

Billing System Migration.

May 2019

verizon[✓]

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Bill system migration overview.

What is happening.

- We are moving back-end billing functions from old legacy systems to a common billing platform

Why it is happening.

- Modernizing back-end voice ordering and billing systems will reduce complexity and increase reliability

When it is happening.

- We'll get to that shortly

Benefits of it happening.

- One billing system for all ILEC (Non-FCC) services
- Improved flow-through and customer experience
- Greater responsiveness to inquiries

Impacts to it happening.

- New account number*
- New paper bill format

*Account shielding process will maintain current account numbers for 4 months on the bill to allow customer time to adjust to new account numbers.

Pre-conversion communications.

Before the system converts, customers will receive the following message via USPS and VEC.

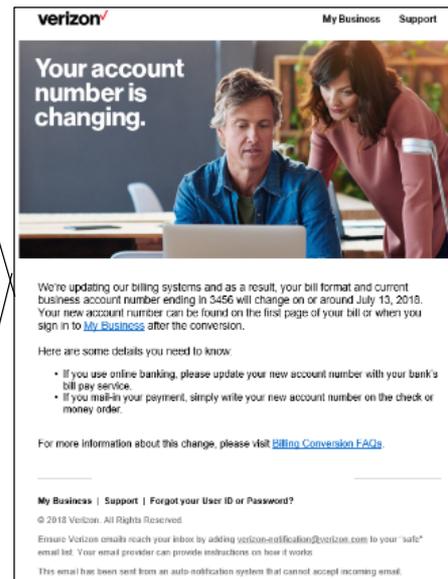
Subject Line: Important: Your new account number is coming soon

We're updating our billing systems and as a result, your bill format and current Verizon Local Exchange account(s) will change on or around **1/31/20**. The reason for this change is to consolidate multiple Verizon Local Exchange billing platforms for a consistent view. Your new account number(s) can be found on the first page of your bill or when you sign in to Verizon Enterprise Center after the conversion. "<https://sso.verizonenterprise.com>".

Here are some details you need to know:

- For the first few months, Verizon will maintain your old account number on your invoice or online image to allow for transitioning to the new account number.
- If you use online banking, please update your new account number with your banks bill pay service.
- If you mail-in your payment, simply write your new account number on the check or money order.
- If you are enrolled in our Auto Pay program, there is nothing you need to do. We'll automatically update your account number for you.
- If you use Verizon Enterprise Center to access your account, you will continue to use your Current User ID and Password.

For more information about this change, please click on or visit <http://enterprise.Verizon.com/bill-conv>



The screenshot shows an email from Verizon with the subject line "Your account number is changing." The email body contains the following text:

verizon My Business Support

Your account number is changing.

We're updating our billing systems and as a result, your bill format and current business account number ending in 5456 will change on or around July 13, 2018. Your new account number can be found on the first page of your bill or when you sign in to [My Business](#) after the conversion.

Here are some details you need to know:

- If you use online banking, please update your new account number with your bank's bill pay service.
- If you mail-in your payment, simply write your new account number on the check or money order.

For more information about this change, please visit [Billing Conversion FAQs](#)

My Business | Support | Forgot your User ID or Password?

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Ensure Verizon emails reach your inbox by adding verizon-notifications@verizon.com to your "safe" email list. Your email provider can provide instructions on how it works.

This email has been sent from an auto-notification system that cannot accept incoming email.

Post-conversion communications.

After the system converts, many customers will receive the following message in their monthly bill

New Account Number!

We have a new billing system so your account number changed.

- Old number: XXXXXXXX
- New number: XXXXXXXX

Your old account number will only appear for a limited time.

Update your bank with your new account number if you use online banking.

If you mail your payment, be sure to include the new account number on your remittance.

For Summary Billing

- Masters will receive message above
- Subs will receive an abbreviated message with only the old and new account numbers

Past due:		This month's charges:		Total due:
\$218.56	+	\$196.74	=	\$415.30
<small>Please pay immediately to keep enjoying your service.</small>		<small>Due by March 25.</small>		
New Account Number!				
<small>We have a new billing system, so your account number changed.</small>				
<small>Your new account number is XXXXXXXX.</small>				
<small>For reference, your previous account number was XXXXXXXX.</small>				
Make note of your new account number as your previous account number will only appear for a limited time.				
<small>If you use online banking, please update your new account number with your bank. If you mail in your payment, be sure to include the payment stub or write the new account number on the check or money order.</small>				
Fios Internet, TV & Phone Bundle		\$119.99		
Services & Equipment		\$46.96		
Fees & Other Charges		\$29.79		
Charges Due by March 25		\$196.74		
Past Due Pay Immediately		\$218.56		
Total Due		\$415.30		
				Basketball fans
				<small>Be a part of the action. Score a courtside seat to up to 40 out-of-market regular season games per week with NBA LEAGUE PASS on Verizon Fios. Order from channel 1450 HD or 1490 SD today.</small>

Don't worry if you miss any of these.

You can get more information in lots of places.

Monthly pop-up ads on the VEC Portal.

- Registered, entitled users will be reminded of the conversion at the beginning of each month

FAQ document available at

<http://enterprise.verizon.com/bill-conv>



Migration timeline for existing customers.

NE customers: 1/31/2020-3/6/2020

Timelines are subject to change, so please contact your Service Manager or Care Center for the latest specific migration dates.

Impacts:

New account number & new billing format



Main differences.

Main differences from current bill

- **Important! A new account number**
 - All existing customers will receive a new account number, however the old account number will remain valid for 4 months after conversion to allow customers time to update records
 - New account number is random, unlike the old account number which provided a regional identifier with area code
- Charges no longer grouped by 'bucket' (basic/non-basic) or provider (Voice/LD/Data/TV/Wireless)
- New bill sections:
 - Services and equipment – All monthly recurring charges/credits – show 'normal monthly charges'
 - Your one-time activities – One-time billed charges/credits
 - Partial month charges – Prorated charges related to ordering activity adding/removing services
 - Fees and other charges - Consolidates taxes and fees, broken down between external and Verizon charges

Planned enhancements.

Planned enhancements based on customer feedback

- 4-month account transition period after conversion to allow customers time to update their records
- At-a-glance summary of monthly recurring charges (listing of product, quantity, rate along with total amount)
- Adding order number to details in Partial Month charges / Change in Service sections
- Taxes / surcharges will be provided in greater detail

Charge details - Standalone account (PA example).

PRE-CONVERSION BILL

MONTHLY SERVICE - BASIC (Aug 28 to Sep 27)			
Description	Qty	Unit Rate	
1 Federal Subscriber Line Charge	1	6.00	6.00
2 Federal Access Recovery Charge	1	1.57	1.57
3 Federal Universal Service Fee	1	1.35	1.35
4 24 Month Term Rate Plan	1	14.05	14.05
Total			\$ 22.97

LOCAL CALLS				
Area	Rate	Calls	Minutes	
1	Day	16	Unlimited	\$ 1.30
	Nite/Wknd	5		.41
2	Day	1		.05
	Even	1		.05
3	Day	30		3.30
	Even	9		.80
	Nite/Wknd	6		1.17
			Subtotal	\$ 6.51

Summary of Local Calls	
5 Local Calls	\$ 6.51
Total	\$ 6.51

BASIC SERVICE TAXES AND SURCHARGES	
6 Telecommunications Relay Service	.08
7 E911	1.83
Total	\$ 1.79

VERIZON OPTIONAL NON-BASIC SERVICE	
8 PA Gross Receipts Tax Surcharge	\$ 32.22
Total	\$ 32.22

Direct Billed Day Per Call Charges							
Day	Date	Time	Place	Number	Period	Min.	
9	Thu	Aug 2	1:55 pm	Robobeth	DE: 302 227 9999	Day	2:36
10	Thu	Aug 2	2:27 pm	Robobeth	DE: 302 227 9999	Day	2:36
11	Fri	Aug 3	12:55 pm	Albiontown	PA: 484 274 9999	Day	1:24
12	Fri	Aug 3	12:37 pm	Vanleyle	PA: 287 381 9999	Day	1:21
13	Mon	Aug 6	3:06 pm	Vanleyle	PA: 287 381 9999	Day	1:21
14	Tue	Aug 7	7:07 pm	Robobeth	DE: 302 227 9999	Even	1:18
15	Sat	Aug 11	1:43 pm	Vanleyle	PA: 287 381 9999	Night	1:21
16	Sun	Aug 19	12:18 pm	Newark	DE: 302 894 9999	Night	3:54
17	Tue	Aug 21	3:36 pm	Robobeth	DE: 302 227 9999	Day	4:72
18	Tue	Aug 21	2:27 pm	Robobeth	DE: 302 227 9999	Even	2:36
19	Wed	Aug 22	1:15 pm	Robobeth	DE: 302 227 9999	Day	1:18
20	Fri	Aug 24	1:27 pm	Robobeth	DE: 302 227 9999	Day	3:54
21	Mon	Aug 27	1:40 pm	Robobeth	DE: 302 227 9999	Day	3:54
22	Mon	Aug 27	1:57 pm	Robobeth	DE: 302 227 9999	Day	1:18
23	Mon	Aug 27	1:59 pm	Robobeth	DE: 302 227 9999	Day	2:36
24	Mon	Aug 27	2:11 pm	Robobeth	DE: 302 227 9999	Day	1:18
25	Mon	Aug 27	2:21 pm	Robobeth	DE: 302 227 9999	Day	4:72
	Total						\$ 6.09

1. New Vision account number

3. Services and equipment
Summary by product/rate of all monthly recurring charges/credits

4. Partial Month Charges
Pro-rated charges relating to orders, adding / removing services

POST-CONVERSION "SMART" BILL

Details of Payments	
Previous Balance	4657
Payment Received - Thank You	-4657 8/27
Balance Forward	5.00

Details of Charges	
24 Month Term Rate Plan	14.05 8/28 - 8/27
Federal Subscriber Line Charge	6.00 8/28 - 8/27
Federal Universal Service Fee	1.35 8/28 - 8/27
Federal Access Recovery Charge	1.57 8/28 - 8/27
VLD Long Distance Access Charge	1.85 8/22 - 8/21
VLD Carrier Cost Recovery Charge	3.6 8/22 - 8/21
VLD Long Distance Administrative Charge	.74 8/22 - 8/21
Subtotal	\$25.92

Partial Month Charges	
VLD Long Distance Access Charge	-07
Service Request 05/23/2024	
VLD Carrier Cost Recovery Charge	-07
Service Request 05/23/2024	
VLD Long Distance Administrative Charge	-15
Service Request 05/23/2024	
Subtotal - 6 days	-5.99 8/22 - 8/27

Fees & Other Charges	
PA Sales Tax	1.62
PA State Sales Tax	.53
PA Local Sales Tax	.26
Telecommunications Risky Service	.08
ESR	1.05
We Have Some Charges & Fees	3.44
PA Gross Receipts Tax Surcharge	1.35
Federal Universal Service Fee - Verizon	.00
LO	.22
Subtotal	\$6.23
Total Due	\$31.56

2. Legacy account number remains on bill for 4 months

5. Fees and Other Charges
Consolidates taxes and fees, broken down between external and Verizon charges

6. Usage detail
Details provided on later pages

Charge details - Standalone account (NJ example).

PRE-CONVERSION BILL

verizon

Billing Date: 08/28/18 Page 3 of 12
Telephone Number: 734-624-9060
Account Number: 736-654-9396 559 810Y

MONTHLY SERVICE - BASIC (Aug 28 to Sep 27)			
Description	Qty	Unit Rate	
1 Federal Subscriber Line Charge	2	6.00	12.00
2 Federal Access Recovery Charge	2	.64	1.28
3 Federal Access Recovery Charge	2	3.00	6.00
4 Dial Tone Line	2	22.25	44.50
5 Federal Universal Service Fee	2	.72	1.44
6 Federal Universal Service Fee	2	2.92	5.84
Total			\$ 71.06

ADDING AND CHANGING SERVICE
This section shows partial-month billing. If you are adding a new product, it shows charges for the number of days that you had the product before your Billing Date. If you are removing a product, it shows credits for the days you did not have the product but had paid for it in advance. You can find your month-in-advance charges in the MONTHLY SERVICE section.

For 734 684 4198

Services Added			
Product Description	Qty	Order Number	Effective Date
7 Federal Universal Service Fee Pon 211727583 SYS 00102	1	05K0937023	Aug 8 '18
Total Services Added			48

Services Removed			
Product Description	Qty	Order Number	Effective Date
8 Federal Universal Service Fee Pon 211727583 SYS 00102	1	05K0937023	Aug 8 '18 CR 36
9 Federal Subscriber Line Charge Pon 211727583 SYS 00102	1	05K0937024	Aug 8 '18 CR 3.96
10 Federal Access Recovery Charge Pon 211727583 SYS 00102	1	05K0937024	Aug 8 '18 CR 4.3
11 Custodial line unrestricted Pon 211727583 SYS 00102	1	05K0937024	Aug 8 '18 CR 28.47
12 Federal Universal Service Fee Pon 211727583 SYS 00102	1	05K0937024	Aug 8 '18 CR 48
Total Services Removed			CR 33.70

For 734 684 4715

Services Added			
Product Description	Qty	Order Number	Effective Date
13 Federal Universal Service Fee SYS 00100	1	05K0937023	Aug 8 '18
Total Services Added			48

Services Removed			
Product Description	Qty	Order Number	Effective Date
14 Federal Universal Service Fee SYS 00100	1	05K0937023	Aug 8 '18 CR 36
Total Services Removed			CR 36

1. New Vision account number

4. Services & Equipment
Summary by product / rate of all recurring charges, including surcharges

5. Requested changes
Service request number displayed

POST-CONVERSION "SMART" BILL

verizon

Verizon Corp
Primary Phone: 204-656-0800 (40)
Account Number: 734-654-9396
Bill Date: August 27, 2018

Get answers fast
• Visit verizon.com/bills
• Call 1-800-700-8297
Customer code will be removed at end of billing period

Details of Payments

Previous Balance	445.07	Payment Received: Thank You	-445.07	8/13
Balance Forward	\$ 0.00			

Details of Charges

Services & Equipment		Equipment and additional services in per month per Verizon service
Services		
Customer Summary 2@ 48.65	97.20	
Federal Universal Service Fee 2 @ 72	144	
Federal Access Recovery Charge 2 @ 84	168	
Subtotal	\$ 100.00	8/28 - 9/27

Requested Change in Service

Canceled Services		Partial month charge or refund for services added or removed prior to the bill date.
Dial Tone Line removed 6/8		
Service Request 37025		
\$22.25/mo. for 20 days refund:	-16.83	8/8 - 8/27
Federal Subscriber Line Charge removed 6/8		
Service Request 37025		
\$6.00/mo. for 20 days refund:	-4.00	8/8 - 8/27
Federal Universal Service Fee removed 6/8		
Service Request 37025		
\$2.92/mo. for 20 days refund:	-1.95	8/8 - 8/27
Federal Access Recovery Charge removed 6/8		
Service Request 37025		
\$3.00/mo. for 20 days refund:	-2.00	8/8 - 8/27
Dial Tone Line removed 6/8		
734-654-9999		
Service Request 37025		
\$22.25/mo. for 20 days refund:	-16.83	8/8 - 8/27
Federal Subscriber Line Charge removed 6/8 734-654-9999		
Service Request 37025		
\$6.00/mo. for 20 days refund:	-4.00	8/8 - 8/27
Federal Universal Service Fee removed 6/8 734-654-9999		
Service Request 37025		
\$2.92/mo. for 20 days refund:	-1.95	8/8 - 8/27
Federal Access Recovery Charge removed 6/8 734-654-9999		
Service Request 37025		
\$3.00/mo. for 20 days refund:	-2.00	8/8 - 8/27
Dial Tone Line removed 6/8		
734-654-9999		
Service Request 37025		
\$22.25/mo. for 20 days refund:	-16.83	8/8 - 8/27

Page 3 of 8

2. Legacy account number remains on bill for 4 months

3. Charges no longer grouped by bucket (basic / non-basic) or provider (Voice / LD / TV / Wireless)

Bill changes – Summary billed Master – Subaccount summary.

PRE-CONVERSION BILL

verizon

Billing Date: 07/22/18 Page 3
Telephone Number: 724 872-2211
Account Number: 724 872-2211 999 43Y

SUMMARY ACCOUNT TRANSACTIONS

SUMMARY OF CHARGES BY ACCOUNT

Telephone Number	Location / Store number	Previous Charges	Current Charges
1 412 242-3332	PTTSBGZ04	39.68	
2 724 547-8729	MTPLEASANT	176.94	
3 724 547-8539	MTPLEASANT		.00
Total Current charges			\$ 216.62

33 P760 ELCLG872 07 PA217VBERDA1 00000107 000000207 4 OF 20

POST-CONVERSION "SMART" BILL

verizon

LMN Corp
Primary Phone: 724-872-2211
Account Number: 629242845 629242845
Bill Date: July 21, 2018

1

Customer code will be removed at end of shuffling period 2

Payments

Payment activity since last bill date.

Previous Balance	210.51
Payment Received - Thank You	210.51 7/3
Balance Forward	\$ 0.00

Summary of Charges By Account

Account	Bin	Name	Account Activity
450-590-254-0001	412-242-3332-305	LMN CORP	\$39.62
654-675-037-0001	724-547-0729-383	LMN CORP	\$176.93
750-590-254-0001	724-547-8539-853	LMN CORP	\$ 0.00
Subtotal			\$216.55
Total Due			\$212.95

Legacy account number column (BTN) will be removed at end of shuffling period 2

Page 2 of 3

1. New Vision account number

2. Legacy account number remains on bill for 4 months.

Payments should be made to new Vision account number but will be successfully processed against legacy account number during that time

Legacy account number column (BTN) will be removed at the end of the four months

Bill changes – Summary billed Master – Subaccount (page 1).

PRE-CONVERSION BILL

verizon

Billing Date: 07/22/18 Page 1
Telephone Number : 412 242-3332
Account Number: 412 242-3332 305 14Y

LMN Corp

Account Summary

Previous Charges	\$ 39.79
Amount transferred to Summary Bill	-39.79
Balance	\$.00

New Charges

Verizon (page 2)	\$ 35.90
Verizon Long Distance (page 2)	3.78
Total New Charges Due	\$ 39.68

Amount transferred to summary bill number 724 872-2211 39.68

Total Due: .00

Questions about your bill? Call 1 800 709-8297 Account: 412 242-3332 305 14Y

LMN CORP
30 INDEPENDENCE BLVD
SMITHTON PA 15479-8715

33 P9H1 ELC3L8R72 07 PA212P1BRDA1 00000107 000005911 6 OF 28

POST-CONVERSION "SMART" BILL

verizon

LMN Corp
Primary Phone: 412-242-3332
Account Number: 450-590-234-0001-62
Bill Date: July 21, 2018

1

2 Get answers fast
• Visit verizon.com/smartbill
• Call 1-800-709-8297
Customer code will be removed at end of speaking period

2

This month's charges:

\$0.00

This month's charges

Services & Equipment	\$31.00
Fees & Other Charges	\$5.92
Amount Transferred To Summary Bill 2809902340001	\$36.92
Total Due by August 15	\$ 0.00

Account Number: 450-590-234-0001-62

1

Total Due by Aug 15, 2018: \$0.00 072118
Message: DONOTPAY

KEYLINE
LMN CORP
30 INDEPENDENCE BLVD
SMITHTON PA 15479-8715

V5 450590234000169 000000000000 000000000000

1. New Vision account number

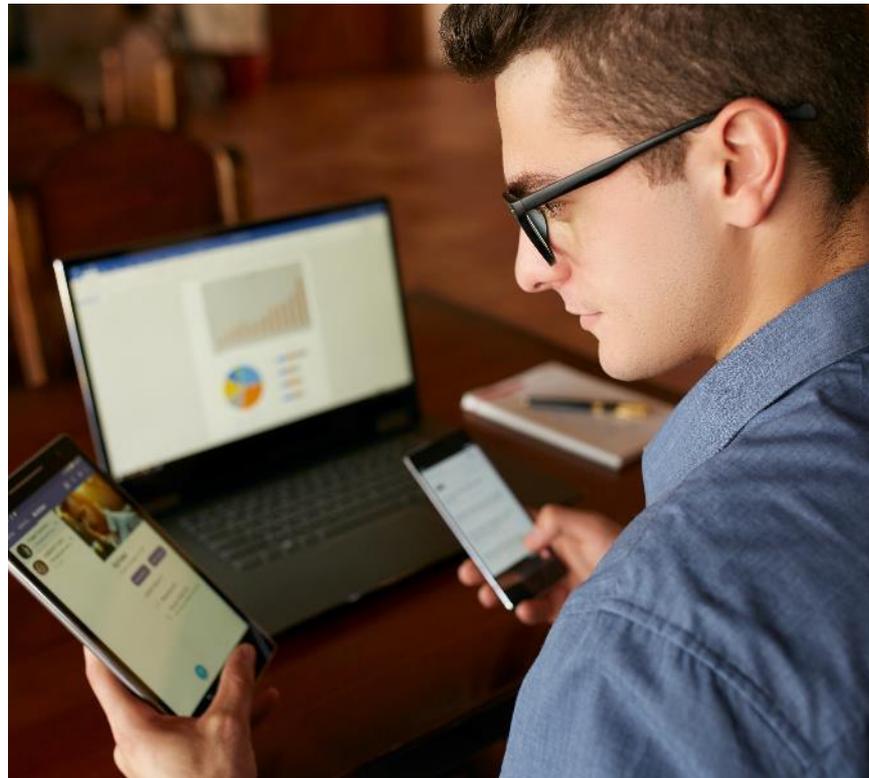
2. Legacy account number remains on bill for 4 months.

Payments should be made to new Vision account number but will be successfully processed against legacy account number during that time

The bill amount on the subaccount will appear as \$0.

The amount due will be transferred to the Summary page

Impacts: EDI



EDI / Vz450 requirements and changes.

The new account number is added to the existing EDI.

Enterprise accounts will have a 4-month account transition period after conversion to allow customers time to update their records.

Work with your TEMs if applicable.

The EDI Implementation Guide:

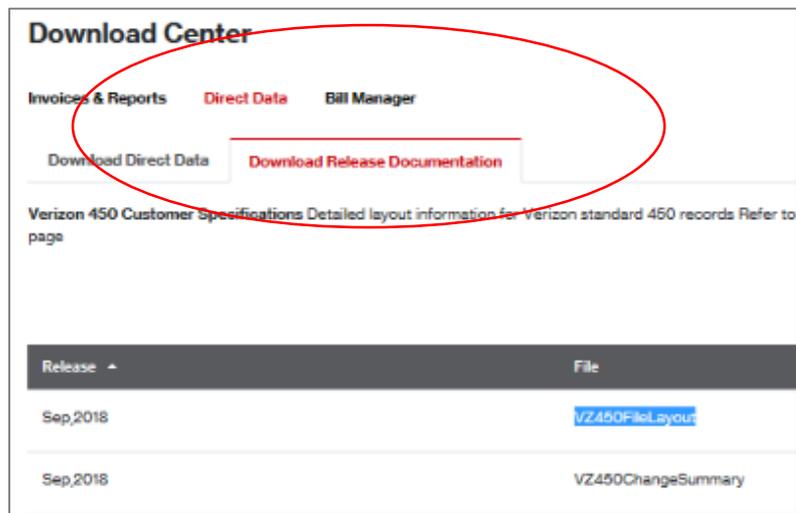
<https://vbcms.vzw.com/content/VBCMS/EPCC/RH/newwechelp/QuickStartGuides.html>

If you have any questions reach out to our eMedia-Implementation team at:

emedia-implementation@one.verizon.com

The Vz450 documentation can be found in the VEC by following:

Invoices Home > Invoices Reports & Analytics > Invoices Requested Downloads



The screenshot shows the 'Download Center' interface. At the top, there are navigation tabs: 'Invoices & Reports', 'Direct Data', and 'Bill Manager'. Below these, there are two sub-tabs: 'Download Direct Data' and 'Download Release Documentation'. A red oval highlights the 'Download Release Documentation' tab. Below the tabs, there is a text block: 'Verizon 450 Customer Specifications Detailed layout information for Verizon standard 450 records Refer to page'. At the bottom, there is a table with two columns: 'Release' and 'File'.

Release	File
Sep,2018	VZ450FileLayout
Sep,2018	VZ450ChangeSummary

Getting a list of new / old accounts in the VEC during the 4-month period the old account will be available on the invoice



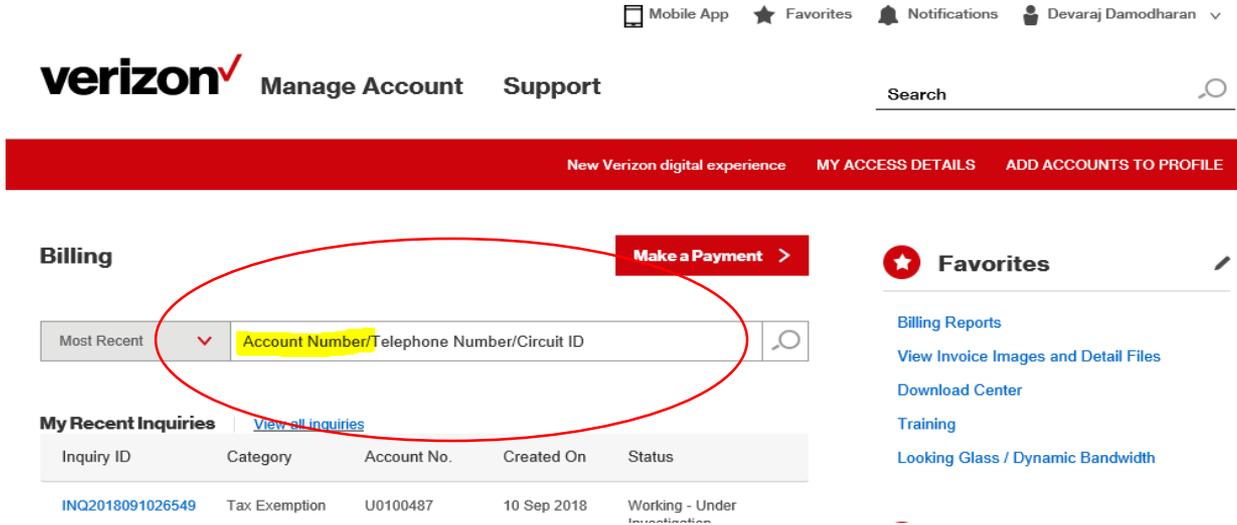
VEC Global Search.

VEC – Global Search allows the user to search for both the old as well as the new account number.



VEC Home Page search.

VEC – Home Page search allows the user to search for both old as well as the new account number



The screenshot shows the Verizon VEC Home Page. At the top right, there are links for 'Mobile App', 'Favorites', 'Notifications', and a user profile 'Devaraj Damodharan'. Below this is the Verizon logo and navigation links for 'Manage Account' and 'Support'. A search bar is located to the right of these links. A red banner below the navigation contains the text 'New Verizon digital experience', 'MY ACCESS DETAILS', and 'ADD ACCOUNTS TO PROFILE'. The main content area is divided into two sections: 'Billing' and 'Favorites'. The 'Billing' section features a search bar with a dropdown menu set to 'Most Recent' and a search input field containing 'Account Number/Telephone Number/Circuit ID'. A red circle highlights this search bar, and a red button labeled 'Make a Payment >' is positioned to its right. Below the search bar is a 'My Recent Inquiries' section with a table of inquiries. The 'Favorites' section on the right lists several items: 'Billing Reports', 'View Invoice Images and Detail Files', 'Download Center', 'Training', and 'Looking Glass / Dynamic Bandwidth'.

Mobile App ★ Favorites 🔔 Notifications 👤 Devaraj Damodharan ▾

verizon Manage Account Support Search 🔍

New Verizon digital experience MY ACCESS DETAILS ADD ACCOUNTS TO PROFILE

Billing Make a Payment >

Most Recent ▾ Account Number/Telephone Number/Circuit ID 🔍

My Recent Inquiries [View all inquiries](#)

Inquiry ID	Category	Account No.	Created On	Status
INQ2018091026549	Tax Exemption	U0100487	10 Sep 2018	Working - Under Investigation

Favorites ✎

- [Billing Reports](#)
- [View Invoice Images and Detail Files](#)
- [Download Center](#)
- [Training](#)
- [Looking Glass / Dynamic Bandwidth](#)

VEC Billing - Invoice list, Payment History, Billing Inquiries – View.

- Customer will be able to view both the old and the new account number column in the main page of Invoice list, Payment History and Billing Inquiries.
- To be able to get to this view, the user must select the customize columns option, add the new account number column to the selected columns and apply the changes.
- This action must be performed from each one of the main pages (Invoice list, Payment History and Billing Inquiries).

Billing Make a Payment >

Invoices Payment History Billing Inquiries Reports

Actions [Download] View by: Most Current Filter Account Number [Refresh] [Settings]

	Account Number	Invoice Number	Invoice Date	Current Charges	Currency	New Account Number	Account Name
+ [Icon]	7503581730001	View Invoice	[Download] 03 Sep 2018	42.90	USD		DPQ CORP
+ [Icon]	7114325428555	View Invoice	[Download] 03 Sep 2018	5.00	USD	7507725890001	WXY CORP
+ [Icon]	3026743504027	View Invoice	[Download] 03 Sep 2018	38.73	USD	4503748600001	ABC CORP

Billing Make a Payment >

Invoices Payment History Billing Inquiries Reports

Actions [Download] View by: Most Current Filter Account Number [Refresh] [Settings]

Customize Table

Select the columns and customize

Available Columns

- Account Number
- Invoice Number
- Invoice Date
- Current Charges
- Currency
- Global Billing Report
- New Account Number**

Selected Columns

- Account Number
- Invoice Number
- Invoice Date
- Current Charges
- Currency
- Account Name

Use default column settings

Row Settings

Items Per Page: 10

Close Apply >

VEC Billing - Invoice list, Payment History, Billing Inquiries – Filter.

The filter option in the main page of Invoice list, Payment History and Billing Inquiries supports the filter based on both old as well as the new account number.

The screenshot displays the Verizon Billing interface. At the top, there is a 'Billing' header with a 'Make a Payment' button. Below it, navigation tabs include 'Invoices', 'Payment History', 'Billing Inquiries', and 'Reports'. The main area shows a 'View by' dropdown set to 'Most Current' and a 'Filter' button. A search bar for 'Account Number' is visible. A filter dialog box is open, containing the following fields:

- Corp/Group/CGI: [Text Input]
- Account Number: [Text Input]
- Account Alias: [Text Input]
- Invoice Number: [Text Input]
- Account Name: [Text Input]
- Global Billing Report: [Text Input]
- State: [Text Input]
- City: [Text Input]
- Currency: [Text Input]
- Current Charges: All [Dropdown]
- Previous Charges: All [Dropdown]
- Paper Settings: Select [Dropdown]
- New Account Number: [Text Input]

At the bottom of the dialog are 'Clear All' and 'Apply' buttons. Below the dialog, a table header is visible with columns: Account Number, Invoice Number, Invoice Date, Current Charges, Currency, New Account Number, and Account Name.

VEC Billing - Invoice list & Payment History

Search

Customer will be able to search both old as well as the new account number in the main page of Invoice list and Payment History.

Billing

Make a Payment >

Invoices Payment History Billing Inquiries Reports

Actions Download View by: Most Current Filter Refresh Settings

	Account Number	Invoice Number	Invoice Date	Current Charges	Currency	New Account Number	Account Name
+	7503581730001	View Invoice	03 Sep 2018	42.90	USD		OPQ CORP
+	7174325428555	View Invoice	03 Sep 2018	5.00	USD	7507725090001	WXY CORP

VEC Billing – Invoice list - Account summary.

Customer will be able to view both old and the new account number in the account summary section in the invoice list main page.

Billing

[Invoices](#) [Payment History](#) [Billing Inquiries](#) [Reports](#)

[Make a Payment](#)

Actions View by: Most Current Filter Account Number

	Account Number	Invoice Number	Invoice Date	Current Charges	Currency	New Account Number	Account Name
+	7503581730001	View Invoice	03 Sep 2018	42.90	USD		OPQ CORP
-	7174325428555	View Invoice	03 Sep 2018	5.00	USD	7507725090001	WXY CORP

Account Number 7174325428555 [VIEW ACCOUNT DETAILS AND ACTIVITY](#)

New Account Number 7507725090001

Account Summary as of 12 Sep 2018

Current Balance: 123.81 USD due by 28 Sep 2018 [Make a Payment](#)

Last Payment: 17.0 USD on 21 Aug 2018 [Payment History](#)

Paper Setting: Full Invoice [Update Paperless Billing](#)

Billing Address [Change](#)



VEC Billing – Invoice list - Account summary.

View Account Details & Activity

Customer will be able to view both old and the new account number in the Account Details & Activity section.

The screenshot shows the Verizon Billing interface. At the top, there is a 'Billing' header with a 'Make a Payment' button. Below this, there are navigation tabs for 'Invoices', 'Payment History', 'Billing Inquiries', and 'Reports'. A red bar is present below the navigation. Below the red bar, there are 'Actions' and 'View by: Most Current' dropdowns, along with a 'Filter' button and a search box for 'Account Number'. A table lists two invoices:

	Account Number	Invoice Number	Invoice Date	Current Charges	Currency	New Account Number	Account Name
+	7503581730001	View Invoice	03 Sep 2018	42.89	USD		OPQ CORP
-	7174325428555	View Invoice	03 Sep 2018	5.00	USD	7507725090001	WXY CORP

Below the table, there is an 'Account Summary' section for account number 7174325428555 and new account number 7507725090001. It includes details like 'Current Balance: 123.81 USD due by 28 Sep 2018', 'Last Payment: 17.0 USD on 21 Aug 2018', and 'Paper Setting: Full Invoice'. A 'VIEW ACCOUNT DETAILS AND ACTIVITY' link is highlighted in yellow.

Billing > Account details and Activity

Account-7174325428555
New Account - 7507725090001

as of 12 Sep 2018

The screenshot shows the 'Account Activity' section. It features a 'Make a Payment' button and an 'Actions' dropdown. The main content is divided into two columns. The left column displays 'Current Balance: 123.81 USD' and 'Last Payment applied on 21 Aug 2018'. The right column displays 'Due by: 28 Sep 2018' and 'Last Invoice: 03 Sep 2018'. Below this, there are links for 'Billing Address', 'Payment Settings', and 'Paper Setting'. The 'Billing Address' link is highlighted in blue.

Account Activity

VEC Billing – Invoice List – Bill View

Customer will be able to view both old and the new account number in the bill view page

Billing Make a Payment >

Invoices | Payment History | Billing Inquiries | Reports

Actions Download

View by: Most Current

Filter

Account Number

	Account Number	Invoice Number	Invoice Date	Current Charges	Currency	New Account Number	Account Name
+ <input type="checkbox"/>	5539662340001	View Invoice	12 Sep 2018	62.99	USD		ABC CORP
+ <input type="checkbox"/>	8520302900001	View Invoice	03 Sep 2018	57.99	USD		RST CORP
+ <input type="checkbox"/>	7174325428555	View Invoice	03 Sep 2018	5.00	USD	7507725090001	WXY CORP
+ <input type="checkbox"/>	2158222034361	View Invoice	03 Sep 2018	42.90	USD	7503581730001	OPQ CORP
+ <input type="checkbox"/>	2013420695482	View Invoice	03 Sep 2018	910.25	USD	7503115080001	STU CORP
+ <input type="checkbox"/>	2012362570647	View Invoice	03 Sep 2018	271.69	USD	7503092970001	PQR CORP

Billing - Bill-view

Bill

Make a Payment >
Actions

Invoice Date: September 03, 2018

Billing Account
2013420695482 [Select Another](#)

New Billing Account
7503115080001

Billing address [Change](#)

XXXXXXXXXX

Payment Settings

[Setup Recurring](#)

[Paper Setting](#) [Update Paperless Billing](#)

[Full Invoice](#)

Download & Reports

[View reports for this Invoice](#)

[View Invoice Image](#)

The latest billing information is displayed below. To view other bills, click "Select another"

Previous Charges and Adjustments	
Previous amount	1,807.05
Payment	0.00
Adjustments	0.00

VEC Billing – Reports – Customized reports.

The customer will have the ability to add new account number column under customize reports functionality, with which the user can view both old and the new account number columns in the report.

Account TN And Circuit Listing

Detailed list of billing and working telephone numbers, as well as circuit numbers/IDs

All My Accounts
Automatically includes all your accounts that are applicable for this report

Account(s)
Select one or more accounts for this report. You can select up to 10 accounts

Multiple Accounts
Select a group of accounts from a folder in your Company, Billing or Reporting structure

8103447389450

From: Jun 2018 To: Jun 2018

PREVIEW

Run Report > Download Schedule

Filter Fields >

Would you like to customize this report? ?

Summary Account	Summary Bill Date	Billing Account Number	Associated Billing Number	Bill Date	Telephone Number	Circuit
212X001019834	31 May 2018	212X001019834		31 May 2018	212X001019	
212X001019834	31 May 2018	2123828320921		12 May 2018	2123822447	
212X001019834	31 May 2018	2123828320921		12 May 2018	2123828320	

Create a Customized Report

Select Report > Select Columns > Apply Filters >

Customize Report Name *

Account TN And Circuit Listing - test0930 Report Name must be 200 characters or less

Report Description

test0930 Report Name must be 200 characters or less

Cancel Next >

Would you like to customize this report? ?

Summary Account	Summary Bill Date	Billing Account Number	Associated Billing Number	Bill Date	Telephone Number	Circuit
-----------------	-------------------	------------------------	---------------------------	-----------	------------------	---------

VEC Billing – Reports – Customized Reports.

Create a Customized Report

Progress: Select Report (checked) → **Select Columns** → Apply Filters

Report Name: Account TN And Circuit Listing - test0930

All Available Columns

- new

Columns included in your report

- Summary Account Number
- Summary Bill Date
- Billing Account Number
- Bill Date
- Associated Billing Account Number
- Telephone Number
- Circuit Number
- DID/SPID

Buttons: Cancel, Go Back, **Next**

Progress: Select Report (checked) → Select Columns (checked) → **Apply Filters**

Filter Fields

Filter allows you to specify additional criteria to limit your report result. Filters added here will be saved and applied each time the custom report is run.

Summary Account Number:

New Summary Account:

Summary Bill Date: =

Billing Account Number: Account Number

New Billing Account:

Bill Date: =

Associated Billing Account Number:

Telephone Number:

Buttons: Cancel, Go Back, **Submit**

Summary Account Summary Bill Date Billing Account Number Associated Billing Account Number Bill Date Telephone Number Circuit

VEC Billing – Reports – Customized reports.

Billing Make a Payment >

[Invoices](#) [Payment History](#) [Billing Inquiries](#) **Reports**

Report Name, Report Category, Keyword, Description



Charges & Payments

- Audio CRC Summary
- Audio Conference Invoice Sum...
- Audio Conference Invoice Sum...

[VIEW ALL >](#)



Usage

- Audio Conference Service Level...
- Conference Connection Details ...
- Conference Details - Audio & Net

[VIEW ALL >](#)



Services & Inventory

- Enhanced Inventory Report
- Account TN And Circuit Listing
- Carrier PIC Report

[VIEW ALL >](#)



Other

- Discount and Promotion Summa...
- Conference Calling Summary
- Conferencing Call Detail by Acc...

[VIEW ALL >](#)



Contract Commitment Monitoring

- Commitment Report
- Contributing Product Summary
- Contract Specific Rules

[VIEW ALL >](#)



Customized Reports

- Account TN And Circuit Listing ...
- Account TN And Circuit Listing...
- Account TN And Circuit Listing

[VIEW ALL >](#)



My Reports

- Account TN And Circuit Listing ...
- Account TN And Circuit Listing ...
- Account TN And Circuit Listing

[VIEW ALL >](#)

Reporting Tools

- Bill Report Inbox
- Management Reports
- Global Data Analyzer

verizon Manage Account Support Search

Billing Make a Payment >

[Invoices](#) [Payment History](#) [Billing Inquiries](#) **Reports**

[Billing Reports](#) > [My Reports](#)

Would you like to *customize* a report? ?

Download View by: My Reports Report Name, Keyword, Description

Report Name	Report Description	Report Parameters	Request Date	Action
Account TN And Circuit Listing - test0930	test0930	FROM DATE=2018-06-01 THRU DATE=2018-06-30	[Redacted]	Not started
Account TN And Circuit Listing - test0930	test0930	FROM DATE=2018-07-01 THRU DATE=2018-06-30	[Redacted]	View
Account TN And Circuit Listing	Detailed list of billing and wor...	FROM DATE=2018-06-01 THRU DATE=2018-06-30	29 Sep 2018	View

VEC Billing – Reports– Customized reports.

[Invoices](#) [Payment History](#) [Billing Inquiries](#) **Reports**

[Billing Reports](#) > [My Reports](#) > **View Report**

Report Name : Account TN And Circuit Listing - test0930 Run Date :
 Description : test0930
 Report Date : From Jul 18 To Jun 18



Summary Account Number	New Summary Account	Summary Bill Date	Billing Account Number	New Billing Account	Bill Date	Associated Account
No Data found						

A	B	C	D	E	F
Summary Account Number	New Summary Account	Summary Bill Date	Billing Account Number	New Billing Account	Bill Date

Thank you.