



# Manage accounts and invoices quickly and easily

## Business Center Billing

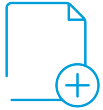
January 2017



## Benefits



Use powerful search and sort capabilities, even the ability to search on partial account and invoice numbers.



Create favorites lists for easy access to your frequently used accounts.



Easily set up color-coded bookmarks to show which invoices are approved, paid, disputed, or in any other state you define.



View month-over-month and 6-month trends from your invoice list.



Access your accounts and invoices of interest without even leaving the invoice list.



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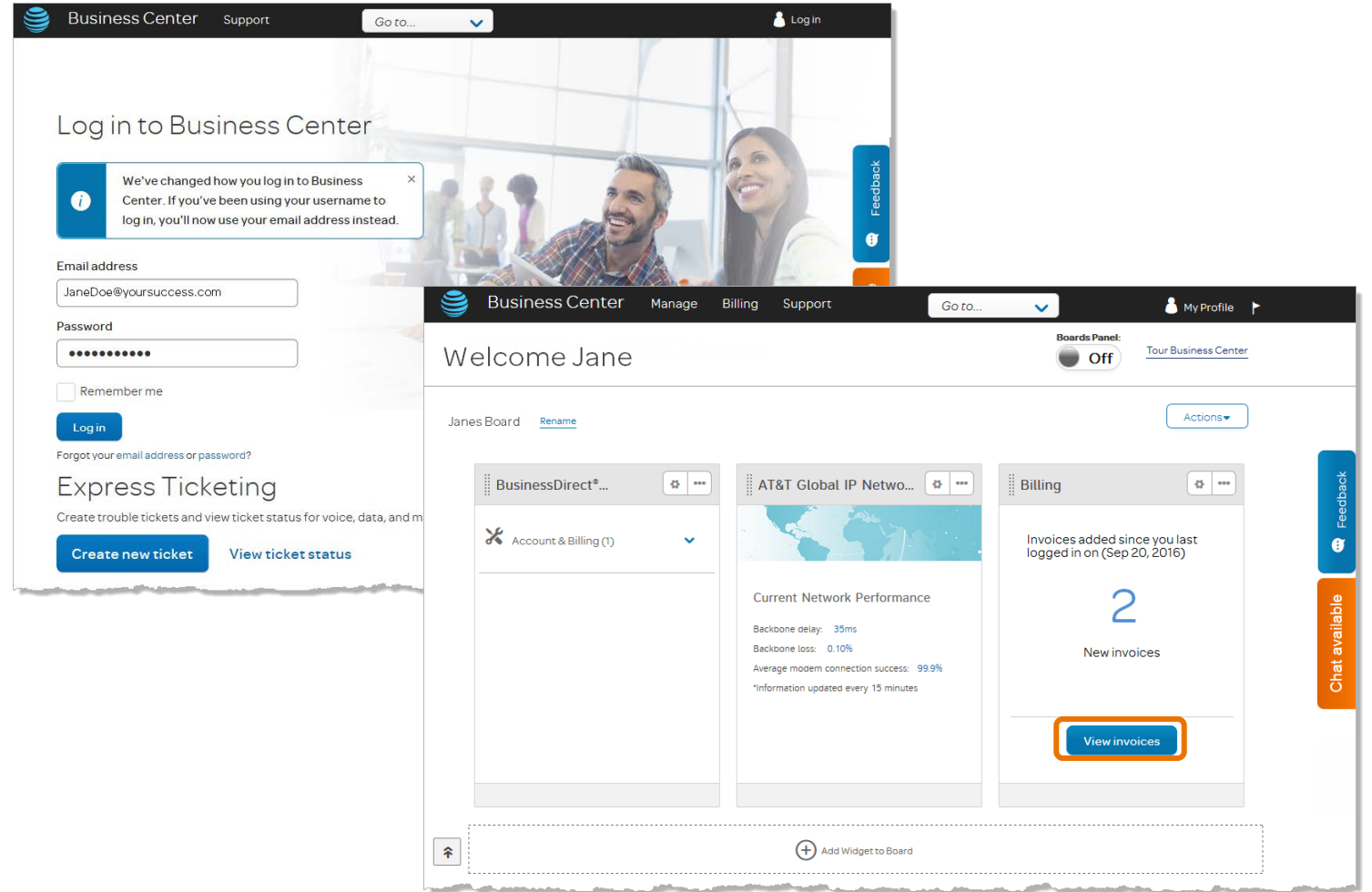
Images provided in this presentation are for illustrative purposes only.



## Log in to Business Center

To access Billing, log in to Business Center with your email address and password.

You will see the Business Center dashboard with the Billing widget. Click **View invoices** to see your invoice list.



## Find accounts and invoices quickly

Search using account number, account label, or invoice number.

Search with full or partial account number and/or account label.

Find accounts quickly by creating a Favorites list.

Color code your invoices with the Bookmarks feature.

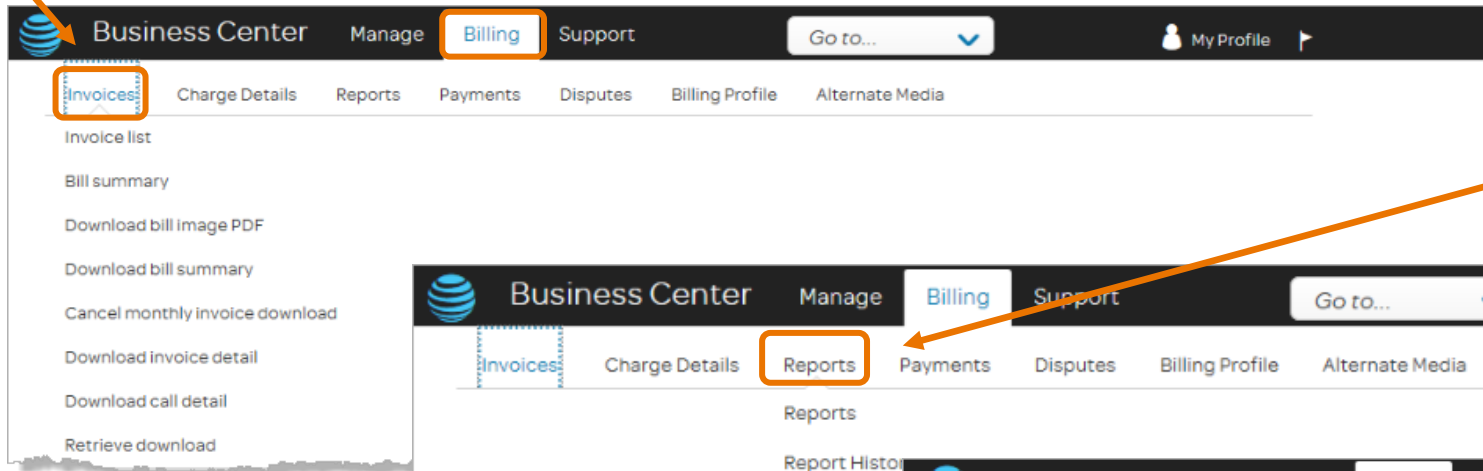
Sort invoice lists by date, account number, charges, variance, and more.

The screenshot shows the 'Business Center' interface for 'Manage Billing Support'. The 'Invoice list' page features a search bar with a dropdown menu set to 'Account number' and a text input field containing 'Number or Keywords'. Below the search bar, there are filters for 'Accounts' (set to 'All accounts') and 'Invoice month' (set to 'September 2016'). A 'Bookmarks' icon is visible on the right. The main content area displays '1 invoice' with options to 'Download bill image (PDF)' and 'Make a payment'. A 'Sort invoice list by' dropdown is set to 'Invoice date'. A table lists the invoice details: Sep 14, 2016, account number 831-000-0131799, total current charges of 1,765.18 USD, and a variance of -50.0%. A 'Feedback' button is on the right side, and a 'Check available' button is at the bottom right.

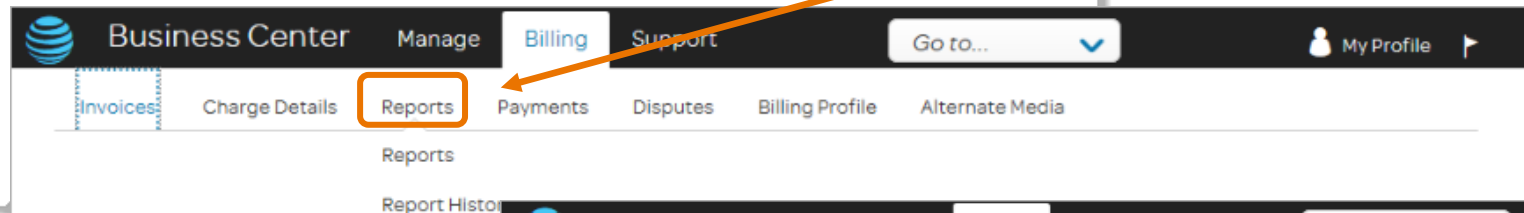


## Navigate easily from the top menu bar

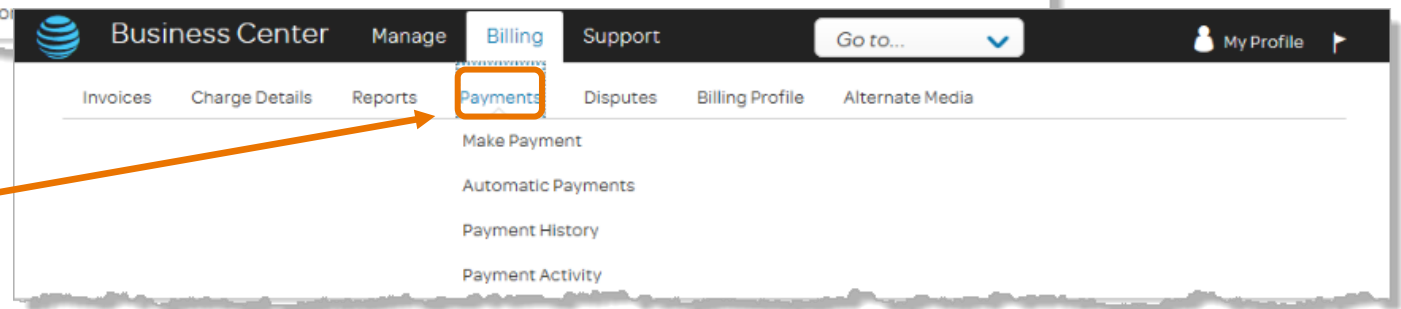
Access invoices, downloads, bill summaries, and more.



Access printable monthly reports and your report archives.



Make payments and view your bill payment history.

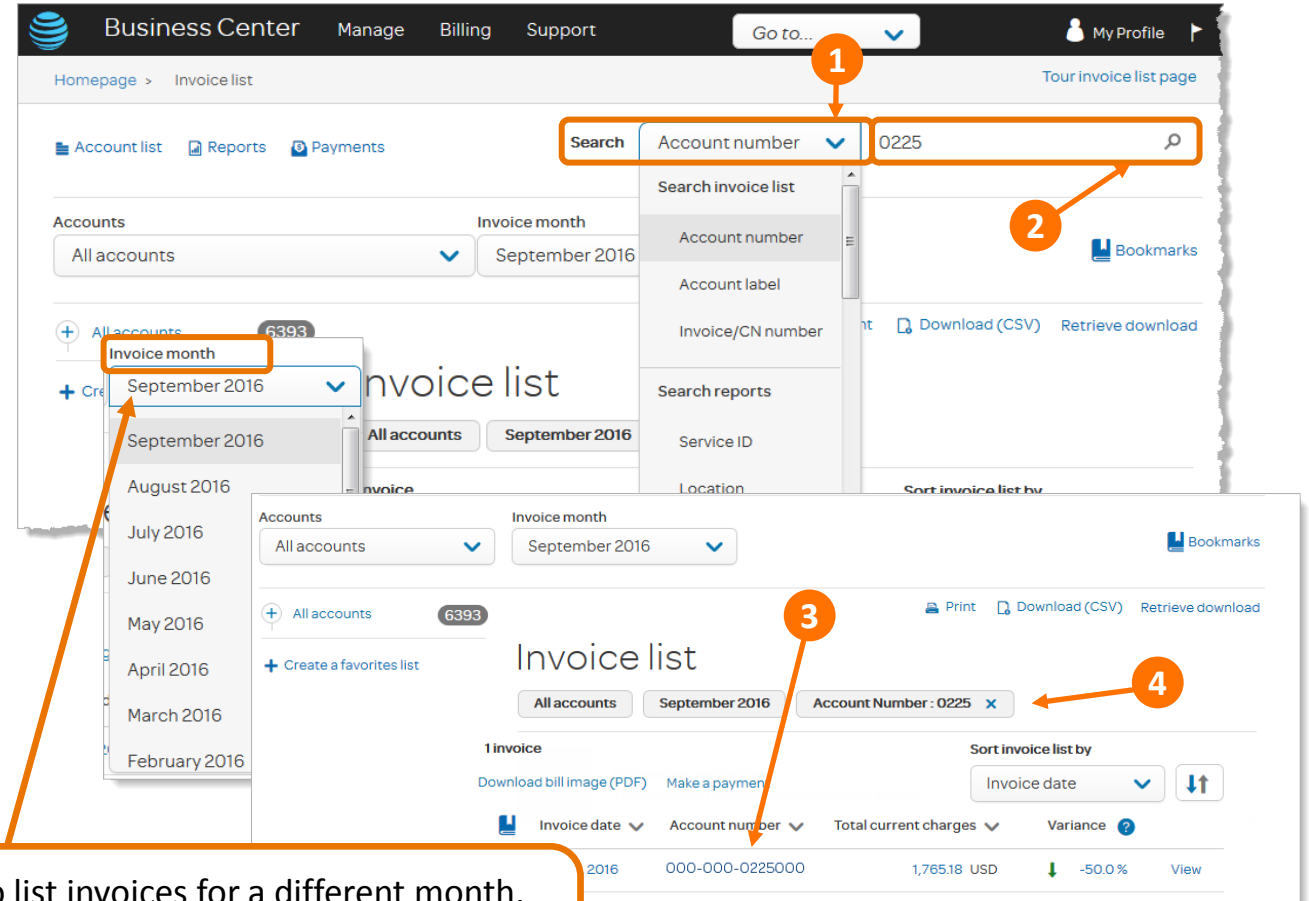


## Search and sort (1 of 3)

The search and sort features enable you to find your accounts and invoices in Business Center quickly.

### The Search feature

1. To search your invoices for a particular account number, account label, or invoice number, click the **Search** arrow and choose what you would like to search on.
2. In the field to the right, enter the account number of interest (or any portion of it) and click the search icon. For example, you could search for accounts containing the digits 0225.
3. The invoice list refreshes to show only invoices with consecutive digits 0225 in the month you selected (regardless of whether those digits include a hyphen).
4. At the top of the invoice list, buttons show you exactly which invoices you are viewing. They show the accounts and the month you selected, as well as any search criteria you used as a filter. To return to the prior invoice list, click the **X** on the search criteria button.



To list invoices for a different month, click the **Invoice month** list and select the month of interest.



## Search and sort (2 of 3)

### The All accounts menu

- To filter a list of accounts quickly, you can use the [Favorites feature](#). Once you have established your favorites lists, you can access them in the **All accounts** list in the upper left.

The screenshot shows the Business Center interface for the 'Invoice list' page. The top navigation bar includes 'Business Center', 'Manage', 'Billing', 'Support', a 'Go to...' dropdown, and 'My Profile'. The main content area has a search bar and filters for 'Accounts' (set to 'All accounts') and 'Invoice month' (set to 'September 2016'). A 'Sort invoice list by' dropdown is set to 'Current charges', and a sort order icon (up and down arrows) is visible. A table below shows one invoice with columns for 'Invoice date', 'Account number', 'Total current charges', and 'Variance'. Annotations include a callout for the 'All accounts' dropdown menu, which lists 'All accounts', 'Favorites list', 'NW Region', 'NE Region', 'SE Region', and 'SW Region'. Another callout points to the 'Sort invoice list by' dropdown and the sort order icon.

To sort the invoice list, click the **Sort invoice list by** menu and choose from invoice date, account number, current charges, variance, and more.

Click the arrows to sort by ascending or descending order.





## Search and sort (3 of 3)

### Changing the columns that appear on the invoice list

- On the invoice list, to change what appears in the first column, click the arrow then choose **invoice number**, **invoice date**, **account number**, or **account label**. To change what appears in the second column, go through the same process.
- To change what kind of charges appear in the table, click the **Total current charges** arrow and make another selection. The choices are total current charges, recurring charges, one-time charges, usage charges, discounts, regulatory fees, and taxes. The variance column always presents the same information.

The screenshot displays the AT&T Business Center 'Invoice list' page. The page header includes 'All accounts', 'September 2016', and '1 invoice'. Below the header, there are links for 'Download bill image (PDF)' and 'Make a payment'. The main table has columns for 'Invoice date', 'Account number', 'Total current charges', and 'Variance'. The 'Total current charges' column shows a value of '1,765.18 USD' and a variance of '-50.0%'. A dropdown menu is open for the 'Total current charges' column, showing options: 'Total current charges' (selected), 'Recurring charges', 'One-time charges', 'Usage charges', 'Discounts', 'Regulatory fees', and 'Taxes'. Another dropdown menu is open for the 'Invoice date' column, showing options: 'Invoice number', 'Invoice date' (selected), 'Account number', and 'Account label'. The page footer includes 'Products' (Wireless) and 'Support' (Support Forums and community).



## Create a favorites list

Favorites lists enable you to create subsets of your accounts for faster, easier navigation.

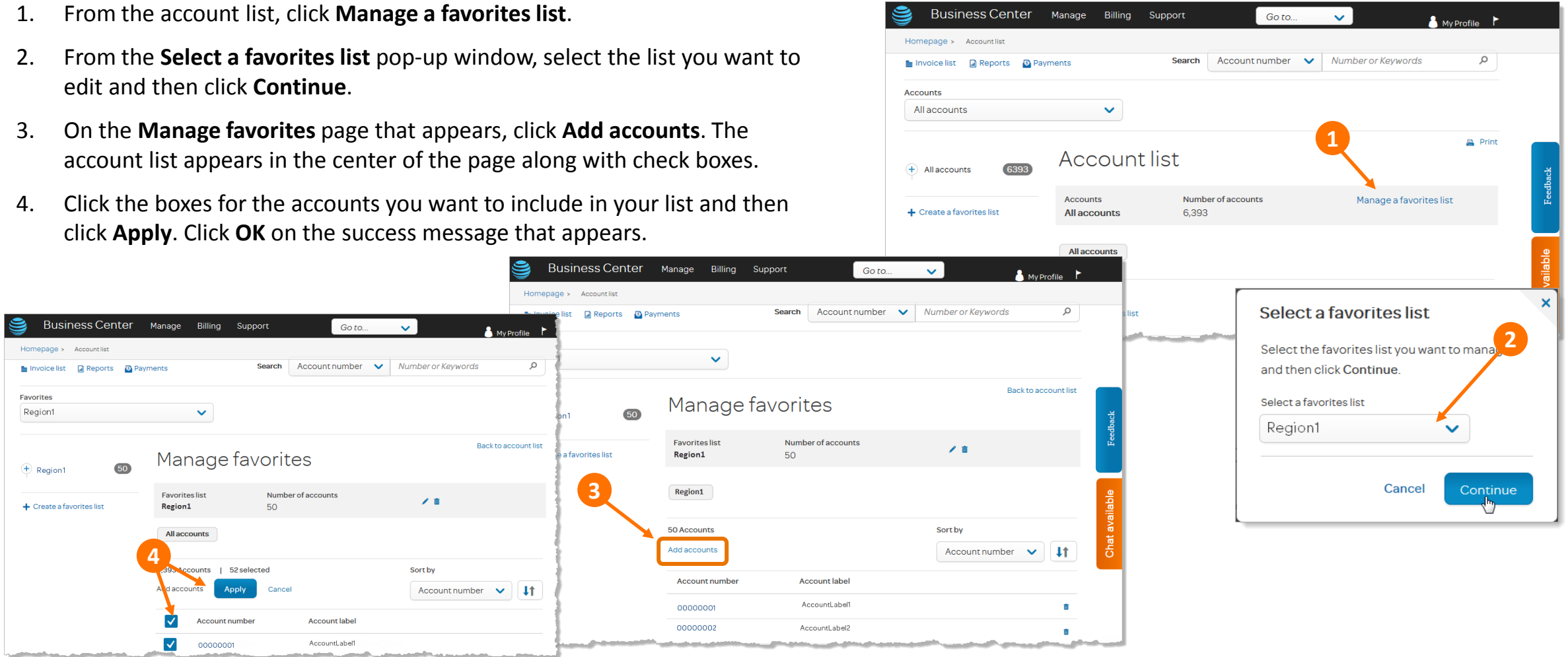
1. Click **Account list**.
2. Click **Create a favorites list** and your account list appears in the center of the page with check boxes. Select the boxes of the accounts you want to include in your new list and then click **Create**.
3. In the pop-up window that appears, name the new list and click **Add**.
4. Click **OK** on the success message that appears.

The screenshot illustrates the process of creating a favorites list in the Business Center. It shows the navigation from the 'Invoice list' page to the 'Account list' page. In the 'Account list' view, the 'Create a favorites list' button is highlighted. A pop-up window prompts the user to name the new list, with 'Account1' entered. A success message confirms the creation of the list, and the 'OK' button is highlighted.



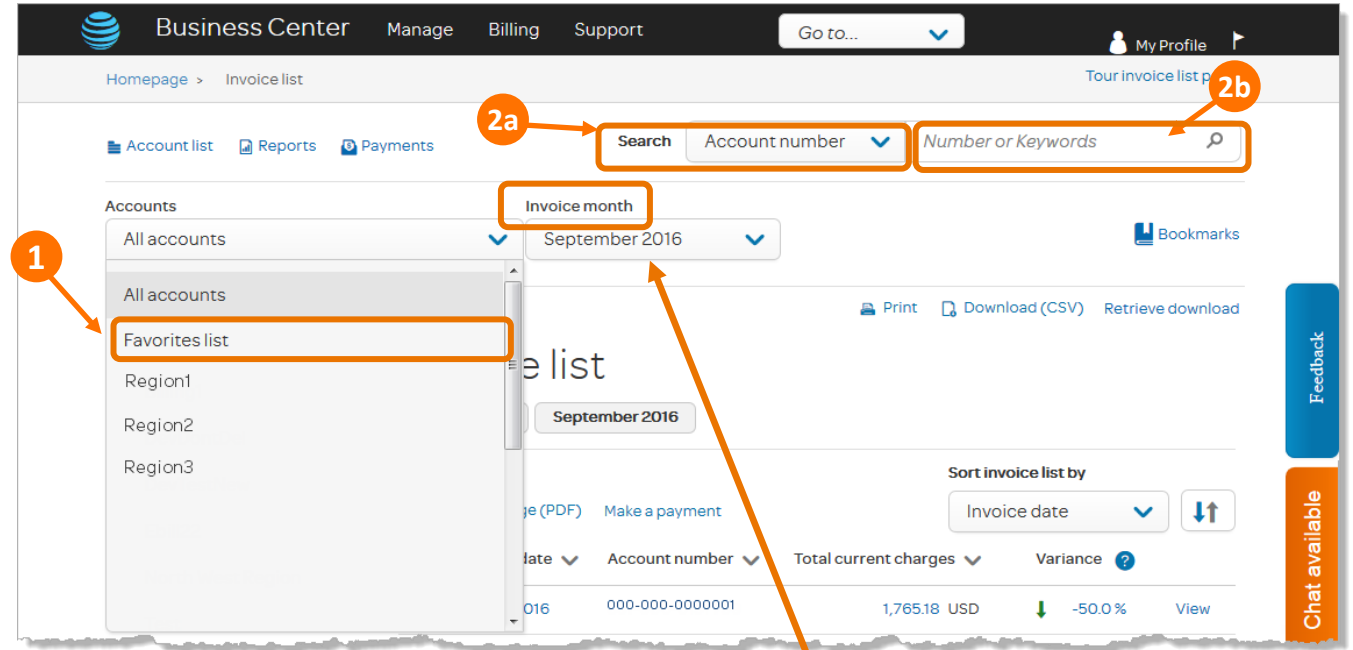
## Add accounts to a favorites list

1. From the account list, click **Manage a favorites list**.
2. From the **Select a favorites list** pop-up window, select the list you want to edit and then click **Continue**.
3. On the **Manage favorites** page that appears, click **Add accounts**. The account list appears in the center of the page along with check boxes.
4. Click the boxes for the accounts you want to include in your list and then click **Apply**. Click **OK** on the success message that appears.



## Use favorites lists to find accounts quickly

1. Expand the **Accounts** menu in the upper left. Under **Favorites list**, choose a list. The page then shows the invoice list for only those accounts.
2. If you need to search further, you can use the **Search** feature in the upper right to search just your favorites list, as follows:
  - a. From the favorites list of interest, click the **Search** menu in the upper right and choose a search variable. For example, you could choose account number.
  - b. In the field to the right, enter the account number of interest (or any portion of it) and click the search icon. The accounts that appear will be only those on your favorites list that meet your search criterion.

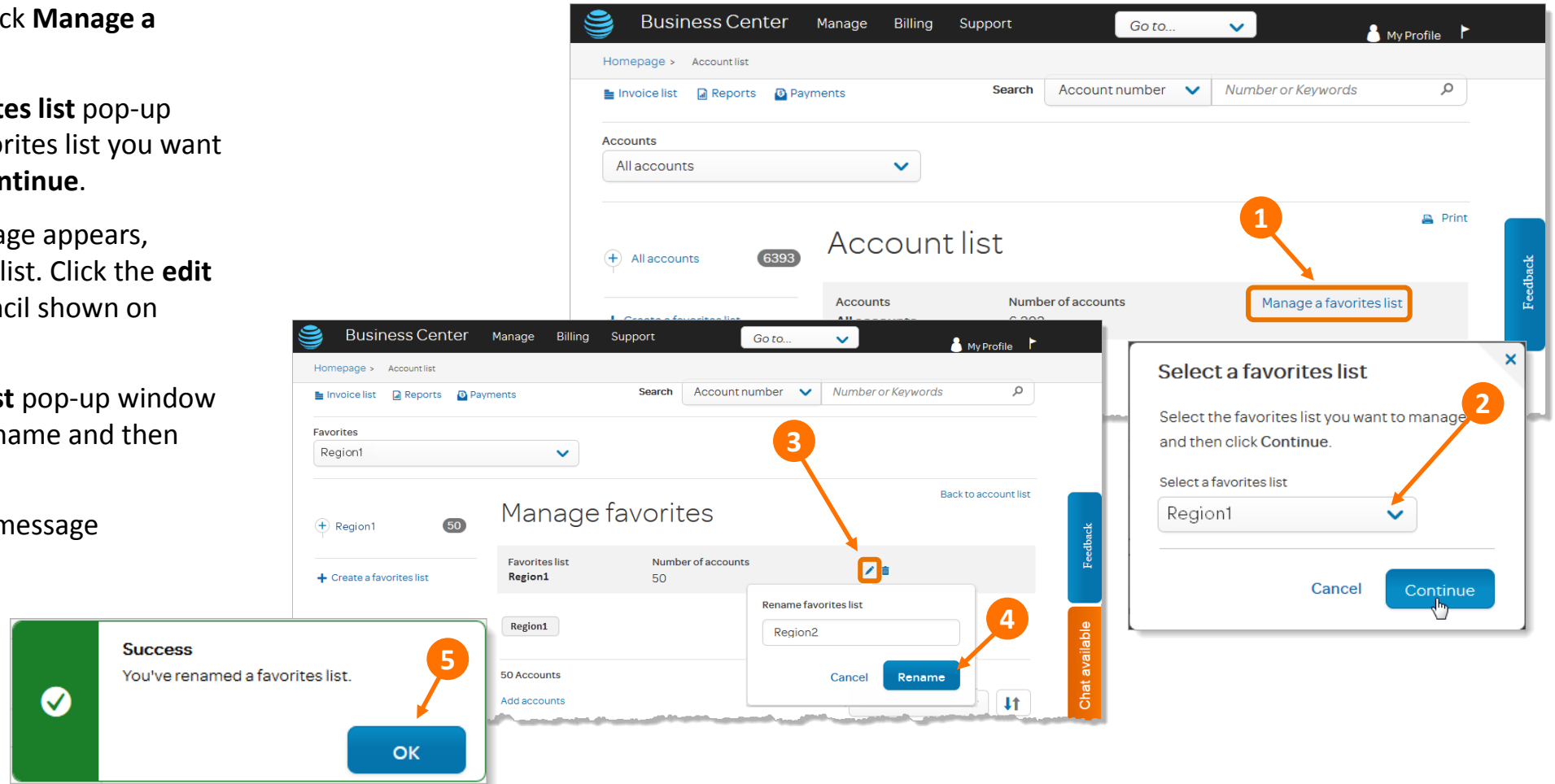


If you want to look at invoices for a different month, use the **Invoice month** menu.



## Rename a favorites list

1. From the account list, click **Manage a favorites list**.
2. From the **Select a favorites list** pop-up window, choose the favorites list you want to edit and then click **Continue**.
3. The **Manage favorites** page appears, displaying that favorites list. Click the **edit icon** that looks like a pencil shown on the right.
4. The **Rename favorites list** pop-up window appears. Enter the new name and then click **Rename**.
5. Click **OK** on the success message that appears.



## Delete a favorites list

1. From the account list, click **Manage a favorites list**.
2. From the **Select a favorites list** pop-up window, choose the favorites list you want to delete and then click **Continue**.
3. The **Manage favorites** page appears, displaying that favorites list. Click the **delete icon** on the right that looks like a trash can.
4. The **Deleting favorites list** pop-up window appears asking you to confirm that you want to delete this list. Click **Delete** and then click **OK** on the success message that follows.

The screenshots illustrate the process of deleting a favorites list in the Business Center. The first screenshot shows the 'Account list' page with a 'Manage a favorites list' button highlighted. The second screenshot shows a 'Select a favorites list' pop-up window where 'Region1' is selected and the 'Continue' button is highlighted. The third screenshot shows the 'Manage favorites' page with a trash can icon next to the 'Region1' favorites list highlighted. The fourth screenshot shows a confirmation dialog box titled 'Are you sure?' with the 'Delete' button highlighted.



## Create bookmarks

Bookmarks are a simple way to categorize and color code invoices for quick and easy access.

1. Click the **Bookmarks** icon in the upper right.
2. A pop-up window appears. Select **Edit bookmark labels**.
3. Assign the labels of your choice and then click **Save**. Click **OK** on the success message that follows.
4. From your list of invoices, choose the bookmark option you want to apply to each.

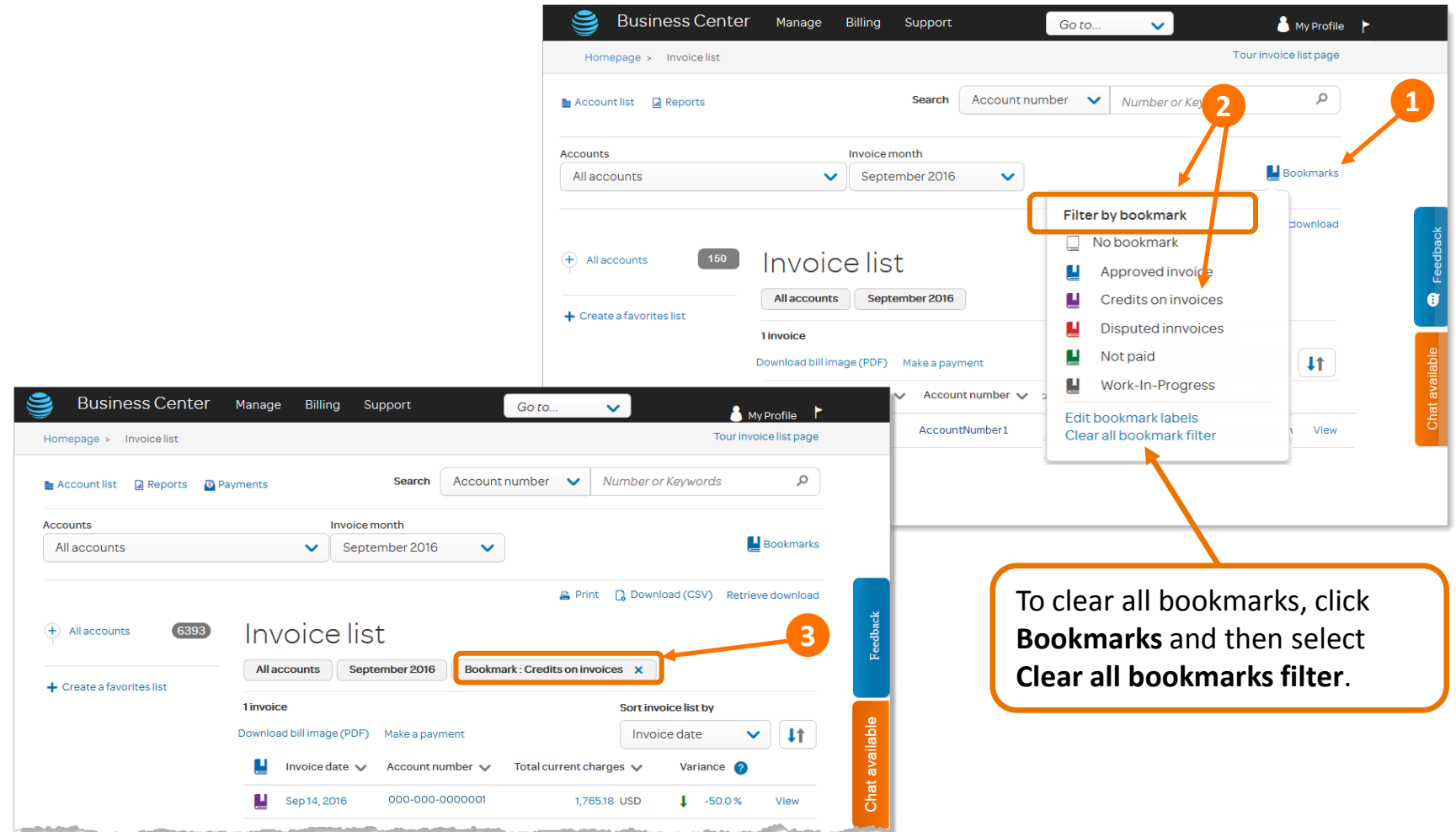
The screenshots illustrate the following steps:

1. Clicking the **Bookmarks** icon in the upper right corner of the 'Invoice list' page.
2. Selecting **Edit bookmark labels** in the 'Filter by bookmark' dropdown menu.
3. Clicking **Save** in the 'Edit bookmark labels' dialog box.
4. Selecting a bookmark label from the 'Bookmark this invoice as' dropdown menu for a specific invoice in the list.



## Use bookmarks

1. If you want to display invoices bookmarked with only a certain color, click the **Bookmarks** icon.
2. From the **Filter by bookmark** pop-up window, select the desired color and the invoice list will refresh to display only those bookmarks.
3. The button above the invoice list indicates what bookmarks filter you are using. You can clear it by clicking the **X** on the button.





## View and print your bill

1. Click **Download bill image (PDF)**. A list of your invoices appears.
2. Under **Invoice date**, check the boxes for all the invoices you would like to view and then click **Submit**.

If you are downloading one invoice, a download message appears. Click **Download** to view the invoice immediately.

If you are downloading multiple invoices, a success message appears. Click **OK** on that message. Return to the invoice list after the download is complete and click **Retrieve Download** in the upper right. From the list that appears, click the links for the invoices you want to view, one at a time.

The top screenshot shows the Business Center Billing interface. The page title is "Invoice list". The "Accounts" dropdown is set to "All accounts" and the "Invoice month" dropdown is set to "September 2016". A red circle with the number "1" highlights the "Download bill image (PDF)" button. Below the button, it says "1 invoice" and "0 Selected (500 maximum)".

The bottom screenshot shows the same interface but with filters set to "North West Region" and "August 2016". Three invoices are listed, and the "Submit" button is highlighted with a red circle and the number "2". A success message dialog is open, and the "OK" button is highlighted with a red circle and the number "3".

Account number	Total current charges	Variance
000-000-0000001	1,765.18 USD	-50.0%



## View variances

- From the invoice list, find the invoice of interest and look in the **Variance** column to the right.
  - A red arrow pointing up indicates that this month's charges are higher than the previous month's. A green arrow pointing down, as seen in this example, indicates that they are lower.
  - The percentage change compared to the previous month appears to the right of the arrow.
- Click the percentage to see the total charges for the current month and the prior month.
- To see more details, click the dollar amount for the invoice.

The screenshot displays the 'Business Center' interface for viewing an 'Invoice list'. The page includes a navigation bar with 'Manage', 'Billing', and 'Support' options. Below the navigation, there are filters for 'Accounts' (set to 'All accounts') and 'Invoice month' (set to 'September 2016'). A search bar is also present. The main content area shows '1 invoice' with the following details:

Invoice date	Account number	Total current charges	Variance	View
Sep 14, 2016	000-000-0000001	1,765.18 USD	↓ -50.0%	View

Callouts in the image indicate the following actions:

- Click the 'Sort invoice list by' dropdown menu to select 'Variance'.
- Click the '-50.0%' variance percentage to view details for the current and previous months.
- Click the '1,765.18 USD' total current charges amount to view more details for the invoice.



## Get more information about Business Center

# Learn how to use Business Center to manage, run, and grow your business.

- Click **Support** at the top of any Business Center page and select from the following topics:
  - Registration and Login
  - User Information
  - Orders
  - Billing
  - Network
  - Reports
  - Product help
  - Training
  - What's new?
- The Chat icon is located on the right side of the page. Click **Chat available** from any page in Business Center to chat directly with an AT&T representative. If Chat is busy or unavailable, the icon is grayed out. Representatives are available **Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.**
- You can also call 844.288.3249 (844.ATT.eBIZ) Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.

