



# TELEPHONE BILLING SYSTEM USER MANUAL

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UNITED NATIONS ECONOMIC COMMISSION FOR AFRICA , Addis Ababa, Ethiopia

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## 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.

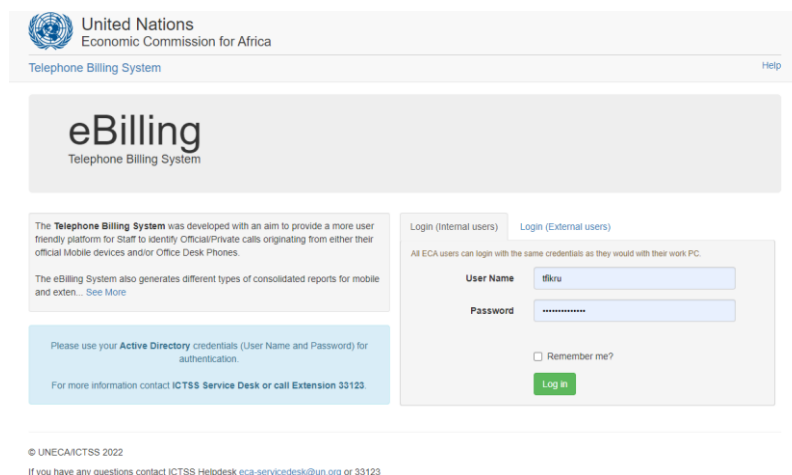


Figure 1 : Login page

**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.

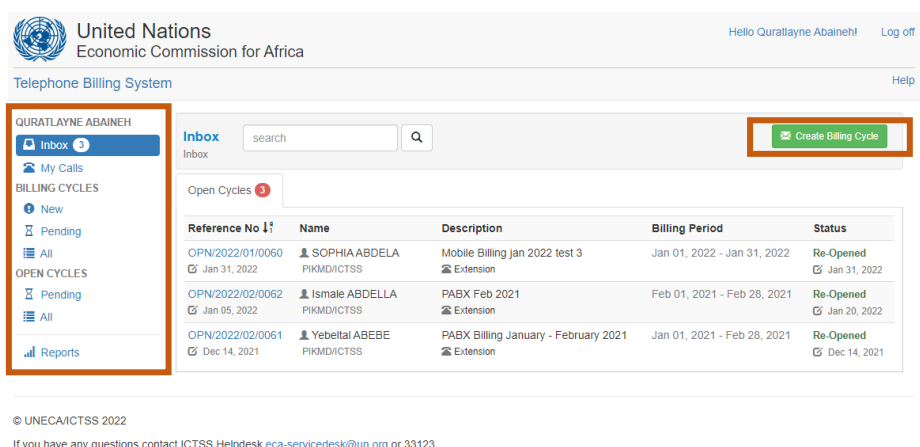


Figure 2: View of a logged in user

- 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.

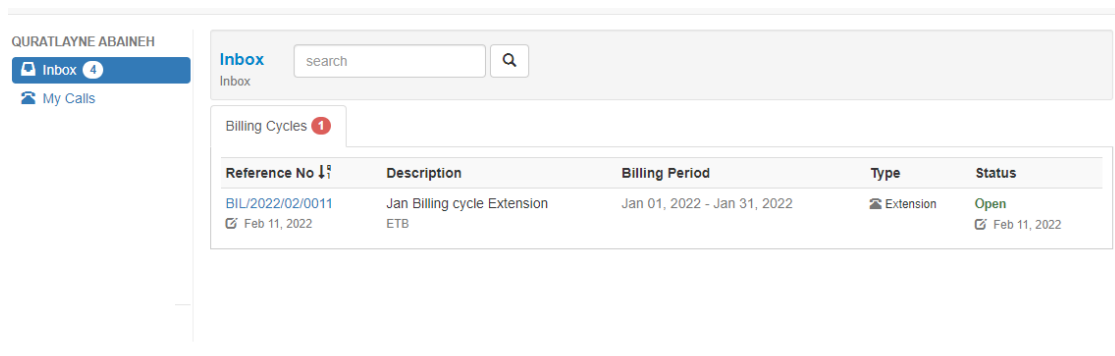


Figure 3: Inbox of staff

**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.

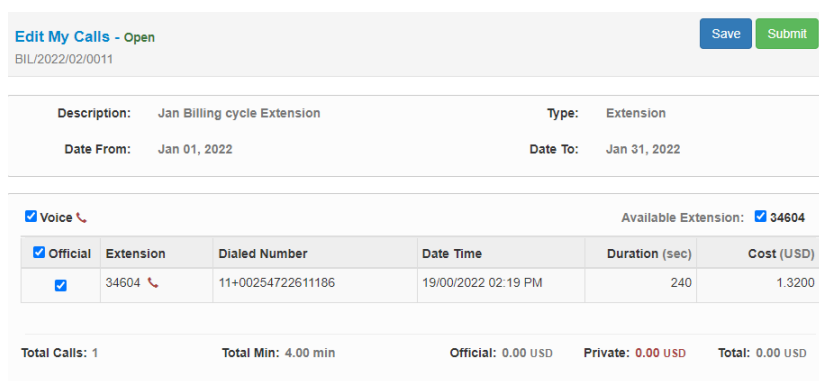


Figure 4: Edit My Calls - Open

**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

Reference No ↓↑	Description	Billing Period	Type	Status
BIL/2022/01/0005 Jan 27, 2022	Mobile Billing Jan 2022 Test ETB	Jan 01, 2022 - Jan 31, 2022	Extension	Closed Jan 27, 2022
BIL/2022/01/0006 Jan 28, 2022	Test PABX Billing Jan 2022 Test 2 ETB	Jan 01, 2022 - Jan 31, 2022	Extension	Completed Jan 28, 2022
BIL/2022/01/0007 Jan 31, 2022	Mobile Billing jan 2022 test 3 ETB	Jan 01, 2022 - Jan 31, 2022	Extension	Closed Jan 31, 2022
BIL/2022/02/0011 Feb 11, 2022	Jan Billing cycle Extension ETB	Jan 01, 2022 - Jan 31, 2022	Extension	Submitted Feb 11, 2022
BIL/2022/01/0004 Jan 20, 2022	January 2021 extension bill ETB	Jan 01, 2021 - Jan 31, 2021	Extension	Closed Jan 20, 2022

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

**Edit My Calls - Submitted** Re-Edit Cycle

BIL/2022/02/0011

**Description:** Jan Billing cycle Extension      **Type:** Extension

**Date From:** Jan 01, 2022      **Date To:** Jan 31, 2022

**Voice**      Available Extension:  34604

Official	Extension	Dialed Number	Date Time	Duration (sec)	Cost (USD)
<input checked="" type="checkbox"/>	34604	11+00254722611186	19/00/2022 02:19 PM	240	1.3200

**Total Calls:** 1      **Total Min:** 4.00 min      **Official:** 1.32 USD      **Private:** 0.00 USD      **Total:** 1.32 USD

Figure 6: Edit My Calls - Submitted

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

Now, you can edit your billing cycle. X

**Edit My Calls - Open** Save Submit

BIL/2022/02/0011

**Description:** Jan Billing cycle Extension      **Type:** Extension

**Date From:** Jan 01, 2022      **Date To:** Jan 31, 2022

**Voice**      Available Extension:  34604

Official	Extension	Dialed Number	Date Time	Duration (sec)	Cost (USD)
<input checked="" type="checkbox"/>	34604	11+00254722611186	19/00/2022 02:19 PM	240	1.3200

**Total Calls:** 1      **Total Min:** 4.00 min      **Official:** 1.32 USD      **Private:** 0.00 USD      **Total:** 1.32 USD

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

**Edit My Calls - Closed**
Request to Open Cycle

BIL/2022/02/0011

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**Description:** Jan Billing cycle Extension

**Date From:** Jan 01, 2022

**Type:** Extension

**Date To:** Jan 31, 2022

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**Voice** 📞

Official	Extension	Dialed Number	Date Time	Duration (sec)	Cost (USD)
<input checked="" type="checkbox"/>	34604 <span style="font-size: x-small;">📞</span>	11+00254722611186	19/00/2022 02:19 PM	240	1.3200

Available Extension:  **34604**

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**Total Calls:** 1
**Total Min:** 4.00 min
**Official:** 1.32 USD
**Private:** 0.00 USD
**Total:** 1.32 USD

*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**