

Enlighten Online Billing

User Help Guide

An overview of the Home Screen and main sections

The main home screen displays a dashboard view of useful information and has links/tabs to other sections as detailed below.

On screen help/tips

Where you see the following icon  you can get extra help or details on screen

Home

The Home screen provides instant access to information relating to the selected billing month. Enlighten opens showing the latest invoice (Billing Period) and if you want to review months, you can select them from here.

Sections on this page

- Welcome Message
- Customer and Invoice Selection
- Observations for Billing Period
- Invoice Summary for Billing Period
- Usage Summary for Billing Period
- Invoice Charges for Billing Period
- Call Charges for Billing Period

Reports

The Reports section allows you to preview pre-defined reports that relate to the billing month selected. Click the relevant report link to view the report. Once a report has been selected Enlighten displays the information on screen (table, line graph, pie chart etc) and the user can then download the report in one of the following formats using the buttons on this page - PDF, CSV or Excel.

Sections on this page

- Customer Bill Period
 - Use this to select the required customer and invoice combination
 - All reports run in the other sections on this page will be based on the customer and billing period selected here
- High Usage Reports
- When Calls Were Made Reports
- Overview Reports
- Call Profile Reports

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Download

This section allows you to download invoice sections (or the whole invoice) in either PDF, CSV or Excel formats. You must select which Customer and Billing Period you want to download data for, and for which sections of the bill. The PDF downloads are held within the 'Your PDF Downloads For Period...' section for up to 7 days. Whilst large downloads are created, you can use the rest of the site. Completed reports appear in the 'Your PDF downloads For...' section when ready to download.

Sections on this page

- Customer and Invoice Selection
Use this to select the required Customer and Billing Period combination
- Set Your Preference for Billing Period
This section has three sub-sections
 - PDF Selection and Download
 - Using the on screen section fields choose what you want to download and press the 'Download PDF' button
 - The chosen selection will present themselves in the 'Your PDF Downloads' section ready for you to download.
 - Invoice File (CSV or Excel)
 - This will download the selected invoice as an electronic file in the chosen format. This is not an Excel version of the PDF but rather a file that contains all the details of the chosen invoice on a line by line basis.

- Itemisation (CSV or Excel)
 - Using the on screen selection boxes, choose what itemisation usage you would like to download and then select the required format.
- Your PDF Downloads For Billing Period
This section lists the PDF downloads as selected, stating if the download is either ready or previously downloaded.

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Invoices

This section allows the user to view the detail of any uploaded invoices. Both monthly recurring invoices and one-off sales invoices are available. You can view all sections, CLIs and all charges on the bill (including calls and other charges like rentals). Full call itemisation can be accessed, and filters applied to either the whole invoice, service centre or CLI.

Sections on this page

- Customer and Billing Period Selection
 - Select the customer and billing period required or just click on relevant details, itemisation or download buttons of the required invoice line. As default all invoices will show for the selected customer.
- Invoice details
 - Buttons on these pages
 - Details
 - Shows the details of the selected invoice and selected section within that invoice
 - When you click the 'Details' button it will take you into the next level of the invoice and so on, down to individual CLI/Number level information.
 - Itemisation
 - Shows usage for the selected invoice and selected section within that invoice. The itemisation page allows the user to filter usage items based on a wide selection of filter options. The user can then download that filtered section.
 - Downloads
 - Takes the user to the Download page

Administration

Note that some of these sections may have limits placed on them by us. If this is the case and you think you need access to these sections, please contact us in the normal way.

Sections on this page

- Manage Accounts
 - Review the basic details of your account
- Manage Billing Groups
 - Review the basic details of your account
 - See the numbers / CLIs listed within the selected billing group
 - Review basic details of the numbers
- Manage Login Profile
 - View login profile details and change login password

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Help and Support

This section provides help and support information relating to Enlighten and this guide.

Log out

Note that as a security feature, if you have not used Enlighten for a period of 10 minutes Enlighten will automatically log you off. At this point you will need to log in again with your username and password.

Summary

We hope this simple user guide has helped you to understand the power behind Enlighten.

If you have any questions or comments or need help gaining access to Enlighten, please contact us using the information in the help and support section of Enlighten, the contact details on our main website or the details located on any supplied invoice.

Thank you for your custom and we hope you enjoy using Enlighten.