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.

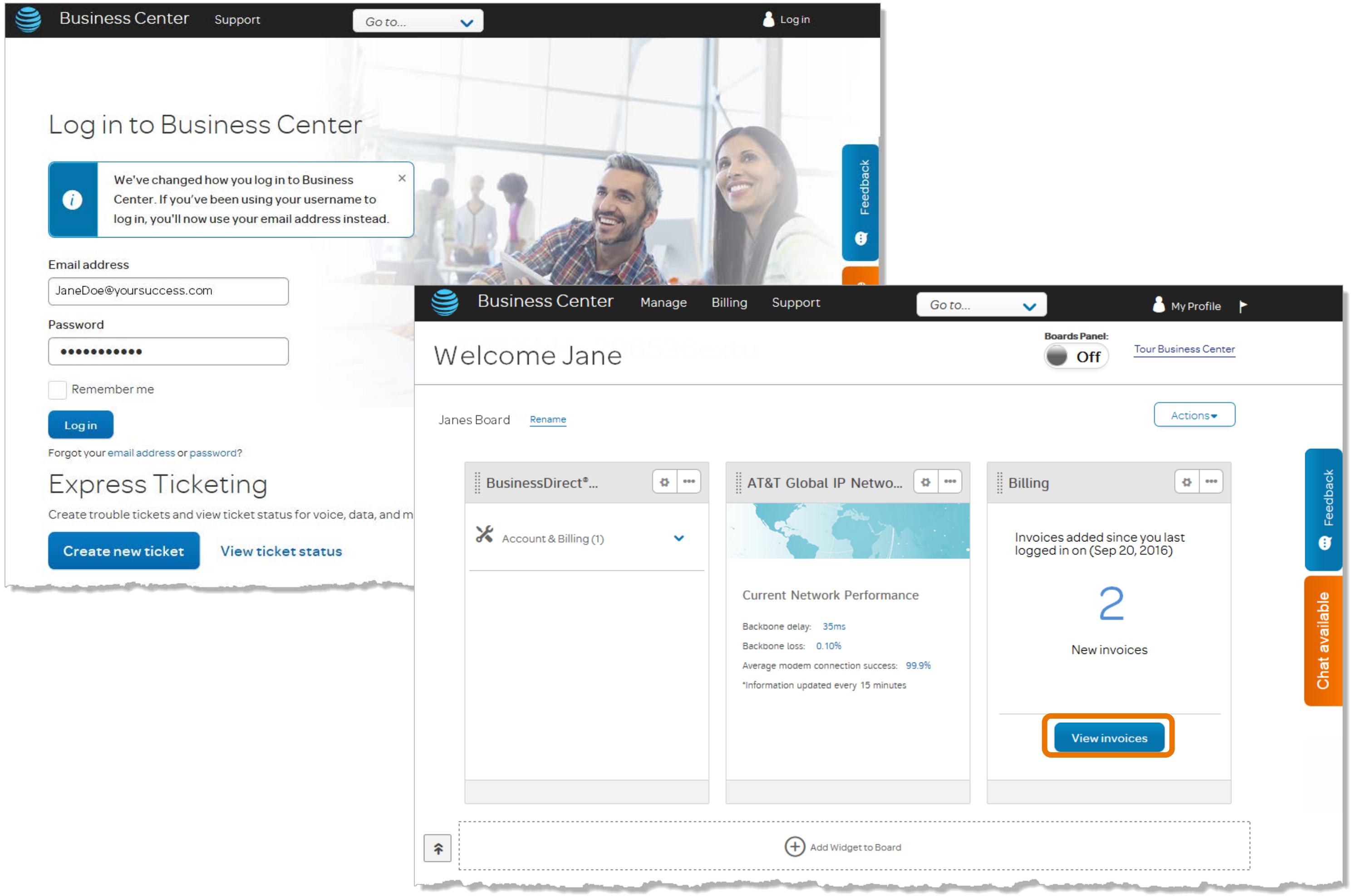
Contents

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.

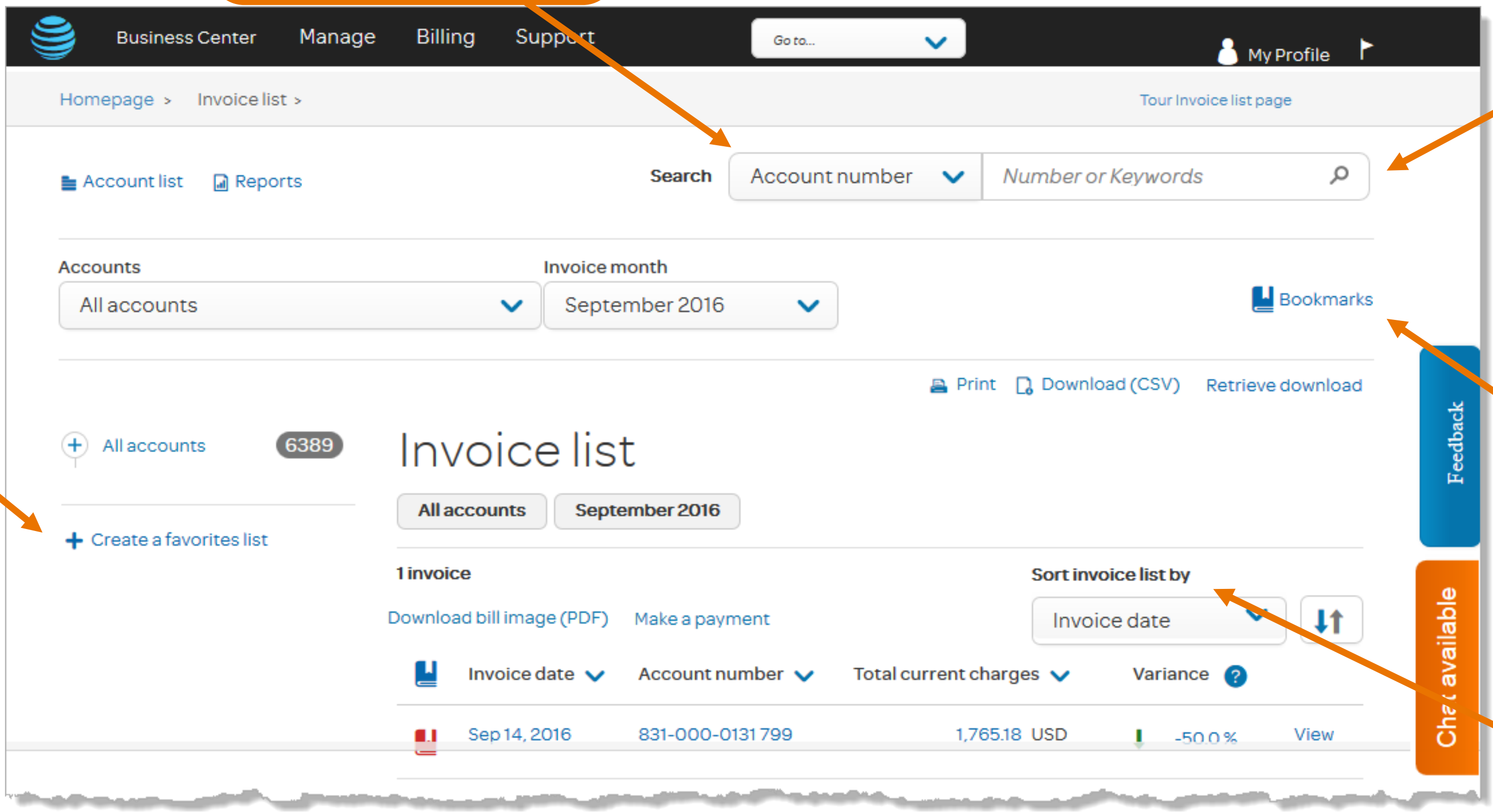


Find accounts and invoices quickly

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.



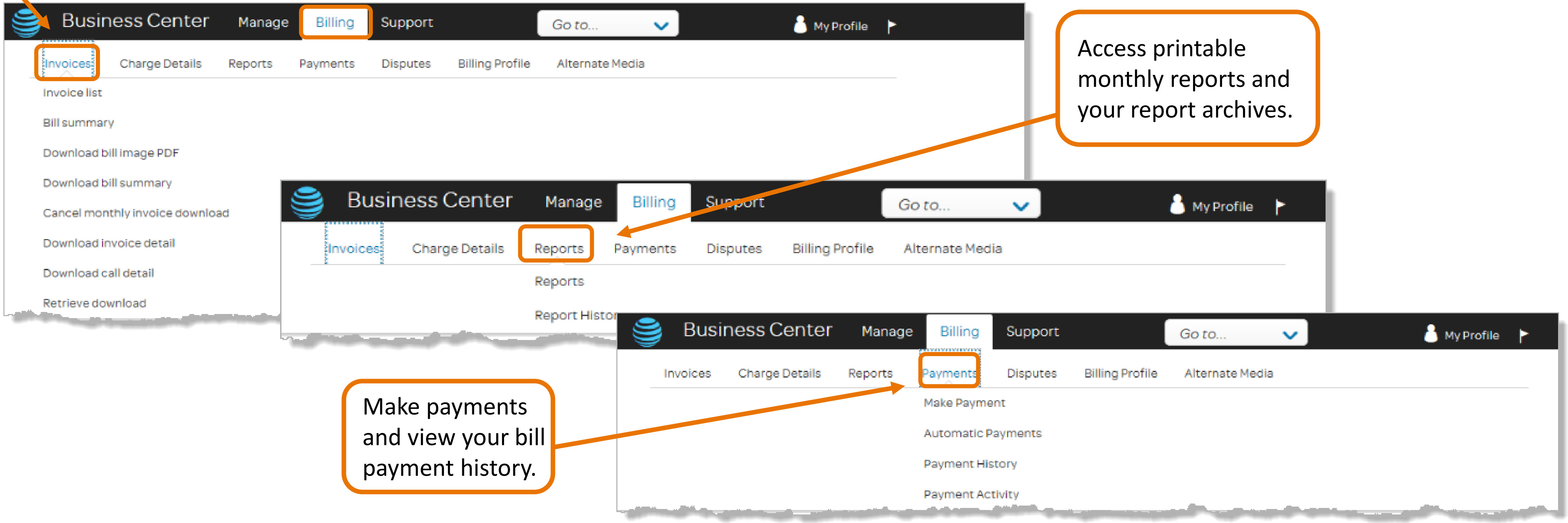
Color code your invoices with the **Bookmarks** feature.

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

Navigate easily from the top menu bar

Access invoices, downloads, bill summaries, and more.

Access printable monthly reports and your report archives.



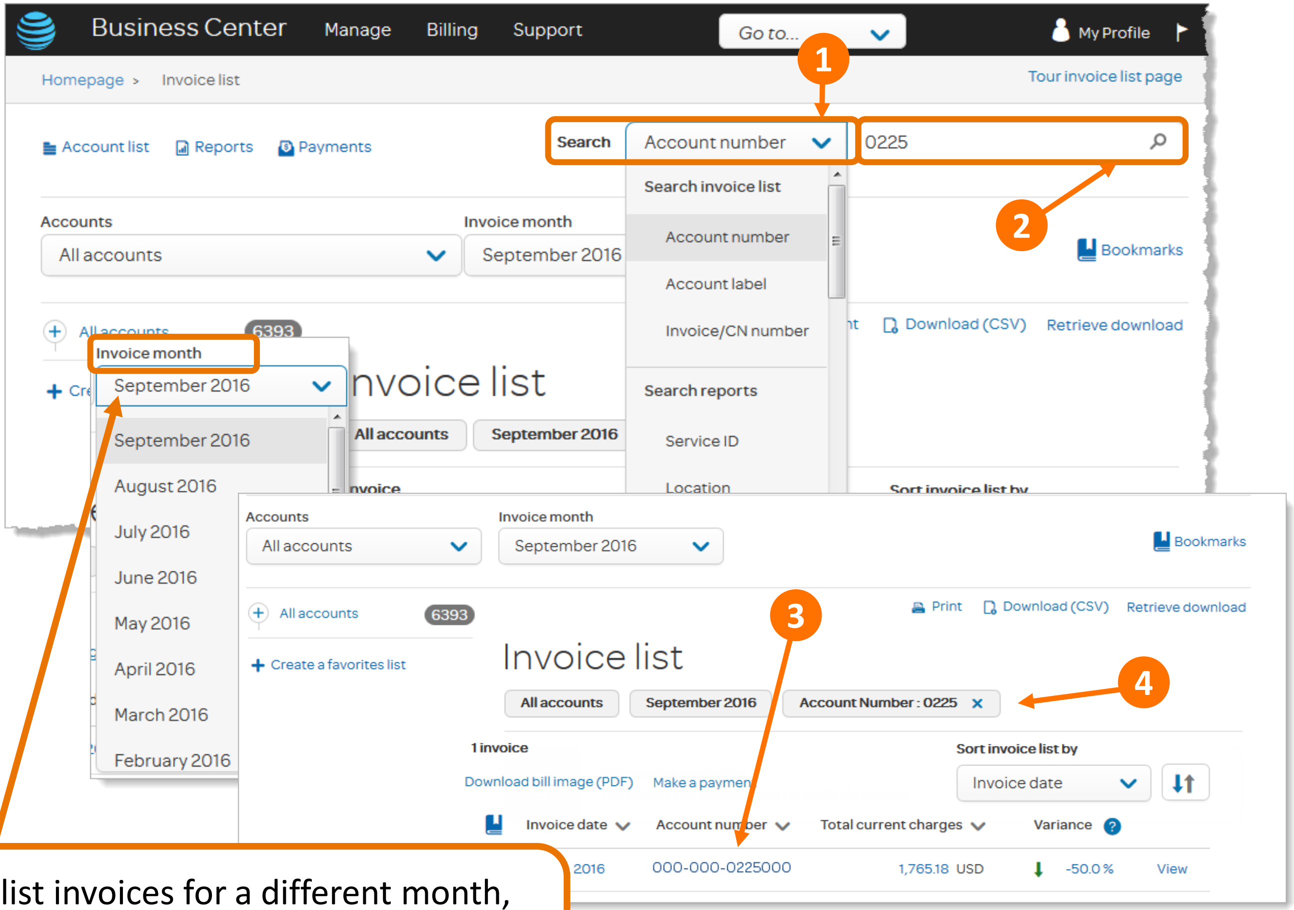
Make payments and view your bill payment history.

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.

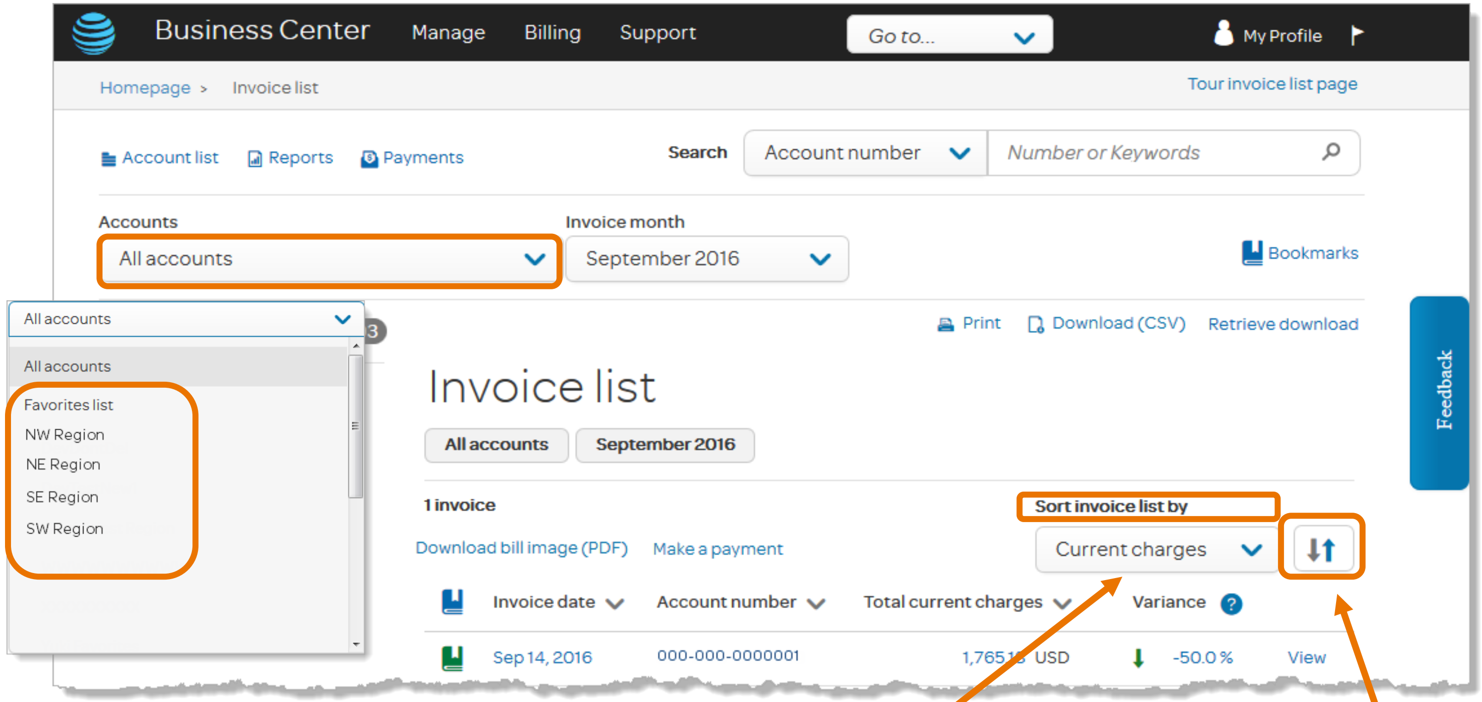


To list invoices for a different month, click the **Invoice month** list and select the month of interest.

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.



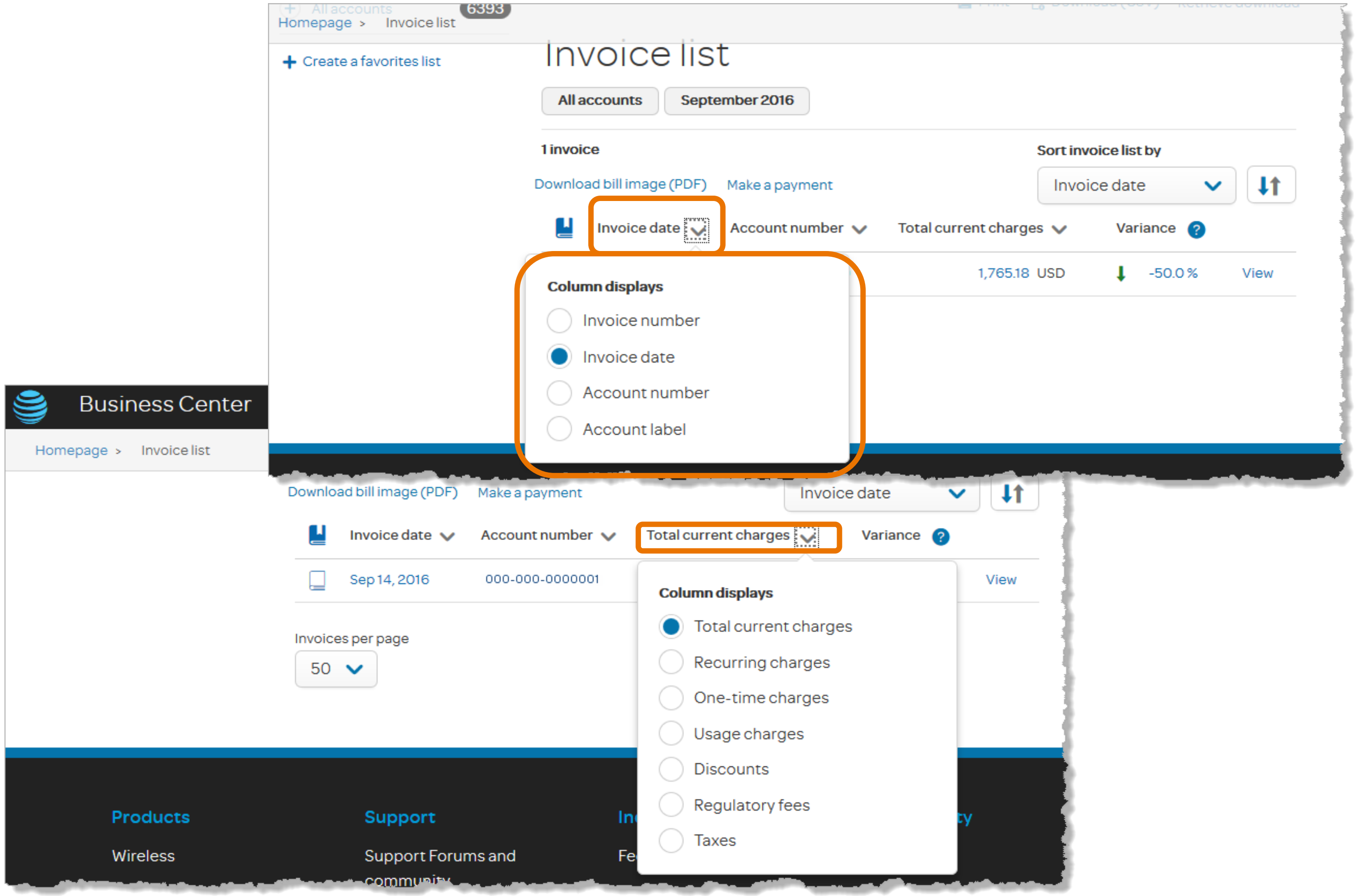
To sort the invoice list, click the **Sort invoice list by** menu and choose from invoice date, account number, current charges, variance, and more.

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

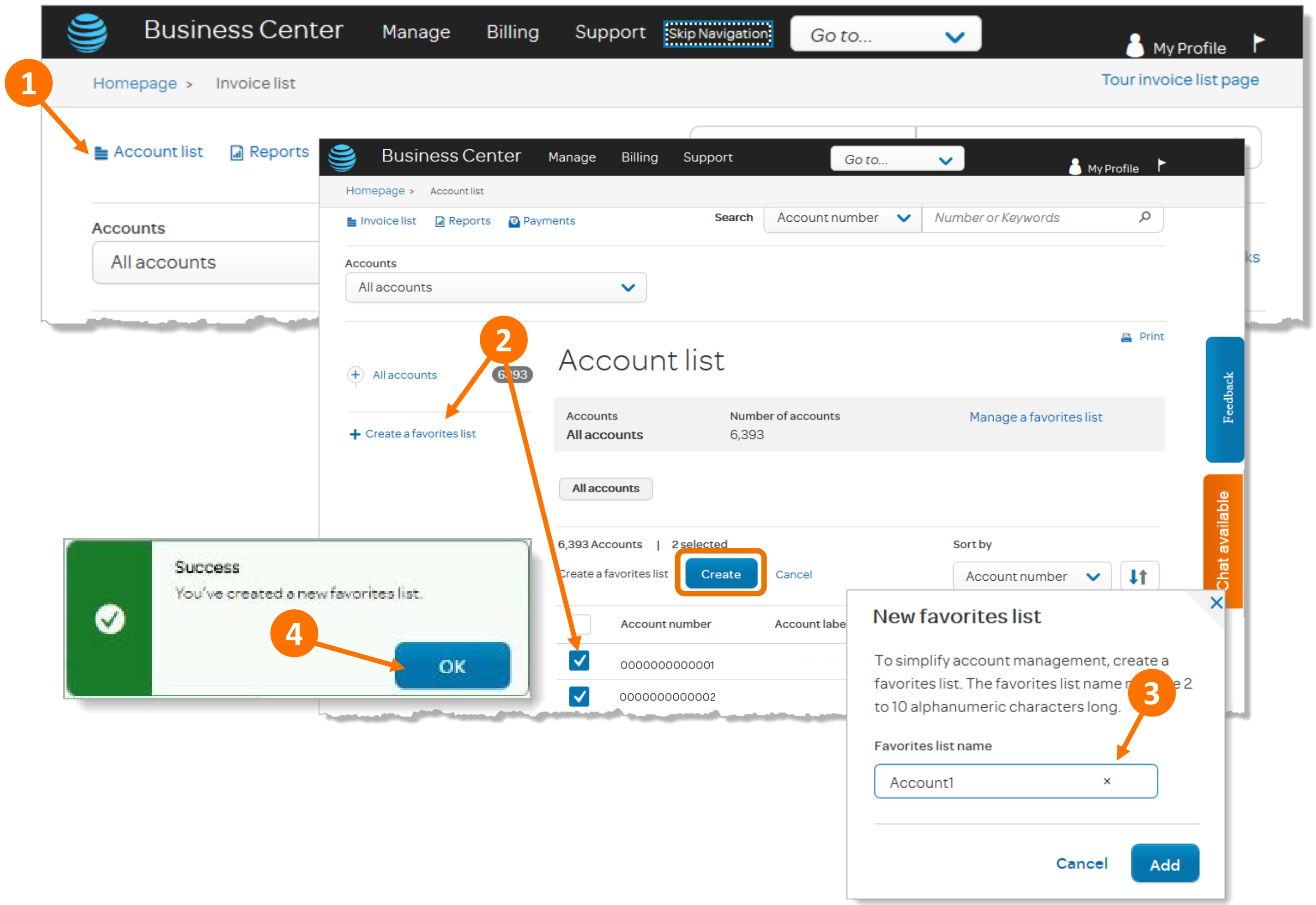
- On the invoice list, to change what appears in the first column, click the arrow then choose **invoice number, invoice date, account number,** or **account label**. To change what appears in the second column, go through the same process.
- To change what kind of charges appear in the table, click 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.



Create a favorites list

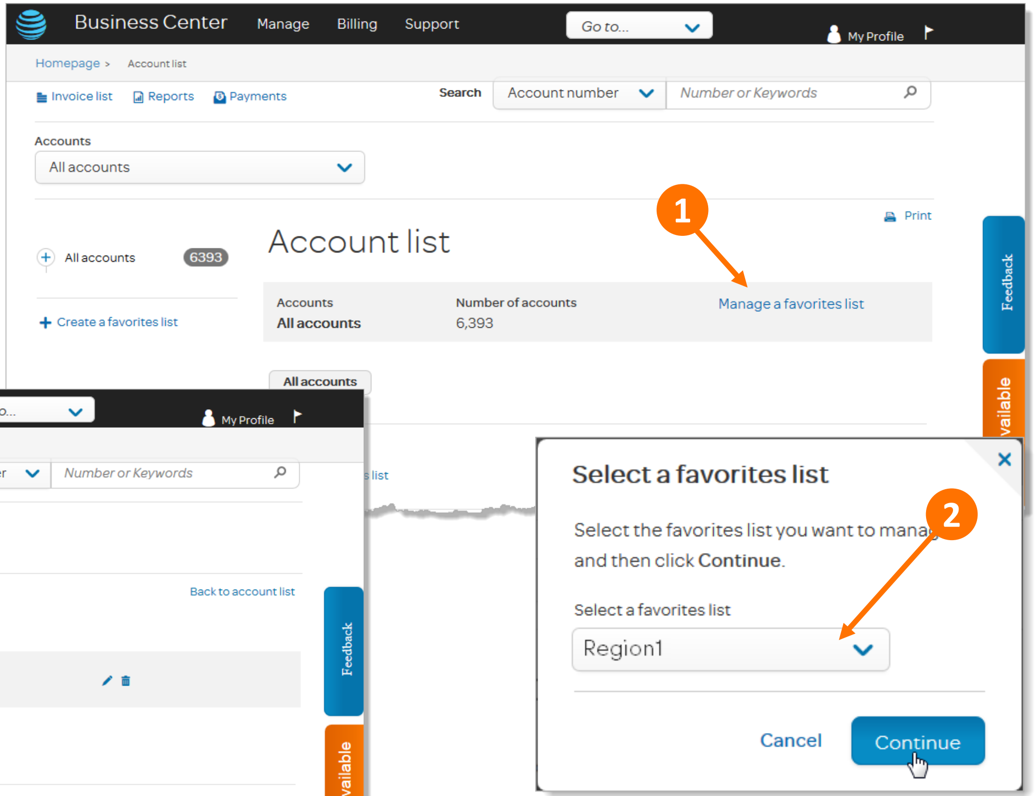
Favorites lists enable you to create subsets of your accounts for faster, easier navigation.

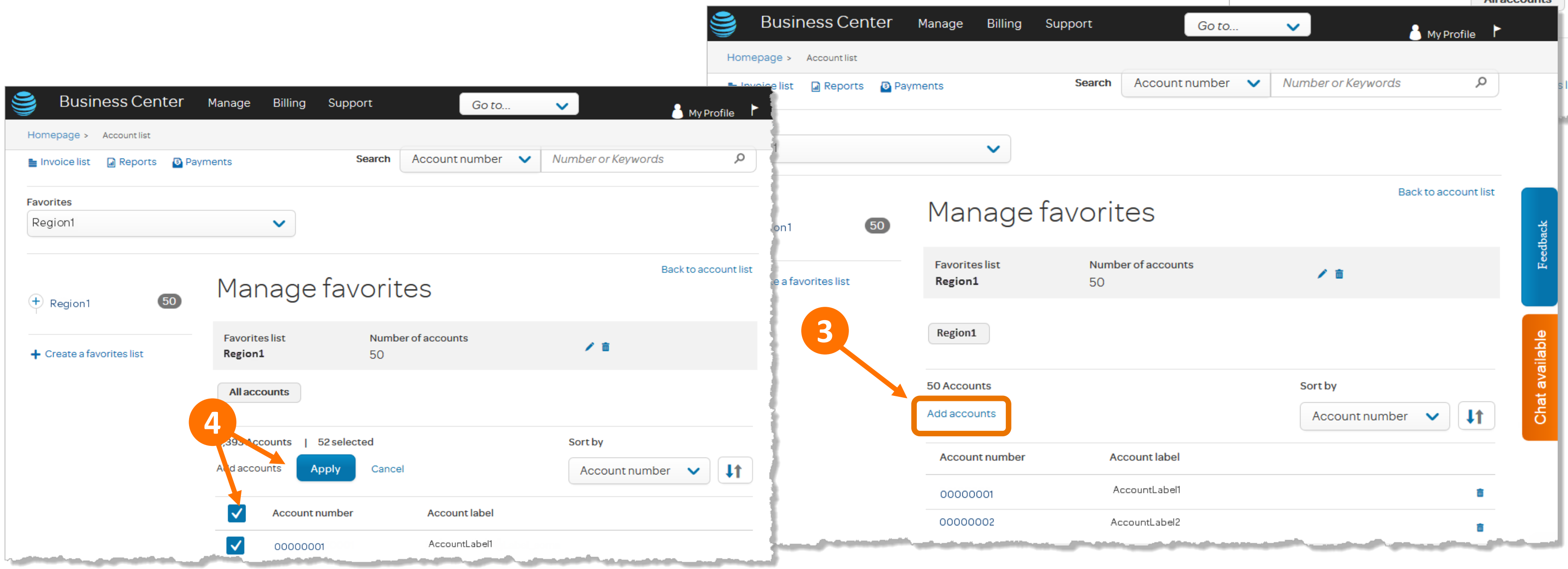
1. Click **Account list**.
2. Click **Create a favorites list** and your account list appears in the center of the page with check boxes. Select the boxes of the accounts you want to include in your new list and then click **Create**.
3. In the pop-up window that appears, name the new list and click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



Add accounts to a favorites list

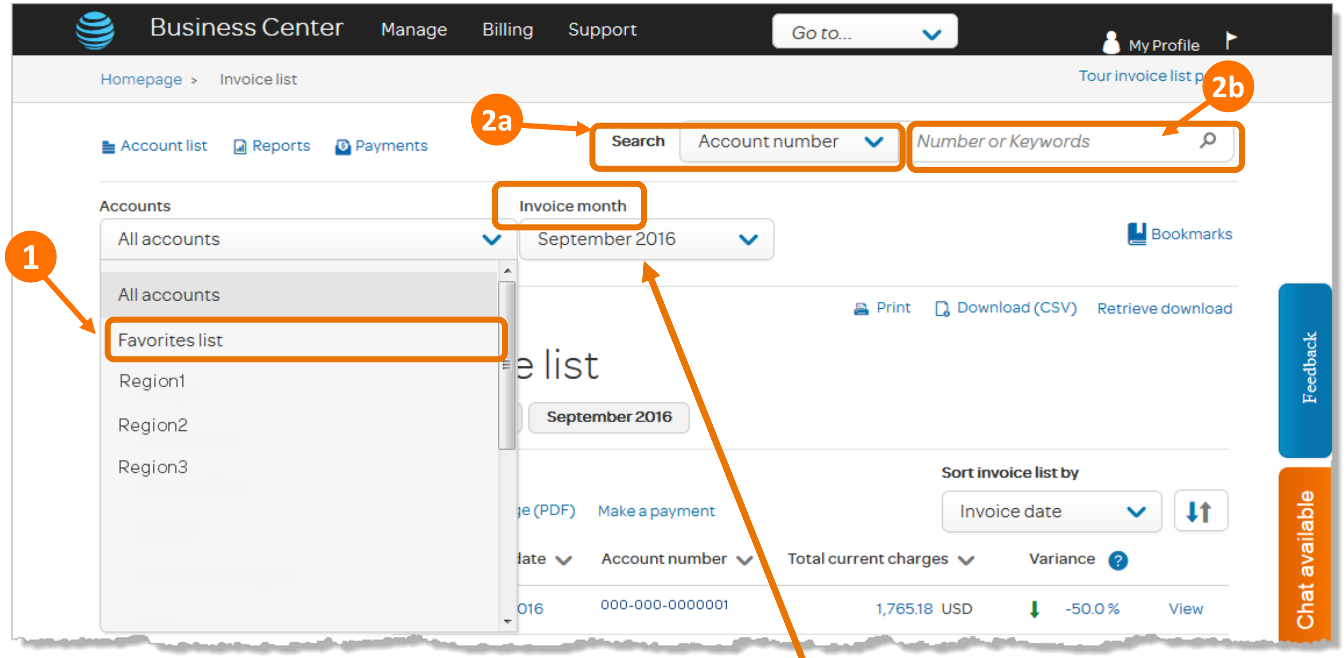
1. From the account list, click **Manage a favorites list**.
2. From the **Select a favorites list** pop-up window, select the list you want to edit and then click **Continue**.
3. On the **Manage favorites** page that appears, click **Add accounts**. The account list appears in the center of the page 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

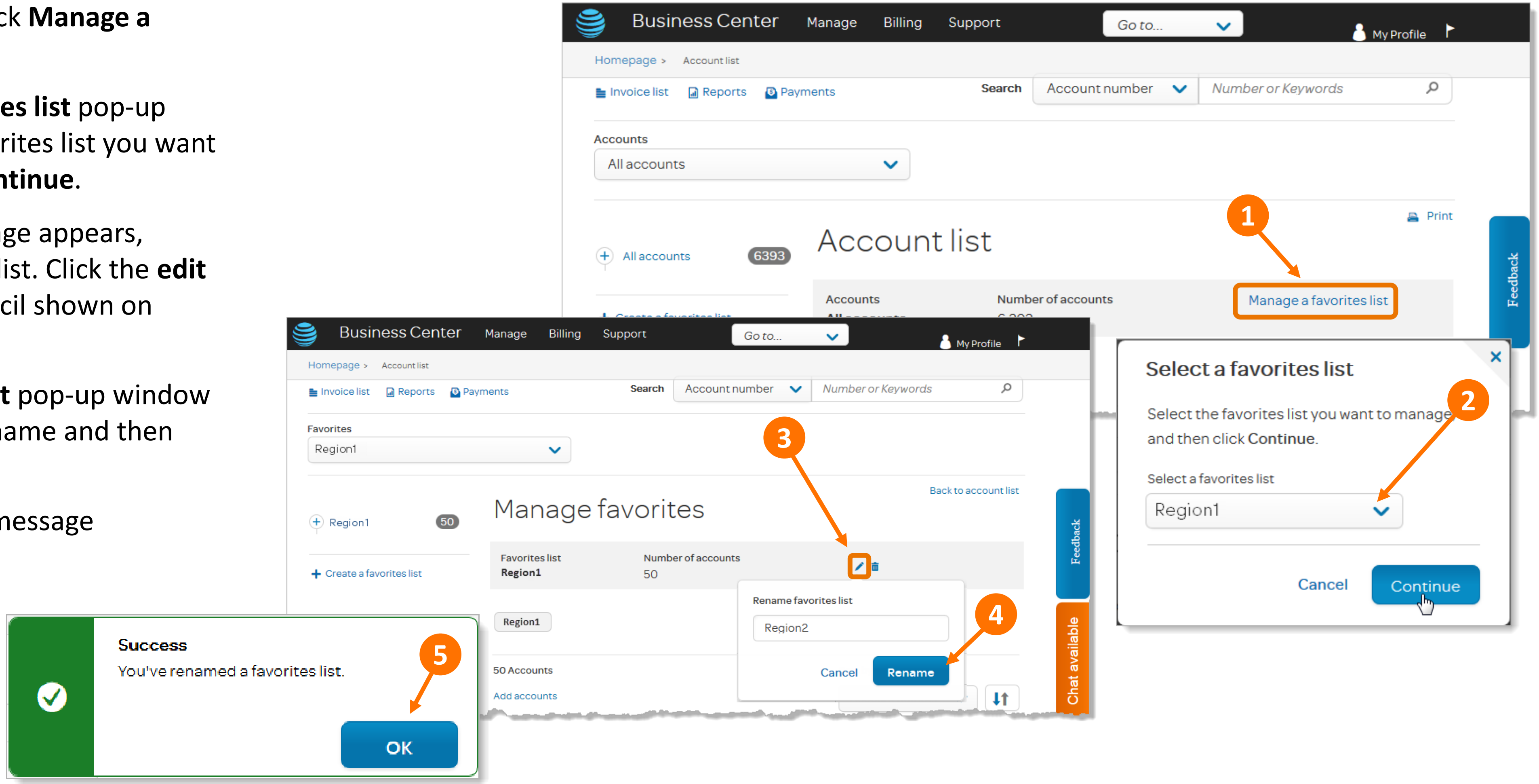
1. Expand the **Accounts** menu in the upper left. Under **Favorites list**, choose a list. The page then shows the invoice list for only those accounts.
2. If you need to search further, you can use the **Search** feature in the upper right to search just your favorites list, as follows:
   a. From 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.

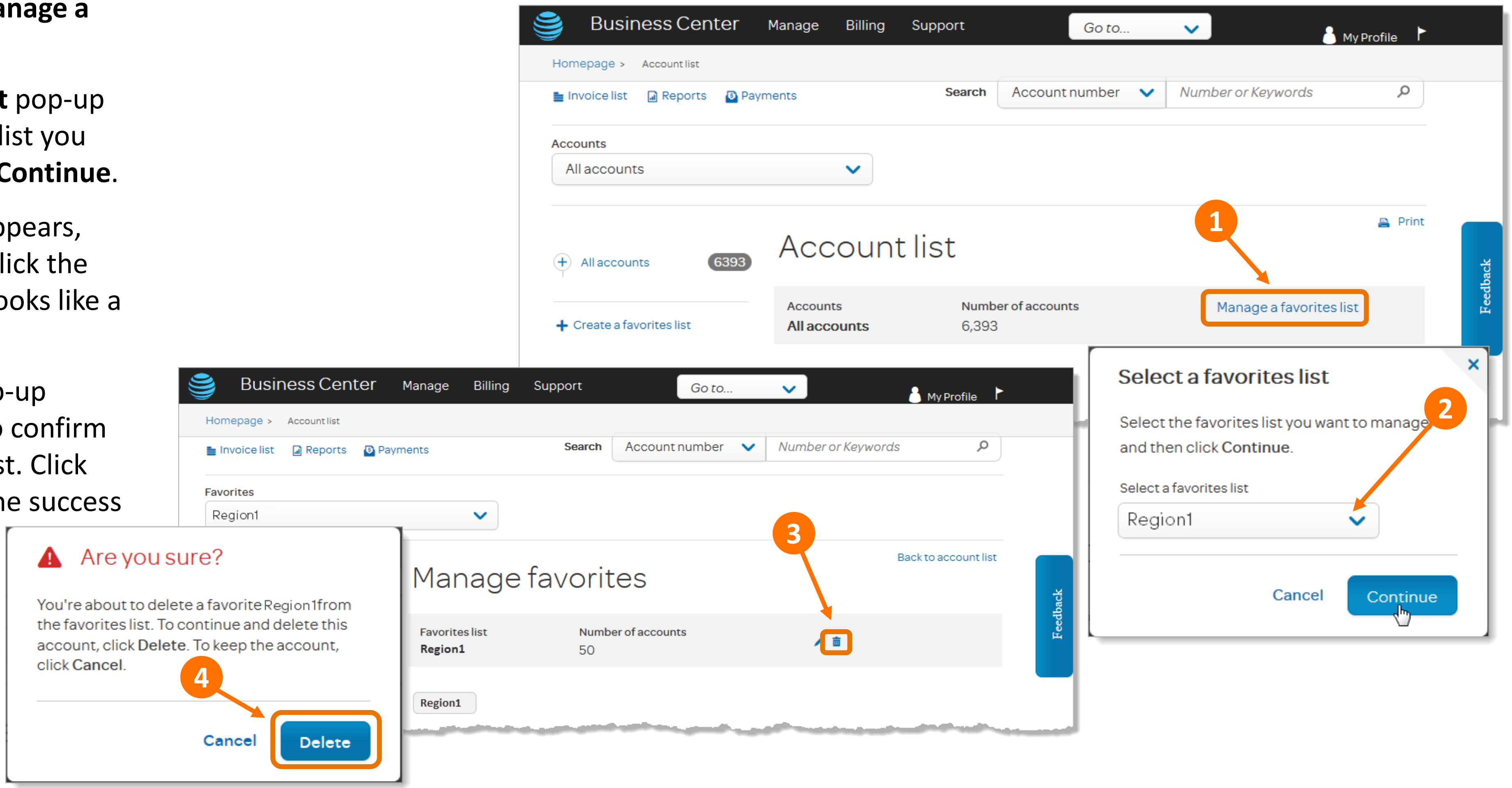
Rename a favorites list

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

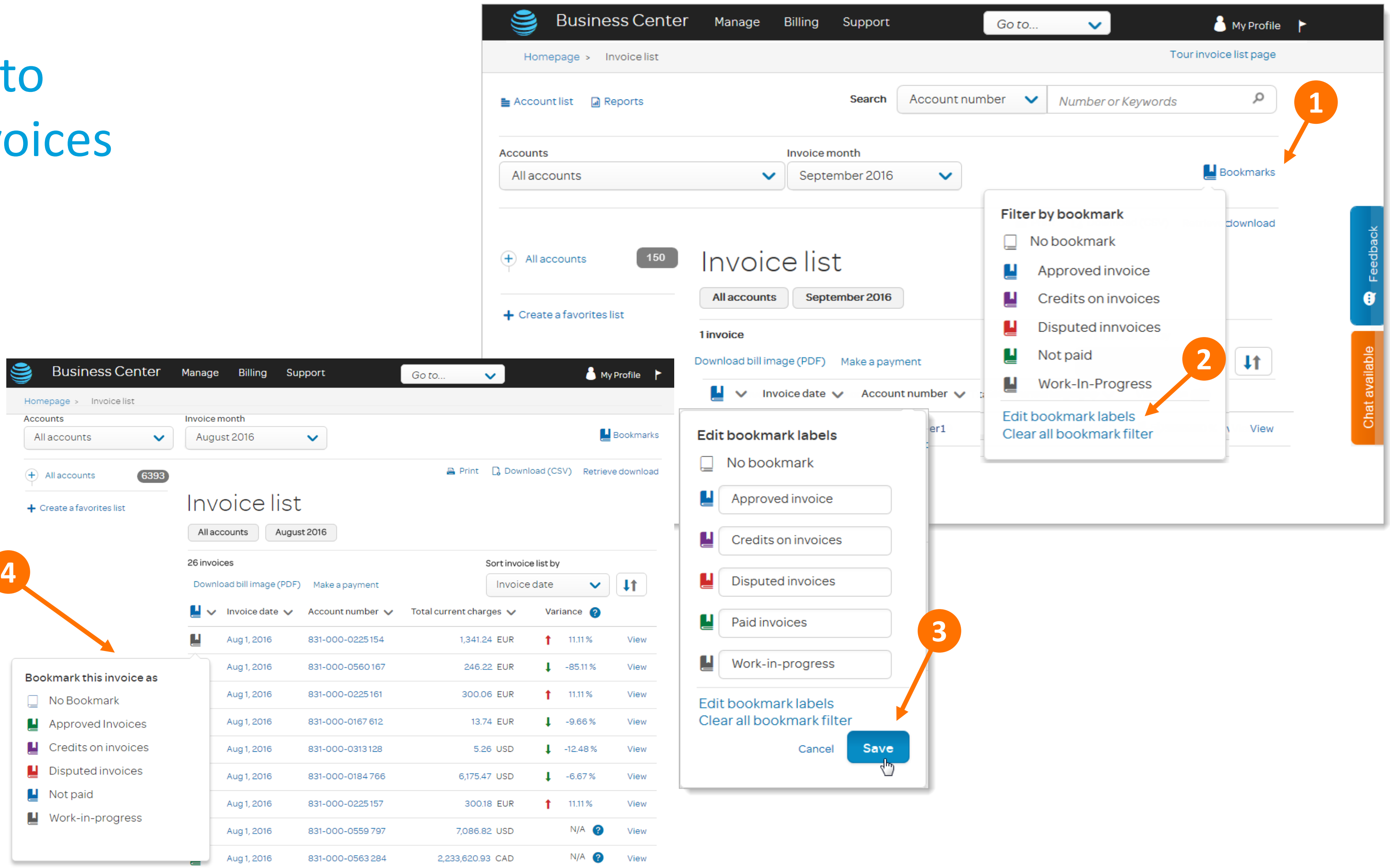
1. From the account list, click **Manage a favorites list**.
2. From the **Select a favorites list** pop-up window, choose the favorites list you want to delete and then click **Continue**.
3. The **Manage favorites** page appears, displaying that favorites list. Click the **delete icon** on the right 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.



Create bookmarks

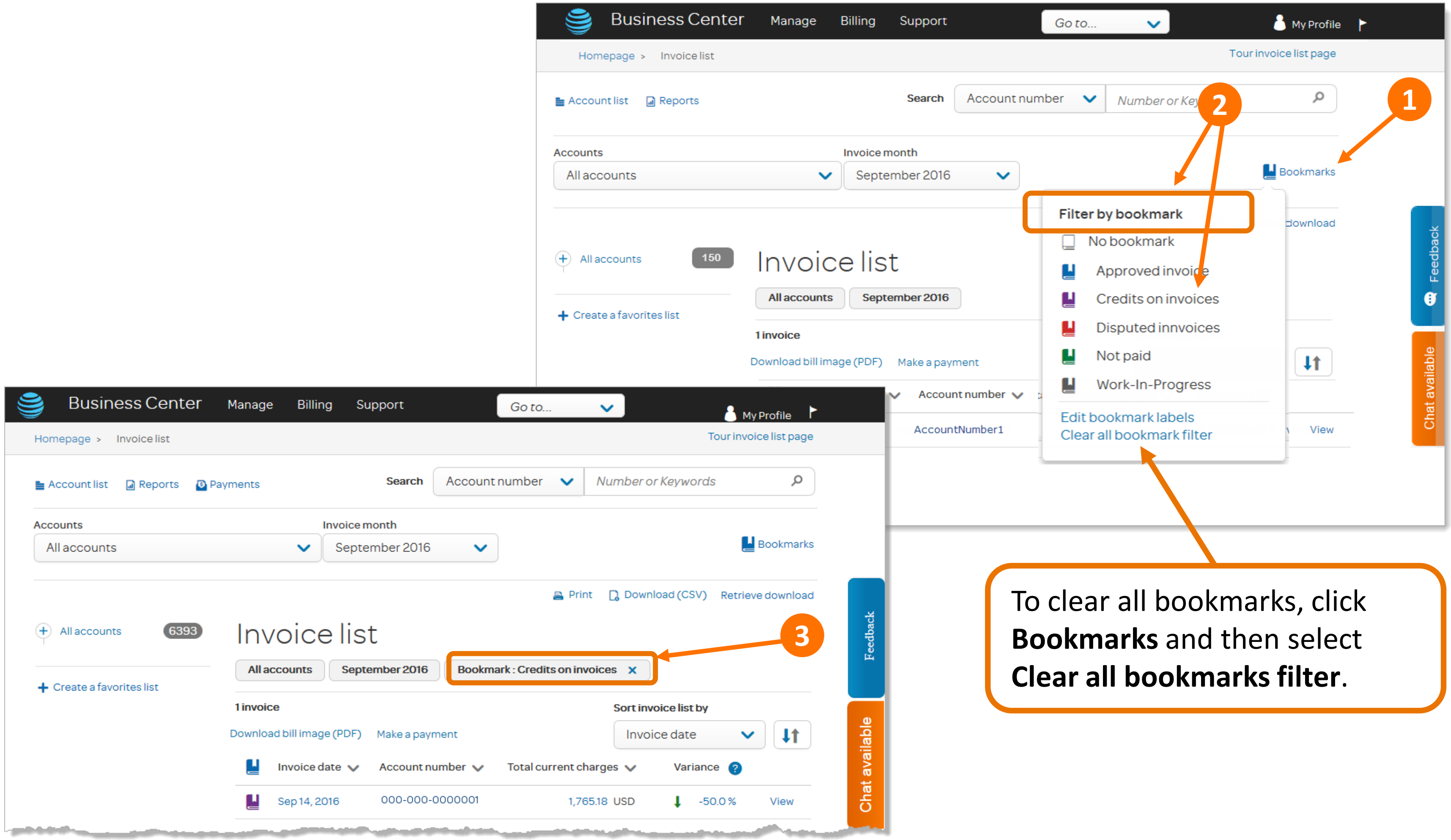
Bookmarks are a simple way to categorize and color code invoices for quick and easy access.

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.



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.

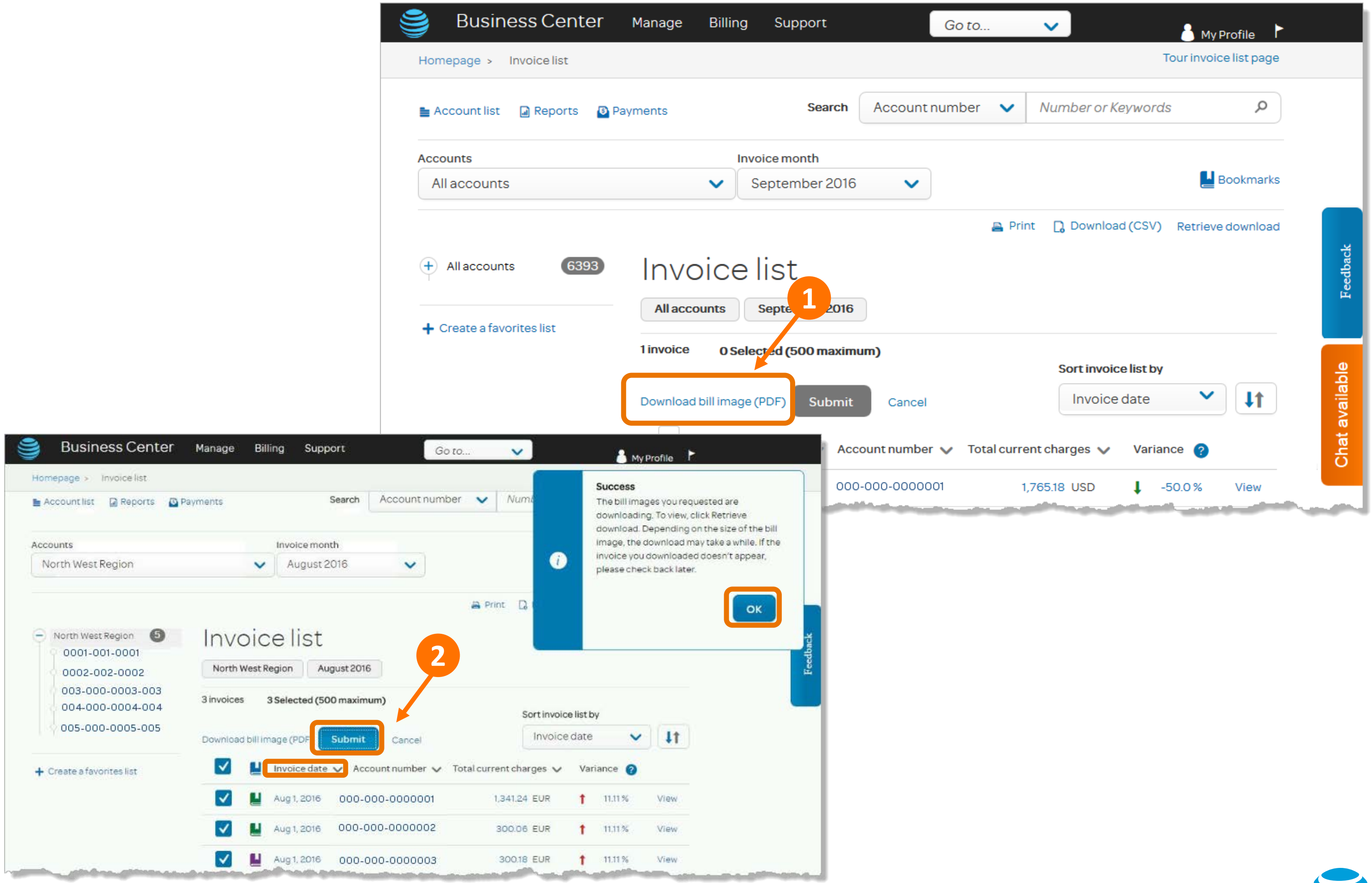


View and print your bill

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**.

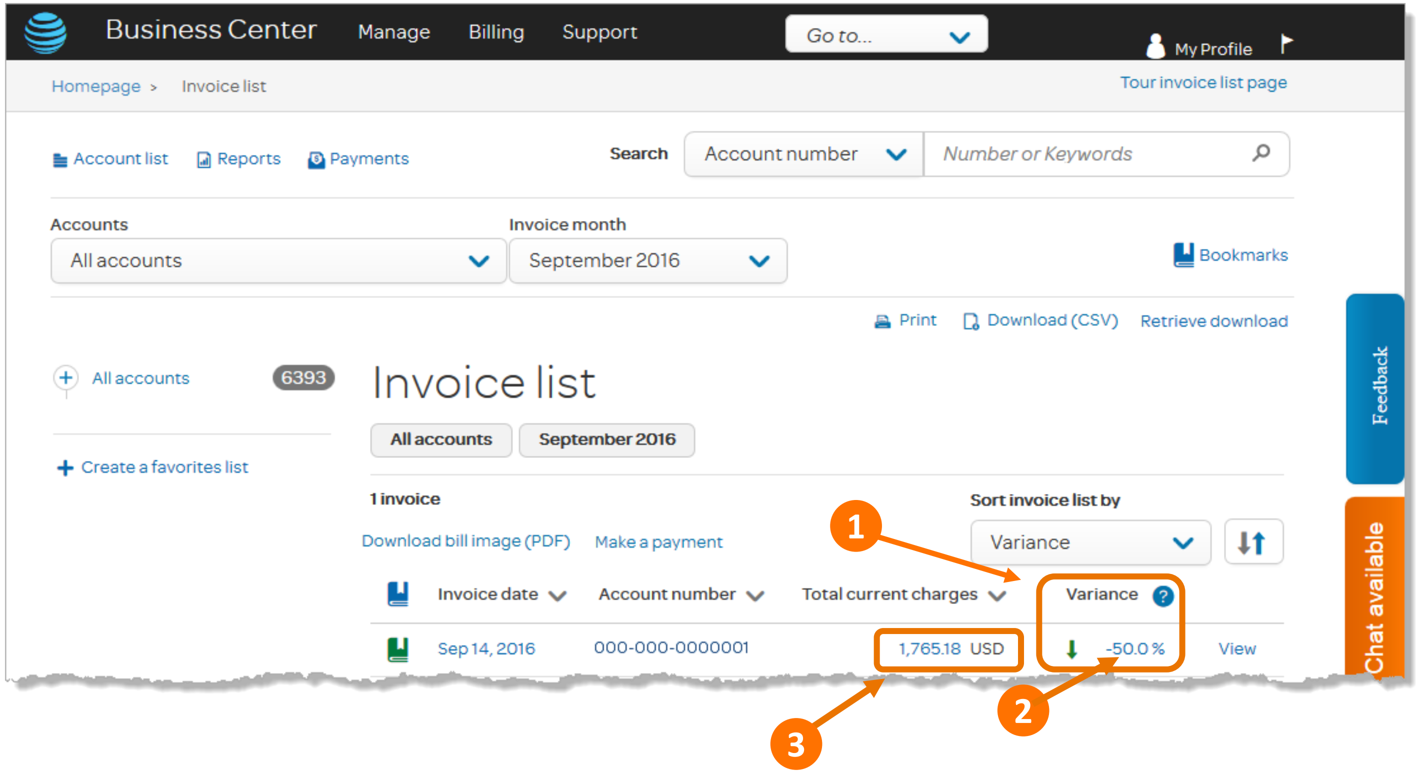
   If you are downloading one invoice, a download message appears. Click **Download** to view the invoice immediately.

   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.



View variances

1. 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.
2. Click the percentage to see the total charges for the current month and the prior month.
3. To see more details, click the dollar amount 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.