

BillXpress

Online billing management solution



ooredoo.qa

Ooredoo **Business**

Ooredoo Billxpress

Installation Guide

Release 2.0

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Overview

Ooredoo's BILLXPRESS empowers you with on time, easy and secure online access to your bills in PDF and Excel formats. It also gives you the ability to group the bills by your internal departments, eliminating all the hassle which goes with segregating and distributing the bills in your organization. Requesting Historic bills is at your decision now, with one click you can go back in history and download all the previous bills in PDF and Excel.

Along with bills in PDF and Excel, you get an ever increasing set of productive reports through BillXpress, which you may use to analyze your department wise telecom costs.

Batch payment on all your bills has never before been such easy. Download the BillXpress dynamic Payment Report, scrutinize your payment amounts and submit for payment at your nearest Ooredoo Centers. Payments on all your accounts are applied instantly.

Getting Started

BILLXPRESS Welcome Pack includes this companion Installation Guide and User Guide along with the installation software – BillXpressClient.exe.

To help you getting started, the contents of this Installation Guide details all the setup procedures you would have to follow to get BillXpress installed on your windows client.

Minimum system requirements

Windows-based host

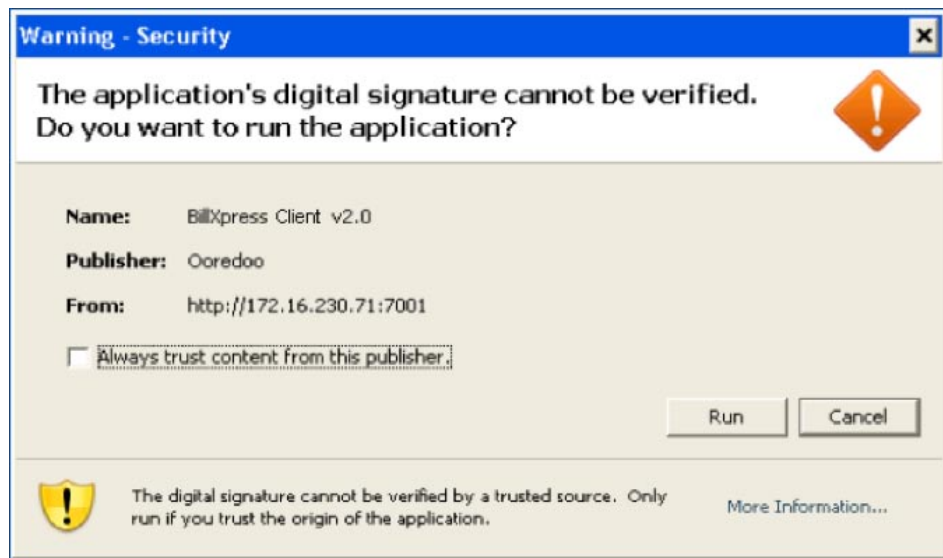
Pentium 4 CPU, running at 1.8GHz
Windows 2000 Professional, Windows XP Professional or Windows Vista
200 MB of free disk space (for downloading bills and reports)
1 GB memory
Internet Bandwidth: 512Kbps Dedicated Line

Installation

JNLP Edition:

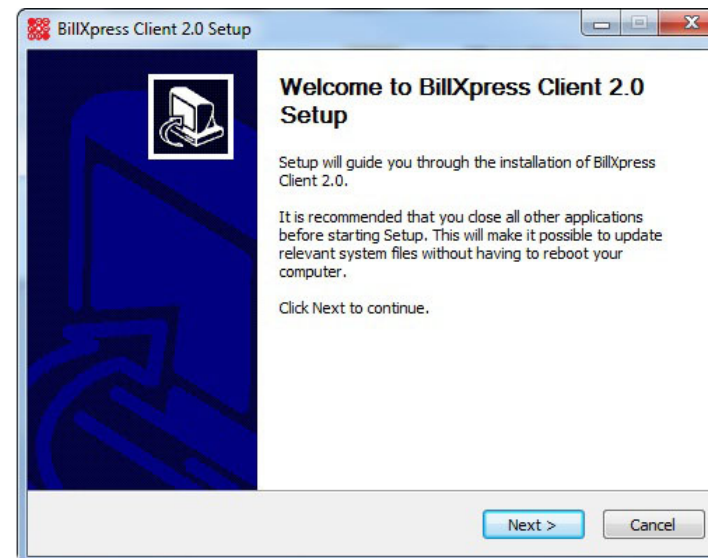
If Java (1.6+) is installed in your machine, you don't have to install the software. BillXpress Admin can be accessed by using the url <https://billxpress.ooredoo.qa/ClientWS/launch.jnlp>. Java should automatically launch the jnlp file if accessed from IE, for any other browsers it will ask for confirmation. If for any reason jnlp file is not associated with your Java Web Start, then you would have to browse through the explorer to select "javaws.exe" as the associated file to open jnlp.

1. You should see the below screen to confirm loading of the software from internet.
2. It will ask you for saving or opening a file with JNLP extension. Choose open.
3. If you have installed Java Runtime properly, JNLP will be registered with Java Webstart
4. Java Webstart will load the Application and will ask you permission for running it, choose Run
5. You can check Always Trust checkbox for future running without this confirmation dialog
6. It will open the Application and you will be presented with the login screen
7. You can bookmark the link (<https://billxpress.ooredoo.qa/ClientWS/launch.jnlp>) for future running

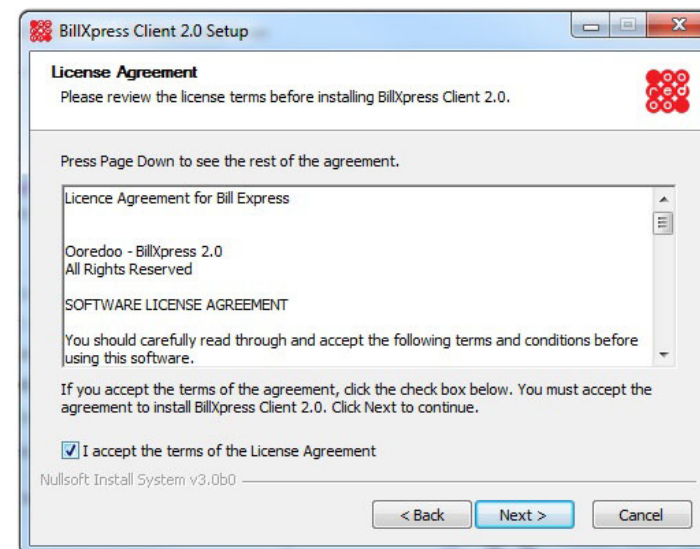


Desktop Edition:

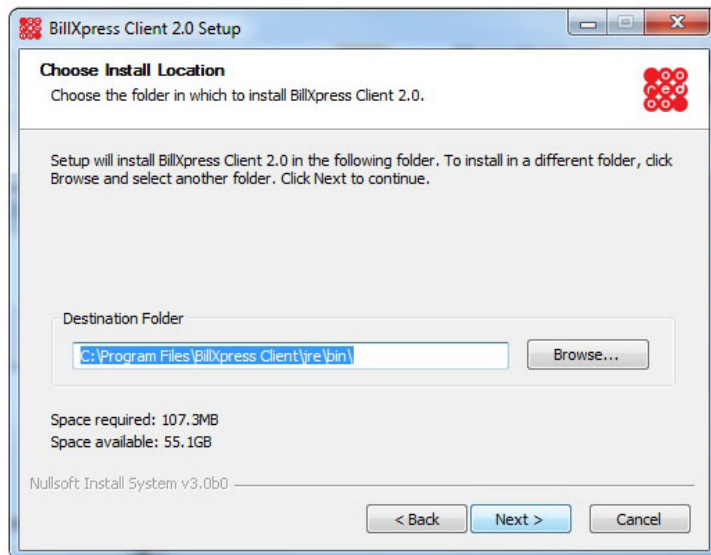
- Browse the Welcome-Pack CD you have received from Ooredoo
- Double-click the installer BillXpressClient.exe file located in the root location
- Click Next on the setup initial screen shown below



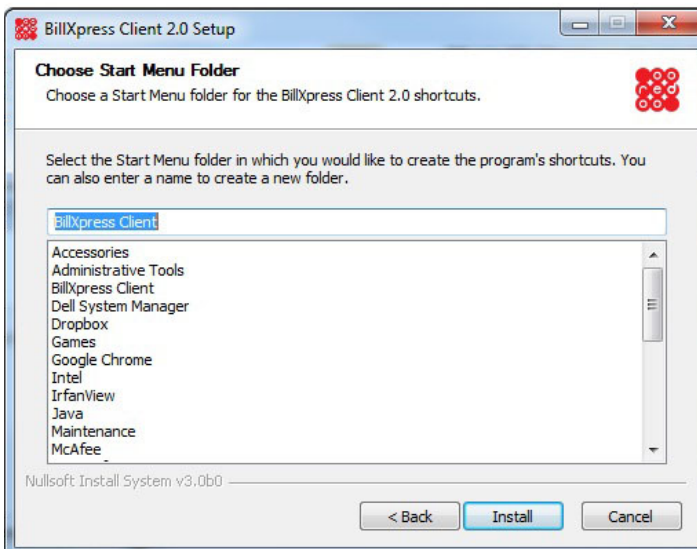
- Read thoroughly and accept the agreement if you want to continue with the installation by selecting the radio button – 'I accept the agreement' and clicking Next as shown in the below screen



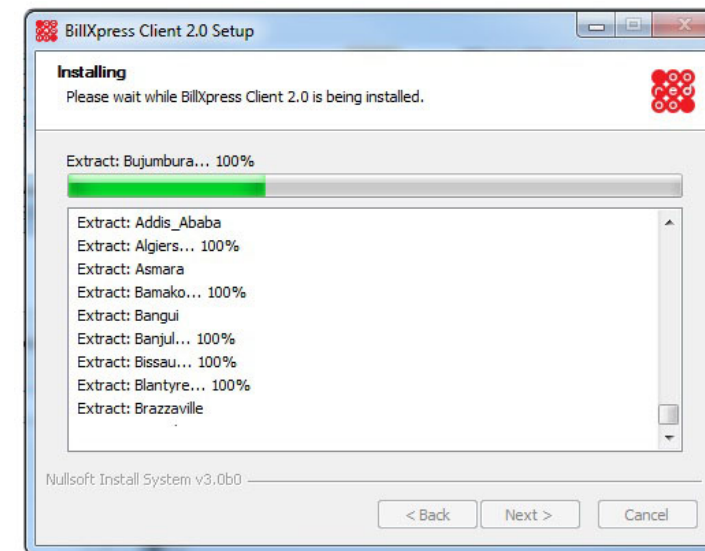
- The next screen prompts you to select the installation folder. The default path is 'C:\Program Files\BillXpress Client'. Click Next to continue



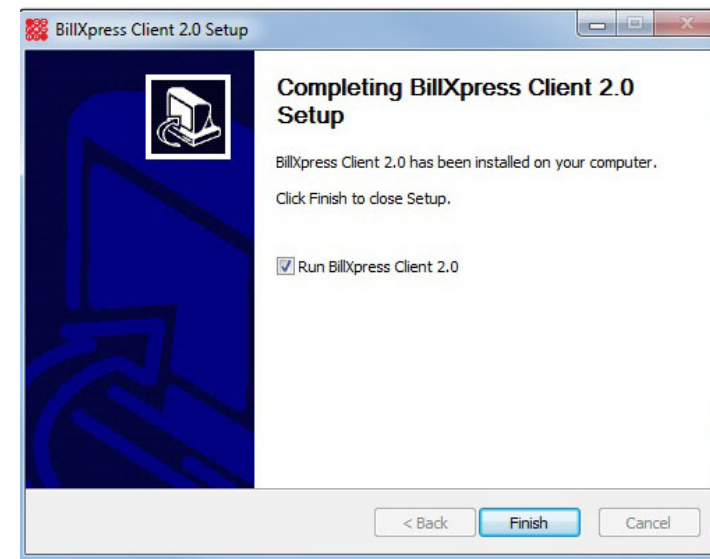
- f) The next screen prompts for the program group folder name. You may choose to go with the default 'BillXpress Client' by clicking Next.



- g) The Setup wizard shows a progress bar revealing the status of the installation



- h) The final confirmation window prompts for your confirmation whether it should launch BillXpress Client. Choose finish to continue. If you do not wish to launch BillXpress Client at this moment, deselect 'Launch BillXpress Client' and then click Finish.



Uninstallation

In situations which require you to uninstall the software for such reasons as

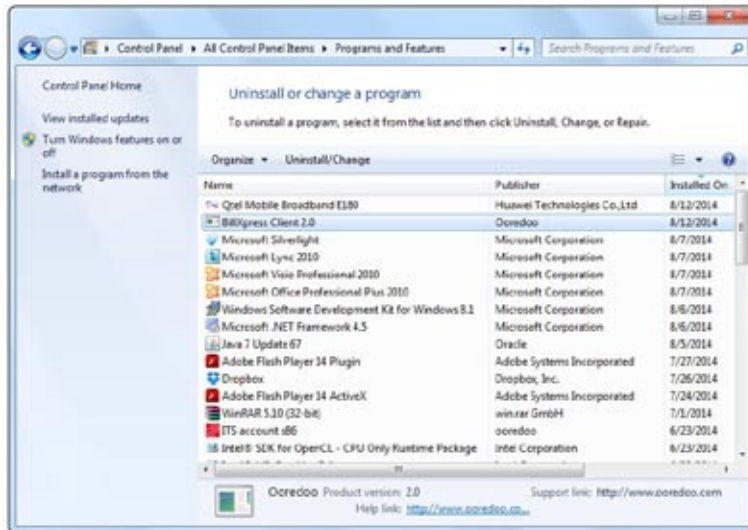
- Uninstalling before installing another latest release
- Disagreement with the contract / license etc

This could be accomplished in two ways; you may select **Uninstall BillXpress** from the following location:

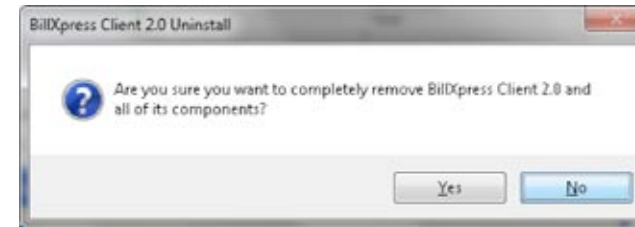
Start => Programs => BillXpress Client

Or you may enter control panel and uninstall BillXpress following the below procedure.

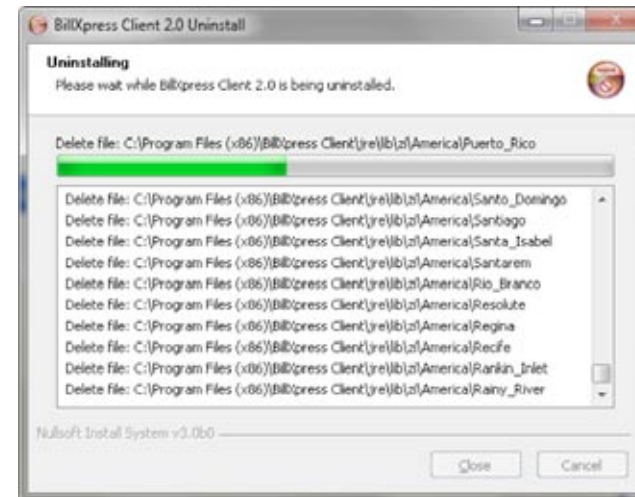
- Go to Control Panel (**Start => Settings => Control Panel**)
- Double Click **'Add-Remove Programs'**
- Choose **BillXpress Client v2.0** and click Remove



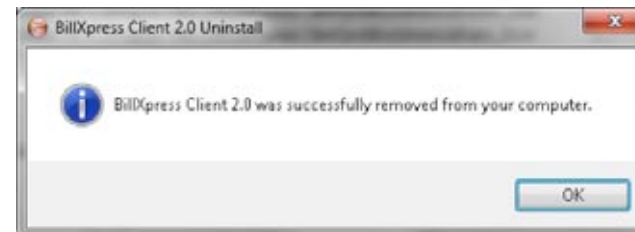
- Un-Installer prompts you to confirm your selection



- Progress of the un-installation is reported



- And finally a prompt whether your un-installation has gone successful is displayed



Ooredoo Billxpress

User Guide

Release 2.0

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Overview

Ooredoo's BILLXPRESS empowers you with on time, easy and secure online access to your bills in PDF and Excel formats. It also gives you the ability to group the bills by your internal departments, eliminating all the hassle which goes with segregating and distributing the bills in your organization. Requesting Historic bills is at your decision now, with one click you can go back in history and download all the previous bills in PDF and Excel formats.

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Getting Started

BILLXPRESS Welcome Pack includes the companion Installation and User Guide along with the installation software – BillXpressClient.exe

To help you getting started, the contents of this User Guide details all the areas of the application with descriptive images. This guide assumes that the reader is aware of basic MS Windows navigation.

Minimum system requirements

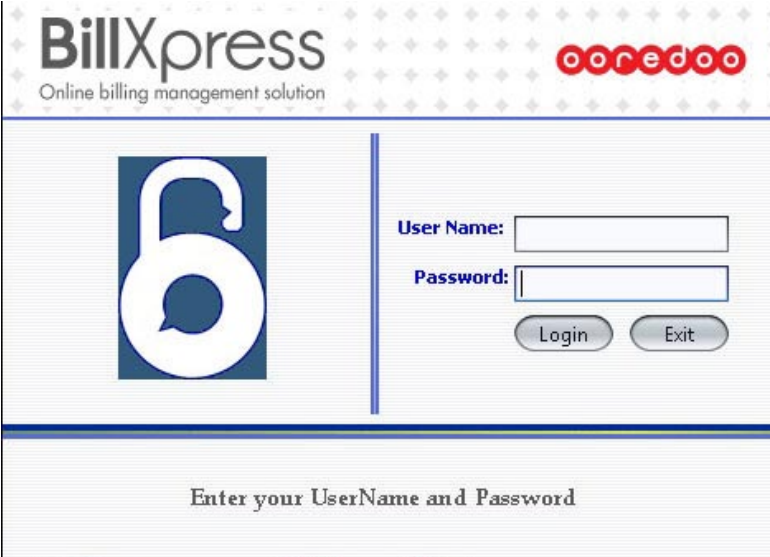
Windows-based host

Pentium 4 CPU, running at 1.8GHz
Windows 2000 Professional, Windows XP Professional or Windows Vista
200 MB of free disk space (for downloading bills and reports)
1 GB memory
Internet Bandwidth: 512Kbps Dedicated Line

Login

Username / Password

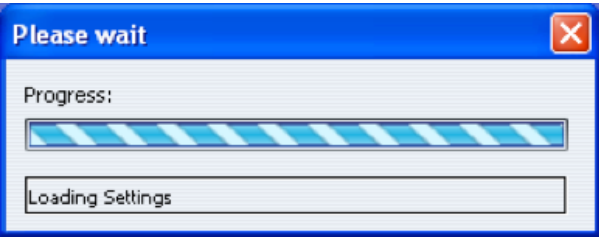
1. Install BillXpress Client from the CD you received in the BillXpress Welcome Pack. (Kindly refer to BillXpress Installation Guide for help on installing BillXpress Client)
2. Go to Start => Programs => BillXpress Client => BillXpress Client in order to invoke the application. If the default setting were changed while installing, select the application from the chosen Program group folder.



3. Enter Login Username and Password received while registering for the program.

Successful Login

On Successful login, you should see the below progress bar which loads your user specific settings in order to make your navigation easy. This step may take from few seconds to few minutes depending on the number of customers/accounts your username has access to. All your user settings will be loaded, such as, Bills / Reports Download Path, Theme etc.



If there is no success while logging in, please refer to the following errors section in order to locate the error message you are encountering.

A successful login, would launch you into the below **BillXpress Client Workspace**.



The next section will take you through a familiarization of this workspace.

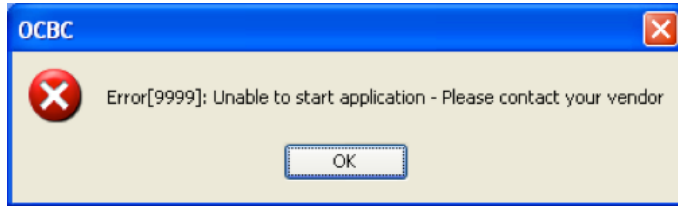
Errors

In case, you could not login successfully as mentioned above, you should see any of the below error messages. Please contact Ooredoo Support call with the error number and message in order to get a prompt resolution.

The below error messages have been explained to help you resolve the issue at first hand.

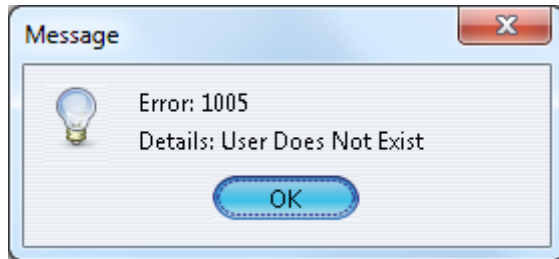
Errors 9999:

The likely of this error is lack of internet connectivity. Check your connection and/or Proxy settings to see whether you can get on to the internet.



Errors 1005:

The username entered is invalid. Enter correct username/password.



Errors 1008:

Password entered is invalid. Enter correct username/password.



Errors -1:

Unexpected characters found in the password, such as @ symbol etc.



First Time Login

There are few steps you would want to take on your first login. This section is meant not only to ease your first encounter with BillXpress but also to help you be productive from day one.

First Time Password Change

The initial password you have received was system generated. This implies that it was a cryptic password. It is advisable for you to change it in order to make it more human readable. This also removes the security hole wherein many people have been found writing their complex passwords on yellow sticks, whereas memorable passwords remain in their safe minds. Please refer to section – Settings => Password Change for help on how to change your password.

Initial Setup of Internal Departments

Though not compulsory, it is recommended that you define your Departments / Cost Centers and their corresponding telecom accounts. This will help you with the following:

- Retrieve bills already sorted and segregated according to the Departments defined, with each department bills going in separate sub-folders.
- Easy Search on Departments
- Retrieve Department cost reports for effective cost calculations

In order to accomplish Department-Account definition, please refer to section –

Settings => Department Settings

Familiarization

BillXpress Client Workspace is explained in this section.



Top pane:

Bills and Report Criteria:

While downloading Bill and/or Reports, this area will allow you to choose Customer reference, Year and Month for which the download is intended for.

Department / Account / Event Source Search:

After having listed all the departments / accounts in the left pane, the middle area of top pane would allow you to search for any Department / Account / Event Source.

Settings:

This area will allow you to change Password, Define Customer Department / Accounts and change user personal settings

Left Pane:

Department / Account listing:

This pane lists all the Departments as defined for a particular customer under a root node. Clicking on any department or the root node lists the bills in the middle pane corresponding to the selection made.

Middle Pane:

List Bill Files:

This pane lists the bills to be downloaded for the department / account selections made in the left pane.

Right Pane:

Advertisement:

This pane displays dynamic messages and advertisement from Ooredoo.

Bottom Pane:

Select All, Overwrite Files, Download Path and Start Download button:

- The bottom pane allows for – ‘Select All’ functionality which could benefit if the bills / reports listing are huge and all the files should be downloaded.
- It also provide a browse button to select a local location to download the bills / reports.
- If download is being repeated for failed bills / reports, the ‘Overwrite Files’ check box allows to select whether downloaded files have to be overwritten if they already exists.

Download Bills

Downloading Bills in PDF and Excel is probably the major function of **BillXpress**. In few easy steps you can download your bills.

Select '**Bill Files**' tab from **BillXpress** Client's Left Pane.



Select Customer Reference

If your username has access to more than one Customer Reference (this is defined by Ooredoo while creating your account), you should see all the customer references you are allowed to view, in the list box. Select the customer reference for which you would want to download the bills for.

Select Bills Year / Month

From BillXpress top pane, enter year and select month from the list box, for which the bills are required to be downloaded. The year entered must be in YYYY format (eg: 2009).

Retrieve Departments/Accounts

Having selected the customer reference, year and month, click 'List Bills' in the top pane.

If you have already defined departments for the selected customer, you should see the left pane with the tree structure showing all the departments and/or accounts. In case the departments are not defined, the telecom accounts pertaining to the selected customer would be listed in the left pane.



Bills Download Selection

If you wish to download all the bills pertaining to all the Departments / Accounts of the selected customer, click on the root node in the left pane. The root node could be identified by the text 'YYYY_Month' (eg: 2009_January) which you had chosen while listing the Department / Accounts.

Otherwise, if you want to download bills for one department, search to find the department you are interested in (Refer to Section Search for help on how to search with Department / Account / Event Source).

Corresponding bills are listed in the middle pane. Depending on the number of bills pertaining to the selection chosen on the left pane, listing the bills might take from few seconds to few minutes. Please wait till the progress bar vanishes and the bills listing in the middle pane stabilizes.

You may opt to select one or more of these bills for download by clicking on the check box shown in the beginning of each bill file. In case you want to download all the bills, choose 'Select All' from the bottom pane. This should select all the bills for download.



Choose Bill Type to download

BillXpress offers bills in PDF and Excel formats. PDF bills are an exact copy of the hard copy bills which you receive from Ooredoo.

For your convenience Excel bills are split into sheets of 50,000 rows each. This is to overcome the 60000 rows limitation in Excel. The first sheet is always the bill summary page. The following sheets are call summary and details.

With BillXpress, you have the option to choose whether you want to download PDF bills and/or Excel bills. Check boxes on the PDF and Excel icons on top of the middle pane help you achieve this.

Choose Local Path for Download

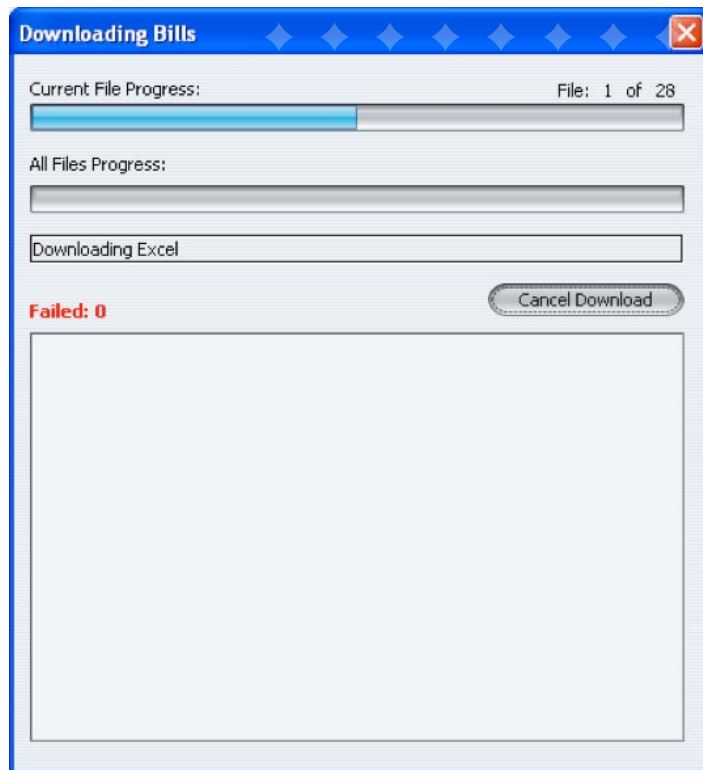
From the bottom pane, click the browse ellipse button (...) to choose the local path for bills download with the help of the 'Browse window'.

Start Download

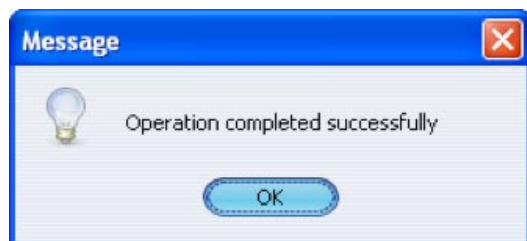
Start download by clicking on 'Download' button in the bottom pane.

A window bearing the title – 'Downloading Bills' pops up immediately, conveying the following information pertaining to the download:

- Number of files being downloaded
- Progress of each file and total files
- File download errors if any



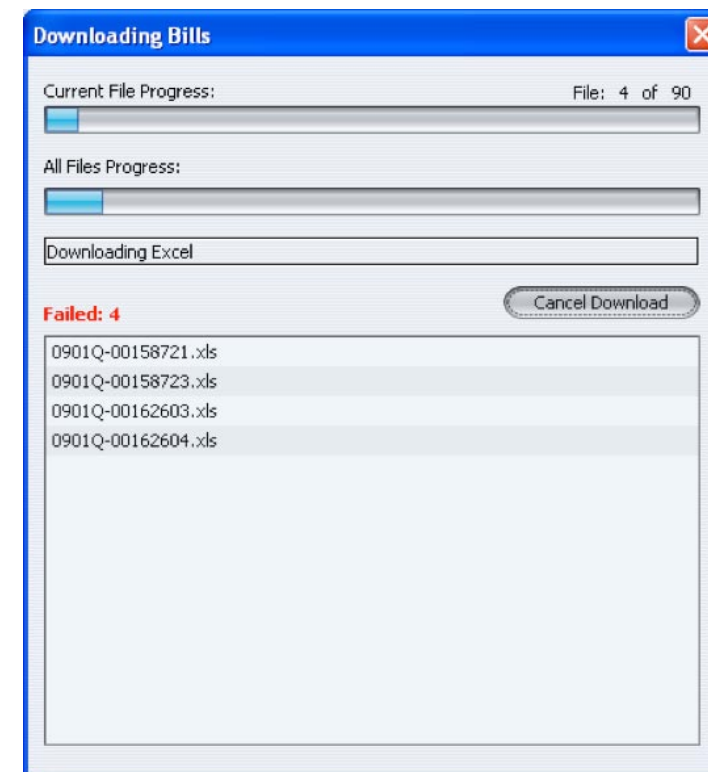
Operation complete window pops up once the download is done.



Errors

For whatever reason, if some of the bills are not downloaded, **Downloading Bills** window will list the files failed during download.

You may retry downloading just these bills either by selecting those individual bills or by selecting all the bills and unselecting the check box – '**Overwrite Files**' from the bottom pane of the **BillXpress 'Bill Files'** view. This will prevent all the successfully downloaded bills to get downloaded again.



Download Reports

Along with downloading Bills, BillXpress allows you to download numerous reports. In this section we will go through the steps to download reports. One of these reports namely – ‘AccountBalance-Payment’ could be used to make batch payment. Please see section – Batch Payment for help on how to accomplish this.

Reports are downloaded for a particular customer reference, year and month. Hence make your choice of these before downloading the reports.

Select Customer Reference

If your username has access to more than one Customer Reference (defined by Ooredoo while creating your account), you should see all the customer references you are allowed to view in the list box. Select the customer reference for which you would want to download the reports for.

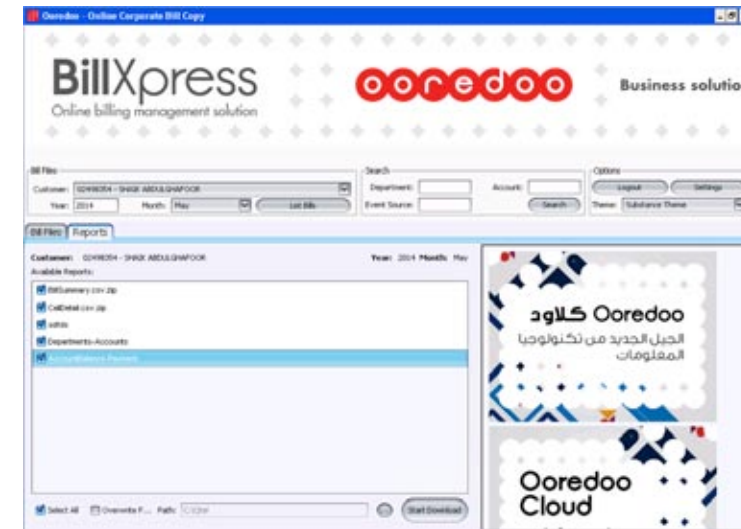
Select Bills Year / Month

From **BillXpress** top pane, enter year and select month from the list box, for which the reports are required to be downloaded. The year entered must be in YYYY format (eg: 2009).

Having selected the customer reference, year and month, select **‘Reports’** tab from the left pane. Select one or more reports from the list in the left pane. You may select all the reports by selecting **‘Select All’** from the bottom pane.

Choose Local Path for Download

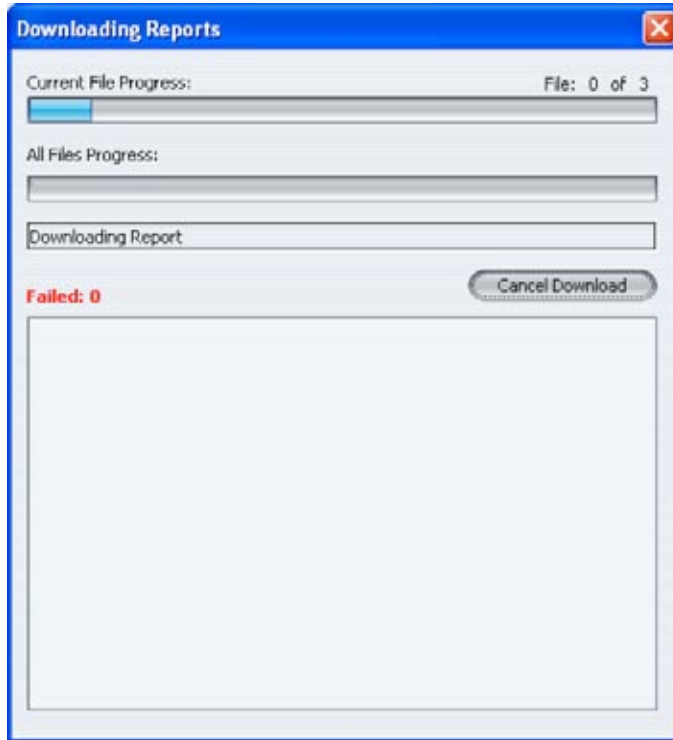
From the bottom pane, click the browse ellipse button (...) to choose the local path for reports download with the help of the **‘Browse window’**.



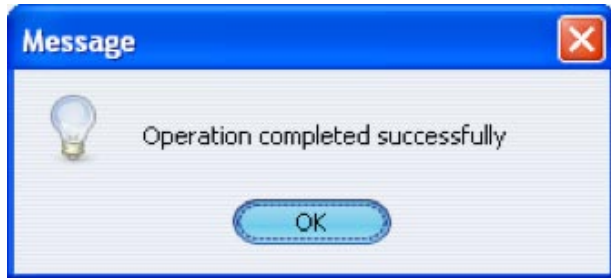
Start Download

Start download by clicking on **‘Download’** button in the bottom pane. A window bearing the title – **‘Downloading Reports’** pops up immediately, conveying the following information pertaining to the download:

- Number of files being downloaded
- Progress of each file and total files
- File download errors if any



Operation complete window pops up once the download is done.



Errors

For whatever reason, if some of the reports are not downloaded, Downloading Reports window lists the download failed files in a window.

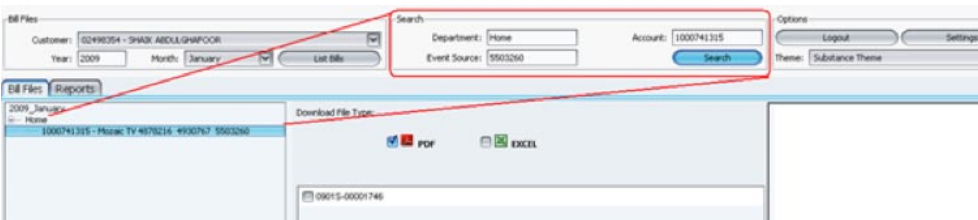
You may retry downloading just these reports either by selecting those individual reports or by selecting all the reports and unselecting the check box – 'Overwrite Files' from the bottom pane of the BillXpress Reports view. This will prevent all the successfully downloaded reports to be downloaded again and rewritten.



Search – Department /Account / Event source

BillXpress incorporates power search facilities to enable you to locate the Department / Account / Product you are interested in.

- a. Search can be initiated for any or all of following :
Department, Account, Event Source
- b. Input your search criteria into the appropriate fields in the Search Box on top middle pane of the main screen
- c. Click on Search Button
- d. If you have specified Event Source, the Account tree will be filtered with the Event Source results. In which case you will have to do ‘List Bills’ again if you want the whole department tree to reappear in the left pane.
- e. If your specified Department is found, it will be selected and its bills are listed
- f. If your specified Account is found, it will be selected and its bills are listed



Batch Payment

Batch payment on all your bills has never before been such easy. Download the BillXpress dynamic Payment Report - ‘**AccountBalance-Payment**’, scrutinize your payment amounts and submit for payment at your nearest Ooredoo Centers. Payments on all your accounts are applied instantly.

The Report looks similar to the following image with self explanatory column headings. The last **Payment Amount** column could be updated to the amount you agree to pay for each account individually.

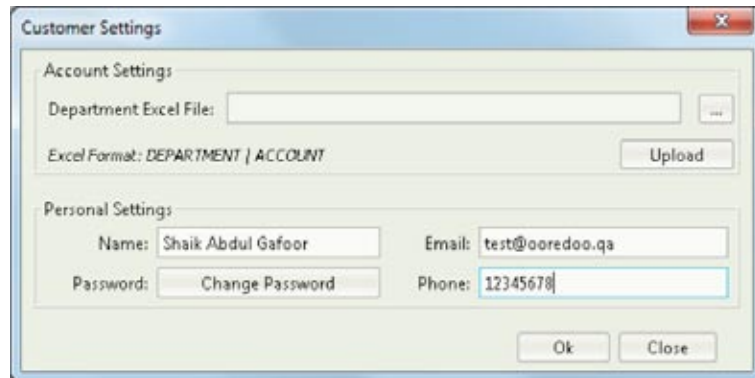
	A	B	C	D	E	F	G	H
1	CUSTOMER REF	ACCOUNT NUM	ACCOUNT NAME	PAYMENT METHOD NAME	INVOICE NUM	SEL DTM	BALANCE	PAYMENTAMOUNT
2	02490354	1000094002	PP 1342 N30132 4630231	Manual	99032-00100427	2009-01-06	1197	1197
3	02490354	1000064104	4329780	Manual	99032-00100428	2009-01-06	932	932
4	02490354	1000064105	4622973	Manual	99032-00100429	2009-01-06	-189.69	0
5	02490354	1000064106	4324358	Manual	99032-00100430	2009-01-06	66	66
6	02490354	1000064107	4329409	Manual	99032-00100431	2009-01-06	-170.38	0
7	02490354	1000064108	4621470	Manual	99032-00100432	2009-01-06	-2667.41	0
8	02490354	1000064101	8955	Manual	99032-00100433	2009-01-06	0	0
9	02490354	1000064102		Manual	99032-00100434	2009-01-06	482	482
10	02490354	1000064107		Manual	99032-00100435	2009-01-06	4940	4940
11	02490354	1000064191	1218	Manual	99032-00100436	2009-01-06	-1012	0
12	02490354	1000064204		Manual	99032-00100437	2009-01-06	30	30
13	02490354	1000094200	0012218 DCM SHS NP01	Manual	99032-00100438	2009-01-06	-9414.13	0
14	02490354	1000094211	4621081 4621082 4621090	Manual	99032-00100439	2009-01-06	-8815.32	0
15	02490354	1000064212	PP 1668	Manual	99032-00100440	2009-01-06	-1748.19	0
16	02490354	1000064213	4622153 4622154	Manual	99032-00100441	2009-01-06	-269.64	0
17	02490354	1000064214	4621567	Manual	99032-00100442	2009-01-06	-1045.22	0
18	02490354	1000064215	122790 10014456	Manual	99032-00100443	2009-01-06	89543.61	89543.61
19	02490354	1000064216	QCV10077127	Manual	99032-00100444	2009-01-06	65	65
20	02490354	1000064217	QCV11435568 QCV11437968 QCV1143432	Manual	99032-00100445	2009-01-06	-3348	0
21	02490354	1000064220	QCV12067296	Manual	99032-00100446	2009-01-06	5	5
22	02490354	1000064222	FM0268 FM0266 FM0265 FM0234	Manual	99032-00100447	2009-01-06	10580.82	10580.82
23	02490354	1000064223	FM0268 FM0266 FM0265 FM0234	Manual	99032-00007512	2009-01-18	-950.62	0
24	02490354	1000064223	PAB0 4629629	Manual	99032-00100448	2009-01-06	198188	198188
25	02490354	1000064224	PAB0 4668888	Manual	99032-00100449	2009-01-06	59903	59903
26	02490354	1000064225	PAB0 446000	Manual	99032-00100450	2009-01-06	901253.13	901253.13
27	02490354	1000064226	QCV0933120064	Manual	99032-00100451	2009-01-06	-962.2	0
28	02490354	1000064227		Manual	99032-00100452	2009-01-06	649.31	649.31
29	02490354	1000064233	4663095	Manual	99032-00100453	2009-01-06	674.62	674.62
30	02490354	1000064234	4652736	Manual	99032-00100454	2009-01-06	1175.39	1175.39
31	02490354	1000094236	4622221 4621177	Manual	99032-00100455	2009-01-06	870.38	870.38
32	02490354	1000064239	QCV12026848	Manual	99032-00100456	2009-01-06	211	211
33	02490354	1000064240	QCV0933166406 QCV0933166166	Manual	99032-00100457	2009-01-06	790	790
34	02490354	1000064242	QCV0933183982	Manual	99032-00100458	2009-01-06	1200	1200
35	02490354	1000064246	QCV0933118472	Manual	99032-00100459	2009-01-06	313	313
36	02490354	1000064249	QCV0932999130	Manual	99032-00100460	2009-01-06	1167.07	1167.07
37	02490354	1000064250	QCV0933007568	Manual	99032-00100461	2009-01-06	1000	1000

Settings

This section explains the following:

- Changing Personal Settings including login Password
- Defining Customer Department and their corresponding Accounts

Clicking on Settings button on the top pane brings the following settings window.



The screenshot shows the 'Customer Settings' dialog box. It has a title bar with a close button. The dialog is divided into two sections: 'Account Settings' and 'Personal Settings'. Under 'Account Settings', there is a 'Department Excel File' text box with a browse button, and an 'Excel Format' label with the text 'DEPARTMENT | ACCOUNT' and an 'Upload' button. Under 'Personal Settings', there are four text boxes: 'Name' (containing 'Shaik Abdul Gafoor'), 'Email' (containing 'test@ooredoo.qa'), 'Password' (with a 'Change Password' button next to it), and 'Phone' (containing '12345678'). At the bottom are 'Ok' and 'Close' buttons.

Password Change

You may want to change the user password for security reasons. The following section will explain the steps to accomplish this.

- a. Click on the Settings Button at the top right corner of the main screen
- b. Settings dialog will be opened.
- c. Click on the Change Password button
- d. A new dialog with three fields will be displayed
- e. Type your current password in the first text field
- f. Type your new password in the second and third fields
- g. Click Ok
- h. Your changes are saved and completion message is shown



The screenshot shows the 'Change Password' dialog box, which is a smaller window overlaid on the 'Customer Settings' dialog. It has a title bar with a close button. The dialog contains three text boxes: 'Old Password:', 'New Password:', and 'Confirm New Password:'. At the bottom are 'Ok' and 'Cancel' buttons.

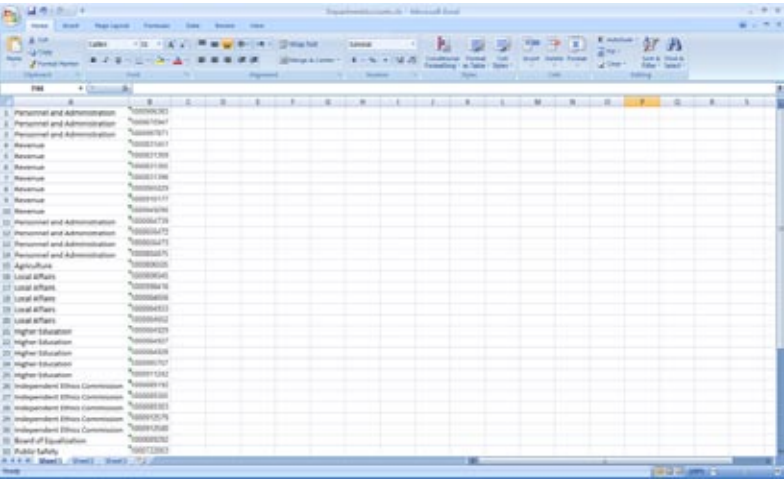
Department Settings

This feature allows you to define your own Internal Departments and allocate account to these departments. Though not compulsory, it is recommended that you define your Departments / Cost Centers and their corresponding telecom accounts. This will help you with the following:

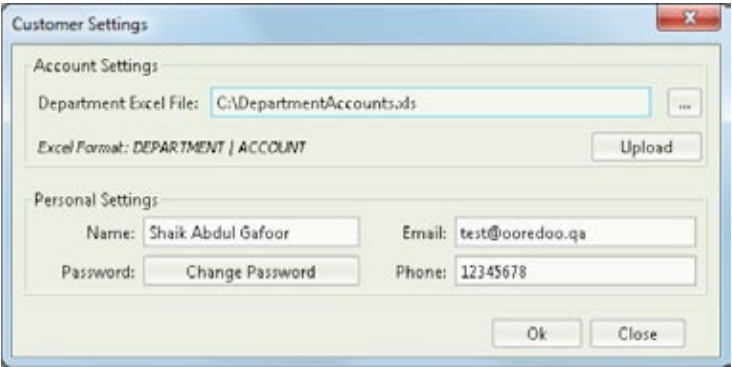
- Retrieve bills already sorted and segregated according to the Departments defined, with each department bills going in separate sub-folders.
- Easy Search on Departments
- Retrieve Department cost reports for effective cost calculations

This section will explain the steps required to configure your Departments / Accounts.

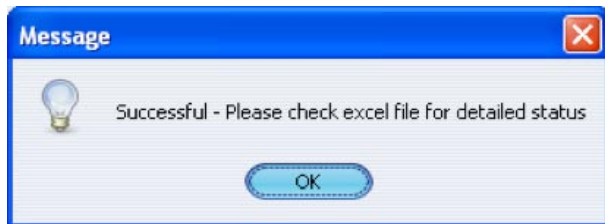
- a. Prior to going for this, you need to create an excel with two columns, viz., DEPARTMENT_NAME & ACCOUNT_NUMBER without any header



- b. Click on the Settings Button at the top right corner of the main screen



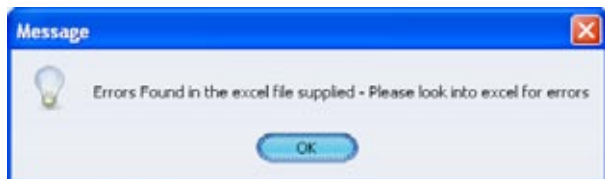
- c. Settings dialog will be opened.
- d. Click on the '...' (ellipse) button in the Upload section
- e. File selection dialog box will appear, browse and select your excel file
- f. Click on Upload
- g. The application will scan through each line and identify any invalid entries
Note that the following are the only valid Characters allowed:
 1. Department: A-Z, a-z, 0-9, Space, -, _, &
 2. Account: A-Z, a-z, 0-9
- h. If the application finds invalid entries, the input excel file itself is updated with the invalid message in the next columns on the same row.
- i. Once the validation completes without major errors, the uploading process starts pumping each pair of Department and Account to the server.
- j. Excel file is updated with the failed pairs marked with RED color and Error message in the next column for you to fix this up.
- k. Please note that except for the RED colored rows, the remaining Department/Account combination would have been uploaded successfully. The next login would bring up the new definition on 'List Bills'.



- I. You should look for the errors in the excel file, fix them and retry again by submitting the corrected part of the file and/or the whole file again.

Errors

Open the Department-Account excel file you had submitted to see for any potential problems in there.



The Excel file with Errors would look something similar to the below image.

	A	B	C	D
32	Public Safety	1000722003		
33	Treasury	1000722001		
34	Military and Veterans Affairs	1000720844		
35	Independent Ethics Commission	1000912624		
36	Human Services	1000064700		
37	Health Care Policy and Financing	1000875958		
38	Misc / Dept	1000064696	DEPARTMENT INVALID	

Themes

To match with your style, BillXpress has lot of themes configured.

- a. You can click on any of the available themes from the right combo box in the top pane.
- b. Give a moment for BillXpress to change to your selected theme.
- c. Your theme selection will be remembered for your future logins.



Advertisement Panel

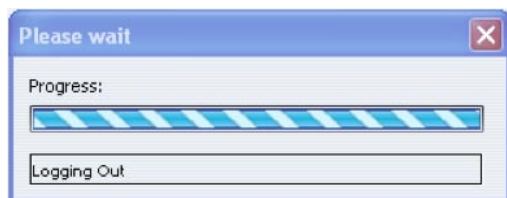
The right pane displays Ooredoo's Messages and Advertisement. Here you will find fresh deals and information from Ooredoo. Clicking on any of them would take you directly to the web pages explaining those further. Please note that BillXpress downloads are not affected with clicks on the Right Advertisement pane.



Logout

Once you are done, you may want to close your session by logging out through 'Logout' button or closing with the 'X' button from the extreme right on the top pane.

BillXpress takes a moment to store your user settings for future logins and you will be put onto the login screen. If the downloads are still in progress, you would need to finish those or cancel the downloads before you can exit BillXpress.



BillXpress

Online billing management solution