

Winter 2019 billing enhancements in Premier

AT&T eBill for Premier

Release Notes

February 2019



© 2019 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.



A new look to Premier eBill

We've simplified your online billing! The new look and feel in Premier eBill makes it easier for wireless business customers to view and understand their bill. These upgrades include updated account summary pages, a new Group Summary page, and updated reports.

Customers will be transitioning to the new paper and digital bills throughout 1Q19.

The Premier eBill upgrades are a result of the wireless paper bill changes. Watch [this video](#) to learn more about the changes to the paper bills.

Benefits



Find the information
you need faster with
an updated look and feel.



See charges at the
group level clearly with
the new Group Summary page.



More reporting options
with additional
bill analysis reports.

Images provided in this presentation are for illustrative purposes only.

Redesigned account summary pages

Find information faster on redesigned summary pages (1 of 2)

Easily view the total charges on the new Foundation account summary page.

On the new Billing account summary page you'll see the amount due and due date.

Also, "Other Charges and Credits" is split into more categories to help make the bill easier to understand.

The updated digital bill layout includes redesigned summary pages for the foundation account, billing account, and mobile device.

SHOPMANAGEBILLINGSUPPORT

View BillPaymentsUsageReportsNotifications

Select account type:

Foundation account

Search for:

Number

Foundation account:

Billing account:

Group Id:

N/A

Wireless number:

N/A

Billing account summary

Billing account:

Billing account name:

Foundation account:

Number of devices:

6

Number of groups:

2

Paperless | Messages

Billing period:

Oct 07, 2018 - Nov 06, 2018

Total due:

\$2,320.55

Due immediately:

\$1,340.25

Due Dec 01, 2018:

\$980.30

View paper bill (PDF)

Make a payment

Bill summary

Account activity since last bill

Previous balance:

\$1,340.25

+ Payments:

\$0.00

+ Credit and adjustments:

\$0.00

Remaining balance:

\$1,340.25

Due immediately

New charges

+ Activity since last bill:

Oct 07, 2018 - Nov 06, 2018

\$0.00

+ Monthly charges:

Nov 07, 2018 - Dec 06, 2018

\$0.00

+ Surcharges and fees:

\$0.00

+ Government fees and taxes:

\$0.00

+ Mobile device charges:

\$980.30

Total new charges:

\$980.30

Total amount due:

\$2,320.55

Other billing details:

Installment plans

Billing account summary page

Additional charge categories make it easier to understand.

SHOPMANAGEBILLINGSUPPORT

View BillPaymentsUsageReportsNotifications

Select account type:

Foundation account

Search for:

Number

Foundation account:

Billing account:

Group Id:

Wireless number:

Foundation account summary

Foundation account number:

Foundation account name:

Number of billing accounts:

6

Select billing period:

Nov 08, 2018

Total charges:

\$1,617.74

View/Pay Bill

Billing account summary

Billing account charges

Activity since last bill:

\$455.60

Monthly charges:

\$407.21

Surcharges and fees:

\$74.00

Government taxes and fees:

\$43.49

Total charges:

\$1,617.74

Billing account details

Search by:

Billing account number

Search for:

Number

Export details

Billing account number:

Previous balance:

\$1,340.25

Activity since last bill:

\$455.60

Monthly charges:

\$407.21

Surcharges & fees:

\$74.00

Government taxes & fees:

\$43.49

Total charges:

\$2,320.55

Total charges:

\$1,617.74

Other billing details:

Copay details

Clearly see the total charges.

Foundation account summary page

4 © 2019 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, Mobilizing Your World and DIRECTV are registered trademarks and service marks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners.

AT&T Business

Find information faster on redesigned summary pages (2 of 2)

The Mobile device summary page is similar to the foundation account summary page.

The total charges are easy to find and the additional charge categories make it easier to understand.

Also, the mobile device usage summary and details are found on this page.

Easily access the mobile device usage information.

SHOPMANAGEBILLINGSUPPORT

[View Bill](#)PaymentsUsageReportsNotifications

Select account type:Wireless number

Search for:Number

Foundation account: [redacted]
Billing account: [redacted]
Group Id: [redacted]
Wireless number: [redacted]

Mobile device summary

Wireless number: [redacted]
User name: [redacted]
Foundation account: [redacted]
Billing account: [redacted]
Group ID: [redacted]

Billing period:Oct 07, 2018 - Nov 06, 2018

Total charges
\$79.41
[View installment schedule](#)

Mobile device charges

Export in CSV

Monthly charges

Nov 07, 2018-Dec 06, 2018

\$65.00

Access for [redacted] 4G LTE w/ Visual Voicemail

\$40.00

International Roaming - Expanded

\$0.00

1808 BRITE BILL - Installment 3 of 24

\$25.00

+ Surcharges and fees

\$8.87

+ Government fees and taxes

\$5.54

Total charges

\$79.41

Mobile device usage

+ Usage summary

+ Data usage details

+ Voice usage details

Mobile device summary page

New group level charges

Clearly see charges on new Group Summary page

On the new Group Summary page you can search for and select groups to see the associated group charges.

To open the Group Summary page:

- From the **View Bill** menu list, select the new **Group summary** option.

To select a group, do one of the following:

- Search by **Group ID** in the search widget.
- Click the **Group ID** selector in the top right corner.

On the Group Summary page you can find the total group charges, the group plan, and number of lines in the group.

For more details, expand an item under **Group charges** or **Group usage**.

Select Group summary.

Search for Group ID.

Click Group ID selector.

Expand Group usage item.

The screenshot shows the AT&T Group Summary page. At the top, there's a navigation bar with 'View Bill', 'Payments', 'Usage', 'Reports', and 'Notifications'. Below this, a 'View Bill' dropdown menu is open, showing options like 'Foundation account summary', 'Billing account summary', 'Group summary' (highlighted), 'Mobile device summary', 'Compare bills', and 'Download bill (PDF)'. To the right, there's a search bar labeled 'Search for:' with a 'Number' placeholder and a magnifying glass icon. Further right, account information is displayed: 'Foundation account:', 'Billing account:', 'Group Id:' (highlighted), and 'Wireless number: N/A'. Below the search bar, there's a 'Select account type:' dropdown with 'Group ID' selected. A 'Select billing period:' dropdown shows 'Sep 07, 2018 - Oct 06, 2018'. The main content area is titled 'Group Summary' and includes fields for 'Group ID:', 'Foundation account:', 'Billing account:', 'Group plan: Mobile Share Value 300MB with Rollover Data' (with a 'View details' link), and 'Number of lines: 2'. On the right side of this section, it shows 'Total group charges \$744.87' and a 'View/Pay Bill' link. Below this is a 'Group charges' section with a table of charges. The table has three columns: a plus icon and label, a date range, and a dollar amount. The rows are: '+ Activity since last bill' (Sep 07, 2018-Oct 06, 2018, \$220.00), '+ Monthly charges' (Oct 07, 2018-Nov 06, 2018, \$20.00), '+ Mobile device charges' (\$504.87), and a bolded 'Total group charges' row (\$744.87). Below the charges is a 'Group usage' section with two rows: '+ Available data and usage' (Available: 300.00 MB) and '+ Mobile device usage details' (Used: 3502.00 MB).

Charge Item	Period	Amount
+ Activity since last bill	Sep 07, 2018-Oct 06, 2018	\$220.00
+ Monthly charges	Oct 07, 2018-Nov 06, 2018	\$20.00
+ Mobile device charges		\$504.87
Total group charges		\$744.87

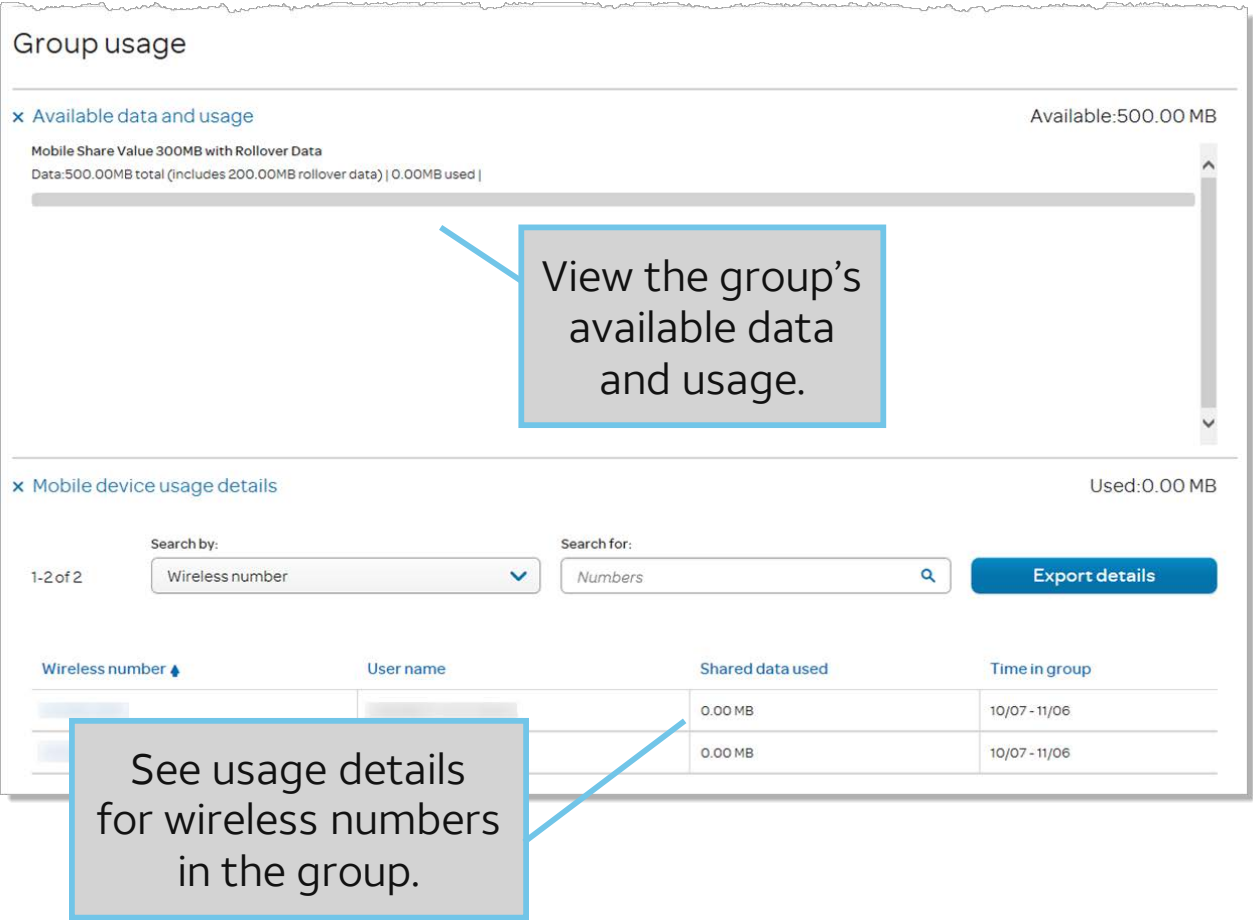
Usage Item	Usage
+ Available data and usage	Available: 300.00 MB
+ Mobile device usage details	Used: 3502.00 MB

Easily find group usage details

At the bottom of the Group Summary page (previous slide), simply expand the Group usage items to see:

- **Available data and usage** – a bar graph showing data used, remaining data, and any overage.
- **Mobile device usage details** – a list of shared data used for each wireless number in the group.

The group usage information is only available for bills in the new bill format.



Download billed usage details by group

You can download billed usage details for one or multiple groups.

Simply choose the usage month and select **Group(s)** from the **Billed usage for** list.

As before, you can download billed usage details for Billing accounts and Mobile devices.

Important: Group usage details are only available for bills in the new bill format.

Easily download
billed usage details
for groups.

SHOP MANAGE BILLING SUPPORT

View Bill Payments Usage Reports Notifications

Select account type: Foundation account

Search for: Number

Foundation account: --
Billing account: --
Group Id: --
Wireless number: --

Download billed usage details

Foundation account: --
Foundation account name: --
[Change foundation account](#)

You can download data or voice billed usage details for any month within the last 16 months. You can download details for multiple accounts, groups, or devices at the same time. Usage details are only available for groups starting with the new bill format so 16 months may not be available to download. Very large files are generated offline and posted on the [View Generated Reports](#) page when ready.

Usage month: Nov 2018

Billed usage for: Select

- Select
- Billing account(s)
- Group(s)**
- Mobile device(s)

Download

Conveniently compare group charges

The new look and feel of the Compare bills page includes the option to compare group charges.

Comparing bills at the foundation account and billing account levels is also available.

You will be able to compare charges for an account over multiple billing periods, up to 16 months.

Important: This feature is available for bills in the new bill format only.

Bills in the new format will display charge trending results.

Compare bills

Foundation account:

Foundation account name:

[Change account](#)

Charge trending

Cross-account comparison

You can compare charges for an account over multiple billing periods, up to 16 months. This feature is available for bills in the new bill format only.

Account level

Foundation account

Foundation account

Billing account

Group

End date

Oct 18, 2018

Charge type

Total amount due

Update

Charge trending results

Graph view

Table view

\$0-

Sep 2018

Oct

Oct

<

Bill Date: September 19, 2018

>

Total Charges: \$0

[Export in CSV](#)

More reporting options

New bill analysis reports

We've made some updates to the Reports menu in Premier eBill. However, all of your canned and saved reports are still available.

Also, new bill analysis reports were created to match the new categories on the bill:

- Charges Summary
- Charges Details
- Activity Since Last Bill Details
- Monthly Charges Details
- Surcharges and Fees Details
- Government Fees and Taxes
- Device Installment Charges

New bill format reports.

Changes were not made to other existing reports or saved reports.

Charges and Usage Reports

Invoice Month: Nov 2018 ▼

☒ By Month ☐ By Date

FAN: [All FANs](#)
BAN: [All BANs](#)

New Bill Format Reports

- [Charges Summary](#)
- [Charges Details](#)
- [Activity Since Last Bill Details](#)
- [Monthly Charges Details](#)
- [Surcharges and Fees Details](#)
- [Government Fees and Taxes](#)
- [Device Installment Charges](#)

Other Summary Reports

- [Company Summary](#)
- [Service Summary](#)
- [FAN Remit Detail Current Charges](#)

[Show more](#)

Other Detail Reports

- [Itemized Taxes](#)
- [Itemized Government Fees and Taxes](#)
- [Itemized Messaging Charges](#)

[Show more](#)

Popular Reports

- [All Data Export - Service Summary](#)
- [All Data Export - Usage Detail](#)
- [Charges and Usage Summary](#)
- [Current Charges \(Data and Voice\)](#)
- [Equipment Detail](#)
- [Itemized Feature Charges](#)
- [Itemized Other Charges and Credits](#)
- [Data](#)
- [Data Pooling](#)
- [Group Plan Summary \(Data\)](#)
- [Voice Pooling](#)
- [All Calls \(Voice\)](#)
- [Roaming Calls - Voice](#)
- [Messaging](#)

Saved Report Templates

Drag and drop reports into the panel, click 'options(BA BB report)' to schedule your reports to be run automatically each month.

[New Folder](#)

Default Options

Changes to fulfillment reports

We've also made changes to the fulfillment reports:

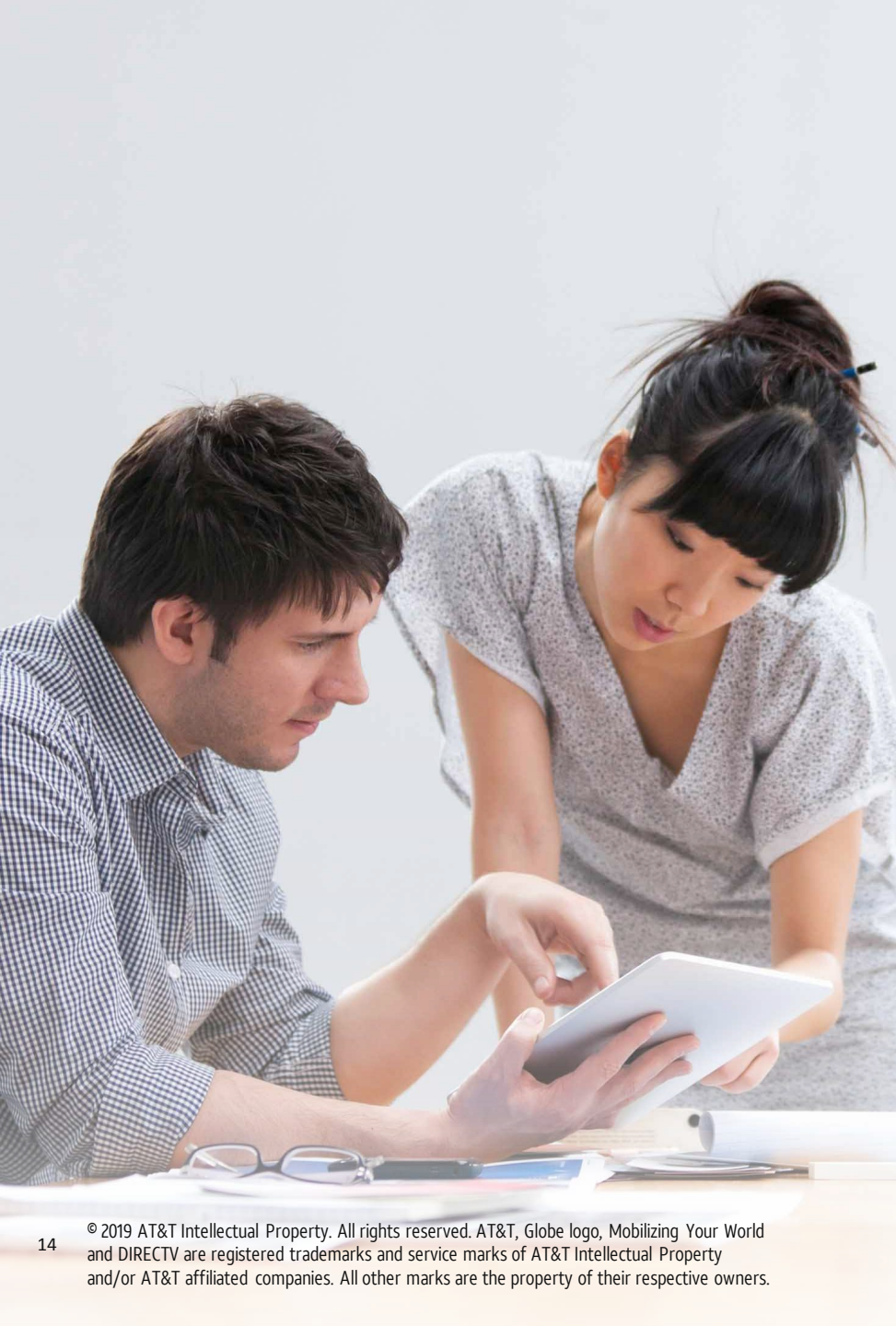
- All Charges and Usage report includes the new categories and group charge details.
- Group Plan Summary report includes group charge details.
- Comm and Non-Comm reports are now called Subscription reports.
- Video Share Calling and One Time Charges reports are no longer available.
- New reports are now available for each of the new charge categories.

Raw data report

When you download the raw data report you'll see a new "Group ID" column and you'll see "group" as a value in the "Bill Entity Level" column (not shown).

EDI report

The EDI report is not changing. The new bill format data will be mapped into existing EDI format (not shown).



More information

- Monthly user statement emails will match the new bill layout.
- Changes to Premier eBill will roll out to customers as their BANs and FANs are transitioned to the new paper bill.
- There will be a gradual transition of customers to the new Premier eBill enhancements beginning in January 2019.
- The transition of customers to the new bill format is scheduled to be completed by the end of March.
- Watch [this video](#) to learn more about the changes to the paper bills.

Be Social

Stay up to date with the latest AT&T Premier news and take part in lively conversations on our social media platforms.





AT&T Business