Guide to Online Billing, Reporting and Payment for Individually Billed Conferencing Leaders

Note: This Guide is for conferencing customers who established credit-card billing prior to July 2014 and who continue to use that payment approach.

Verizon Enterprise Marketing

July 2014

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You Have a New Billing Solution, Effective July 2014

- Verizon upgraded conferencing billing in July 2014, providing expanded online functionality delivered via the Verizon Enterprise Center, Verizon's worldwide customer portal.
- Each conferencing leader having automatic credit card billing was converted to a similar arrangement in the new billing system:
  - You now have your own unique Account Number.
  - Your account and the accounts of other leaders at your company are grouped under a Customer ID to provide a holistic view to your corporate headquarters.
- Functionality previously available in the conferencing Online Invoice Presentation portal (OLIP) has been transitioned to the Verizon Enterprise Center.
  - Invoices generated after 22 July 2014 will not appear in OLIP.
  - OLIP will remain available until mid 2015.
- Beginning with invoices dated 22 July 2014, you must use the Verizon Enterprise Center to view your invoices and details of your conferencing charges.
  - When you use conferencing services, an invoice will automatically be posted to the Verizon Enterprise Center.
  - After you register as a Verizon Enterprise Center user, you will receive an email notice of each new invoice.

Managing Your Billing and Credit Card Payment Information

- Use the **Verizon Enterprise Center** to manage your billing and monitor your conferencing costs:
  - As a Verizon Enterprise Center user, you can:
    - Navigate an interactive online invoice, viewing charges for all your conferences.
    - View, download, and print images of paper invoices.
    - Download conferencing detail files containing all charges on a specific invoice.
    - Select from over 30 reports to help you monitor your conferencing charges.
  - To assist you in using the Verizon Enterprise Center, your company has a Point of Contact (POC) Administrator who can:
    - View your and all other leaders' invoices, as well as download files of conferences and run reports on billing details in the Verizon Enterprise Center.
    - Establish a Verizon Enterprise Center user ID for you.
- Continue to use **www.mymeetings.com/ups** to manage your credit card information.

Viewing Your Invoice, Conference Details and Running Reports in the Verizon Enterprise Center

Use the Verizon Enterprise Center to manage your conferencing billing and reporting. Use www.mymeetings.com/ups to manage your credit card information.

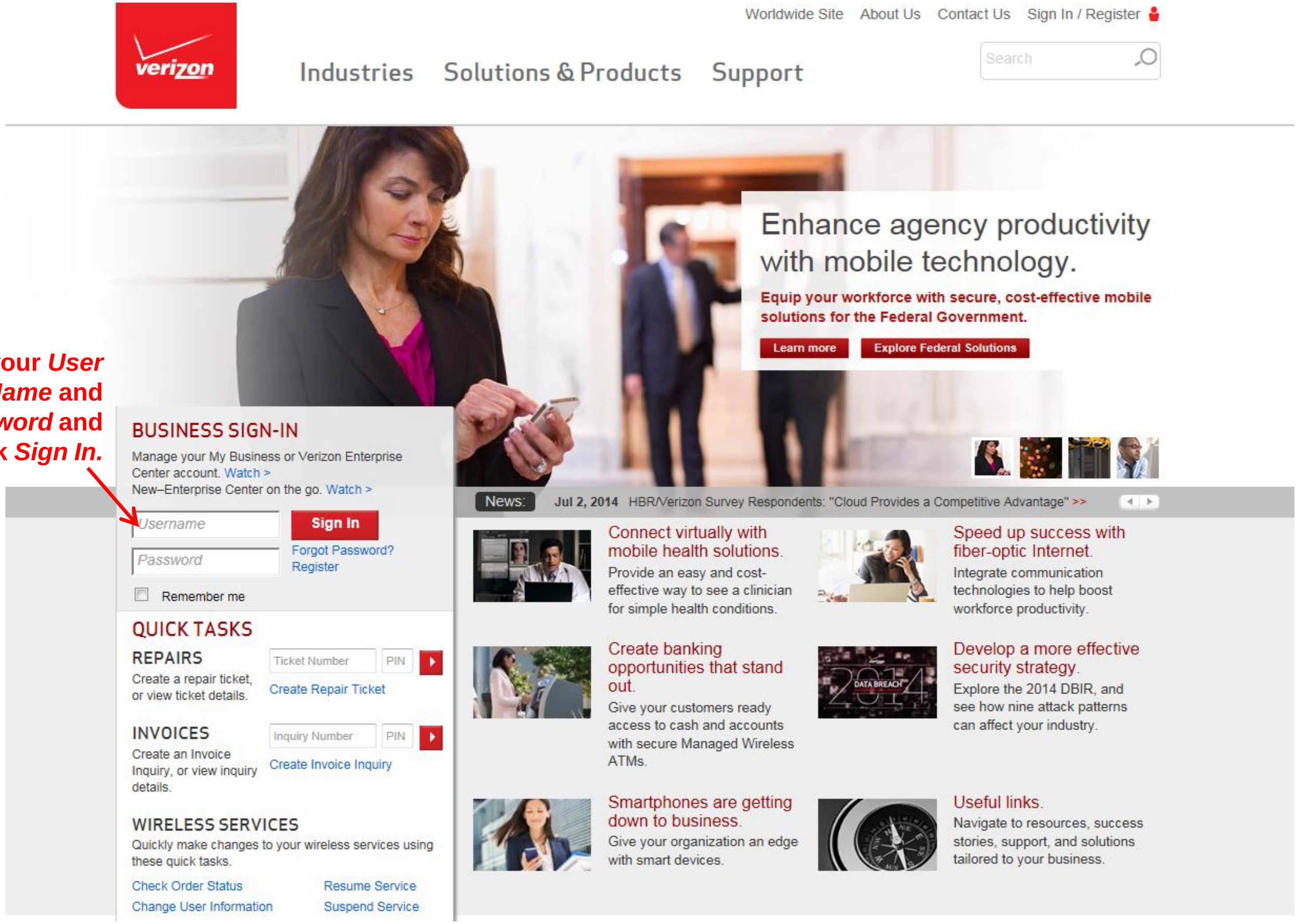
Registering for the Verizon Enterprise Center

- You must have a Verizon Enterprise Center user ID and password and must be authorized to view your account.
- If you received an email from Verizon in July providing pre-registration instructions, follow those directions to establish your Verizon Enterprise Center access.
- If you did not receive a pre-registration email or deleted it without taking action, contact the person at your company who has POC Administrator rights, typically the person who assisted you with OLIP access in the past.
- If your POC Administrator is not able to help or if you have other questions, send an e-mail to Conferencing Customer Relations at customerrelations@mymeetings.com.

Signing on to the Verizon Enterprise Center

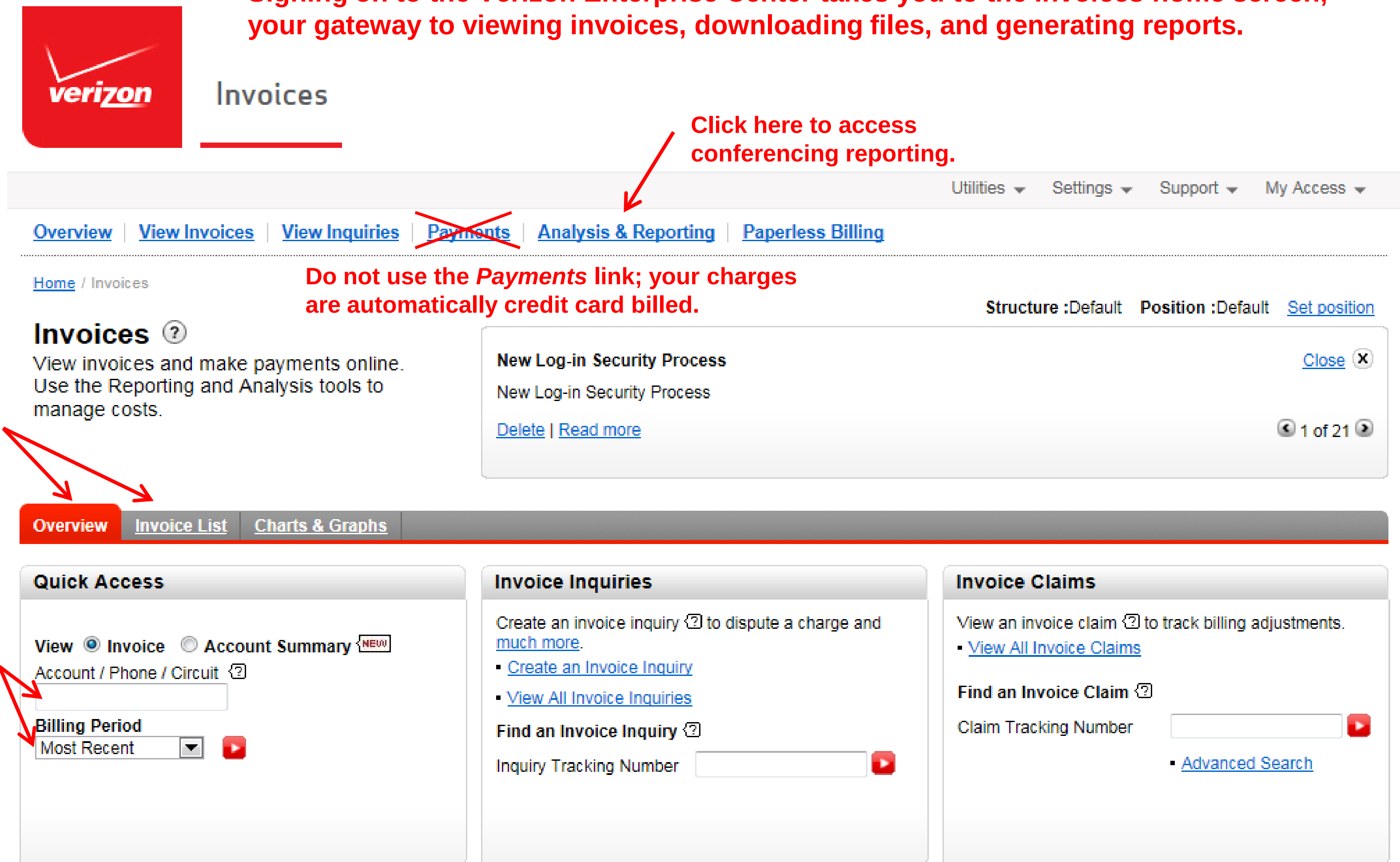
Go to http://www.verizonenterprise.com to sign onto the Verizon Enterprise Center.

Enter your *User Name* and *Password* and click *Sign In.*



Invoices Home Screen: Overview

Signing on to the Verizon Enterprise Center takes you to the *Invoices* home screen, your gateway to viewing invoices, downloading files, and generating reports.



Click here to access conferencing reporting.

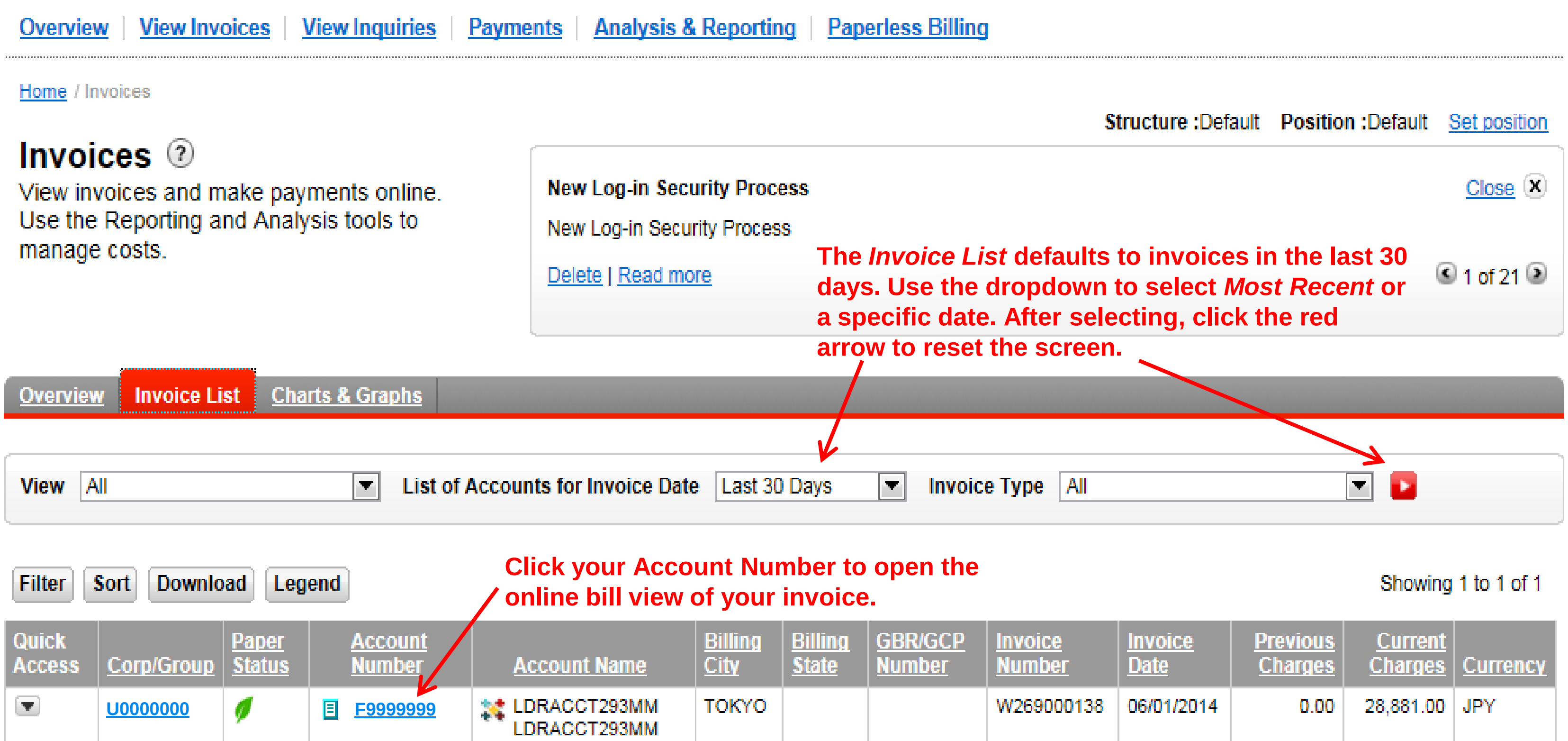
Do not use the *Payments* link; your charges are automatically credit card billed.

This image is the *Overview.* Click the *Invoice List* tab to view your Account Number. *Charts & Graphs* does not apply to conferencing.

If you know your Account Number, the quickest path to your invoice is to enter it here, select a billing period and click the red arrow.

Invoices Home Screen: Invoice List

Clicking *Invoice List* on the *Invoices* home screen displays your account number and related information. You can skip this screen and open a specific invoice by entering your Account Number and selecting a billing period on the *Overview* tab as seen on the preceding page.



Interactive Online Bill:
Invoice Summary Screen

Entering your Account Number on the *Invoices Overview* screen or selecting your account from the *Invoice List* opens your interactive online bill view to the *Invoice Summary* screen. This screen summarizes total billed charges and includes convenient hyperlinks to enable you to drill down to details of your conferences. Navigation links at the left provide quick access to related billing functions.

Overview | View Invoices | View Inquiries | Payments | Analysis & Reporting | Paperless Billing

Home / Invoices / Billing Account Index / Invoice Summary

Invoice Summary

Verizon Japan Ltd

Use these links to access related functions. *View Invoice Images and Detail Files* and *View Reports for this Invoice* are especially useful. Do not use any payment links, as your charges are automatically applied to your credit card.

- Account Summary
- View Table of Contents
- View Important Messages
- Download this Page
- Print/Download Paper Invoice
- View Invoice Images and Detail Files
- View Reports for this Invoice
- Payment Instructions
- View Payment History
- Manage Electronic Media
- Create an Invoice Inquiry
- View Invoice Inquiries
- Location/Service Index
- View Customer Group History

Customer ID	U0000000 | Select Another
Account Number	F9999999 | Select Another
Invoice Date	01/Jun/2014 | 01/Jun/2014
Invoice Number	W269000138 | W269000138
Billing Name and Address	Your Name Your Company Name Building Suite Street Address City State/Province/Region Postal Code Country

Use the *Invoice Date* drop down to quickly open another invoice.

	Billing Currency (JPY)
Current Recurring Charges	0
Current Usage Charges	26,742
Net Charges	**26,742**
Taxes/VAT	2,139
Total Current Charges	**28,881**
Total Amount Due	**28,881**

Click here to open a list of taxes and surcharges applied to the invoice

Click here to drill down to your conference charge detail.

Interactive Online Bill:
Location/Service Index

Clicking the *Total Current Charges* hyperlink on the *Invoice Summary* screen opens the *Location/Service Index* which summarizes the charges for each conferencing product that you used during the billing period. Each product name is a hyperlink to open details about your conferences.

Home / Invoices / Billing Account Index / Invoice Summary / Location/Service Index

Location/Service Index

View Table of Contents
Create an Invoice Inquiry
View Reports for this Invoice

You can open Analysis & Reporting from any bill screen.

Customer ID	U0000000 |	Select Another
Account Number	F9999999 |	Select Another
Invoice Date	23/Nov/2013 |	23/Nov/2013
Invoice Number	Z52107915	

Use the *Invoice Date* drop down to quickly open another invoice.

Filter | Download

Click a product to view details of your conferences.

Sorted by ID | Sorted by Solution/Service | Showing 1 to 2 of 2

ID	Name	Address	Solution/Service	Solution/Service ID	Amount	Discounts & Promotions	Taxes and Surcharges
Filtered By: ID (CONF1111111.99999999) Remove							
CONF1111111.99999999	YOUR NAME	DMADDRESS130741 VANCOUVER, WA 98684-0818 USA	Audio Conferencing		28.62		
			Net Conferencing		17.40		
Total F9999999					**28.62**	**0.00**	**0.00**

Interactive Online Bill:
Conferencing Charge Summary Screen

Clicking a product on the *Location/Service Index* opens a screen itemizing conferences using that product. Each confirmation number is a hyperlink to open further details about one specific conference. The example below is Audio Conferencing; Net and Video Conferencing have similar screens.

Audio Conferencing

View Table of Contents
Create an Invoice Inquiry
View Reports for this Invoice
Download Conferencing Detail
Download Tax Detail
Download Product Detail

Customer ID	U0000000 | Select Another
Account Number	F9999999 | Select Another
Invoice Date	23/Nov/2013 | 23/Nov/2013
Invoice Number	Z52107915
ID	CONF1111111.99999999 | Select Another
Leader Name and Address	DMNAME011468623 DMADDRESS130741 VANCOUVER, WA 98684-0818 USA

Filter | Sort | Download

Click any underlined column heading to sort conferences. Examples: click *Conference Date* to sort by date, or click any charge column to sort by amount.

Conferencing Charges | Taxes and Surcharges

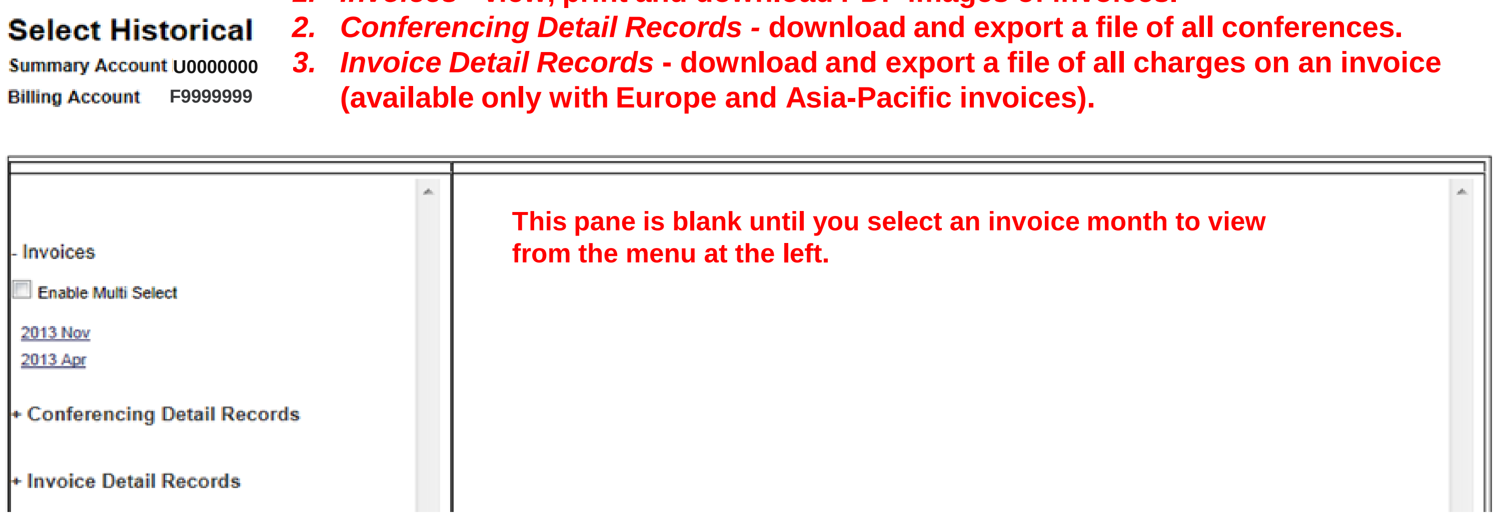
Confirmation Number	Conference Date	Customer Reference	Service Level	Participants	Minutes	Exchange Rate	Usage Charges	Feature Charges	Discounts and Promotions	Taxes and Surcharges
IF7803396	10/Oct/2013	DEPT 123	Instant Meeting	0	0		0.00	0.00		
IF7803397	30/Oct/2013	DEPT 123	Instant Meeting	4	174		2.51	0.00		0.85
IF7803398	08/Oct/2013	DEPT 123	Instant Meeting	2	124		26.11	0.00		8.97
Total CONF1111111.99999999							**28.62**	**0.00**		**9.82**

Click any Confirmation Number to open details for a specific conference.

Invoice Images and Detail Files:
Selection Screen

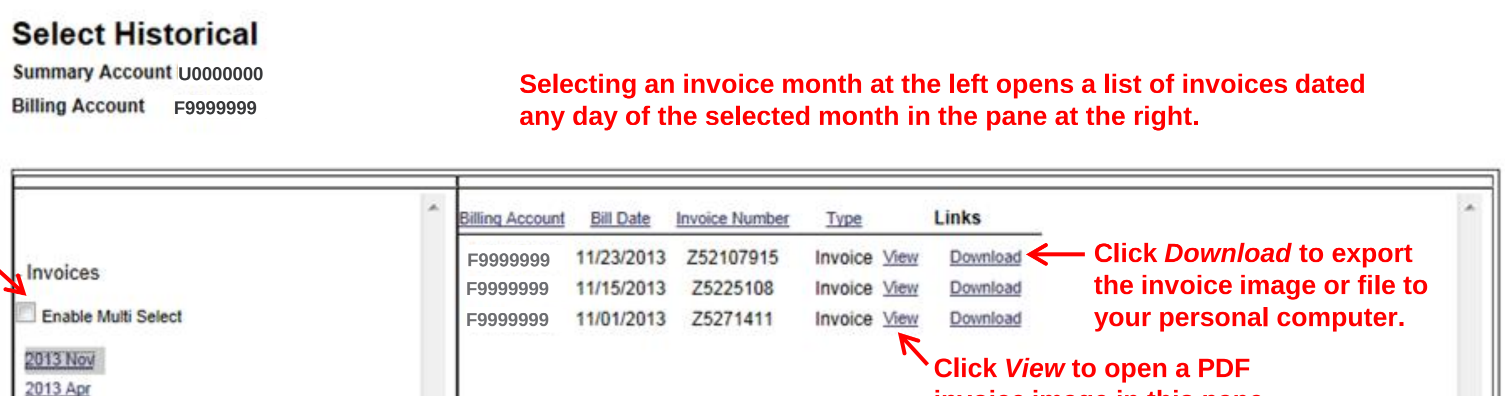
Clicking the *View Invoice Images and Detail Files* link on the *Invoice Summary* screen (see page 10) opens the *Select Historical* screen, which is your path to three types of information:

1. ***Invoices* - view, print and download PDF images of invoices.**
2. ***Conferencing Detail Records* - download and export a file of all conferences.**
3. ***Invoice Detail Records* - download and export a file of all charges on an invoice (available only with Europe and Asia-Pacific invoices).**



Click a plus sign to open a list of available invoice months. This example shows the expanded *Invoices* view.

This pane is blank until you select an invoice month to view from the menu at the left.



Selecting an invoice month at the left opens a list of invoices dated any day of the selected month in the pane at the right.

Check *Enable Multi Select* to open a list of invoices that spans multiple dates.

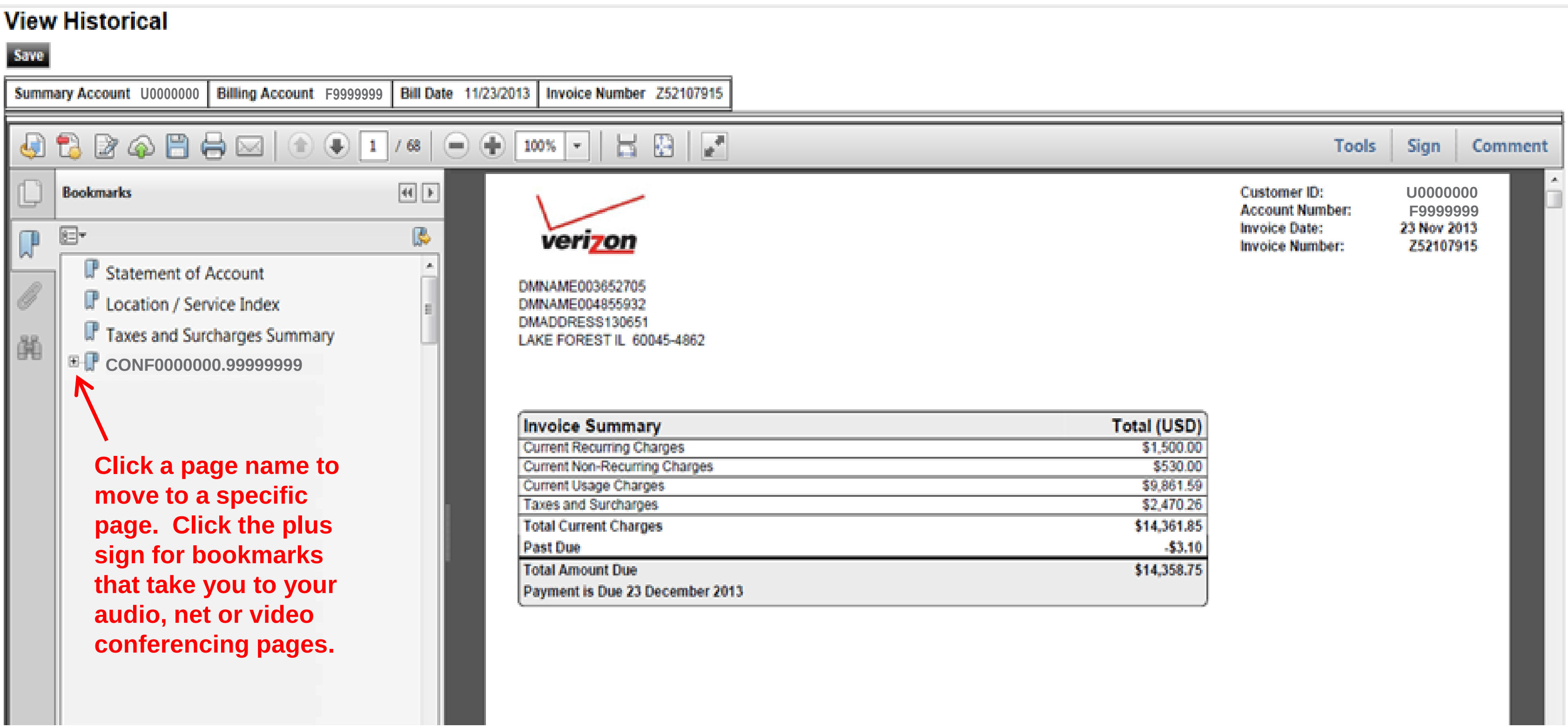
Click *Download* to export the invoice image or file to your personal computer.

Click *View* to open a PDF invoice image in this pane.

Invoice Images and Detail Files:

PDF Image of Paper Invoice

Clicking *View* for a specific invoice on the *Select Historical* screen opens a PDF view of a paper invoice in the right-hand pane. Scroll through the invoice pages, or use the bookmarks at the left to move to specific pages.

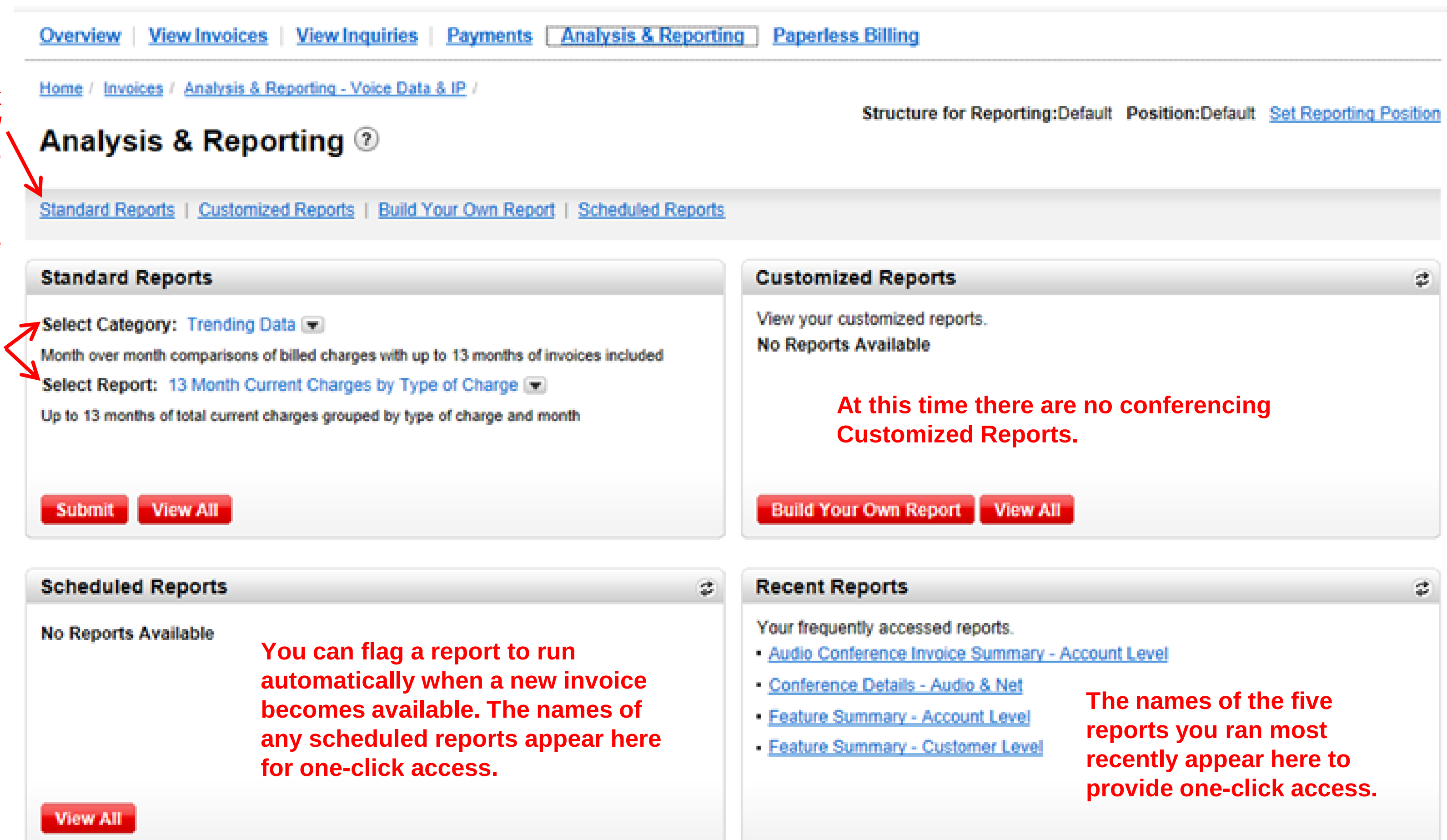


Conferencing Reporting:
Analysis & Reporting Home Screen

You may find that the interactive bill view described on the previous pages provides sufficient information to manage your conferencing costs. Additionally, you have over 30 conferencing reports in six categories available in the Verizon Enterprise Center *Analysis & Reporting* section.

Click *Standard Reports* to select from a list of all available reports.

You can also use the *Select Category* and *Select Report* dropdowns to choose a report.



At this time there are no conferencing Customized Reports.

You can flag a report to run automatically when a new invoice becomes available. The names of any scheduled reports appear here for one-click access.

The names of the five reports you ran most recently appear here to provide one-click access.

Conferencing Reporting:
Standard Report Selection Screen

Clicking *Standard Reports* on the *Analysis & Reporting* home screen opens a list of all available reports. Use the *Category* drop down to limit the list of reports to a specific conferencing category. The example below shows the screen with the *Conferencing – Downloadable Reports* category selected.

Analysis & Reporting ?

Standard Reports | Customized Reports | Build Your Own Report | Scheduled Reports

Standard Reports

The default is all categories. Click the down arrow and select a category to limit the list to reports in a single category.

Category: Conferencing - Downloadable Reports

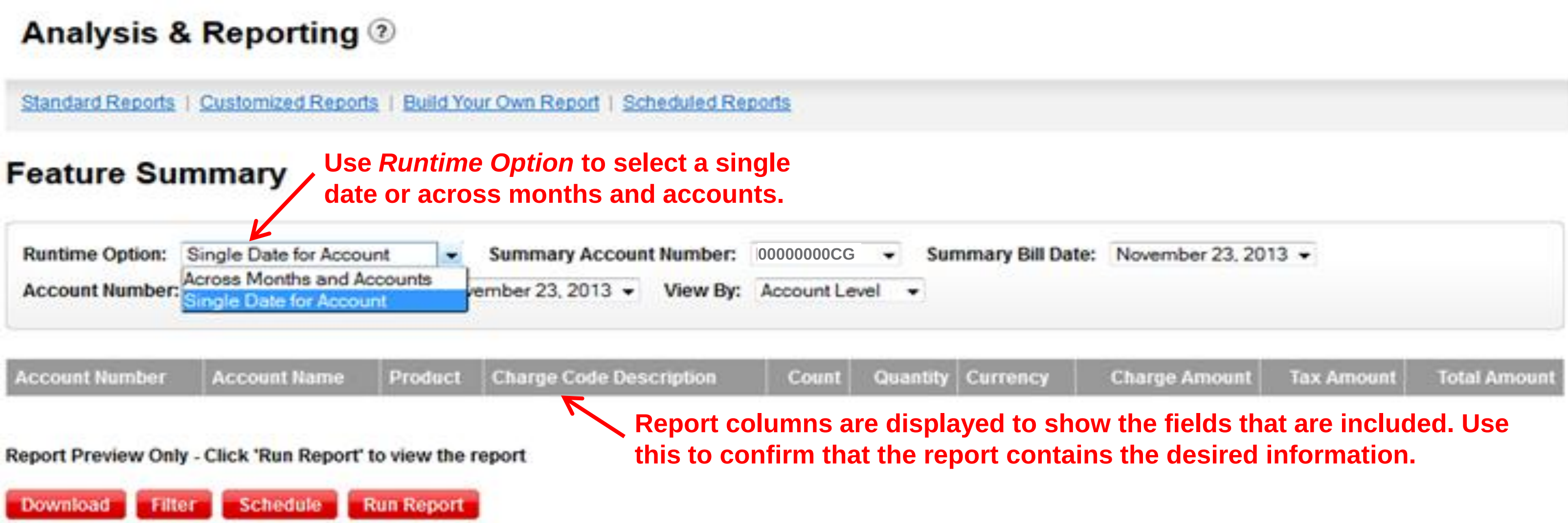
Filter | Sort | Download

Click a Report Name to run a specific report.

Report Category	Report Name	Report Description
Conferencing - Downloadable Reports	Connection Details Download File - Enhanced	A pre-formatted downloadable CSV file of Audio and or Net Conferencing usage , which includes summary charge information for a select billing period at the conference, leader, and feature level, along with individual conference details.
Conferencing - Downloadable Reports	Connection Details Download File - Standard	A pre-formatted downloadable CSV file of Audio and or Net Conferencing usage , which includes summary charge information for a select billing period at the conference leader and feature level.
Conferencing - Downloadable Reports	Invoice Detail Feed	This report is a summary of all invoiced activity for a given billing account number, for a range of invoice dates. The output is a text file of summarized information per invoice, order number, product line and service code.
Conferencing - Downloadable Reports	Invoice Detail Report	This report contains information on all processed Conferencing orders, invoiced by Billing Account Number. This report will include invoice start date, end date and invoice number.
Conferencing - Downloadable Reports	Order Details Report	This report will display detailed usage for Conferencing orders for a specific time frame and billing account number, as defined by the user.
Conferencing - Downloadable Reports	Order Summary by CRC	This report will display Conferencing usage details by billing account number, including reference codes (if applicable), for a specific invoice date range.
Conferencing - Downloadable Reports	Telemanagement Report	The Telemanagement Activity Report will display telemanagement activity for a specific billing account number, for a specific date range.

Conferencing Reporting:
Report Preview Screen

Clicking a report name on the *Standard Reports Selection* screen opens a preview screen where you can refine the report and confirm that the report's information meets your needs. The example below is the *Feature Summary* report. All reports have similar preview screens.



Use *Runtime Option* to select a single date or across months and accounts.

Report columns are displayed to show the fields that are included. Use this to confirm that the report contains the desired information.

Click *Download* to view and export in file format. Reports with extensive data are best downloaded.

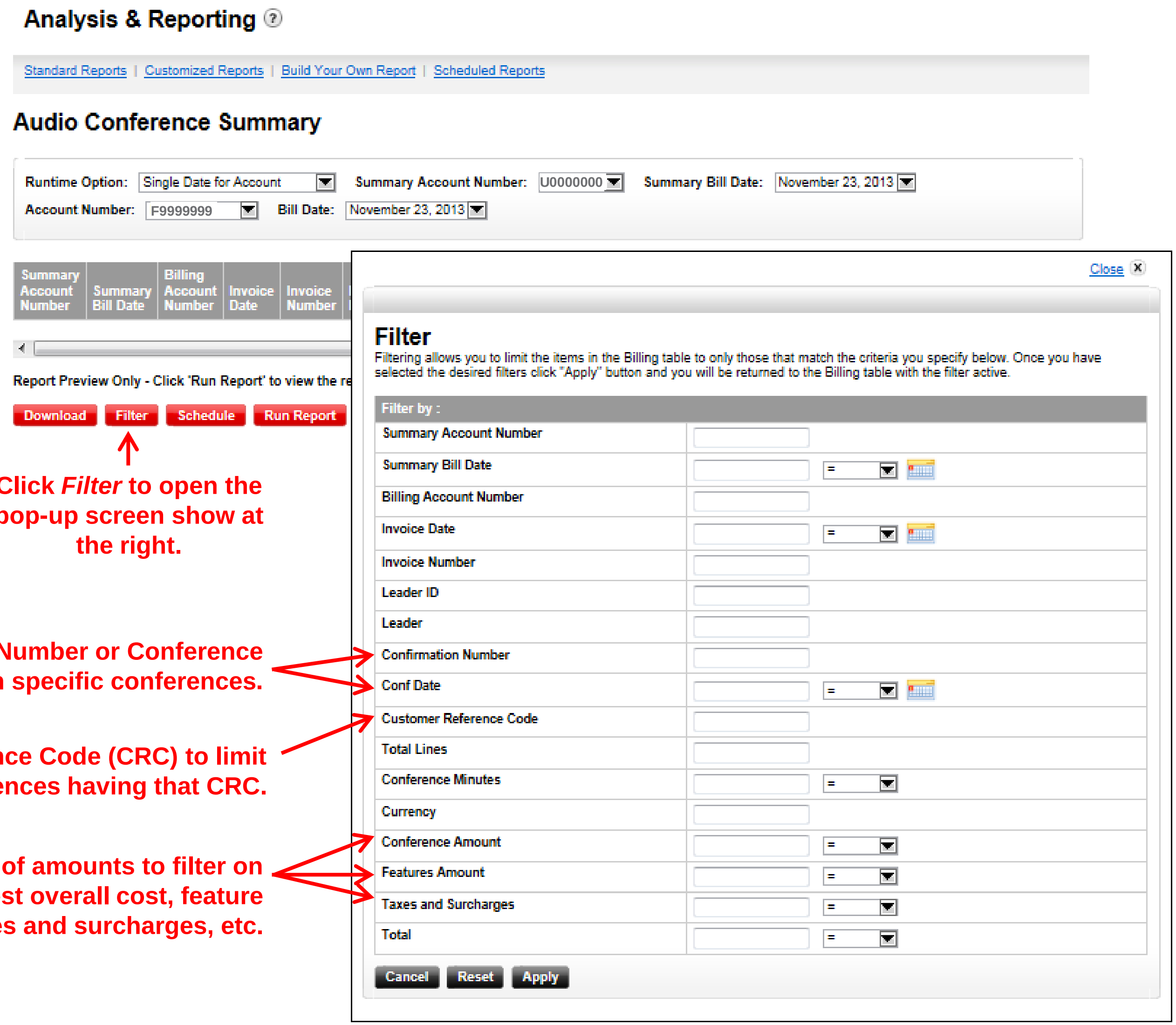
Click *Filter* to limit report content to defined parameters. (See next page.)

Click *Schedule* to flag the report to run automatically when a new invoice drops.

Click *Run Report* to view the report online. You can also download from the online view. Very large reports cannot be viewed successfully online. If your report includes more than 6000 records, a pop-up message will advise you to either filter the report or select download.

Conferencing Reporting:
Filtering a Report

Clicking *Filter* on the Report Preview Screen opens a pop-up showing the fields in the report. Enter field values to define specific filters. Only reports having a large number of fields include filtering. This example is the Audio Conferencing Summary report.



Click *Filter* to open the pop-up screen show at the right.

Enter a Confirmation Number or Conference Date to filter on specific conferences.

Enter a Customer Reference Code (CRC) to limit the report to conferences having that CRC.

Enter an amount or range of amounts to filter on conferences having the greatest overall cost, feature costs, highest taxes and surcharges, etc.

Conferencing Reporting:
Online Report View

Clicking *Run Report* from the Report Preview screen opens an online view of the report. The *Feature Summary – Account Level* example below is just one of over 30 available reports. This report is in table format; other reports include charts and graphs as appropriate. A report containing a large amount of data cannot be viewed online. If you select *Run* and your report will not display well, a pop up will open advising you to either filter the report or download it.

Analysis & Reporting

Standard Reports | Customized Reports | Build Your Own Report | Scheduled Reports

Feature Summary - Account Level

Summary Account	U0000000
Summary Bill Date	05/Aug/2013
Billing Account	F9999999
Bill Date	05/Aug/2013

Download

Showing 1 to 7 of 7

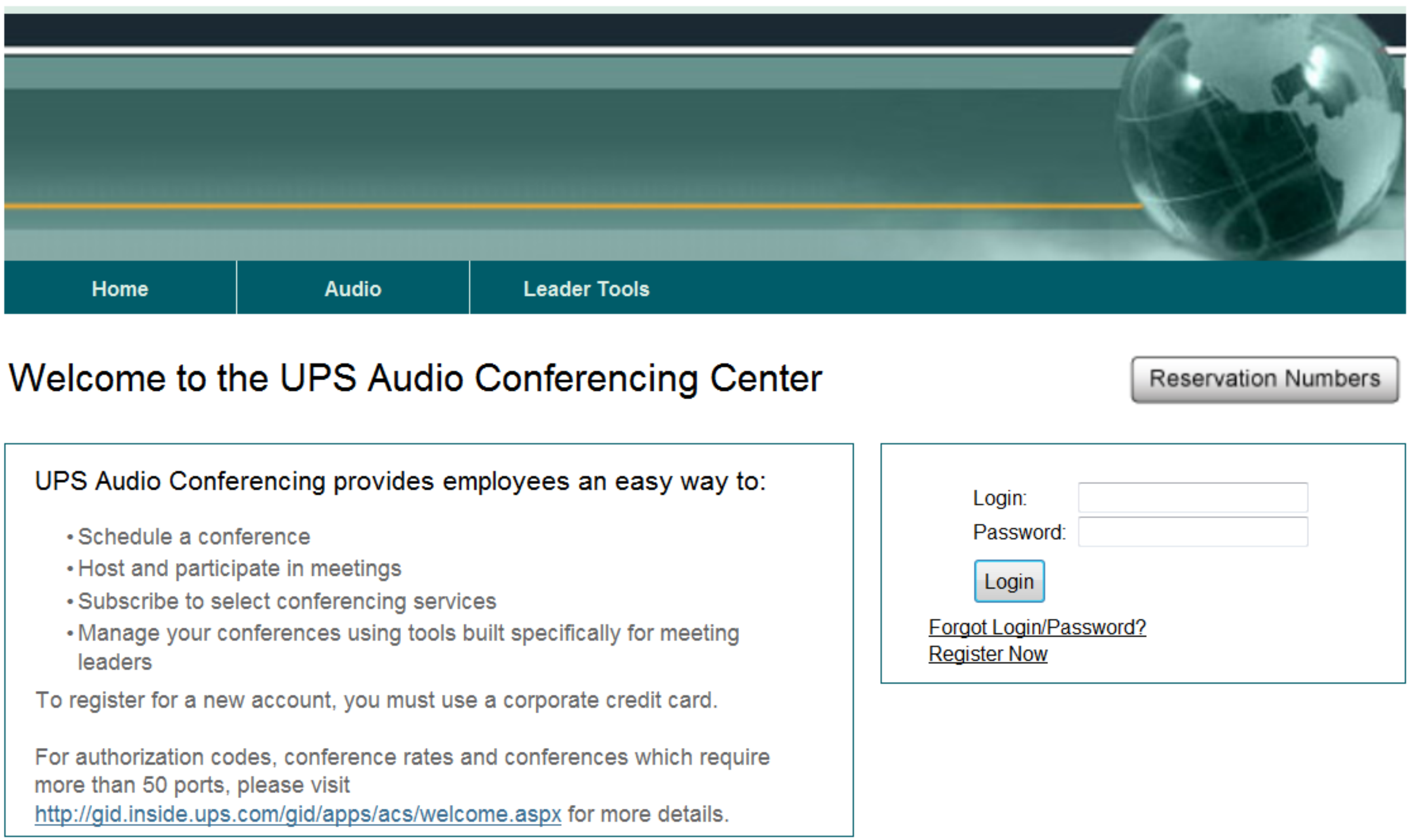
Account Number	Account Name	Product	Charge Code Description	Count	Quantity	Currency	Charge Amount	Tax Amount	Total Amount
F9999999	DMACCOUNTLOMGNM40207	AUDIO	Instant Meeting Fee-100 Ports	2	0	USD	205.90	52.25	258.15
F9999999	DMACCOUNTLOMGNM40207	AUDIO	Instant Meeting Fee-20 Ports	1	0	USD	0.00	0.00	0.00
F9999999	DMACCOUNTLOMGNM40207	AUDIO	Instant Meeting Fee-50 Ports	4	0	USD	159.80	40.56	200.36
F9999999	DMACCOUNTLOMGNM40207	AUDIO	Late Cancel Fee	1	0	USD	432.90	109.89	542.79
F9999999	DMACCOUNTLOMGNM40207	AUDIO	Unused Line Charge	2	0	USD	476.00	120.82	596.82
F9999999	**DMACCOUNTLOMGNM40207**	**AUDIO**	**SUB TOTAL**	**10**	**0**	**USD**	**1,274.60**	**323.52**	**1,598.12**
GRAND TOTAL FOR F9999999				**10**	**0**	**USD**	**1,274.60**	**323.52**	**1,598.12**

Managing Your Credit Card Payments

Although you view your invoices and run reports on your conferences in the Verizon Enterprise Center, you manage your credit card payments at www.mymeetings.com/ups.

Paying Your Invoice:
Updating Your Credit Card Details

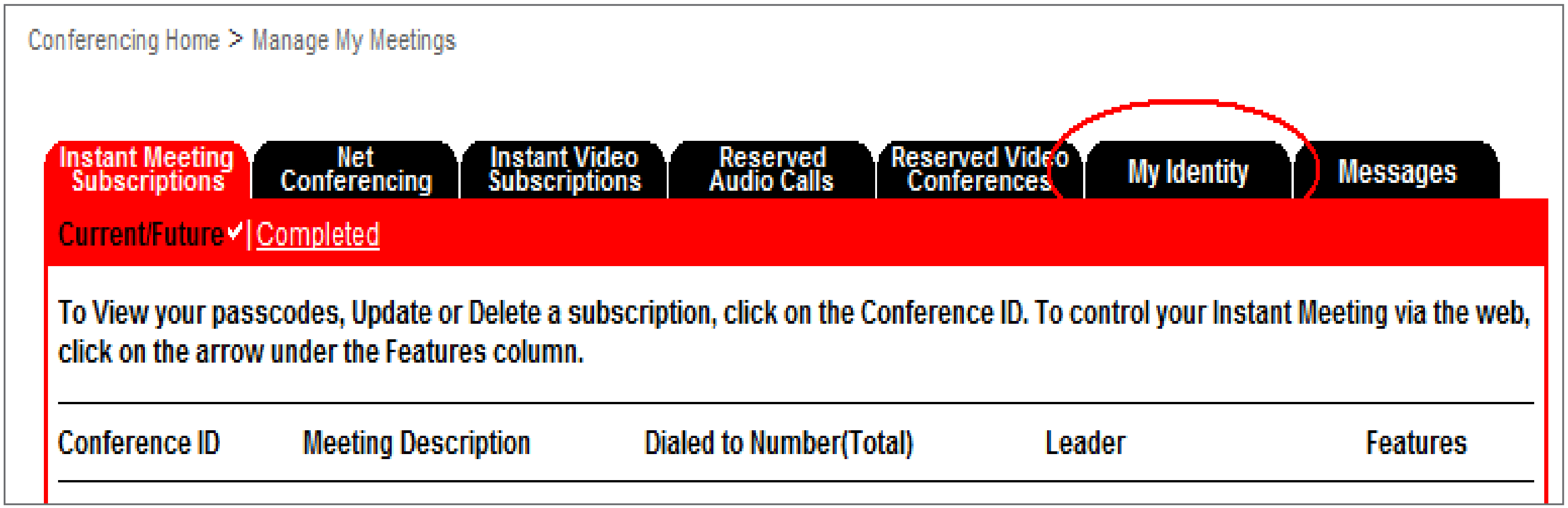
Your conferencing charges are automatically applied to the credit card on file for your account. If you need to update your credit card information on file, go to www.mymeetings.com/ups and log in.



Paying Your Invoice:
Updating Your Credit Card Details

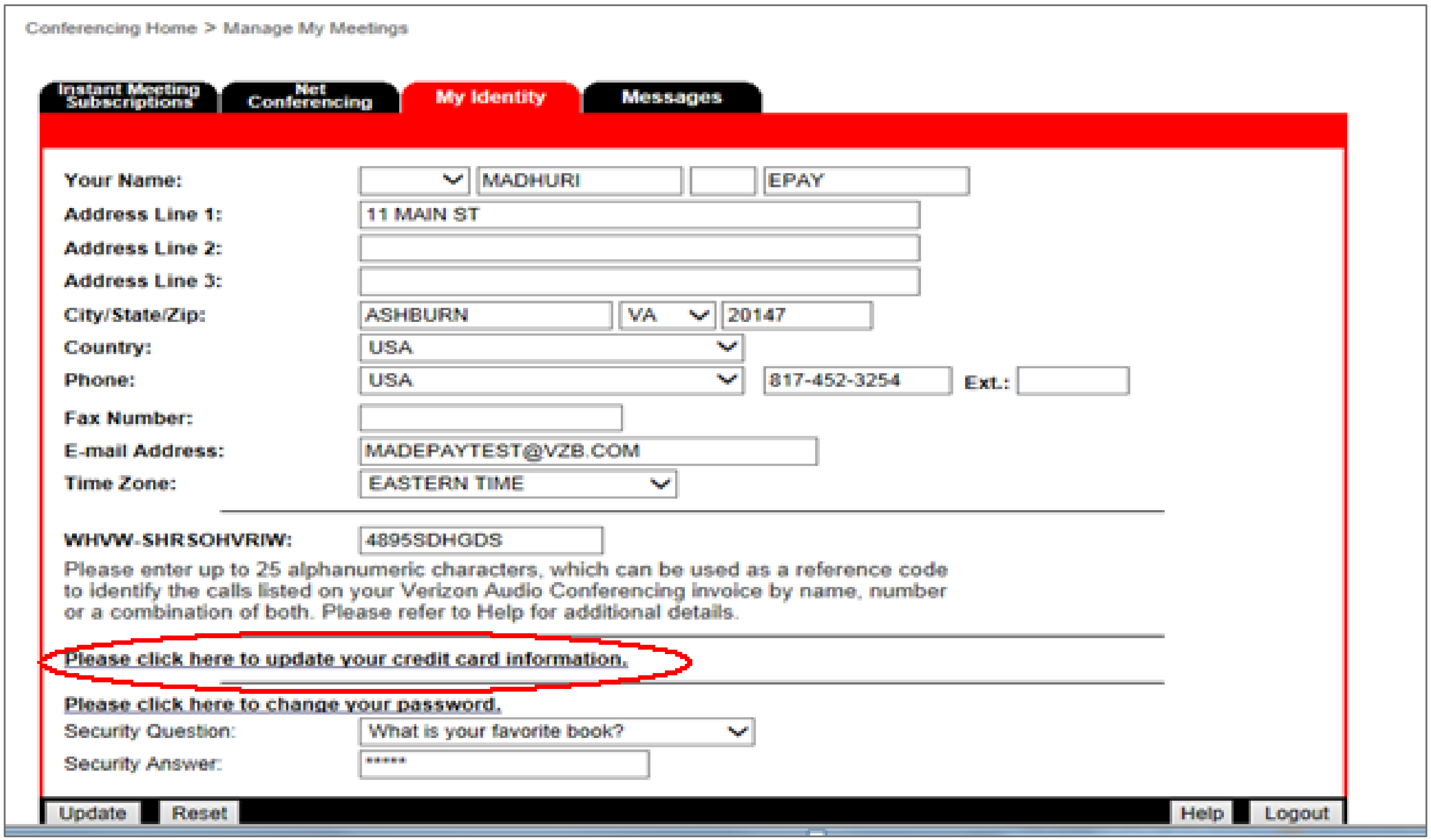
After entering your *Manage My Meetings* login and password, you will be taken to the *Manage My Meetings* home screen. You will then need to click the *My Identity* tab to access your credit card detail.

NOTE: If you have not set up a *Manage My Meetings* login and password, please contact Reservations for assistance.



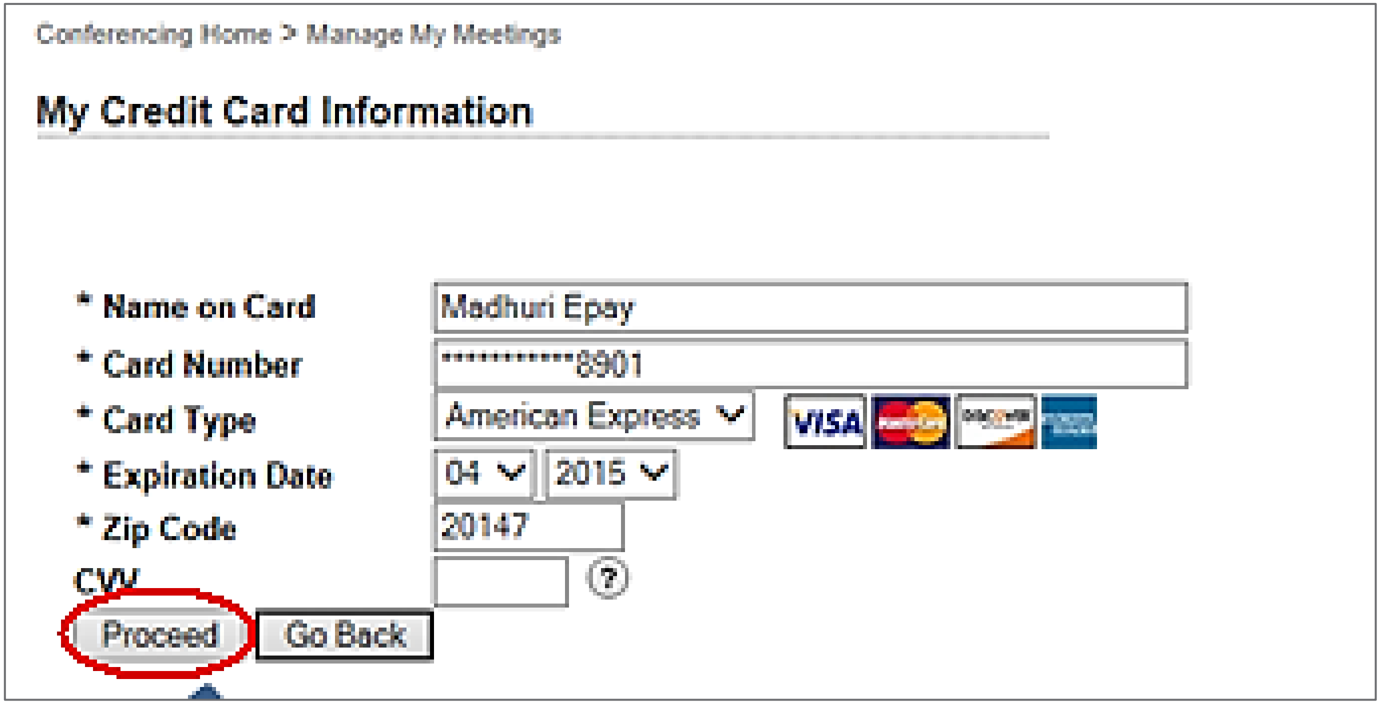
Paying Your Invoice:
Updating Your Credit Card Details

Clicking the *My Identity* tab opens a screen displaying your information as stored in the system. Click *<u>Please click here to update your credit card information</u>* to open a screen where you can edit your information.



Paying Your Invoice:
Updating Your Credit Card Details

On the *My Credit Card Information* screen, edit the fields as needed to update your card information, and click *Proceed.*



Paying Your Invoice:
Updating Your Credit Card Details

After successfully updating your credit card details, you will receive an on-screen confirmation of the update. Click *Proceed* to complete the final step of the update and return to the *My Identity* profile.