

Target Audience	Purpose	
Process Overview	System Steps	
Appendices	Contacts / Document Control	

#### **Target Audience:**

State of Wisconsin customer using AT&T Business Direct "View, Analyze and Pay Your Bill" (eBill) tool for billing inquiry/dispute submission and management associated with the IBS Custom / Consolidated invoice.

#### **Purpose:**

This process is intended to provide the guidelines for a single source of submission, communication, performance tracking, documentation repository, and reporting related to IBS Custom / Consolidated invoice inquiries/disputes and billing hierarchy changes. Inquiries/disputes and hierarchy changes will be submitted by customers via the "View, Analyze and Pay Your Bill" (eBill) application available on the AT&T Business Direct web portal. The AT&T Billing Quality Assurance (BQA) / Billing Relationship Management (BRM) team will manage an RDS worklist generated by the interface between BDeBill and RDS.

#### **Process Overview:**

- Login to AT&T Business Direct, "View, Analyze and Pay Your Bill" (eBill) application.
- Submit an inquiry/dispute via Disputes & Inquiries link from the landing page in eBill.
- Review status and/or history of submitted inquiry/disputes on regular basis.
- Respond to request for additional information and/or provide approval on status/next steps in the inquiry/dispute management process.

#### **System Steps:**

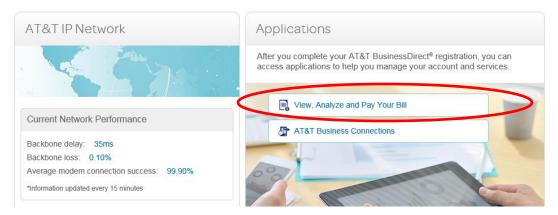
The following section describes how a customer would login and manage an inquiry/dispute on a Managed Network Services (MNS) account.

Login to AT&T Business Direct: www.businessdirect.att.com





From the Home page, select View, Analyze and Pay Your Bill (aka eBill).



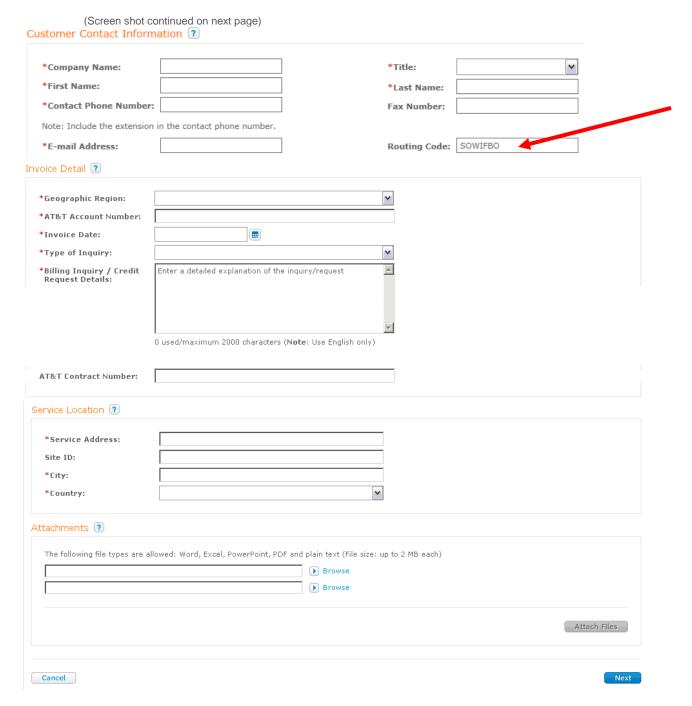
 From the landing page in eBill, initiate an Inquiry/Dispute by selecting the Disputes & Inquiries option from menu bar; then click the Submit Inquiry option.



- The Other Inquiry page is displayed and provides a data gathering section where you will be asked to provide
  a detailed description of the inquiry/dispute. Note there are a number of required fields; some will be prepopulated based on your user profile.
  - Routing Code SOWIFBO has been established for State of Wisconsin BadgerNet. This is a key data field and should be used on billing inquiry / dispute submission associated with the IBS Custom / Consolidated invoice. If preferred, this field can be "pre-populated" per data field in User profile.
    - Inquiries / disputes for Standard / Direct billed invoices will follow business as usual process
  - See Appendix A for additional explanation of each data gathering field





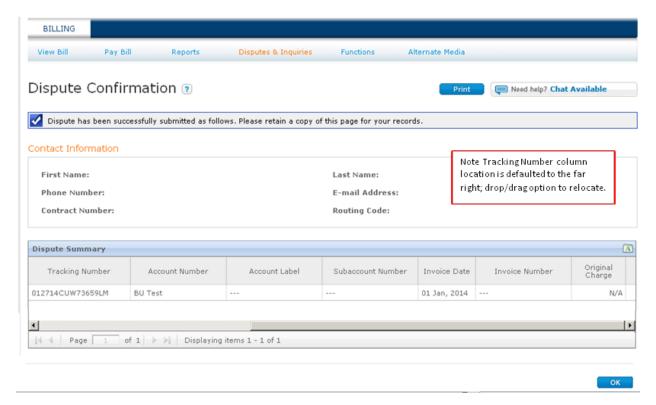


- Clicking the Next button will take you to a Review Details screen;
  - Upon confirmation the data is correct, select the Submit button, or select Previous to edit





- Upon selecting the Submit option, the Dispute Confirmation page will be displayed.
  - A line item, with a unique tracking number related to the new inquiry/dispute, will be reflected under the Dispute Summary heading. Note that per the default order of the columns, the Tracking Number field will be located on the far right. Columns can be reordered by dragging and dropping the column headers.
  - Click OK at the lower right of the screen and return to the eBill landing page.



 Review status and/or history of submitted inquiries/disputes by selecting Disputes & Inquiries, then View Dispute History, from the main menu bar.



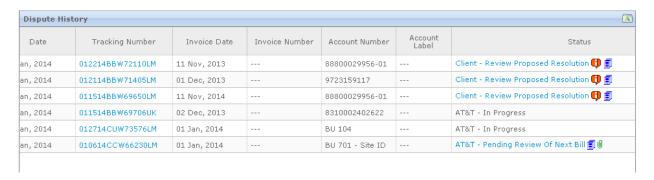
- View Dispute History page will be displayed.
  - Multiple view options are available and may vary based on user profile.





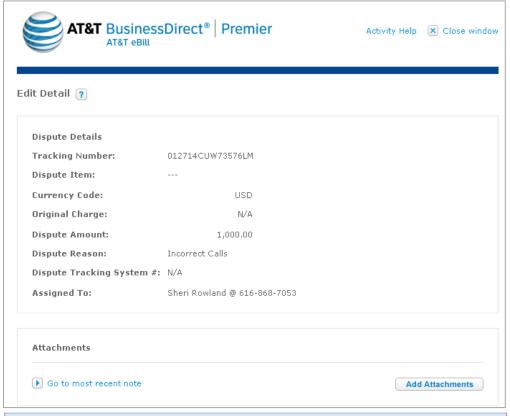
# View Dispute History ? Dispute Type: All Display By: User Dispute Reason: All Dispute Reason: All Apply Selection

The lower section of the screen displays a list of Tracking Numbers submitted in the last 30 days. The data range can be modified. Line items display summary level information for each entry, as well as reflect the current Status value and a visual indicator if there has been activity since last review.



- Items can be sorted by clicking the Field Name on the gray column heading section. The columns can be reordered, per user preference, by dragging/dropping.
- Clicking the value in either the Tracking Number or Status column will bring up the Edit Detail screen (see screen shot on next page) which presents the following sections:
  - Dispute Details -- summary of inquiry/dispute as submitted
  - Attachments -- loaded by Client or AT&T
  - Dispute History -- chronological history of status and related communication between the eBill Client and AT&T Billing Manager (See Appendix B for overview of Status Values)
  - Add Notes to Dispute Description available for eBill Client user to append additional information to existing inquiry/dispute





Dispute History				
Date/Time CST	Status	Sent By	Description/Notes	
27 Jan 09:19	Client - Created			
27 Jan 09:19	AT&T - Received	Client; Rowla	Enter verbiage here	
27 Jan 09:26	AT&T - In Progress	AT&T Rowlan		
27 Jan 09:38	AT&T - In Progress	Client; Rowla	Forgot to tell you	

Enter notes/questions  O used/maximum 2000 characters ( <b>Note</b> : Use English only)	<u>-</u>
---	----------



## **Appendix A:** eBill Inquiry-Dispute Data Gathering Fields



### **Contact Information:**

Title	Name	E-mail
Lead Billing Operations Manager	Tim Baran	tb1597@att.com