QUICK START GUIDE

billview

What is BillView?   ︿

Billview is a monthly recurring, comprehensive online telecommunication asset management and bill reporting service that enables organisations to manage all aspects of their telecommunications usage and expenditure. Carrier bills are effectively recompiled into a personalised, interactive and customer specific format.

BillView combines complex information processing with web based presentation to deliver an intuitive, flexible and accessible tool for inventory management, analysis and reporting of telecommunication services.

The Process ⌃

1. Once a month, we will receive the billing data for all of your accounts in a zip file from Telstra. We will receive these files around the same time each month.
2. Your data will be translated, standardized and mapped to your online inventory.
3. Your reports are then loaded online and are available to view.
4. We will notify you to let you know that reports are online. We can assist you if you have any questions about the reports for the month.

1 We receive your data through Telstra EDD

2 We process your data

4 We notify you that reports are online
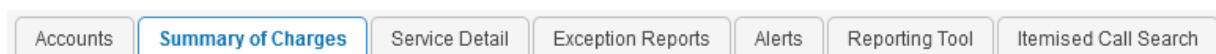
3 We load the reports online

Reporting ⌃

Each billing cycle is represented as a calendar month in BillView. This presentation is a merge of the inventory and billing information.

The Summary of Charges are opened by default, representing the latest billing data available. Earlier months can be selected by the drop down box in the header bar.

BillView reporting presents a consolidated view of all telecommunication accounts, organised according to the 'Inventory' information as it was when the billing data was processed. Changing the costcentre or service details in the 'Inventory' section will not be represented in the reporting views unless they are rerun.

The tree menu in the left hand pane can be used to filter the reports to see the costs as they relate to any selected account/costcentre.

The Reporting Tab has seven tabs, each presenting different aspects of the billing information. These seven tabs are located at the top of the screen. The grids in each of the tabs are sortable and can be drilled down to the service report.

| Accounts | **Summary of Charges** | Service Detail | Exception Reports | Alerts | Reporting Tool | Itemised Call Search |

Summary of Charges ⌃

The 'Summary of Charges' tab breaks down the billing information into your selected 'Carriage Type' Categories (MOBILE, MOBILE DATA, VOICE, DATA, SATELLITE and OTHER).

These categories are broken down further into 'Charge Type' sub categories (Usage and Other descriptors).

Each 'Charge Type' can be expanded by the ⊞ icon. Pressing this will present the carrier detail that make up the charges for the category selected. Each of these call descriptions are hyperlinked, clicking on them will show the services that make up the costs for that category in a grid view.

The Side Bar displays additional information and alerts.

Summary of Charges – Side Bar ⌃

The 'Summary of Charges – Side Bar' displays summary information of useful subsections of your billing information. Each blue hyperlink will allow you to drill down into a more detailed view.

$ 296,897.26   ↓ **6.48%**

Total Charges
The top portion displays the total charges for the period from all sources and the variance against the previous month.

Carrier	Accounts	Total $	Variance
Telstra	5	$ 296,897.26	↑ 154.54%

Vendors
This section will list the vendors and number of accounts used to compile the reports.

Charge Categories	Total $	Variance
Directory Charges	$ 1,658.42	↓ 22.32%
Other Charges & Credits	$ 16,668.85	↓ 37.44%
Service & Equipment	$ 259,818.69	↓ 5.35%
Usage Charges	$ 18,751.30	↑ 32.16%

Charge Categories
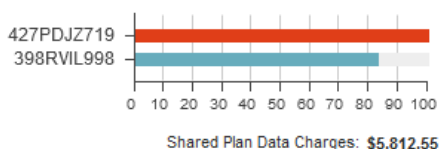This section displays the four broad charge categories of telecommunication expenses.

Service Count	On	Off	Total
DATA	+1	-0	145
MOBILE	+14	-10	852
OTHER	+4	-0	20
SATELLITE	+0	-0	3
VOICE	+57	-53	1,308
Total Services	**+76**	**-63**	**2,328**

Service Count
This section displays the service count of billing items in each Service Category, the number that are new or have been removed in comparison to the previous month

Mobile - National Data

Shared Plans

427PDJZ719
398RVIL998

0 10 20 30 40 50 60 70 80 90 100

Shared Plan Data Charges: **$5,812.55**

Unshared Plans

Unshared

0 10 20 30 40 50 60 70 80 90 100

0 Mobiles exceeded cap : **$0.00**

No Data Plans : **$43.93**

Mobile – National Data
This graph will show the proportional amount of sharable data for each account against the actual downloaded usage for each account.
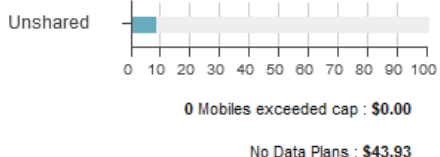
The unshared plans graph will show the number of mobile services that do not have data sharing enabled.
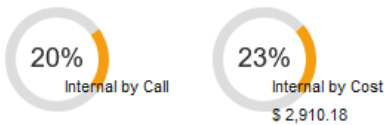
Services with No Usage

Services with No Usage

This graph displays the percentage (compared against the total bill) and service and equipment total for those services that have no detectable usage for the last 3 consecutive months.

Internal Call Traffic

Internal vs External

This graph compares the number of calls and usage costs incurred from 'internal' calls (calls to other services within the BillView Inventory) in comparison to the number and costs of calls to 'external' services.

**International Direct**   **International Roaming**

International Charges

This graph displays the costs associated with calls directed to, or roaming within, the country indicated.

Each area of information in the Summary of Charges side-bar can be 'drilled-down' into to view the service level information.

Accounts Tab ⌃

The Accounts tab lists the carrier accounts that were processed for the month selected. The financial totals displayed here will reconcile with the paper accounts sent to your organisation directly by the carriers.

Vendor	Accounts ↓	Account Description	Production Date	Account Adj.	Total (Inc GST)	Ex GST	GST	Invoice
Telstra	076ABFX000	Telstra Account 1	Sat May 08 2021	$ 0.00	$ 0.00	$ 0.00	$ 0.00	📄
Telstra	398RVIL998	Telstra Account 6	Thu May 06 2021	$ 0.00	$ 242,000.00	$ 220,000.00	$ 22,000.00	📄
Telstra	427PDJZ719	Telstra Account 7	Sun May 09 2021	$ 0.00	$ 5,486.91	$ 4,988.10	$ 498.81	📄
Telstra	623QSTF384	Telstra Account 8	Sun May 02 2021	$ 0.00	$ 95,719.57	$ 87,023.36	$ 8,696.21	📄
Telstra	872PFHI500	Telstra Account 9	Sun May 02 2021	$ 0.00	$ 20.00	$ 18.18	$ 1.82	📄

| « | ‹ | Page | 1 | of 1 | › | » | C | X | 📄 | | Displaying Accounts 1 - 5 of 5 |

Service Detail ︿

The Service Detail tab lists the services that are contained within the organisation or any selected costcentre. The grid detail shows the service number, description/user, total cost (inc and ex GST) and a sparkline graph to show historical trending.

Each row can be expanded to show summary detail by clicking on the ⊞ button. Double clicking on the row will open up the full page service view.

This tab has the option to export to Excel by clicking on the 📊 button at the bottom of the screen.

Exception Reports ︿

Exception Reports are a selection of pre–processed grid based reports. They are designed to provide you with useful information in a convenient and easy to read format based on common queries.

The reports are generally of two types, those that begin with General, are summary reports non specific to any category designed to present summary information that can be filtered and sorted to make cost analysis and phone management fast and effective. Those that begin with either Voice, Data or Mobile are specific to that category and will detail exceptions in cost or usage in different areas relevant to that category.

The Exception Reports can be further filtered by using the selections in the right hand pane. The filter options will change depending on the exception report selected. To select an Exception report, navigate to the drop down menu on the right.

To download the selected exception report to Excel press the 📊 button. This will output to excel the report that you are viewing on screen.

Alerts ︿

The Alerts Report is a summarised display of outlying usage and charges that may warrant attention. Each column details the total of charges that match the criteria in the header, also included are status changes 'Cancelled services' and 'New Connections'. The display is ranked from highest alert total to lowest (be aware that some alerts may have the same usage appear in multiple categories).

Reporting Tool   ⋀

The 'Reporting Tool' is a means of viewing the billing data in a range of flexible configurations. By default the reporting tool will provide 12 months of historical data so that trending and analysis is possible.

To configure and customise the report to focus on those areas of interest, use the right hand panel.

Checking any of the check boxes will insert that selection into the grid. The combo boxes can be opened to see the options available to filter the report by, for any option selected the other combo boxes will be restricted to only show those options that are relevant to that selection.

The 'Active History' will show the 12 month data for those services that are currently active. The 'Total History' will show the 12 month data for all services that have billed in the last 12 months.

The reports are created after the selections are made and the magnifying glass is pressed.

Search 🔍

Once created the reports can be exported to Excel through the export button 📗

Itemised Call Search   ⋀

The consolidated call itemisation database for the selected month can be searched for both 'Calls To' and 'Calls From' using the toggle in the right hand panel. To activate a search at least 3 digits are required to be entered into the search box and the magnifying glass being pressed.

Search 🔍

If specific dates are required to filter the search, the 'Start Date' and 'End Date' options can be used.

Inventory Overview ⌃

The 'Inventory' section is where all information relevant to the telephone, mobile and data inventory of services can be managed and maintained. This section is also where the organisational costcentre structure can be viewed, maintained, added to and deleted.

This section is where you can allocate, add, edit and view the details of your inventory of telecommunication services.

The tree menu located in the left pane of the screen can be used to filter the service list. Your tree menu will be your accounts, however it can be changed to represent your organisational structure.

Editing a Service ⌃

You can double click on a service to bring up the 'Service View', in which you can then edit the details for that service.

Reallocating a Service ⌃

To reallocate a service to another tier:

1. Expand the tree menu to locate the cost centre to allocate to
2. Click the 'lock' button on the left pane at the bottom
3. Search for the service in the search bar on the right
4. Drag the service to the new cost centre on the left pane

Creating a New Tier ⌃

Using the left hand pane, locate the cost centre under which you would like the new tier created. Right click on the cost centre and select 'Create New Tier'.
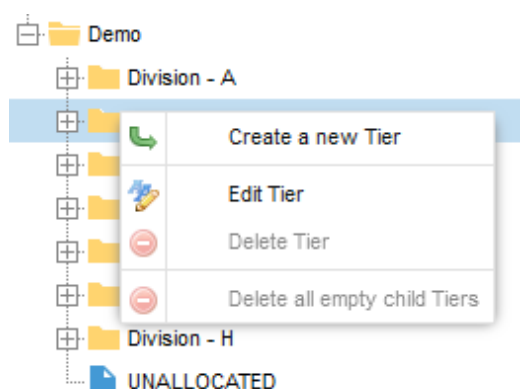
CONTACT US

EMAIL : enquiries@billview.com.au
PHONE : 1800 650 049

www.billview.com.au

billview