

iBillie Portal User Guide

The single login to access all Nine Wholesale portals

27/07/2016

Nine Wholesale are delighted to present to you the iBillie portal, the secure and effective way to manage your telecoms business online

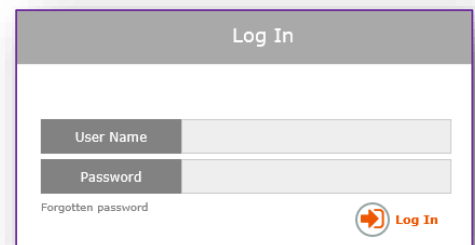
Should you need any support or training on your new portal please see the key contacts page at the end of this guide for details

Logging In

To access your new Nine Wholesale account please visit <https://www.iBillie.co.uk>, you will require the unique **User Name** and **Password** that has been sent to you via email.

Should you misplace your password please use the Forgotten Password link, you will require your unique username and your email address you gave your account manager during your application.

If you still have access issues see the troubleshooting guide at the end of this guide or contact your account manager.



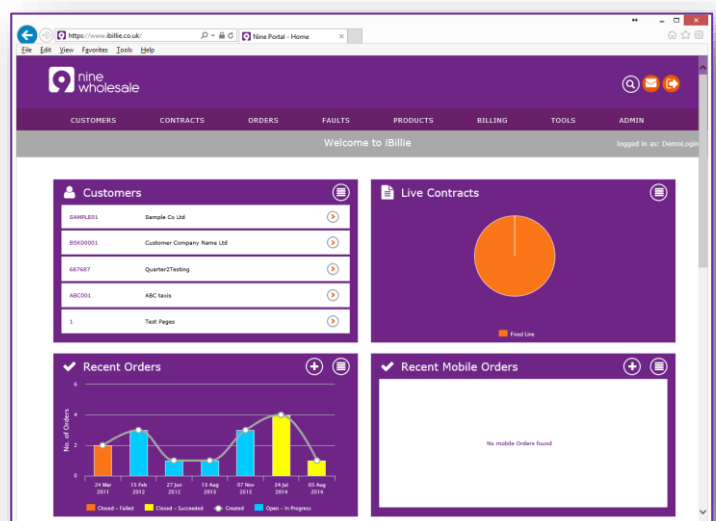
The Home Page

The landing or home page of iBillie has been designed to offer you an overview of recent activity on your account, including any new additions or adjustments to customers, contracts or orders and the latest news and FAQ updates from Nine Wholesale.

Once you have logged into the portal your username is recorded against any orders you place or changes you make.

Your username is also visible on the right hand side of the portal and is visible within all iBillie pages.

All users of the iBillie portal have a unique username and password which is managed by an individual within your company, known as the "Administrator".



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General Navigation



You can return to the home page at any time by clicking on the Nine Wholesale logo in the top left hand corner of the portal.

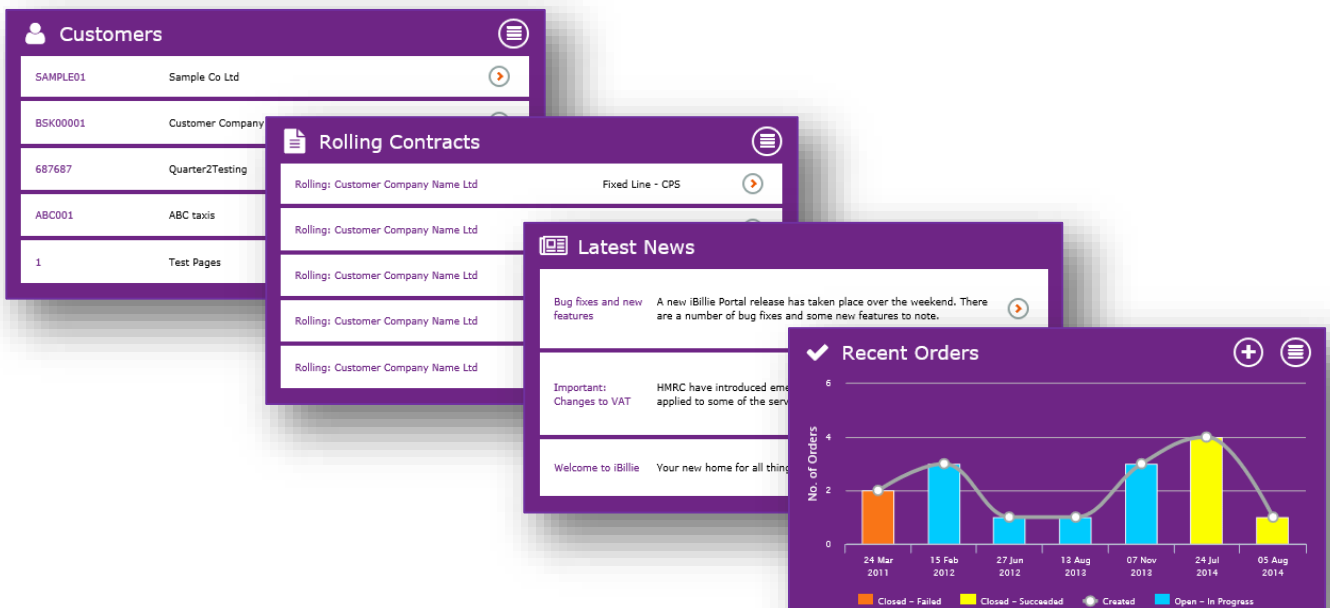
In the top right corner of the portal you will find 3 other useful icons, these appear on all pages and can be used as below:

-  The Search icon allows you to search your portal for customer, CLI, order reference or partial address details. The results appear in a new table that allow you to click through.
-  The Envelope icon will open up a feedback window so that you can send Nine Wholesale comments etc. directly through the portal. Press Esc to close the pop up box.
-  The Exit icon will log you out of the portal, clicking on this icon will close your active session so please ensure you have submitted any active orders or updates before exiting the portal.

HINT: At the bottom of all your iBillie pages you will find the Terms, Cookie Policy, Disclaimer, Glossary of Terms and a link to download your very own iBillie portal Guide (this guide).

Home Page Widgets

The widgets provide a summarised view of vital business information. See the Widget guide for more details.





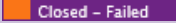
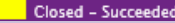
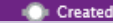
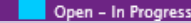












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Widget Guide

Widget	Widget description and notes
Customers	<p>Shows the last 5 customers to be updated in the Cascade Web or iBillie platforms including basic accounts that are not billed via Nines Bureau billing service</p> <p>Clicking on the  icon will summarise the selected customer account</p> <p>Clicking on the  icon will expand this view to show all customers which can be filtered further using the  option and where available using the  option will allow you to export the details into a CSV formatted file</p>
Live Contracts*	Details all active assets across all product sets available (WLR, CPS, ADSL & FTTC)
Recent Orders	<p>Shows the last 7 days of order activity on your account</p> <p>Orders are grouped and stacked based on the below colour scheme:</p> <p> Closed - Failed  Closed - Succeeded  Created  Open - In Progress</p>
Recent Mobile Orders	<p>Shows the last 5 Mobile product orders raised in the iBillie platform</p> <p>Clicking on the  icon will summarise the selected Mobile order</p> <p>Clicking on the  icon will expand this view to show all Mobile orders which can be filtered further using the  option and where available using the  option will allow you to export the details into a CSV formatted file</p> <p>Clicking on the  icon will take you to the Orders menu to raise a new order</p>
Recent Data Connectivity Orders	<p>Shows the last 5 Data product orders raised in the iBillie platform</p> <p>Clicking on the  icon will summarise the selected Data order</p> <p>Clicking on the  icon will expand this view to show all Data orders which can be filtered further using the  option and where available using the  option will allow you to export the details into a CSV formatted file</p> <p>Clicking on the  icon will take you to the Orders menu to raise a new order</p>
In Contract Contracts*	<p>These are live assets that have a fixed term more than 1 month e.g. 12 months to 2 months remaining</p> <p>Once contracts finish their fixed term they will appear as a Rolling contract</p>
Rolling Contracts*	There are assets that have no fixed term remaining e.g. monthly rolling
Expiring Contracts*	These are assets that are leaving, either through competitor migration or cessation after the customer has cancelled their services with you
Latest News	Latest updates from Nine Wholesale, keeping you up to date on portal, product and industry changes
Frequently Asked Questions	Check out the FAQ page for answers to the most frequent questions we have already answered

*Contracts shown in iBillie detail agreed terms between Nine Wholesale and the reseller, contracts between the reseller and end user customer are not recorded in iBillie.



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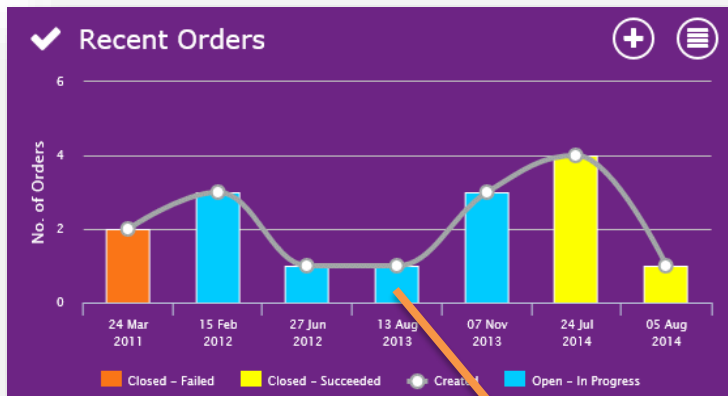
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Widget Graphs

Graphs appear on the home page that summarise live contracts and recent orders, these are fluid reports that can be clicked to view extended order details.

-  This icon can be clicked to start a new order.
-  This icon can be clicked to search and filter all items that fall within the specific category.



The below example (left) shows the 7th of November has 3 Open – In Progress orders that when clicked result in the specific records being displayed in an easy to view table (right).











Once the table is displayed you are able to click on the Order Number, Customer or Stage icon to move into another more detailed view.


The graphs will update on a daily basis (automatically, 365 days of the year) with new orders as they are placed or the status is updated to live or failed etc.

3 Orders

Export  Filter 

Order Number	Reseller	Customer	Products	Latest	Created Date	Date Updated	Status	Stage	Items
1_8	Demo Account	Test Pages	(0576849035) CPS		07 Nov 2013	07 Nov 2013	In Progress	 Live	
1_7	Demo Account	Test Pages	(0463478458) CPS		07 Nov 2013	07 Nov 2013	In Progress	 Live	
1_6	Demo Account	Test Pages	(0576849035) CPS		07 Nov 2013	07 Nov 2013	In Progress	 Live	

Export  Filter 

HINT: You can also click on the  symbol to show additional order details and notes.

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The Main Menu

The main menu is visible in all iBillie pages allowing easy navigation between sections. Hover over the menu items to reveal further drop down filters as detailed below.

Main Menu	Sub Menu	Description (extended notes)
Customers	Recent Customer Activity	Bar graph of recent customer updates, these are then summarised on a per month basis and shows up to 7 months history
	List	Summary of all customers in an easy to view table
	Previously Viewed	Summary of recently viewed customers in an easy to view table
Contracts*	Recent Contracts	Bar graph of recent contracts, summarised on a per month basis and shows up to 7 months history
	List	Summary of all contracts in an easy to view table, choose: All (<i>all contract history</i>) In Contract (<i>Items with a term, i.e. that are not rolling</i>) Expiring (<i>Contracts with a Term expiring, becomes a rolling contract</i>) Rolling (<i>These are monthly rolling, i.e. has no minimum term</i>) Ceased (<i>Contracts that have been ceased, including leaving lines etc.</i>)
	Previously Viewed	Summary of recently viewed contracts in an easy to view table
Orders	Recent Orders	Bar graph of the recent order updates, this is summarised on a per month basis and shows up to 7 months history
	Place Order	Place a new order for your enabled products (contact your account manager to expand your available product set)
	List	Summary of orders in an easy to view table, choose: All Orders (<i>all order history</i>) Open – In Progress Orders (<i>orders soon to be live</i>) Open – Awaiting Action Orders (<i>needing input</i>) Closed – Succeeded Orders (<i>completed and live</i>) Closed – Cancelled Orders (<i>ceased and cancelled lines</i>) Closed – Failed Orders (<i>failed, e.g. wrong post code</i>)
	Previously Viewed	Summary of recently viewed orders in an easy to view table
Faults	WLR Faults	Shortcut to the WLR Faults Screen for fault related activity i.e. raising a new fault or checking an existing fault status
Products	List Estate	Summary of all active assets (all products) in an easy to view table
	Product Information	View Pricing, FAQs and Overviews specific to the products you can order via iBillie
Billing	Onward Billing	Launches the Billing platform for onward billing (if you are using Nines bureau service, it is otherwise limited to ordering WLR & CPS)
	Invoices and Data	Reseller portal from Nine Wholesale allows you to collect wholesale invoices, call stats, e-alerts and buy rates
Tools	Line Checker	Check a CLI or post code for Fibre / ADSL availability & est. speed
	EFM Line Check	Check a CLI or post code for EFM availability & est. delivery time
Admin	Users	View manage and create new iBillie users**
	Client Files	Download any previously created and stored reports

*Contracts shown in iBillie detail agreed terms between Nine Wholesale and the reseller, contracts between the reseller and end user customer are not recorded in iBillie **Passwords are randomly generated, users change this on first login

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Customers

Any orders you place with Nine Wholesale can be recorded against your own business account or you can create a new basic customer record with just a client code and customer name that will offer you more information about the orders in other areas of the portal (see Orders).


If you have chosen to bill your clients via your own billing platform this option will contain very basic customer information, the minimum is a single account with your own business name and account number (we create this one for you).

If you have chosen to utilise the Bureau Billing Service provided by Nine Wholesale the options available within iBillie are vastly extended, clicking on a customer account reference from customer list will include the below:

Summary	
Name	Customer Company Name Ltd
Number	BSK00001
Created By/Date	mega / 23 Aug 2005
Date Updated	13 Jan 2016
Contact Name	Stuart Parfitt
Contact Number	01749 671000
Invoice Email	vicki.pagett@ninegroup.co.uk
Address	15 Union Street, WELLS, Somerset, BAS 2PU


 Detailed View  Update











The customer **Summary** displays key customer information stored against this customer account including the company name, account number, contact name, contact number, email address and billing address.

Click on the  **Detailed View** button to open an extensive customer overview table (including associated CLIs and contact information).

Editing this page will not update the Cascade platform, only the iBillie records are updated.

The **Invoices** breakdown summarises the last 10 invoices, including the invoice date, call value, fixed value and total value for each of the invoices listed.

Selecting the  PDF icon will open the respective invoice so you are able to review the invoice as it was sent to the customer. This makes supporting customer billing queries very easy.

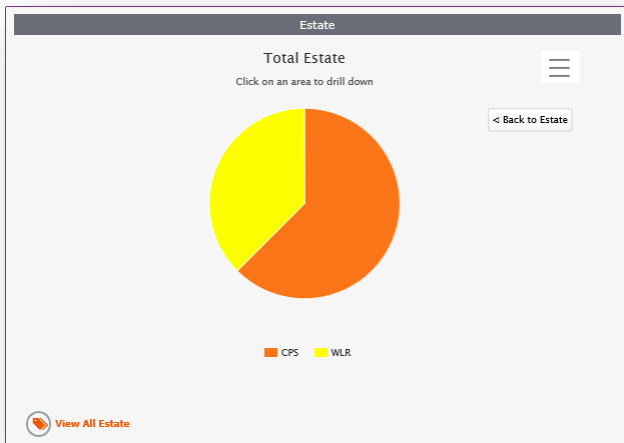
Invoices				
Invoice Date	Call Value	Fixed Value	Total Value	PDF
01 Sep 2015	£0.00	£19.00	£22.80	
01 Aug 2015	£0.00	£19.00	£22.80	
01 Jul 2015	£0.00	£77.49	£92.99	
01 Apr 2015	£0.00	£27.50	£33.00	
01 Sep 2014	£72.90	£27.50	£120.48	
30 Jul 2014	£11.93	£27.50	£47.32	
01 Mar 2014	£139.06	£49.50	£226.27	
01 Feb 2014	£120.66	£313.50	£520.99	
01 Dec 2013	£243.98	£27.50	£325.78	
01 Nov 2013	£179.77	£27.50	£248.72	

If the PDF icon is grey the invoice is no longer available, this can happen if the invoices shown pre-date the current 13 month billing window in the billing platform.

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The **Estate** pie chart summarises all of the services Nine Wholesale have on record for this account.

Sections of the graph are broken down into differing products such as CPS, WLR, Broadband and Mobile.

Hovering over and clicking on differently coloured segments will detail more information should you need it.

You can also print this graph or save it to an image or PDF using the ☰ icon.

Clicking on the  **View All Estate** button will summarise all assets against this customer in an easy to view table.

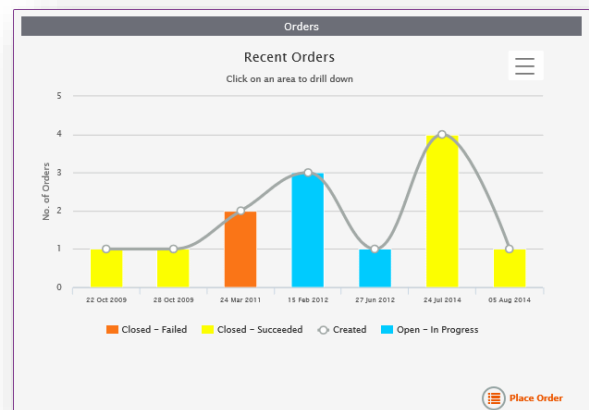
The **Orders** summary details order history and activity for this customer and will represent the last 7 active days in a bar graph format.

Sections of the graph are broken down onto differing order statuses as shown in the legend.

Hovering over and clicking on differently coloured segments will detail more information.

You can also print this graph or save it to an image or PDF using the ☰ icon.

Clicking on the  **Place Order** button will direct you to the Orders page within iBillie so that you can raise a new order for any of your available products.



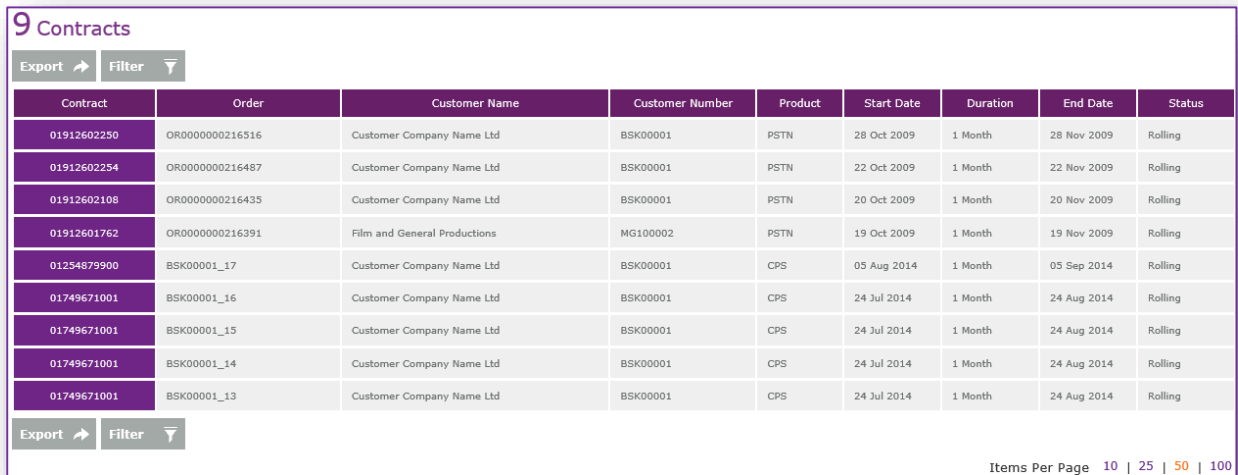
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Contracts

Contracts shown in iBillie detail the agreed terms for a product between Nine Wholesale and the reseller, contracts between the reseller and end user customer are not recorded in iBillie.



Contract	Order	Customer Name	Customer Number	Product	Start Date	Duration	End Date	Status
01912602250	OR0000000216516	Customer Company Name Ltd	BSK00001	PSTN	28 Oct 2009	1 Month	28 Nov 2009	Rolling
01912602254	OR0000000216487	Customer Company Name Ltd	BSK00001	PSTN	22 Oct 2009	1 Month	22 Nov 2009	Rolling
01912602108	OR0000000216435	Customer Company Name Ltd	BSK00001	PSTN	20 Oct 2009	1 Month	20 Nov 2009	Rolling
01912601762	OR0000000216391	Film and General Productions	MG100002	PSTN	19 Oct 2009	1 Month	19 Nov 2009	Rolling
01254879900	BSK00001_17	Customer Company Name Ltd	BSK00001	CPS	05 Aug 2014	1 Month	05 Sep 2014	Rolling
01749671001	BSK00001_16	Customer Company Name Ltd	BSK00001	CPS	24 Jul 2014	1 Month	24 Aug 2014	Rolling
01749671001	BSK00001_15	Customer Company Name Ltd	BSK00001	CPS	24 Jul 2014	1 Month	24 Aug 2014	Rolling
01749671001	BSK00001_14	Customer Company Name Ltd	BSK00001	CPS	24 Jul 2014	1 Month	24 Aug 2014	Rolling
01749671001	BSK00001_13	Customer Company Name Ltd	BSK00001	CPS	24 Jul 2014	1 Month	24 Aug 2014	Rolling

Contracts can be filtered using **Filter** and / or **Export** to export the results into a CSV format using the relevant buttons that appear at the top and bottom of the result table.

Please refer to the below *standard terms from the Nine Wholesale product set.

Product	Sub Product	*Standard term
Voice	CPS	Rolling
	WLR	Rolling
Broadband	ADSL	1, 12 Months or 24 Months
	Fibre	24 Months
Data	EFM	12 Months or 36 Months
	DIA	12 Months or 36 Months
Mobile	Best 4 Bus	Rolling
	Bus Choice	12 Months or 24 Months
	Vodafone	24 Months
Inbound	n/a	Rolling
VoIP	n/a	Rolling, 12 Months or 24 Months

*Standard terms are for guidance only and may be subject to change, review the product terms in iBillie under Products > Product Information or contact your account manager for more details.

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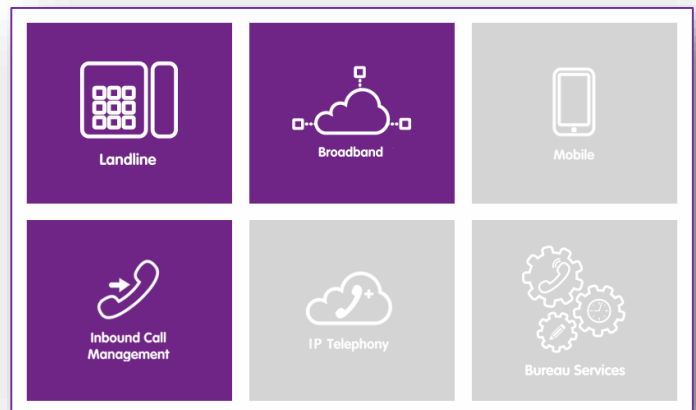
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Orders

To raise an order in iBillie select the Orders menu and select the Place Order option. You'll be directed to the below page with options relevant to the product set you have agreed with your account manager. Items that appear in purple are available to select, those in grey are currently disabled. To enable any inaccessible products please contact your account manager to discuss commercials and arrange relevant product training.

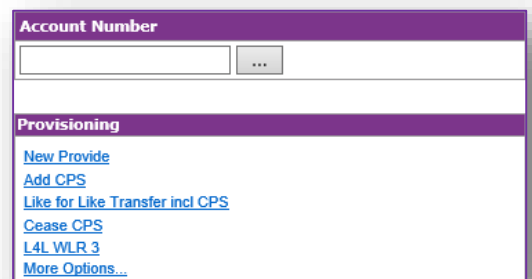
Placing orders within the iBillie and Cascade Web platform has been designed to be a straight forward process however should you need any order training on any of the products shown in the orders page please see the key contacts page at the end of this guide.

Raising an order in iBillie is committing you to use Nine Wholesale as the supplier of that product, iBillie does not support 3rd party suppliers.



Below is an overview of each of the product options available to order with Nine Wholesale

- Landline orders
 - Clicking this re-directs you into the Cascade Web platform > Provisioning page
 - Products available include IDA, CPS and WLR
 - Choose the customer (or create one first in the Cascade Web platform, just click Accounts)
 - Features include: Like for Like incl CPS, New Provide (WLR3), L4L WLR3, Add CPS, Cease CPS and More options... (opens the SI portal)

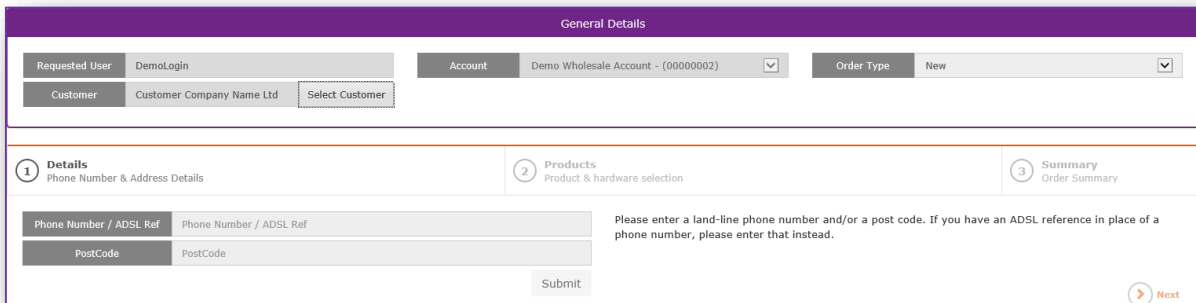


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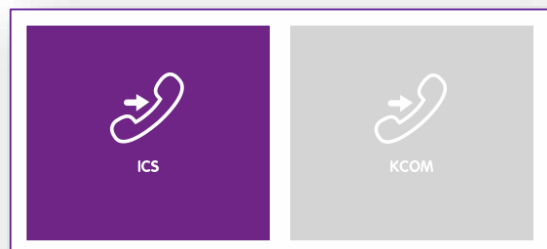
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- Broadband orders
 - Orders are progressed within iBillie
 - Use the Customer field to select an existing customer, or alternatively create a new one using the **Add New +** button



- Add the live CLI for the order and progress by clicking Submit
 - The system will show you available ordering options and estimated speeds etc.
 - Fill in the contact details and product options to view the order summary
 - Accept the conditions and click "Finish" to place the order
- Inbound orders
 - There are currently two further inbound options available: ICS or KCOM, both will re-direct you to the respective 3rd party portal when you click on the icon, this will open as a popup window on a new tab within your browser
 - If you are a Nine Wholesale Bureau reseller please note that these portals work independently of Cascade Web billing platform so any new provisions need to be added to the relevant client
 - Mobile Orders, IP Telephony Orders and Bureau Services
 - Are yet to go live in iBillie



Watch this space as over time the options available will grow to include all Nine Wholesale products old and new!

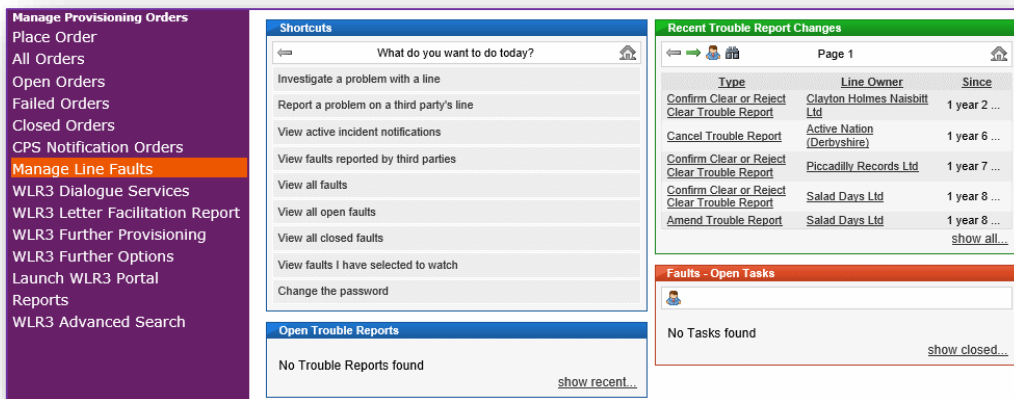
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Faults

The Faults menu is a shortcut into the “Manage Line Faults” portal allowing you to manage in real-time CLI diagnostics. Clicking on the link will automatically open the Cascade Web > Provisioning > Manage Line Faults window as below.



The screenshot shows the iBillie portal interface. On the left is a purple navigation menu with 'Manage Line Faults' highlighted. The main content area is divided into three sections:

- Shortcuts:** A list of actions including 'Investigate a problem with a line', 'Report a problem on a third party's line', 'View active incident notifications', 'View faults reported by third parties', 'View all faults', 'View all open faults', 'View all closed faults', 'View faults I have selected to watch', and 'Change the password'.
- Open Trouble Reports:** A section indicating 'No Trouble Reports found' with a 'show recent...' link.
- Recent Trouble Report Changes:** A table with columns 'Type', 'Line Owner', and 'Since'. It lists several reports with links to 'Confirm Clear or Reject Clear Trouble Report' and 'Amend Trouble Report'.

Below the table is a section for 'Faults - Open Tasks' which shows 'No Tasks found' and a 'show closed...' link.

Raising line faults

See the below extract from the WLR training guide on how to investigate a problem with a line. If needed please contact the Service Establishment Team for a copy of this WLR guide.

- *Select Investigate a Problem with the Line, follow the initial prompts including the CLI prompts*
- *Select the required line test and click Perform Line Test. Once the line test has completed you will be given the results*
- *If the line test is clear then you need to ensure that, if an engineer visit is booked, the customer will be charged if the fault is proven to be with the customer equipment*
- *Select book an appointment and select an appointment date*
- *Enter site contact details as required and click next*
- *Enter the fault description*
- *If you wish to apply a divert tick the divert box and manually enter the Divert to number and then select route calls through CPS*
- *Click Next, you will then be asked to click Yes to raise the line fault*
- *You can monitor the line fault by clicking on Advanced Search and entering the fault reference, which will then allow you to click into the trouble report*

For support on how to use this tool effectively or questions on line faults please liaise with the Voice Product Specialist (details on the key contacts page) or your account manager.


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Products

The **List Estate** option allows you to view all of the assets you have live with Nine Wholesale across the active product set within iBillie, this includes WLR, CPS, ADSL and FTTC. More will be added as the product option grow within iBillie.

Each of the results can be selected to further review detailed information, you can click on the **Customer** name to view the customer summary screen, see Customers above for more information, **CLI** to review the order history for the number, see Orders above for more details or the  button should extended notes be available on the chosen asset.

The **Product Information** option displays each of the Nine Wholesale products (as per the ordering screen) however clicking on the product type e.g. Broadband will take you to the resource page (right) where you'll find links to the branded PDF documents that have been uploaded for your information.

The product tabs will be updated in line with your available product set, to expand the options available please speak with your account manager.

-  Wholesale Broadband Options
May 2015
-  Wholesale Connectivity Help and Support
June 2015
-  Wholesale Broadband One-Off Charges
March 2016
-  Wholesale Fibre Broadband FAQs
March 2016
-  Wholesale Fibre Product Overview
March 2016
-  Wholesale Router Options
March 2016

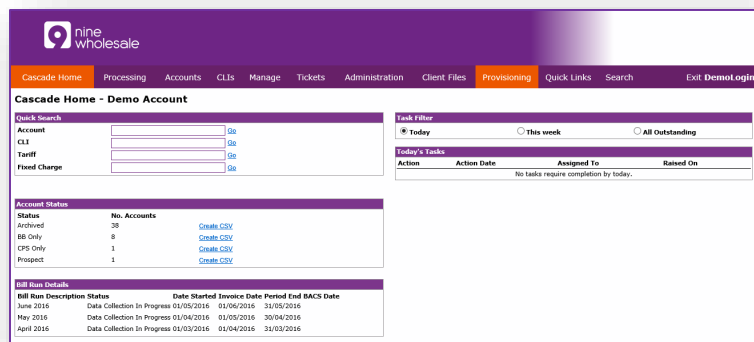
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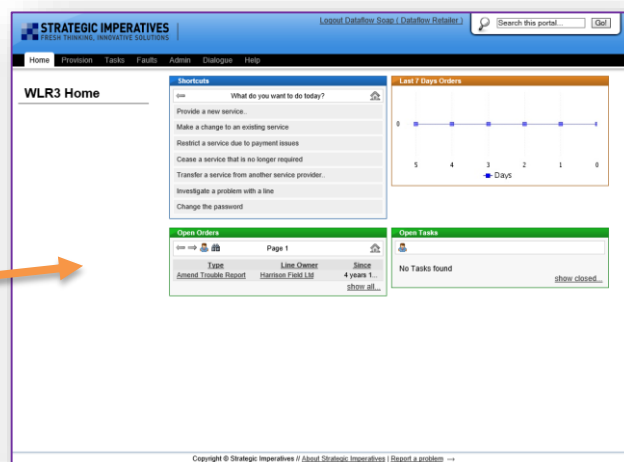
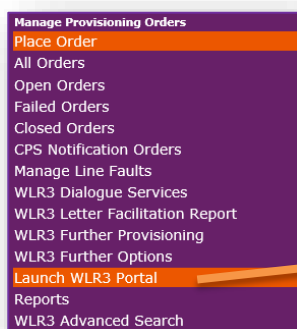
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Billing

The **Onward Billing** option opens the Cascade Web billing platform, if you subscribe to the Bureau Billing service this is your gateway into the billing platform. If you do not subscribe to the Bureau billing service the onward billing can still be used for basic account management and the placement of WLR and CPS orders.



HINT: You can use the Provisioning > Launch WLR3 Portal link to access your very own SI portal.



The **Invoices and Data** option launches your very own Nine Wholesale Data Management portal, available features include monthly invoice history from Nine Wholesale (by product) to you, Wholesale level e-alert management and daily calling stats. If you need a Cascade Online user guide see the key contacts page, email the Service Establishment Team for details.

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Tools

The line checker is used to identify available speeds and services possible given the CLI is valid, live and on the BT network. In the below example the only available service is ADSL2 Max with a maximum download speed of 8mbps, in reality the speed could be lower.

Broadband Line Test Result

Congratulations: ADSL Max is available in your area with an estimated speed of 8Mbps download

	Download	Upload
✗ FTTC		
✓ ADSL2 Max	8 Mbps	Unknown
✗ ADSL2+		
✗ ADSL2+ AnnexM		

Close

The EFM line check is an almost identical tool to the Line Checker (as above) but is used to check for availability on EFM Circuits. See below for a sample response to the post code "GL10 3UT".

EFM Line Test Result

EFM speeds (Mb) for Postcode 'GL10 3UT'

2 Pair Minimum	4
2 Pair Indicative	6
4 Pair Minimum	9
4 Pair Indicative	12
Estimated lead time	50 Working days delivery

Close

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Admin

The **User** area of the portal allows you to manage access rights into your iBillie portal, this includes setting up new users (staff) and configuring the areas of the portal those new users have access to.

To create a new user in iBillie choose the New User sub-menu option and follow the below steps:

- Give the new user a User Name this must be unique within your current user list, using the users Forename.Surname is a sure fire way to guarantee its unique
- Insert the new users Email Address, this must be live and valid as the user will receive an email confirming the link to iBillie along with their new username and a temporary password
- Confirm whether this user Receives Alerts, which means they receive email notifications daily should a customer overspend on their account etc. (Bureau Only)
- You must Enable this user, however should an employee leave your business this can be switched to Off
- Click on the  **Create** button to set this new user up
- Now the account is created (they will receive an email shortly) you need to configure their account, select the Users > List option and choose the new account
- Expand the Role Membership and change the sliders to Active or Inactive as necessary
- Click on the  **Update** button to save the changes

HINT: The **Purple** option means off, the **Orange** option is on.

IP Address control is optional, if blank means no restriction, any whitelist IP addresses are given access whereas blacklist IP addresses are always blocked.

Should you also subscribe to the Nine Wholesale Bureau Billing service please also access the Cascade Web platform (Billing > Onward Billing > Administration) and configure the new user account you have created to have access to the relevant billing platform options.


The **Client Files** option is used only by resellers whom subscribe to the Nine Wholesale Bureau Billing service, this is a shortcut to the Client Files area that is embedded within Cascade Web allowing you to collect after bill run reports and copy invoices etc.

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Troubleshooting Guide

Issue / FAQ	Symptoms	Resolve
Misplaced or Incorrect Login Details	<p>The iBillie Portal presents you with an error message when you try to login to the portal</p> <p>“The login details specified were incorrect. Please try again.”</p>	<p>Click on the Forgotten Password link from the login page, type in your username and your associated email address and click the  Send Password link</p> <p>If you do not know your username please contact your iBillie portal administrator</p>
Pages are slow or unresponsive	<p>Clicking on links fail and the page becomes greyed out and the mouse displays the timer icon permanently</p>	<p>This may be an issue with your internet connection or browser. Close all browser windows and check your internet connection before logging back onto the iBillie portal</p>
Portal appears differently to other users?	<p>Access is restricted to read only or pages appear on another colleagues portal that do not appear when you log in</p>	<p>Access rights are configured when you are initially setup by your iBillie administrator, who can also change your access rights</p>
Onward Billing link(s)	<p>Clicking through from the Billing menu and onto Onward Billing or Invoices and Data fail to open up these as a new page</p>	<p>You may have pop-ups disabled, if so add the iBillie.co.uk URL to your safe web-sites list</p> <p>Alternatively the iBillie account may still be in the process of being configured, contact the Service Establishment team to confirm</p>
Exporting Data	<p>I need or I used to have access to an  button, however one doesn't appear on the portal?</p>	<p>A recent update to the iBillie portal has given additional access rights to allow users access to the export features on all pages</p> <p>If you require this functionality please contact your iBillie administrator</p>
Page Layout	<p>When logging in to the portal the home page looks distorted or different to that of a colleagues</p>	<p>The iBillie portal has been designed to work with all main stream browsers such as IE, Firefox, Safari and Chrome</p> <p>It may be that you are using too low a resolution screen (page appears compressed), an un-supported web browser or it may require an update to the latest version for compatibility</p> <p>Smartphones and tablets are supported by iBillie but may not fit the limited size of your device so try zooming in or out</p>



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Key contacts

Should you have any issues accessing the portal or require assistance with any element of the iBillie portal please contact the Service Establishment team as below.

Service Establishment Team

Contact for: Portal access support, training on the iBillie or Cascade Web platforms.

Tel: 01453 799 208 or 01453 799 170

Email: service.establishment@ninewholesale.co.uk

Voice Product Specialist

Contact for: Provisioning and ordering support / training on the iBillie and Cascade Web platforms.

Tel: 01453 799 233

Email: carl.graham@ninewholesale.co.uk

Your Account Manager

Contact for: Changes to your available product set, pricing details and to arrange additional training (bespoke or on-site etc.)

Tel: 0800 068 5939 (option 5)

Email: sales@ninewholesale.co.uk

We appreciate your feedback whether it be on this guide, the iBillie or Cascade Web portals so please either contact your account manager or use the iBillie email (top right of all pages) to send in your comments