020/03
	Mere	2020/03
	No Installation Data	2020/03
	Roosdaal	2020/03
	Wetteren	2020/03
	Wichelen	2020/03

Customer Number	Street (Installation addr.)	Invoice Month & Year	Amount (Excl Vat)
123456789	Capucienenlaan	2020/03	37,3884
	Merestraat	2020/03	1360,5855

Customer Number	Telephone Number	Invoice Month & Year	Amount (Excl Vat)
123456789	053764111	2020/03	968,3619
	053630967	2020/03	280,898
	053788362	2020/03	30,9918
	053777777	2020/03	25,2232

After right clicking on the underlined text, you will see the drill tool and the possible options to drill. On this example, we can see here that we can drill from City to Street, Telephone Number and Product.



5 Design Mode (PRO)

5.1 General

Design mode is only available in Billing Manager PRO

When working in Design mode, you can make changes to a report's template or filter without viewing the data. This is more efficient than seeing the changes in the report immediately after making each change. Design Mode displays the structure of the report. Use Design Mode to create and design a report.

In Design Mode, the Object Browser panel appears on the left when you view the report in Design mode. This allows you to browse and search for objects to add to the report.

To change a report using Design mode:

From the **View** menu, select **Design**.

You can make these changes using Design mode :

- Add objects to a report
- Show attribute forms on a report (only done through Report Objects panel)
- Delete a metric or other object from a report
- Change the Report Filter

To view the report after you made changes, click the **Run Report** button.

To save the report in its current format, click the **Save Report** button.

To cancel any changes you made prior to saving it, click the **Cancel** button.

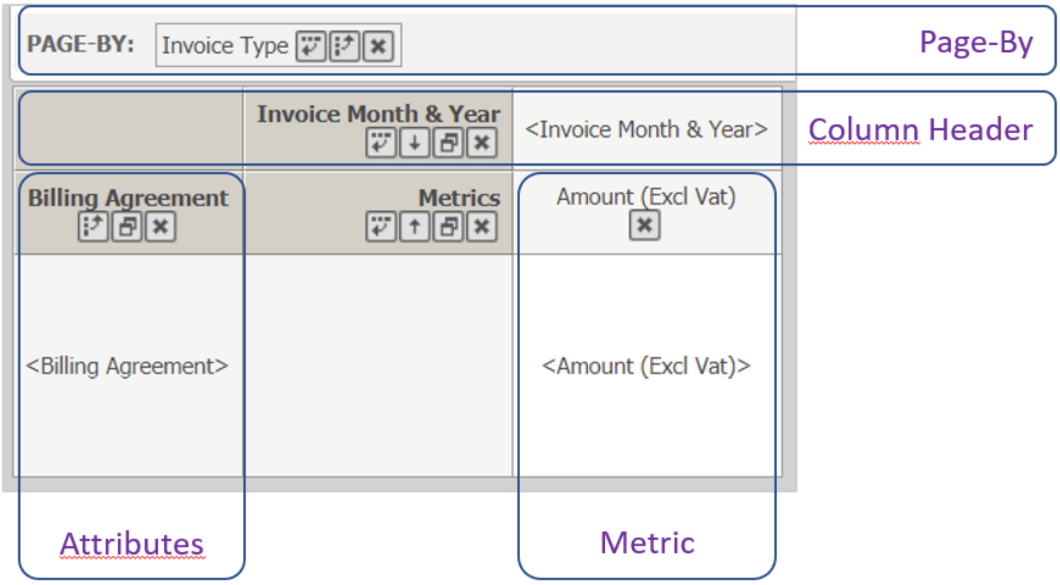
5.2 Adding Objects to a report

Objects can be either **Attributes** or **Metrics**.

- An **Attribute** is a label identifying a cost in your bill (**Telephone Number, Adress, Product Family…**).
- A Metric is the value associated to it (**Amount, Duration, Count,…**).

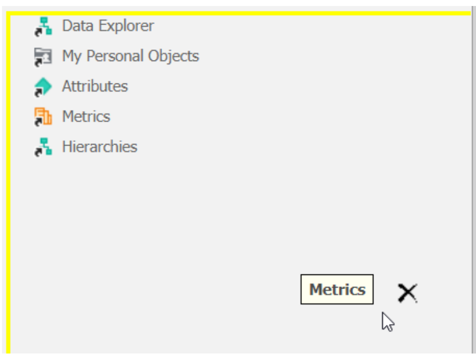
Select **All Object** in the object selection pane to ensure to have access to all objects and not only the **Report Objects** used for the current report.

You can add an object by dragging it on the desired area.
The possible areas are shown on the following schema with a purple rounded rectangle



5.3 Removing Object from a report

You can remove an object by Dragging it to the object list

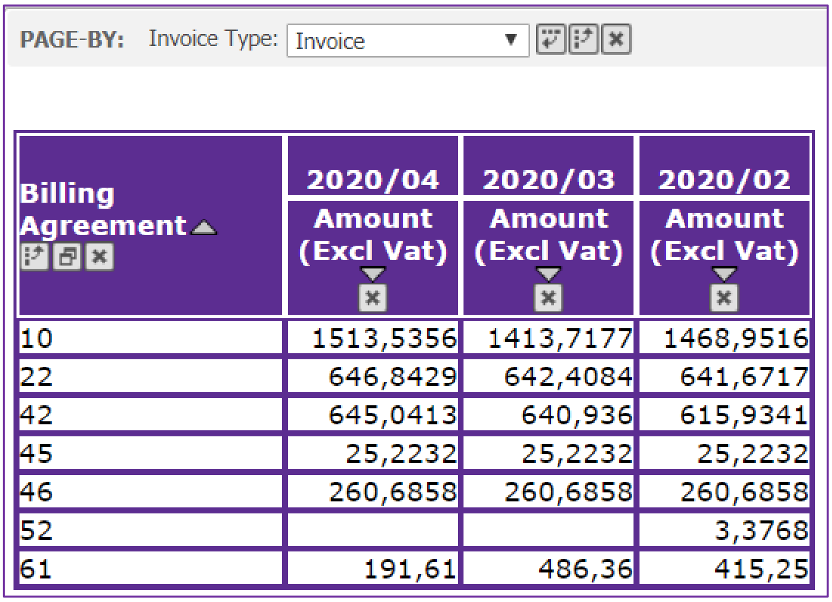


Sensitivity: Unrestricted

5.4 Design Mode on an Example

Here is an example report using

- Paging on **Invoice Type**
- **Billing Agreement** as the only Attribute
- **Invoice** Date as colum header
- **Amount (Excl. VAT)** as only Metric

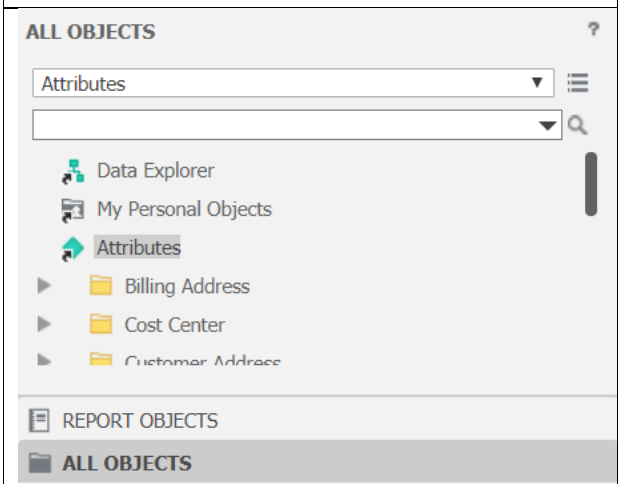
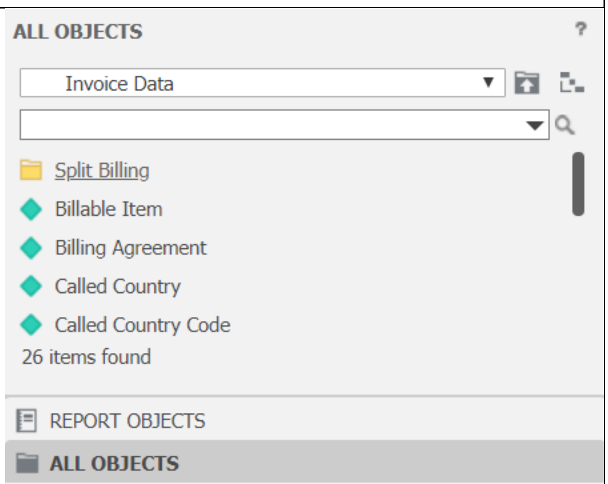


PAGE-BY: Invoice Type: Invoice

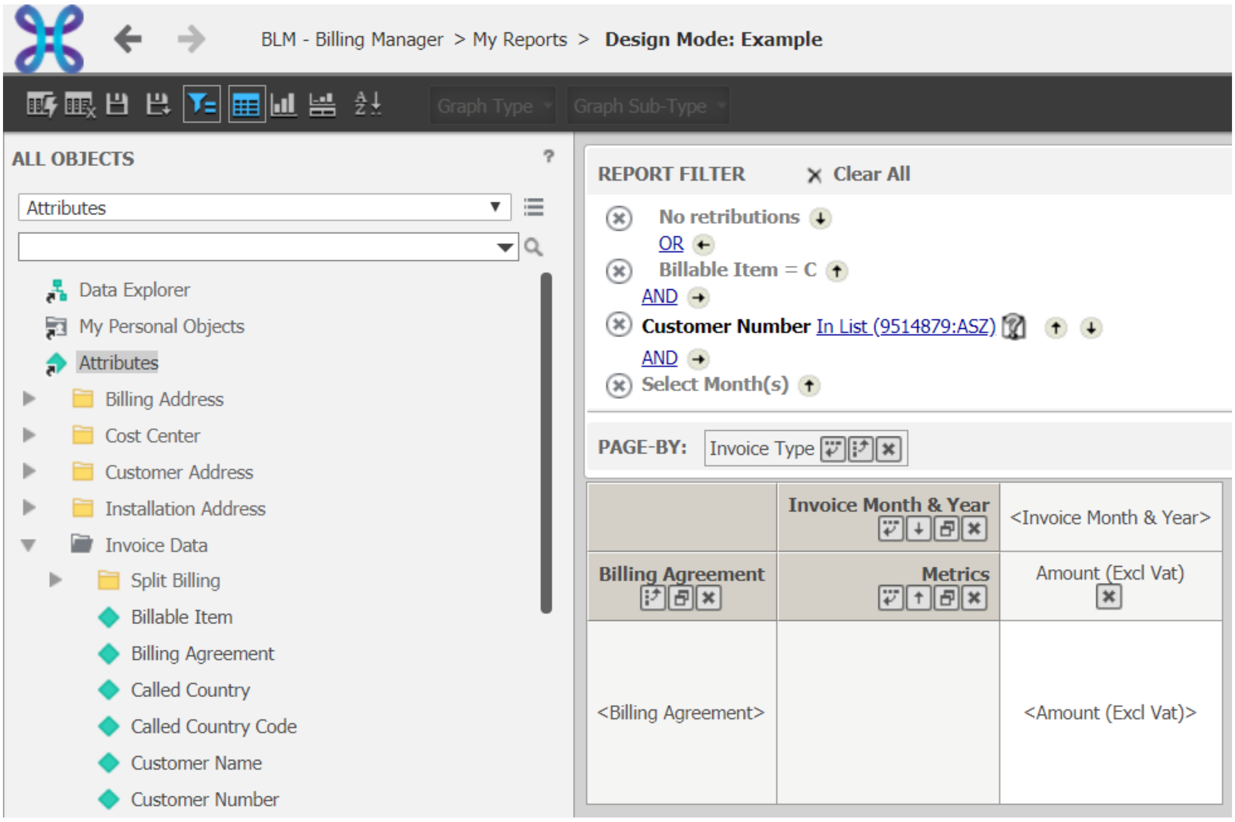
Billing Agreement	2020/04 Amount (Excl Vat)	2020/03 Amount (Excl Vat)	2020/02 Amount (Excl Vat)
10	1513,5356	1413,7177	1468,9516
22	646,8429	642,4084	641,6717
42	645,0413	640,936	615,9341
45	25,2232	25,2232	25,2232
46	260,6858	260,6858	260,6858
52			3,3768
61	191,61	486,36	415,25

Starting from a blank report, first locate the fields you need

Select **All Object** in the object selection pane to ensure to have access to all objects and not only the **Report Objects** used for the current report. Note that the object selection pane is available in tree mode and in list mode. Use the / buttons to select your preferred mode.

Tree Mode	List Mode
	

The Report Design screen should look like this :



You can now run the report  to obtain the table given as an example.

Do not forget to save your work.

PAGE-BY: Invoice Type: Invoice

Billing Agreement	2020/04 Amount (Excl Vat)	2020/03 Amount (Excl Vat)	2020/02 Amount (Excl Vat)
10	1513,5356	1413,7177	1468,9516
22	646,8429	642,4084	641,6717
42	645,0413	640,936	615,9341
45	25,2232	25,2232	25,2232
46	260,6858	260,6858	260,6858
52			3,3768
61	191,61	486,36	415,25

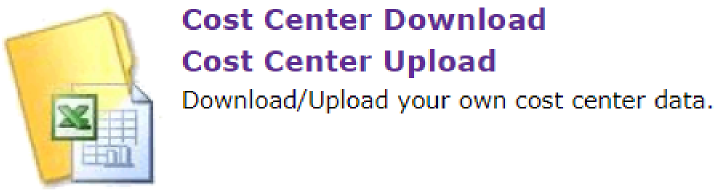
6 Cost Center Analysis

6.1 Introduction

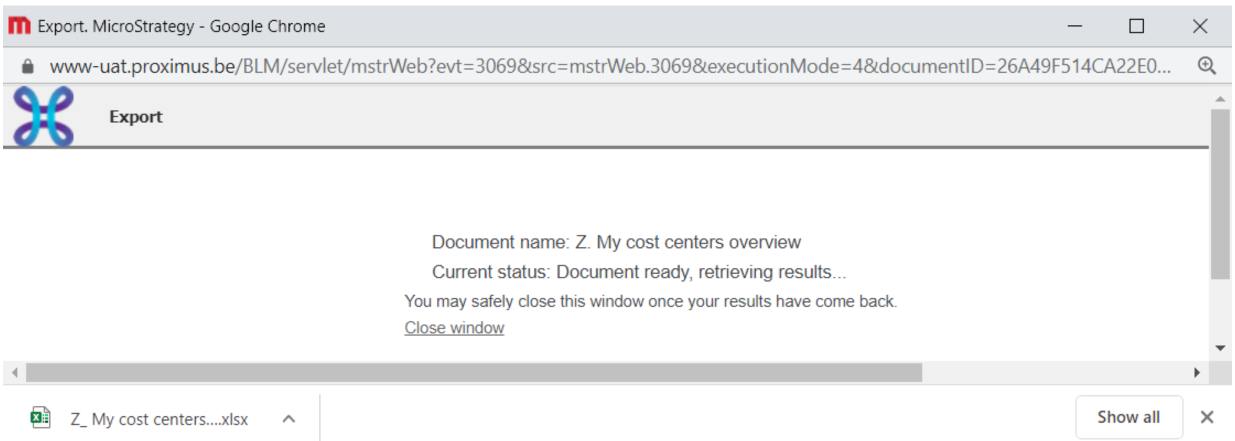
You only have access to this function if you have subscribed to the Pro package of *Billing Manager*. This function allows you to upload the data of your own cost centers in *Billing Manager*. The additional advantage of this is, of course, that you can run all kind of queries on basis of these data.

6.2 Cost center Download

There are a number of icons at the top of each *Billing Manager* screen. Clicking the **Cost Center Download** link at the top left of the home page:



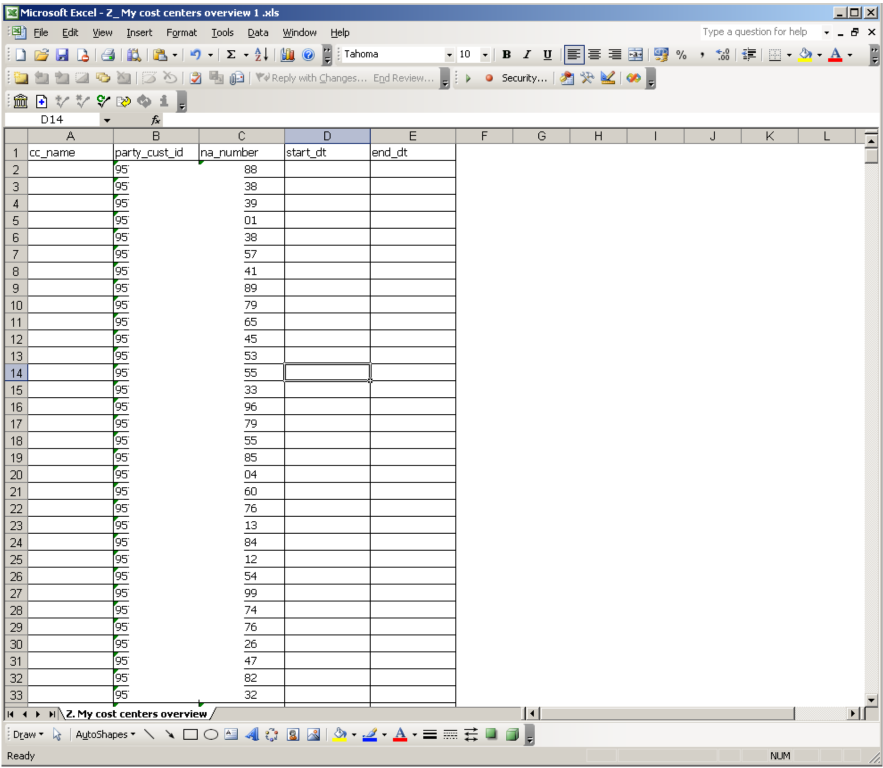
This action will take you to the following screen:



Note tat the screen may slightly differ depending on your browser.

Now you can click on **Open** and it will automatically run the file.

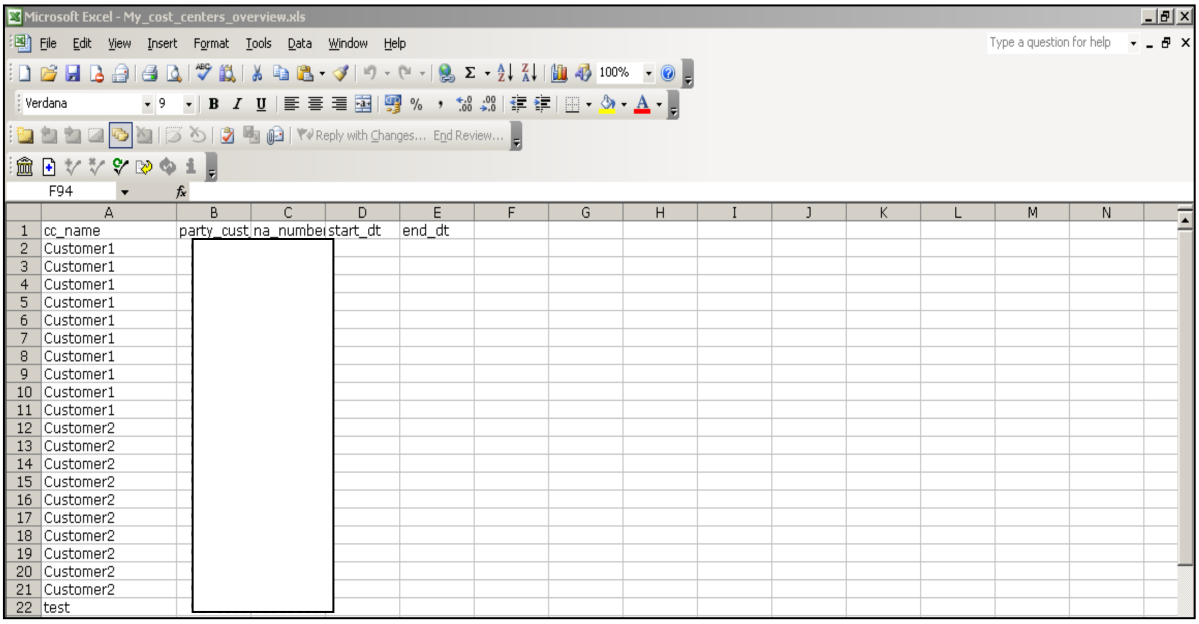
The following screen appears :



As you can see, the **cc_name** column - intended for the names of the *cost centers* - is still empty.

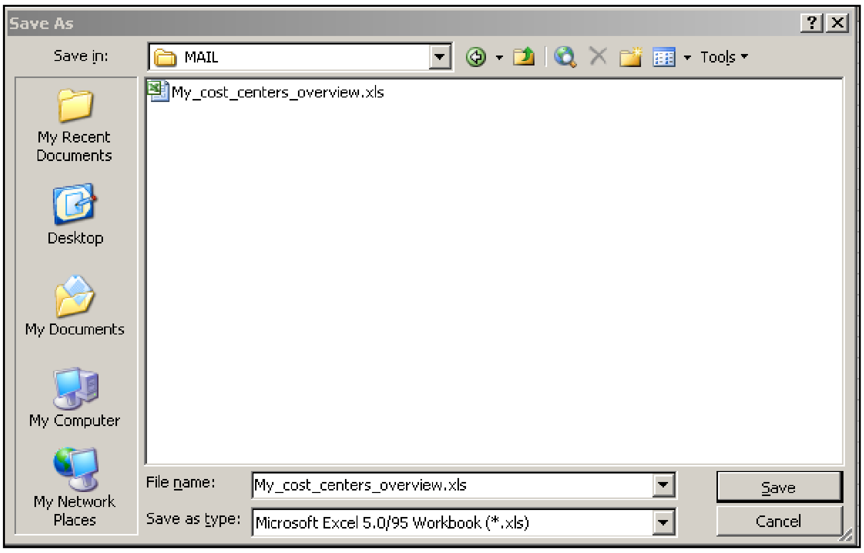
In the **cc_name** column, enter the name of the cost center to which you want to assign each telephone number.
If required, enter a start date and/or end date in the **start_dt** and **end_dt** columns (format: **dd/mm/yyyy**). You can work with more than one row for the same telephone number by adding different start and end dates on condition the end and start date do not overlap (e.g. start 01/01/2020 – end **31/05/2020**; start **30/05/2020** – end 31/12/2020 => this is an overlap).

NB! When you have entered the names of the cost centers, you must delete all rows for which no cost center has been attributed. If you fail to do so, the upload to *Billing Manager* will return an error.



To finish off, save this Excel file in your personal folder.

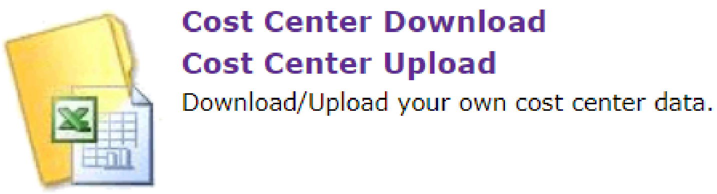
NB!



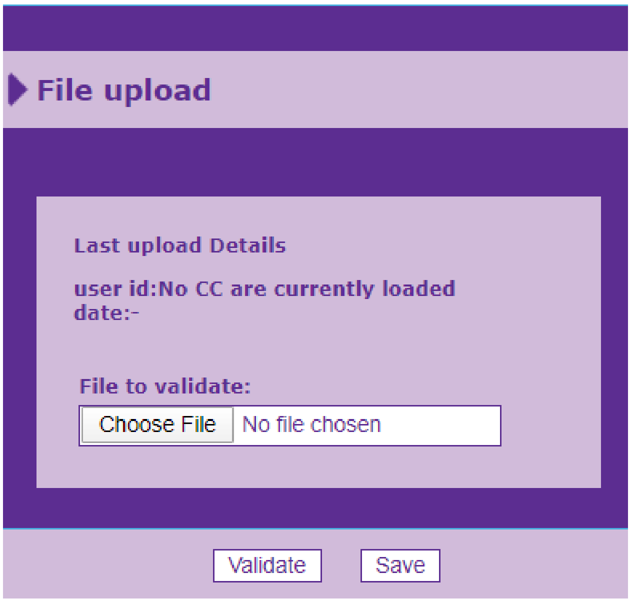
- Make sure you change the **File name**. The default file extension is **.xls**.
- In the **Save as type** field you must indicate that it is an **.xls** file (not an **.xlsx**).

6.3 Cost Center Upload

On the Billing Manager homepage you can find this section below that contains the cost center upload link. You will only be able to view this link if you have the profile PRO.



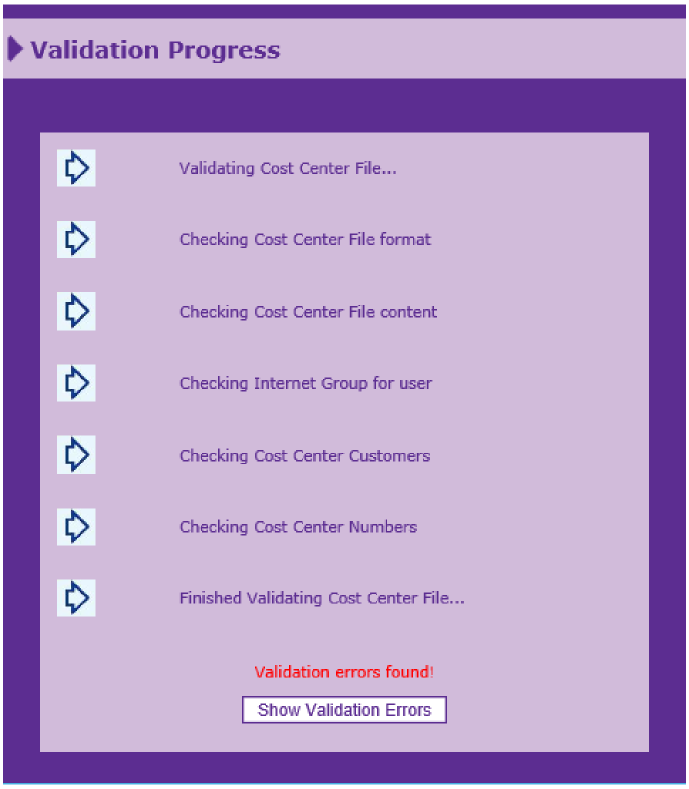
Click **Cost Center Upload**: the following screen appears.



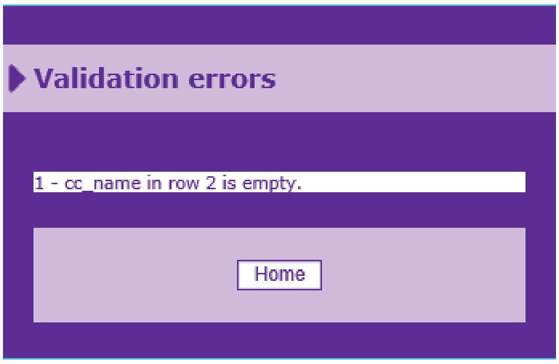
Click **Browse** and select your Excel file in your personal folder.

Only click **Validate** if you want *Billing Manager* to check that your Excel file can be uploaded. If it cannot be uploaded (for example because you have failed to delete rows that do not contain cost center names), the system will indicate where in the file you must make changes.

When the cost center file is being validated, you will see the steps of execution indicating what checks are being performed (See screenshot below).



When validation errors where found you will get a button 'Show Validation Errors' that will direct you to a page where the validation errors are given.



When the file has been validated successfully, the user will get a button 'Home' sending him back to the file upload page, but now you can see that the save button has been enabled.

Finally, click **Save** and the validated file will be written to the database.

Your *cost center* data have been now been uploaded and you can use them to create your personal reports.

Tip: please save and upload your costcenter file in .xls-format (no .xlsx).

7 Billing Manager Support

You will find the most up-to date information on Billing Manager on the Billing Manager support page

https://www.proximus.be/billingmanager

If you ask for support, please always mention all the relevant information

- Your name
- Your company name
- Your MyProximus login
- Your Billing Manager profile
- The list of Customer Numbers you need to have access to
- Screenshot and details
- A complete description of your problem/question.

In order for us to be able to help you in the most efficient way.