TELEPHONE BILLING SYSTEM USER MANUAL

ECA

Table of Contents

1. Introduction

The Telephone Billing System is developed to enable users to identify official/private calls from the list of Mobile and extension calls extracted from Ethio Telecom and CISCO telephone master respectively to be submitted to ICTSS billing unit for further processing.

The system has the following roles
- **Billing Admin** –Import billing cycles from Ethio Telecom into the system and distribute it to staff
- **Staff** – Identify the official and private calls from the billing cycle

2. How to Access the Portal

Step 1. To access the Telephone Billing application, open any browser (Firefox, Internet Explorer or Chrome) and type in "https://billing.uneca.org" in the address bar. The main landing page of the application will be displayed as shown below.
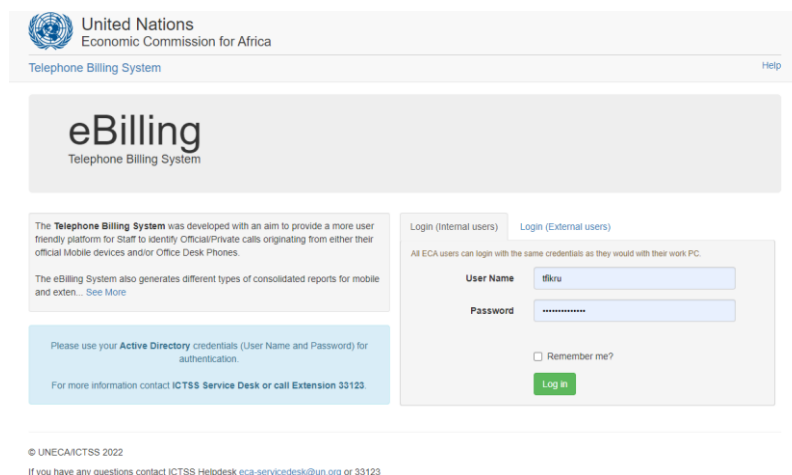

Figure 1 : Login page

Step 2. Type in your domain username and password to login to the system. After successfully logging in, the page shown in **Figure 2** will be displayed.
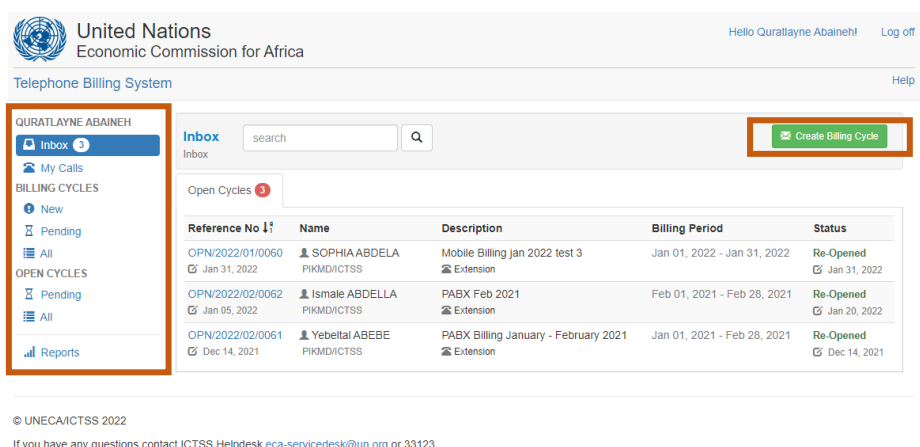

Figure 2: View of a logged in user

- All system users will see **Inbox** and **My Calls** menu items.
- Billing Admin will see **Billing Cycles** and **Open Cycles** sections in addition to **Inbox** and **My Calls**.

3. Application Roles

3.1. Staff Member

3.1.1. How to Submit a Billing Cycle

The staff member is required to review all billing cycle registered under his/her number and to either mark it as official or private.

Step 1. Go to your **inbox**

Step 2. You will see a list of billing cycles sent to you, which you have not settled with an **Open** status, as shown below.
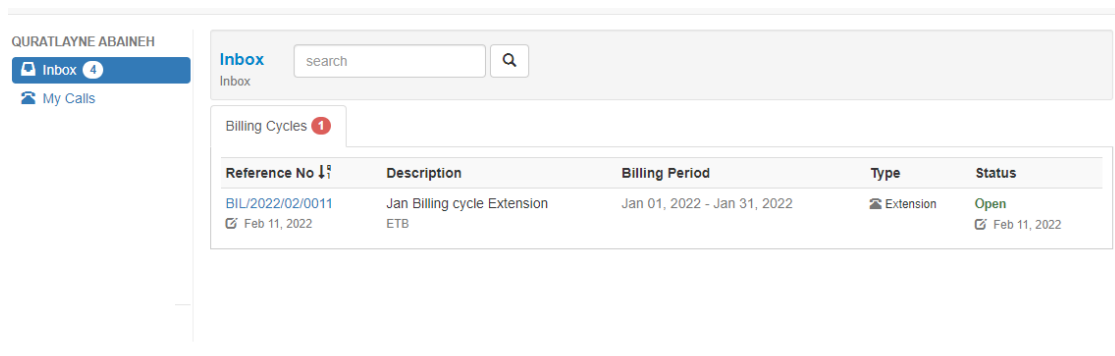

Figure 3: Inbox of staff

Step 3. Click the reference number of the billing cycle you would like to view.

Step 4. You will be redirected to the Edit My calls page.

Step 5. The top part of this page provides you with information regarding the billing cycle and the second section gives you information regarding the calls you have made.
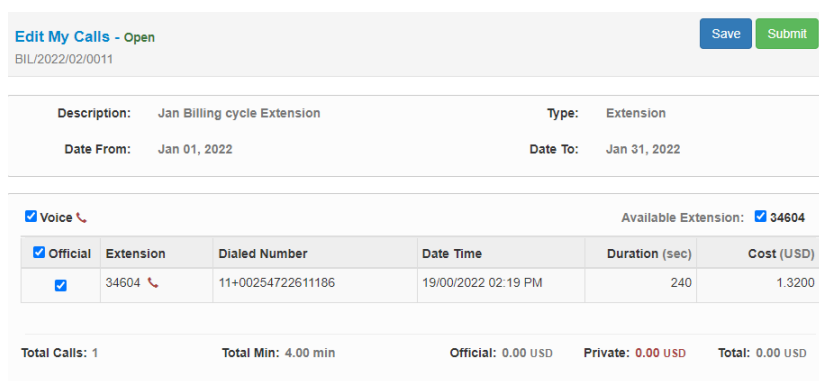

Figure 4: Edit My Calls – Open

Step 6. The default status for all calls is **Official**, but if your call was private please click on the checkbox under the Official column for the corresponding call to uncheck it.

Step 7. Once you have reviewed all the calls you have made, you will have two options
- **Save –** You can save your work and get back to it later
- **Submit –** Submit the billing cycle for the next processing stage

Step 8. Click **Submit** to continue the process.

3.1.2. How to Edit a Billing Cycle

The staff member can edit the submitted billing cycle until the Bill Admin closes it, please follow the steps below to edit submitted billing cycle.

Step 1. To display the list of submitted billing cycle click **My Calls** section as shown below

Figure 5: My Calls section

Step 2. From the list presented, click the reference number of the billing cycle you would like to review.

Step 3. From the page you are redirected to, click **Re-Edit Cycle** button

Figure 6: Edit My Calls - Submitted

Step 4. As indicated in Figure 7, the billing cycle will be opened for editing.

Figure 7: Edit My Calls- Open for re-editing

Step 5. Edit the billing cycle as you see fit and **Submit** it.

3.1.3. How to Request to Reopen a Billing Cycle

After the Billing Admin closes the request the staff member can request to have it opened if he/she would like to edit the submitted billing, please follow the steps below.

Step 1. To request for a reopen, click **My Calls** and click the reference number of the closed billing cycle.

Step 2. As indicated in Figure 8 below, click **Request to Open Cycle** button

Figure 8: Edit My Calls - Closed - Request to reopen

Step 3. A confirmation dialogue box will be displayed, click **Send Request** button to continue.

Step 4. Once the request is sent, the status of the billing cycle will be changed to **Pending open**