

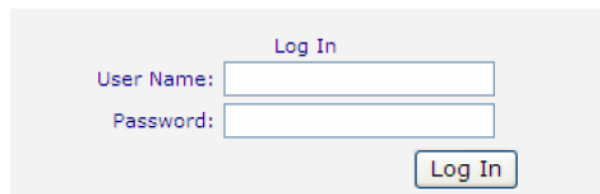
Getting Started With webaBILLity

1. Logging In

When you are on yellowcom.co.uk/billing and click to access your billing you will be directed to the below page. Your login details would have been emailed to you separately. If you have forgotten your username and/or password, please contact support@yellowcom.co.uk.

Logging In

To log in, enter your username and password at the main login page then submit.



The screenshot shows a login form with the following elements:

- A heading "Log In" centered at the top.
- A label "User Name:" followed by a text input field.
- A label "Password:" followed by a text input field.
- A "Log In" button located at the bottom right of the form.

2. Home Page

You will be greeted by the home page.

Main Page



Once successfully logged in, the billing home page will be displayed. The left-hand menu lists the various sections of the website (the default home page is set to 'view my bills').

The following sections will explain each menu item in further detail. Some of the options may not appear on your version – please contact your provider for more information.

The hierarchy of your organisation is displayed in a tree-format under the 'My Organisation' heading. The tree is expandable/collapsible and clicking on any level will display further information on the main page.

3. Change Your Password

Account Administration

My Account Settings Log Out Help

The top right-hand menu contains the administrative options:

- My Account – take you to the home page.
- Settings - change your account password (see below).
- Log Out
- Help - will bring up the document you are reading now.

Change Password

Password:

New Password:

Confirm New Password:

Please note a detailed help guide can be found in the administrative options. This link will give you a full guide on how to use the system. Please contact support@yellowcom.co.uk if you have any further questions.

4. View My Bills

View My Bills

Your company's invoices are displayed along with a summary of the information contained within. If an invoice is displaying as 'unbilled' in the Invoice Number column it means that the invoice has not yet been issued and is liable to change before the point of delivery.

To open the invoice in more detail just click on the invoice number.

Invoice number	Site	Date	Total	VAT	Total (including VAT)
Unbilled	TW Telecom (South)	31/03/2011	£2,500.39	£437.57	£2,937.96
347	TW Telecom (South)	28/02/2011	£5,117.08	£895.49	£6,012.57
340	TW Telecom (South)	31/01/2011	£287.04	£50.23	£337.27
335	TW Telecom (South)	31/12/2010	£3,925.07	£686.89	£4,611.96
328	TW Telecom (South)	30/11/2010	£5,438.50	£951.74	£6,390.24

The invoice is then broken down into further detail, as shown in the below image. The call charges and the service charges are shown separately. Both of these, as well as their respective amounts, are clickable fields.

From here you can also download the invoice or reports.

TW Telecom ->Invoices ->Invoice No: 348	
TW Telecom 24 Teddington Road Hampton Wick Surrey KT1 4ER	Invoice No: 348 Invoice Date: 06 November 2010 Billing Period: 31 December 2010
Invoice	
Description	Amount
Call Charges	£5,581.97
Service Charges	£446.50
Subtotal	£6,028.57
Vat	£1,055.00
Total	£7,083.57

5. Create Reports

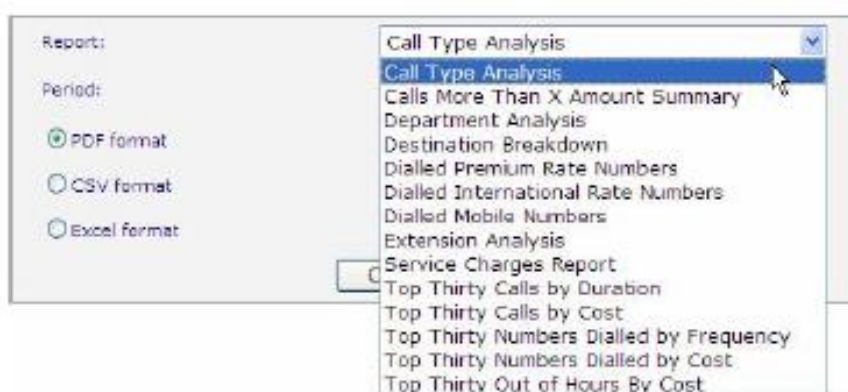
The report section allows you to run a range of pre-configured reports.



The screenshot shows a web interface titled "TW Telecom -> Reports". It contains a form with the following elements:

- Report:** A dropdown menu currently displaying "Call Type Analysis".
- Period:** A dropdown menu currently displaying "31 March 2011".
- Format Options:** Three radio buttons are visible: "PDF format" (which is selected), "CSV format", and "Excel format".
- Create report:** A button located at the bottom right of the form.

To run a report select the required name from the drop-down menu, as well as the billing period. Each report is available in PDF, CSV, or EXCEL format.



This screenshot shows the same interface as above, but with the "Report" dropdown menu open. The menu lists the following options:

- Call Type Analysis (highlighted)
- Call Type Analysis
- Calls More Than X Amount Summary
- Department Analysis
- Destination Breakdown
- Dialled Premium Rate Numbers
- Dialled International Rate Numbers
- Dialled Mobile Numbers
- Extension Analysis
- Service Charges Report
- Top Thirty Calls by Duration
- Top Thirty Calls by Cost
- Top Thirty Numbers Dialed by Frequency
- Top Thirty Numbers Dialed by Cost
- Top Thirty Out of Hours By Cost

For any further information or queries on the Webability portal please refer to the full help Guide or contact Yellowcom at support@yellowcom.co.uk.