



Carrier & Wholesale Solutions

# My bill online User's guide

Date 14/04/2015  
Sensitivity Unrestricted

## Table of contents

Table of contents.....	2
1. GENERAL DATA.....	3
1.1 MyProximus - Login and password.....	3
1.2 Screen layout.....	5
2. "HOME" SCREEN.....	6
3. "NOT YET BILLED" SCREEN.....	7
3.1 Details screen.....	9
3.2 Filtering calling details.....	10
4. "BILLS" SCREEN.....	11
4.1 Paying an outstanding bill.....	12
4.2 Viewing the details of a bill.....	12
4.3 Opening and/or saving a bill in PDF format.....	15
4.4 Opening and saving your call details in a CSV file.....	16
5. "CALL CREDITS" SCREEN.....	19
6. "SETTINGS" SCREEN.....	21
6.1 Changing the billing address.....	21

# 1. GENERAL DATA

## 1.1 MyProximus - Login and password

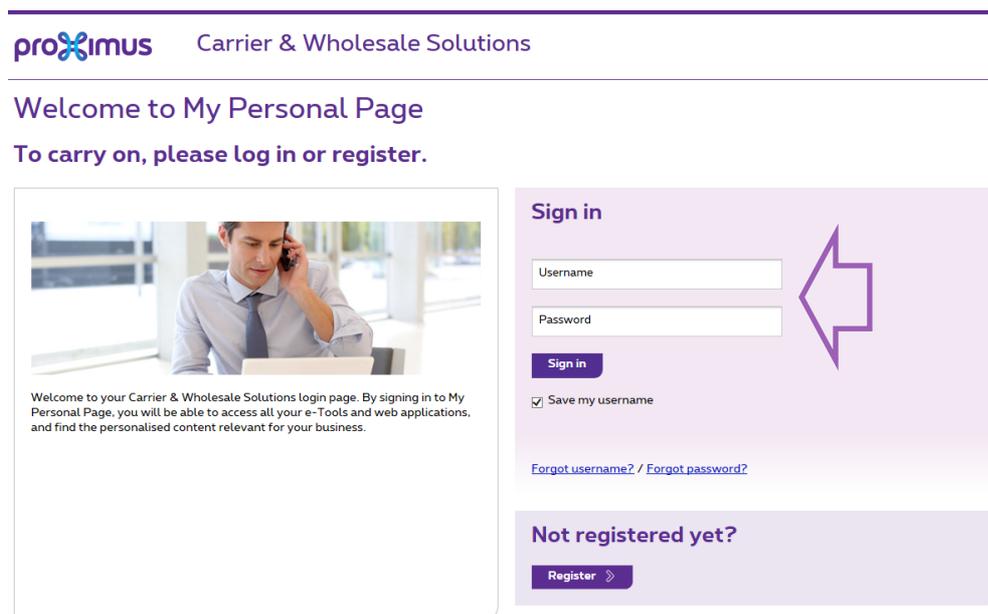
To access "My bill online" customers must log in to MyProximus. This service offers secure access to various online applications, including "My bill online".

You can access "MyProximus":

- Instantly, via the [www.proximuswholesale.be](http://www.proximuswholesale.be) homepage.



After clicking the 'My personal page' button, you can connect using your personal user name and password:



To sign in, proceed as follows:

- Enter your user name.
- Enter your password.
- Click "**Sign in**" to continue.

You will arrive at your Carrier & Wholesale Solutions homepage.

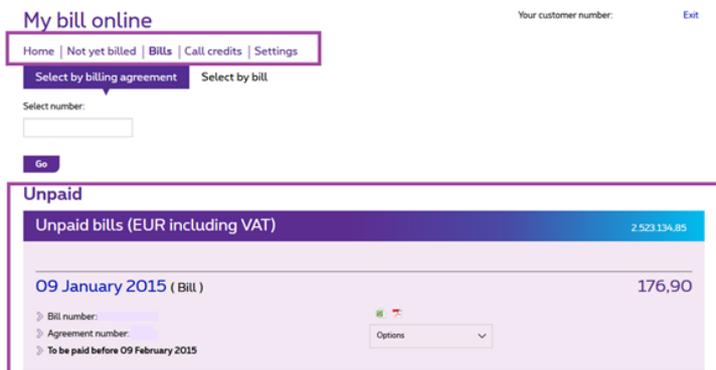
- Click in the 'Favourite e-Services' portlet on the clickable item 'All e-Services' (here marked with an arrow)

- In the e-Billing portlet, select "Bill Online" to open the application:

## 1.2 Screen layout

The "My bill online" screens have a fixed layout and are always divided into two parts:

- At the top, you will find a navigation menu which allows you to quickly switch between screens.
- Below this, you will find the actual details screen with the data corresponding to your selection.



## 2. "HOME" SCREEN

[Proximus homepage](#) > [MyProximus](#) > [My bill & usage](#) > [Home](#)

### My bill online

Your customer number:

[Exit](#)

[Home](#) | [Not yet billed](#) | [Bills](#) | [Call credits](#) | [Settings](#)

 Your balance is 2,85 EUR

#### Most popular functions

##### Not yet billed



View your unbilled expenses.

The current 'My bill online' has been optimized to work best with most recent Internet Explorer and Firefox versions

[Our applications](#)

[Proximus on social network](#)

The homepage of "My bill online" has the following layout:

1. In the field "**Your balance**", you will see the status of your payment balance. The amount of this balance may be higher or lower than the amount of your last bill because you still have an outstanding amount (e.g. a previous bill) or you still need to receive an amount from Proximus (e.g. a credit note).
2. The "**Bills**" link allows you to obtain a complete overview of all your bills and payments (paid, to be paid, archived).
3. The options displayed under "**Most popular functions**" can change, depending on how often the functions are used.

### 3. "NOT YET BILLED" SCREEN

The "Not yet billed" tab in the navigation menu allows you to obtain an overview of items that have not yet been billed.

**Not yet billed**

Select by billing agreement

Select number:

Go

**Important:**

The amounts shown are standard: they don't take into account promotions, discounts or a contribution by a third party (for example your employer). Subscriptions are also not shown in this area

These adjustments are made when invoicing.

The shown information is updated every 8 hours.

**Unbilled amount** \*excl. VAT \*incl. VAT

First, you need to select your payment agreement number.

When your selection has been made, click "OK" (3). The following screen will appear:

**Not yet billed**

Select by billing agreement

Select number:

Go

**Important:**

The amounts shown are standard: they don't take into account promotions, discounts or a contribution by a third party (for example your employer). Subscriptions are also not shown in this area

These adjustments are made when invoicing.

The shown information is updated every 8 hours.

**Unbilled amount** \*excl. VAT \*incl. VAT

Usage	7,7312
January	7,7312
Telephone line - 02 725 98 06	7,7312
National	7,7312
Voice	7,7312
To fixed lines	7,7312

If you have items that have not yet been billed, you will receive a message with information regarding the displayed amounts (standard amounts). You can close this message for the duration of the current session.

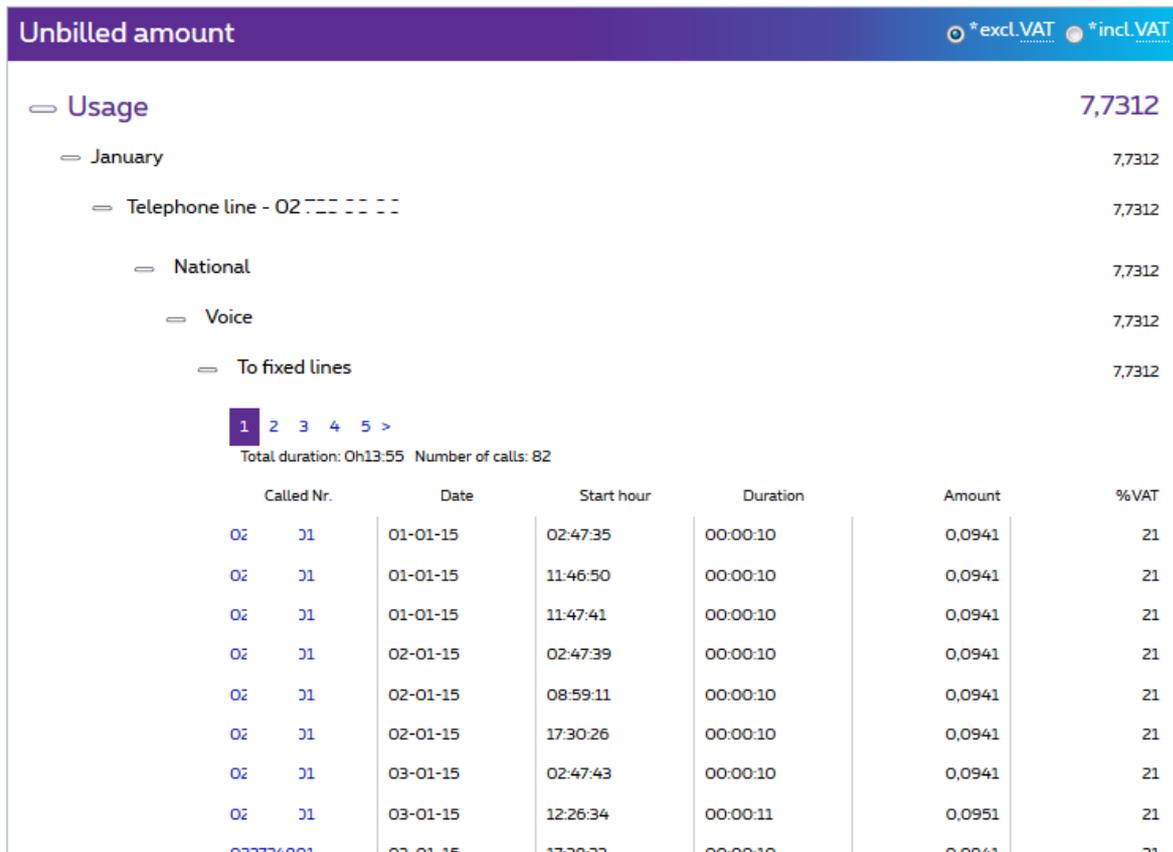
On the screen, you will also see the total amount of expenses that have not yet been billed. This amount doesn't include VAT by default but a toggle permits you to modify the amounts to VAT included if you wish.

By clicking the + sign, you can break this down even further: up to the details level of the expense(s).

### 3.1 Details screen

If you want to break down the data using the above-mentioned + sign, you have to open one level at a time.

At the start of your analysis, you can also choose to display the amounts excluding VAT or toggle to amounts included VAT.



The screenshot shows a web interface for 'Unbilled amount'. At the top right, there are two radio buttons: '\*excl.VAT' (selected) and '\*incl.VAT'. The main content is a tree view of usage data:

- Usage: 7,7312
  - January: 7,7312
    - Telephone line - 02 7777 8001: 7,7312
      - National: 7,7312
        - Voice: 7,7312
          - To fixed lines: 7,7312
            - 1 2 3 4 5 >
 

Total duration: 0h13:55 Number of calls: 82

Called Nr.	Date	Start hour	Duration	Amount	%VAT
02 7777 8001	01-01-15	02:47:35	00:00:10	0,0941	21
02 7777 8001	01-01-15	11:46:50	00:00:10	0,0941	21
02 7777 8001	01-01-15	11:47:41	00:00:10	0,0941	21
02 7777 8001	02-01-15	02:47:39	00:00:10	0,0941	21
02 7777 8001	02-01-15	08:59:11	00:00:10	0,0941	21
02 7777 8001	02-01-15	17:30:26	00:00:10	0,0941	21
02 7777 8001	03-01-15	02:47:43	00:00:10	0,0941	21
02 7777 8001	03-01-15	12:26:34	00:00:11	0,0951	21
02 7777 8001	03-01-15	17:39:33	00:00:10	0,0941	21

You will see the "not yet billed" amounts of a specific month, for a specific telephone number with a specific rate plan, during a specific period. You can therefore view, for example, the calling details which form the last level of the analysis.

The calling details are clickable and there is a direct link to the White Pages (provided the number concerned is listed) which allows you to view the name and address of the holder of the called number.

Non-recurring costs can be seen at the details level; these are all the products that you have recently purchased and for which you have not yet been billed. This includes, therefore, products that you have purchased via Proximus TV (e.g. an on-demand video).

**NB!** Customers who opt for amounts including VAT must take into account small rounding-off differences.

## 3.2 Filtering calling details

Customers who want to check their calling details sometimes have to consult several pages.

To make this quicker and limit the amount of data displayed, you can use a filter.

Called Nr.	Date	Start hour	Duration	Amount	%VAT
01	01-01-15	02:47:35	00:00:10	0.0941	21
01	01-01-15	11:46:50	00:00:10	0.0941	21
01	01-01-15	11:47:41	00:00:10	0.0941	21
01	02-01-15	02:47:39	00:00:10	0.0941	21
01	02-01-15	08:59:11	00:00:10	0.0941	21
01	02-01-15	17:30:26	00:00:10	0.0941	21

Click the Search-link to open the filter.

You can apply a filter based on the telephone number, date, hour, amount and duration of the call:

**Search**

To  
Phone number:  Ex. 037746588

Date  
Between  and

Hours  
Between  and

Amount (EUR)  
Between  EUR and  EUR

Duration  
Between

\*excl.VAT \*incl.VAT

7,7312

7,7312

7,7312

Fill in the desired settings and then click "Search".

## 4. "BILLS" SCREEN

Here you will find an overview of your payment balance, your bills, credit notes, payments and repayments.

### Unpaid

Unpaid bills (EUR including VAT)		3.304,01
10 December 2014 ( Bill and Statement )		1.632,38
» Bill number: 6	5	Options
09 November 2014 ( Bill and Statement )		1.671,63
» Bill number: 6	78	Options

### Paid

Show/hide payments

Recent bills and payments				
Date	Reference number	Type	Download	Amount (EUR)
21 October 2014	104	Payment		-1.671,49
16 October 2014	103	Payment		-2.402,72
08 October 2014	6.....38	Bill and Statement	Options	1.671,49

Archived bills and payments				
Date	Reference number	Type	Download	Amount (EUR)
06 May 2014	99	Payment		-1.517,07
09 April 2014	€ .....	Bill and Statement		1.517,07

The screen displays:

- 2 sub-sections if you have paid all your bills:
  - Recent bills and payments: these are instantly displayed by default, but can be hidden by clicking the icon next to the heading.
  - Archived bills and payments: these are hidden by default, but you can see the overview by simply clicking the icon next to the heading. The details of these items are no longer visible because Proximus automatically archives them after 6 months.
- 3 sub-sections if you have an outstanding bill.

## 4.1 Paying an outstanding bill

### Unpaid

Unpaid bills (EUR including VAT)		3304,01
10 December 2014 ( Bill and Statement )		1.632,38
> Bill number: 6- 45 <div style="float: right;">   <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Options</div> </div>		
09 November 2014 ( Bill and Statement )		1.671,63
> Bill number: 6- 3 <div style="float: right;">   <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Options</div> </div>		

If you want to pay by ordinary bank transfer, or if you have an internet-banking solution please find the payment information on the pdf version of the bill (unless there is a direct debit on the bill)...

## 4.2 Viewing the details of a bill

### Paid

Show /hide payments

Recent bills and payments				
Date	Reference number	Type	Download	Amount (EUR)
21 October 2014	104	Payment		-1.671,49
16 October 2014	103	Payment		-2.402,72
08 October 2014	6- 3	Bill and Statement	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Options</div>  	1.671,49
11 September 2014	102	Payment		-1.321,38
08 September 2014	€ 2	Bill and Statement	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Options</div>  	2.402,72
10 August 2014	6- 9	Bill and Statement	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Options</div>  	1.321,38
07 August 2014	101	Payment		-93,08
09 July 2014	6- 46	Bill and Statement	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Options</div>	93,08

As previously mentioned in the "Paid" section, recent bills and payments are displayed by default. The payments can be hidden by clicking the 'Show/hide payments – link above the heading.

The following data will be displayed:

- **"Date"**: the value in this field depends on the whether it concerns a bill, payment, etc.:
  - Bill: issue date of the bill.
  - Payment: date of the payment.
  - Repayment: date on which the repayment was entered.
  - Credit note: date of the credit note.
- **"Reference"**: the bill or credit note number, or the sequence number of a payment or repayment.
- **"Type"**: the type of transaction.
  - Bill
  - Payment
  - Repayment
  - Credit note

The dates are clickable and allow you to request detailed information. You can download the call details in Excel format and the entire bill is available in PDF format.

To consult the details of a particular bill, click the link of the desired billing date. The following screen will appear:

Bill details
All bills

Bill number	Type	Billing agreement	Download	Payable before	Total (EUR)
6 276	Bill	1	 Options <span style="font-size: small;">v</span>	09/02/2015	176,90

[More info](#)

Total invoice amount

 \*excl.VAT     \*incl.VAT

<span style="font-size: large;">+</span> Subscriptions	137,3471
<span style="font-size: large;">+</span> Usage	8,8524
<b>Total to pay</b> (*incl. VAT)	<b>176,90</b>

+ [Show additional commercial or legal info](#)

On this screen, you have the following options:

- Analyze the details of the bill online by clicking the + sign
- Analyze any credit notes and payments
- The amounts are displayed "excl. VAT" by default
- Download the bill in PDF format
- Download the call details in Excel format
- In this screen, you can navigate to another bill or return to the overview
- Obtain more information about your account and the payment details
- Consult additional legal or commercial information

**NB!** Keep in mind that only the most recent transactions are clickable: the older bills have been archived in our systems.

To analyze the displayed items in more detail, click the + sign for each record. As long as there is a + sign, you can obtain the next level of information. For an example, see the "Usage" item in the screen below.

Total invoice amount		*excl. VAT	*incl. VAT
+ Subscriptions			137,3471
⇒ Usage			8,8524
⇒ December			8,8524
⇒ Telephone line - 02	6		8,8524
⇒ National			8,8524
+ Voice			8,8524
<b>Total to pay (*incl. VAT)</b>			<b>176,90</b>

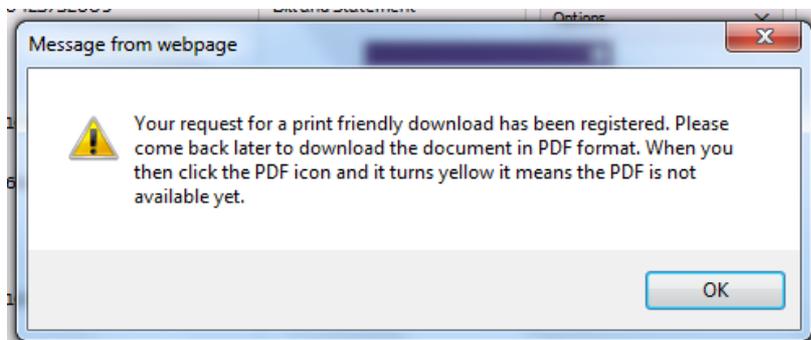
You can view the details of your bill incl. or excl. VAT.

### 4.3 Opening and/or saving a bill in PDF format

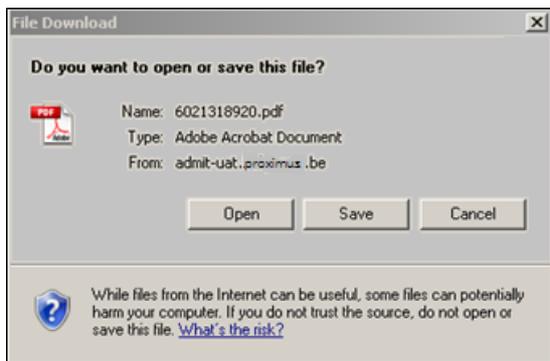
If you want to download a bill (whether paid or unpaid), click the icon next to the bill concerned.



You will instantly receive the following message.



If you click this icon again later on, the following pop-up window will appear:



You can save this bill or open it instantly in Acrobat Reader.

You can also save and print the PDF version of your bill.

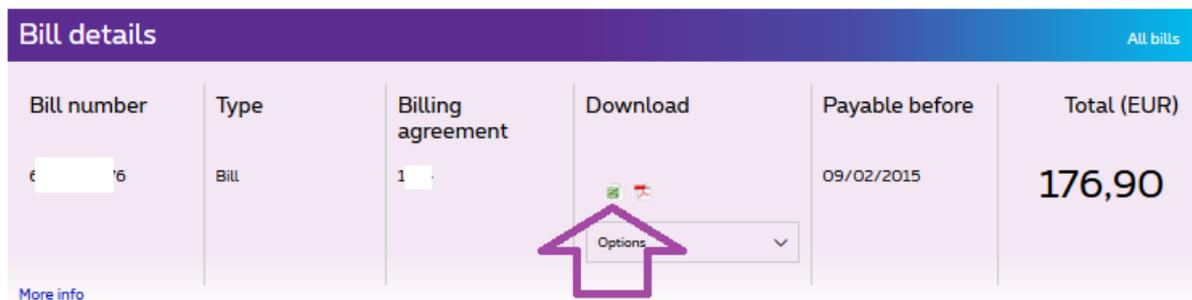
## 4.4 Opening and saving your call details in a CSV file

You can download and open the calling details of a bill in MS Excel. In exceptional cases, Excel will not be able to display all the calls, since an Excel worksheet contains a maximum of 65,536 rows.

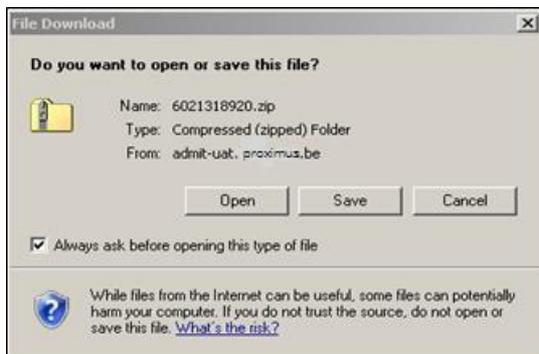
If the number of calls exceeds the capacity of the Excel sheet, you can import the calls in MS Access. This application is able to process such large quantities of data.

One day after the request for electronic details, you can download and open the calling data on your PC. To do so, proceed as follows:

In the details screen of the bill concerned, click the  icon.

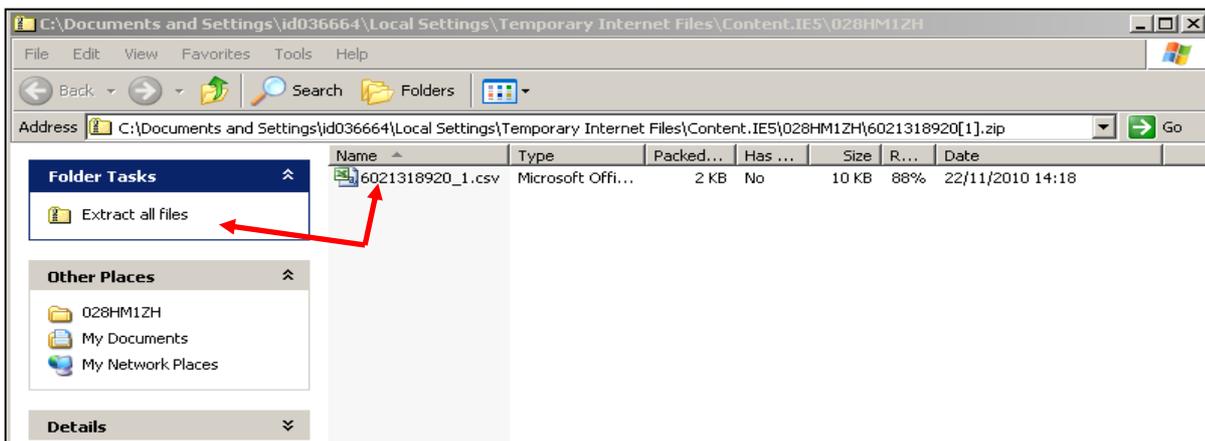


The following screen will appear:



Click **"Open"** to open the file.

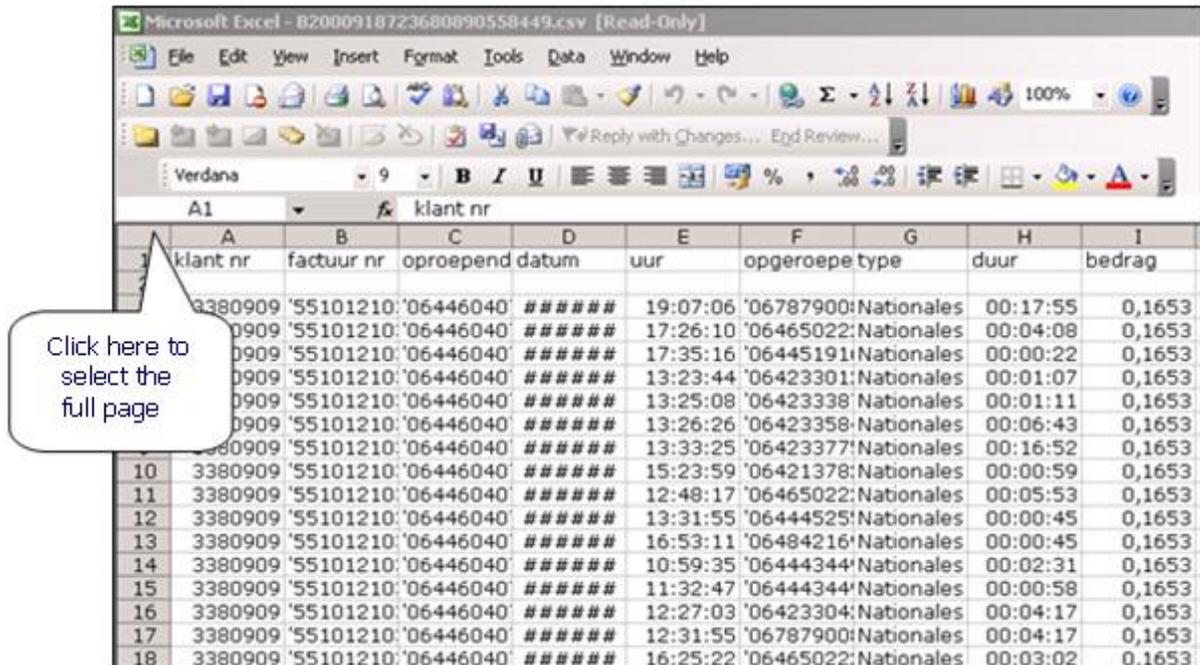
WinZip will then automatically open with the following result:



You have several options here:

- If you click "Extract all files", you can save the file on your hard disk.
- If you double-click the file, you can open it in Excel.

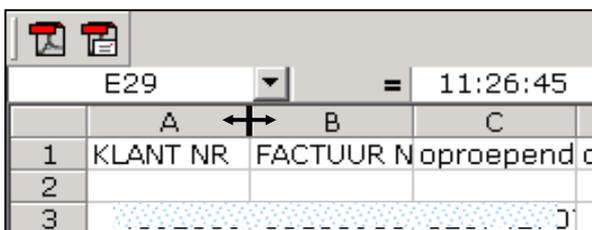
If you open the file, you will obtain the following result in MS Excel:



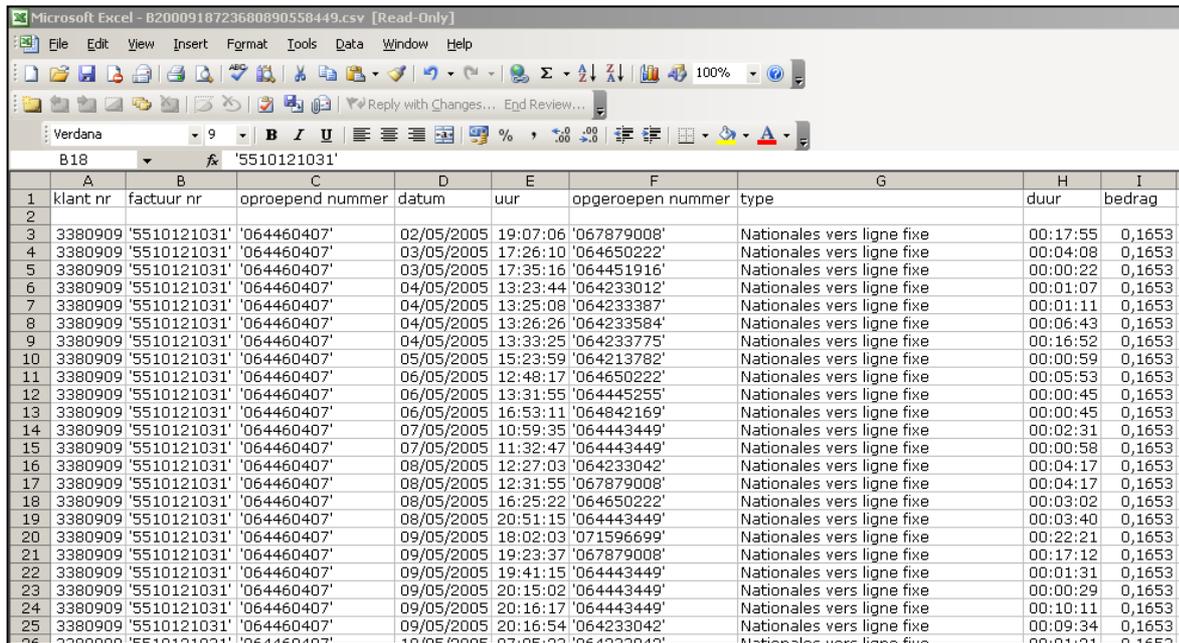
As you can see, the result is still not satisfactory. The width of the columns is not adapted to the contents of the fields.

You can solve this as follows:

- Select the complete worksheet (see above).
- Move with your mouse to the dividing line between two columns until the cross changes into a vertical line with an arrow pointing to the left and right:



Now, all you have to do is double-click: the width of all the columns will be automatically adapted to the content:



	A	B	C	D	E	F	G	H	I
1	klant nr	factuur nr	oproepend nummer	datum	uur	opgeroepen nummer	type	duur	bedrag
2									
3	3380909	'5510121031'	'064460407'	02/05/2005	19:07:06	'067879008'	Nationales vers ligne fixe	00:17:55	0,1653
4	3380909	'5510121031'	'064460407'	03/05/2005	17:26:10	'064650222'	Nationales vers ligne fixe	00:04:08	0,1653
5	3380909	'5510121031'	'064460407'	03/05/2005	17:35:16	'064451916'	Nationales vers ligne fixe	00:00:22	0,1653
6	3380909	'5510121031'	'064460407'	04/05/2005	13:23:44	'064233012'	Nationales vers ligne fixe	00:01:07	0,1653
7	3380909	'5510121031'	'064460407'	04/05/2005	13:25:08	'064233387'	Nationales vers ligne fixe	00:01:11	0,1653
8	3380909	'5510121031'	'064460407'	04/05/2005	13:26:26	'064233584'	Nationales vers ligne fixe	00:06:43	0,1653
9	3380909	'5510121031'	'064460407'	04/05/2005	13:33:25	'064233775'	Nationales vers ligne fixe	00:16:52	0,1653
10	3380909	'5510121031'	'064460407'	05/05/2005	15:23:59	'064213782'	Nationales vers ligne fixe	00:00:59	0,1653
11	3380909	'5510121031'	'064460407'	06/05/2005	12:48:17	'064650222'	Nationales vers ligne fixe	00:05:53	0,1653
12	3380909	'5510121031'	'064460407'	06/05/2005	13:31:55	'064445255'	Nationales vers ligne fixe	00:00:45	0,1653
13	3380909	'5510121031'	'064460407'	06/05/2005	16:53:11	'064482169'	Nationales vers ligne fixe	00:00:45	0,1653
14	3380909	'5510121031'	'064460407'	07/05/2005	10:59:35	'064443449'	Nationales vers ligne fixe	00:02:31	0,1653
15	3380909	'5510121031'	'064460407'	07/05/2005	11:32:47	'064443449'	Nationales vers ligne fixe	00:00:58	0,1653
16	3380909	'5510121031'	'064460407'	08/05/2005	12:27:03	'064233042'	Nationales vers ligne fixe	00:04:17	0,1653
17	3380909	'5510121031'	'064460407'	08/05/2005	12:31:55	'067879008'	Nationales vers ligne fixe	00:04:17	0,1653
18	3380909	'5510121031'	'064460407'	08/05/2005	16:25:22	'064650222'	Nationales vers ligne fixe	00:03:02	0,1653
19	3380909	'5510121031'	'064460407'	08/05/2005	20:51:15	'064443449'	Nationales vers ligne fixe	00:03:40	0,1653
20	3380909	'5510121031'	'064460407'	09/05/2005	18:02:03	'071596699'	Nationales vers ligne fixe	00:22:21	0,1653
21	3380909	'5510121031'	'064460407'	09/05/2005	19:23:37	'067879008'	Nationales vers ligne fixe	00:17:12	0,1653
22	3380909	'5510121031'	'064460407'	09/05/2005	19:41:15	'064443449'	Nationales vers ligne fixe	00:01:31	0,1653
23	3380909	'5510121031'	'064460407'	09/05/2005	20:15:02	'064443449'	Nationales vers ligne fixe	00:00:29	0,1653
24	3380909	'5510121031'	'064460407'	09/05/2005	20:16:17	'064443449'	Nationales vers ligne fixe	00:10:11	0,1653
25	3380909	'5510121031'	'064460407'	09/05/2005	20:16:54	'064233042'	Nationales vers ligne fixe	00:09:34	0,1653
26	3380909	'5510121031'	'064460407'	10/05/2005	07:05:03	'064233042'	Nationales vers ligne fixe	00:01:21	0,1653

If you want, you can now save this MS Excel file on your PC.

## 5. "CALL CREDITS" SCREEN

Here you will find an overview of the evolution of the call credit for the entered telephone number.

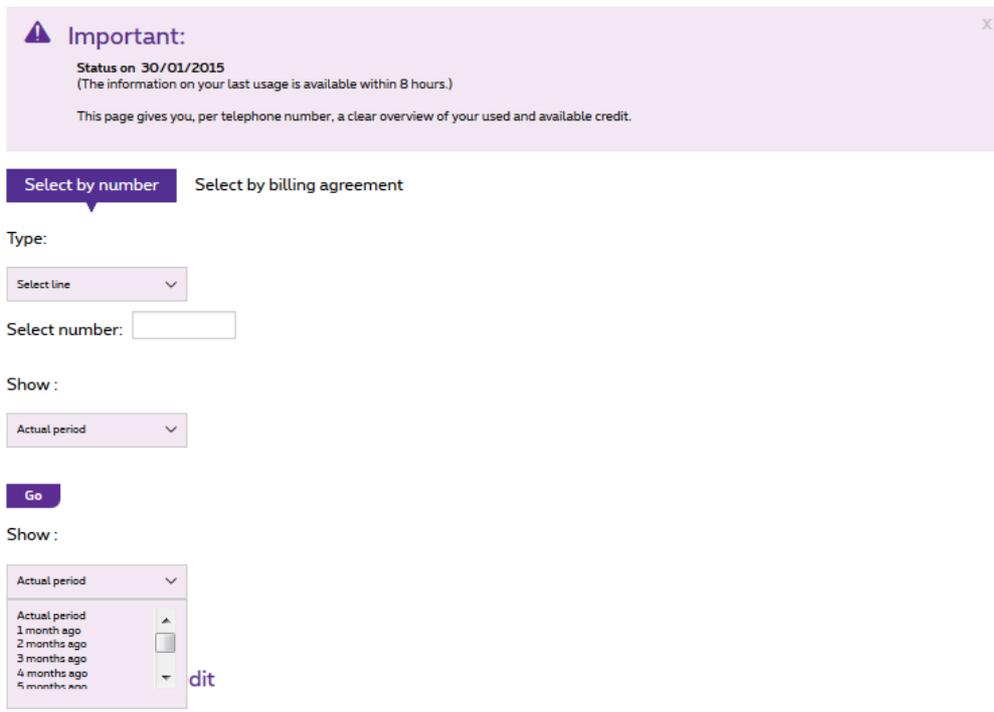
**NB!** If you don't have call credit, a link will appear in this screen which will take you to the Proximus product catalog and, more specifically, a page containing information about the different types of calling credit.

The *Calling credit* section gives you an overview of your available credit at the beginning of each cycle (Available), your used credit (Used), and the remaining credit until the end of your bundle/option (Remaining).

The *Control of my credit* section gives you an overview of the different limits triggering a notification by SMS (Notification) to inform you of your credit status. You can change these limits. If you do not wish to receive these SMS notifications, please uncheck the "Notification" box.

If you do have call credit, you can follow it up and also obtain a history record of the last 12 months.

The call credit is expressed in time, in Euro or in volume.



**Important:**  
 Status on 30/01/2015  
 (The information on your last usage is available within 8 hours.)  
 This page gives you, per telephone number, a clear overview of your used and available credit.

Select by number | Select by billing agreement

Type:  
 Select line

Select number:

Show :  
 Actual period

Go

Show :  
 Actual period  
 1 month ago  
 2 months ago  
 3 months ago  
 4 months ago  
 5 months ago

### Selection possibilities

In the top part of the screen, you have the following selection possibilities:

- You can enter the number of months for which you want to see the evolution of the calling credit (the maximum number is 12).
- In the "**Select number**" field, you can enter another telephone number for which you want to see the evolution of the calling credit. In the "**Select agreement**" field, you can enter a payment agreement number for which you want to see the evolution of the calling credit.

**NB!** If you enter new selection criteria, you must always click "**Go**" to run the selection.

## Selection result

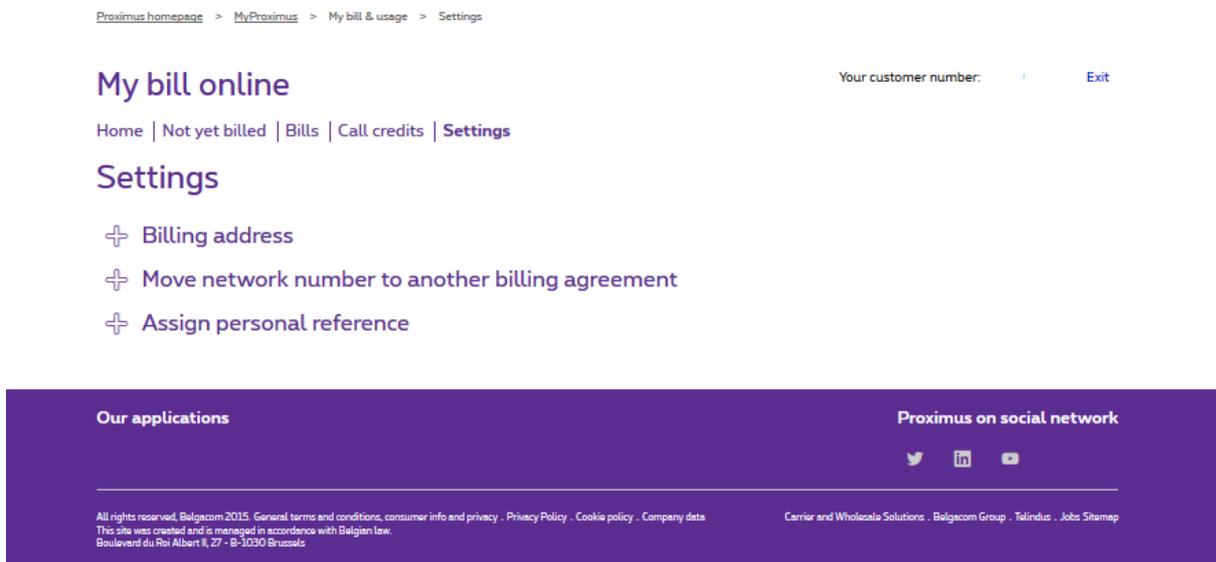
Happy Time International Italy				
Call minutes for 'Happy Time Intl Italy' Remaining: 33h20:00				
Period	Last call	Available	Used	Carry over
01-12-14 - 31-12-14	-	33h20:00	00h00:00	00h00:00
01-01-15 - 31-01-15	-	33h20:00	00h00:00	00h00:00
01-02-15 - 28-02-15	-	33h20:00	00h00:00	00h00:00

No Limit Fix to Mobile				
Remaining: 16h40:00				
Period	Last call	Available	Used	Carry over
01-12-14 - 31-12-14	-	16h40:00	00h00:00	00h00:00
01-01-15 - 31-01-15	-	16h40:00	00h00:00	00h00:00
01-02-15 - 28-02-15	-	16h40:00	00h00:00	00h00:00

To clearly show the evolution of your calling credit, the following data will be displayed:

- **"Call credit name"**: description of the call credit.
- **"Period"**: period concerned by the calling credit.
- **"Last call"**: date on which the last call of this period was made.
- **"Available"**: calling credit for this period + the credit carried over from the previous period.
- **"Used"**: the calling credit you have already used up at the time of the registration.
- **"Carry over"**:

## 6. "SETTINGS" SCREEN



Here you can:

- change the address on which you receive your bill online (Billing Address);
- Move a network number to another billing agreement (limited to customers who have self management rights)
- Assign a personal reference (limited to customers who have self management rights)

### 6.1 Changing the billing address

Customers can change their billing address online:

#### ⇒ Billing address

Billing agreement:

*Mr Bill Billing*

*Billing road 14*

*1000 Brussels*

**Change billing address**

In the "Billing agreement" field, you can select the billing agreement number (if you have more than one) for which you want to change the billing address.

- Click "Change billing address". The following screen will appear, in which you can make the necessary changes.

## Settings

### + Manage my Pack/Fixed line electronic bill

#### — Billing address

Billing agreement:

Customer name:

I want to show the name of a third party in the billing address next to my name.

Address

Postbox

Postcode:

City:

Street:

Number:

Box:

Building:

Save billing address

Cancel

- Click "**Save billing address**" to run the change.
- Click the "**Cancel**" link to go back to the previous screen without changing anything.