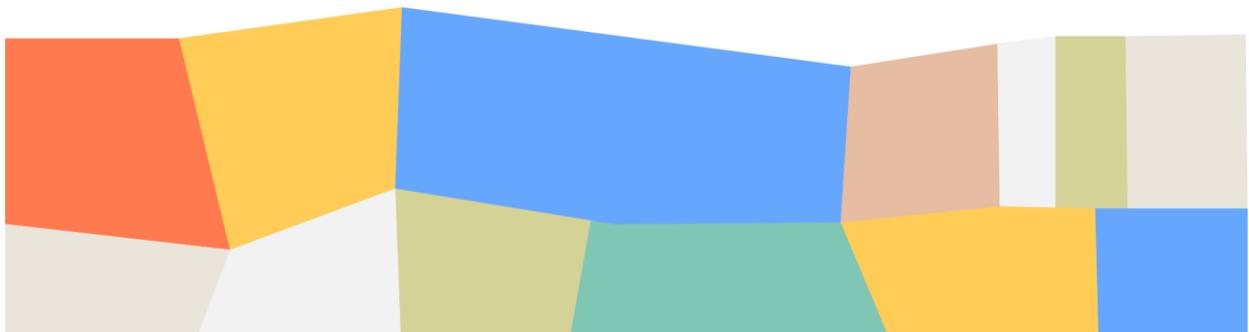


# Benefitfocus Billing & Payments (eBilling)

Client User Guide



**Benefitfocus** for *life*<sup>™</sup>



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**Disclaimer**

This resource includes images containing sample data to better illustrate the functionality of our software within the context of this course. All sample data displayed in the figures throughout this document is simulated, non-personal data.

## About This Guide

This guide provides information on how to use Benefitfocus® Billing & Payments (eBilling). Billing & Payments (eBilling) is an electronic invoice presentment and payment solution, securely hosted for you to efficiently manage and pay your invoices online.

The chapters in this guide correspond to each of the tabs that appear in the main navigation bar on the left of each page of the Billing & Payments (eBilling) application. See [Working with the Billing & Payments \(eBilling\) Home Page](#) for additional information.



Some features in this document may not be available to you, based on software settings established for your company and/or security-driven features within the application. Please contact your account representative if you have questions about your access.

This document may include the following icons to highlight additional information, warnings and suggestions:



The *document* icon references external documentation that is useful to further understand the information being presented.



The *note* icon provides additional or important information about special conditions, suggestions or actions that should be taken.



The *risk* icon is a warning, often cautioning against taking certain actions.



The *tip* icon provides additional, more efficient instructions when completing a task.

# Chapter 1 Billing & Payments (eBilling) Basics

This chapter provides information on the basics of working with the Benefitfocus Billing & Payments (eBilling) application and includes information on logging into the application, working with the Billing & Payments (eBilling) user interface and managing your account information.

## Getting Started with Billing & Payments (eBilling)

Depending on your configuration, you may either access eBilling via Single Sign On (SSO) from your existing Benefitfocus® eBenefitsNow or Communication Portal or you may login to the Billing & Payments (eBilling) application directly. Refer to the instructions provided below that are most appropriate to your situation.

### Logging in Directly to Billing & Payments (eBilling)

Prior to accessing Billing & Payments (eBilling), you should be provided with a web address, username and initial password by your Benefitfocus Account Manager.



If you have the web address for the Billing & Payments (eBilling) site, but have forgotten your *Username* or *Password*, you may be able to use the links provided on the login page to retrieve your username or reset your password.

**Log in to your account**

Your session has timed out. Please log in again.

Username\*

Password\*

Log in

[Forgot your Username? >](#)

[Forgot your Password? >](#)

Supported Browsers

[Learn about Officially Supported Browsers](#)

You will need to have an email address on file for verification purposes to use the retrieval/reset feature.

If you have forgotten your username, you will be asked to provide the first name, last name and email address associated with the Billing & Payments (eBilling) account to help identify your account and then you will be required to answer a secret question to verify your identity.

If you have forgotten your password, you will be asked to provide your username and pass the Security Check to identify your account.

BENEFITFOCUS<sup>SM</sup>  
eBILLING

Reset Your Password

Enter your Username

Security Check \*

I'm not a robot

reCAPTCHA  
Privacy · Terms

Cancel Submit

\* = Required Fields

A 6-digit validation code to reset your password will then be sent to the email address associated with your Billing & Payments (eBilling) account. Note, the link is only valid for 15 minutes after sending.

Your requested information

noreplyebilling@benefitfocus.com  
To: [Redacted] 12:53 PM

Hello,

We've received a request to reset your password for the account associated with [Redacted]. No changes have been made to your account yet.

The passcode below is only valid for the next 15 minutes.

**When prompted, please enter the following 6-digit passcode:**

**RXABW6**

If you did not request a new password, please contact your System Administrator immediately.

You will be asked to enter the 6-digit validation code in the Billing & Payments (eBilling) screen to verify your identity before you may reset your password.

Help us confirm your identity

We take extra security steps to help keep your account safe. An email containing a passcode to reset your password has been emailed to your mail account on record.  
If your account doesn't have a valid email, you won't be able to reset your password online.

Return to the [Login](#) page.

Verify Your Passcode

Passcode\*

Verify

Complete the following steps to log into Billing & Payments (eBilling).

1. Navigate to the Billing & Payments (eBilling) login page by entering the provided web address into your web browser address field: <https://bcbsnc-shp.secureebilling.com/>



If you have not received, or if you have forgotten, the web address for the login page, please reach out to your Benefitfocus Account Manager.

2. Enter your *Username* and *Password* in the fields provided.
3. Click *Log In*.



If this is your first time logging in, you may be prompted to update your initial password and to enter secret questions and answers. See *Updating Your Account - Email, Password and Secret Questions* for password requirements. Your secret questions and answers may be used to verify your account in the case of a forgotten username or password.

## Logging into Billing & Payments (eBilling) from eBenefitsNow

If you are a Benefitfocus eBenefitsNow client, you may be able to access Billing & Payments (eBilling) from your existing eBenefitsNow application.



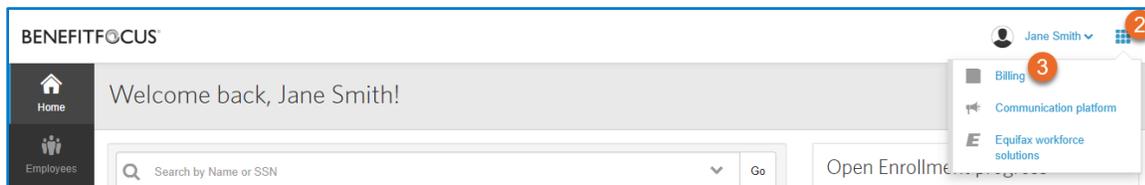
The option to SSO between Benefitfocus applications must be enabled for your organization by a Benefitfocus Administrator and your user account must be granted permissions to SSO to Billing & Payments (eBilling) to use this option.

Complete the following steps to access Billing & Payments (eBilling) from the eBenefitsNow Benefits Administrator role.

1. Log into eBenefitsNow.

Prior to accessing eBenefitsNow, you should have been provided with a web address, username and initial password by your Benefitfocus Account Manager. If these were not provided to you or you have forgotten the web address of your login page, please reach out to your Benefitfocus Account Manager.

2. Click the application launcher  in the upper right hand corner the Benefits Administrator role.
3. Select *Billing* from the drop-down menu that displays.



You will be logged into your Billing & Payments (eBilling) application via SSO.

## Updating Your Account - Email, Password and Secret Questions

Your account settings may include your email address, your account password and security questions.



If you SSO into Billing & Payments (eBilling), your login information may be maintained in a separate system and you will not have access to the *My Account* link.

The email address on file will be used for any notifications sent from the Billing & Payments (eBilling) application and may be used for username recovery or password reset.

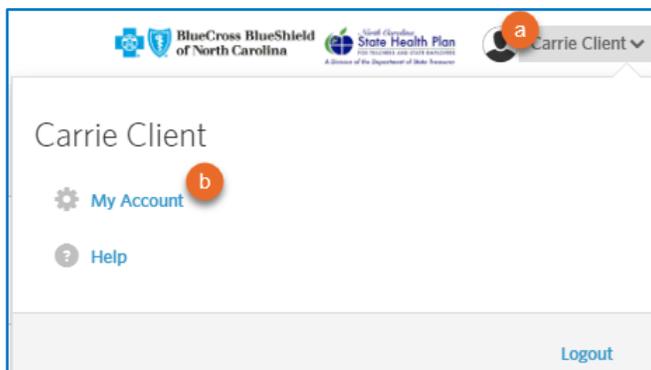
Your password is used to access the Billing & Payments (eBilling) application and therefore must be considered personal and confidential. When creating or updating your password, your password must meet the following criteria:

- 8 – 15 characters in length (special characters are permitted, but not required)
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- No spaces
- No more than 2 of the same characters in a row
- Cannot contain your email or username
- Cannot be the same as your previous password

Security questions may be used for account validation in the future, if you lose your username or password.

Complete the following steps to update your account settings.

1. Click the user profile menu in the upper right corner, and then click the *My Account* link.



The *My Account Settings* page displays.

**My Account Settings**

\* Email

To ensure timely notifications of new invoices and important system information, an email address is required.

Old Password

New Password

Confirm New Password

Secret Question 1

Secret Answer 1

Secret Question 2

Secret Answer 2

Secret Question 3

2. Enter or update your preferred email address.



Be sure to enter a valid email address. Notifications, such as when new invoices are ready for review, will be sent to the email address entered on this page.

3. Update your password, if desired, by entering your current password in the *Old Password* field and then entering your new password in the *New Password* and *Confirm New Password* fields.



Click the help icon next to the *New Password* field to view password requirements.

4. Enter or update security questions as desired. Each secret question must be unique.

5. Click *Save*.

## Working with the Billing & Payments (eBilling) Home Page

The screenshot shows the eBilling Home Page with several callouts highlighting key features:

- Navigation Bar:** A vertical sidebar on the left containing icons for Home, Billing, Payments, and Reports.
- Current Invoice:** A callout pointing to the main invoice summary, which includes the amount due of \$4,805.76 and various invoice details.
- Invoice Actions:** A callout pointing to the buttons for 'Make a Payment', 'Print Invoice', and 'View Details'.
- Important Messages:** A callout pointing to the 'Messages' section, which contains a warning about auto-draft payments.
- Quick Links:** A callout pointing to the 'Other Invoices', 'Payments', and 'Scheduled Reports' sections on the right side of the page.

**Current Invoice Details:**

Invoice Type:	Premium	
Due Date:	06/01/2021	
Bill Date:	06/30/2021	Accl
Billing Period:	06/01/2021 - 06/30/20	
Invoice #:	211810000004224	

**Messages:**

*Did you know?*  
For Auto-draft payments, bank pre-authorizations are required. Prior to enabling Auto-draft please contact your Financial Institution to ensure they have the appropriate information for payment acceptance. This could include, but is not limited to the following:

- Immediate Origin or File ID: 7560894904
- Immediate Origin Name or Company Name: BCBSNC SHP
- Company Name: StateHealthPlan

There may be a delay of one or two days for invoice data to display in eBilling.

**Warning:** Full payment of premium and interest due must be paid before your group's claims will be released for payment.

On the home page, you can access a number of the major features of the Billing & Payments (eBilling) application, including:

- View your current invoices and invoice details
- Make a payment
- Print your current invoice
- Viewing invoice details
- Edit Email Address link

Using the navigation bar, available from all pages within the application, you can quickly navigate to any tab to access the functions you need.

- **Billing tab:** Search for and view invoices with additional options to drill down into the invoice details, print the invoice or make a payment

The screenshot shows the 'View Invoices' page. The left navigation bar has 'Billing' highlighted. The main area is titled 'View Invoices' and contains a search bar for 'Your Current Invoices'. Below the search bar is a table with the following data:

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
141709351007 / 141709351007	211810000004224	06/01/2021	06/30/2021	06/30/2021	06/01/2021 - 06/30/20	\$0.00	\$4,805.76		Premium

- **Payments tab:** Manage payment accounts and view payment history or pending payments

The screenshot shows the 'Payment Accounts' page. The left navigation bar has 'Payments' highlighted. The main area is titled 'Payment Accounts' and contains a 'Create Payment Account' button. Below the button is a text box with instructions: 'This account must be saved before 5:00 PM on the current invoice due date in order for auto-draft to occur. If the account is saved after 5:00 PM on the due date (1st of the month), an on-demand or scheduled payment must be made if a payment is due. Auto-draft will not occur until the next invoice due date.' Below this is a table with the following data:

Account Type	Account Name	Status	Default	Auto-Draft Enabled	Create Date
Bank Account	Test Bank Account	Enabled	*	No	10/21/2021

- **Reports tab:** Create, schedule and view reports

The screenshot shows the 'Create Reports' page. The left navigation bar has 'Reports' highlighted. The main area is titled 'Create Reports' and contains sections for 'Invoice Reports' and 'Payment Reports'. Under 'Invoice Reports', there are three report options:

- Current Invoices:** A report detailing all current invoices for each Client.
- Invoice Comparison Report:** Report comparing subscriber costs for two invoices.
- Retroactivity Report:** A report detailing retroactivity information.

Under 'Payment Reports', there are two report options:

- Payment Report:** A report detailing all payments.
- Scheduled Payment Report:** A report detailing all scheduled payments.

The home page also includes additional sections for quick access to messages, delinquent invoices, payment history and account information and reports.

Home

Your last login was 10/11/2021 at 02:37:47 PM EST

Your Current 05/01/2021 Invoices

141709351007 / 141709351007		\$4,805.76
		<i>Amount Due</i>
Invoice Type:	Premium	
Due Date:	06/01/2021	
Bill Date:	06/30/2021	
Billing Period:	06/01/2021 - 06/30/20	
Invoice #:	211810000004224	

[Make a Payment](#) [Print Invoice](#) [View Details](#)

Your email: testadmin@test.com [Edit](#)

Messages

This is a test system message.

Other Invoices

You have no delinquent invoices.

Payments

Search and review your recent payments  
[Payment History](#)

View your pending payments  
[Pending Payments](#)

View your payment accounts  
[Payment Accounts](#)

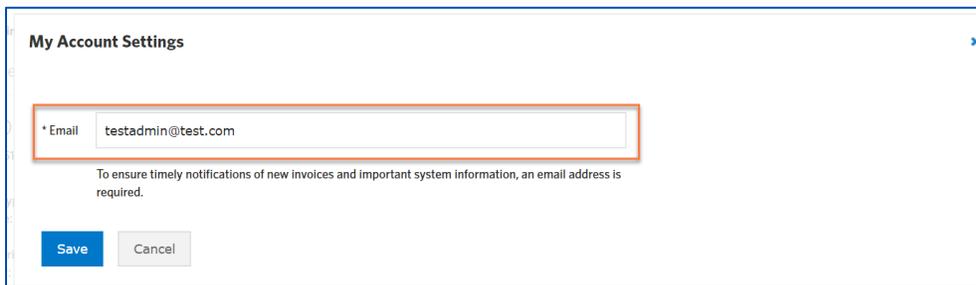
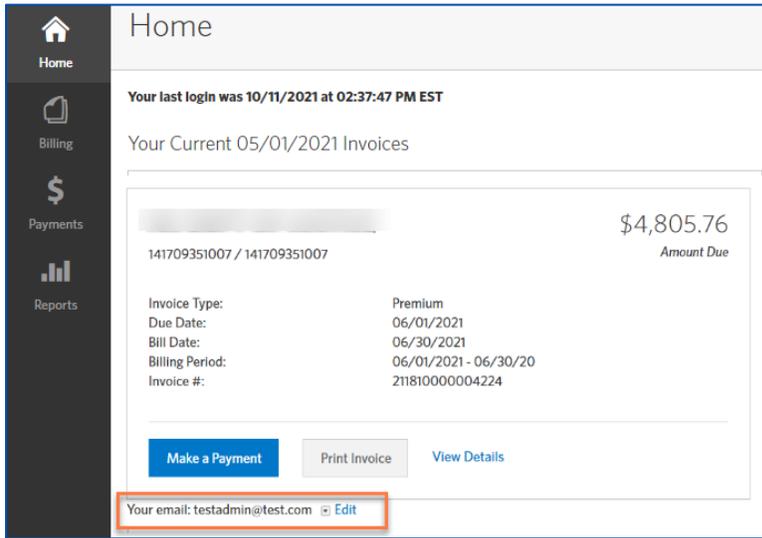
Scheduled Reports

View your scheduled reports  
[Scheduled Reports](#)

Create a new scheduled report  
[Create Report](#)

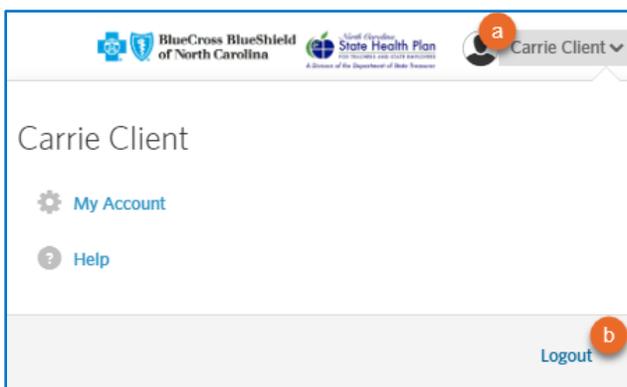
- The *Messages* area displays important information and instructions. This may include system messages alerting you to any planned application downtime for maintenance or messages from your carrier.
- The *Payments* area provides quick access to payment history, pending payments and payment account information.
- The *Scheduled Reports* area provides quick access to the *Scheduled Reports* page and to creating new reports.

- The Edit Email Address link provides quick access to update the user's email address



## Logging out of Billing & Payments (eBilling)

To log out of Billing & Payments (eBilling), click the user profile menu in the upper right corner, then click the *Logout* link.



## Chapter 2 Billing

By default, your most recent invoices are displayed on the Home page. You can view additional invoices and invoice information on the *Billing* tab, which also enables you to search for invoices.

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
141709351007 / 141709351007	211810000004224	06/01/2021	06/30/2021	06/30/2021	06/01/2021 - 06/30/20	\$0.00	\$4,805.76		Premium

### Viewing Invoices

The View Invoices page provides you with at-a-glance visibility into your invoices. This page provides a list of invoices meeting the entered search and filtering criteria along with high-level information such as

- **Invoice Level:** Unique numbers identifying your account with the carrier
- **Invoice #:** Unique number identifying the invoice
- **Due Date:** The date payment is due for the invoice
- **Bill Date:** The date the invoice was issued
- **Paid Thru Date:** Date through which coverage has been paid
- **Billing Period:** The coverage period for premiums billed on the invoice
- **Balance Forward:** Any unpaid outstanding balance or credit from a previously billed invoice
- **Amount Due:** Total amount due for the current billing period
- **Updated Amount Due:** If the invoice has been updated due to an adjustment or correction after original bill was issued
- **Invoice Type:** Indicates if the invoice is for premiums due or if the invoice is for any interest accrued due to late payment

By default, this page displays all *Current* invoices, but you may search for invoices by an invoice status and/or an invoice level (if applicable). The list can be sorted by any of the included details.



You may perform a more advanced search using the options provided on the *Search Invoices* tab. See *Searching for Invoices* for more details.

The list below provides a brief description of each invoice status:

- *Current:* All invoices from the current coverage period that do not have a payment applied to them
- *Prior:* All invoices from a previous coverage period and do not have a payment applied to them
- *Paid:* All invoices that have payments applied to them

## Searching by Invoice Level

Invoice level may be used by groups who receive separate invoices for different groupings of members, such as per location or line of business. If a group is using invoice levels, an *Invoice Level Search* option will display at the top of the View Invoices page.

Complete the following steps to view invoices for a specific invoice level or invoice group.

1. Click the *Billing* tab on the navigation bar. The *View Invoices* page displays. The default display is all *Current* invoices, but you may select another status from the drop-down menu and click *Submit* to view.

The Invoice Level Search is located at the top of the page.

Invoice Level Search

Billing Entity

Your Current Invoices View Current

2 Items | 1-2

	Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
Options	- PMP100010423		05/01/2021				\$20.95	\$760.78	\$0.00	
Options	PMP100010423 / 5001	202104239449	05/01/2021	04/01/2021	03/31/2021	04/01/2021-04/30/2021	\$20.95	\$380.39		Premium
Options	PMP100010423 / 5002	202104239411	05/01/2021	04/01/2021	03/31/2021	04/01/2021-04/30/2021	\$20.95	\$380.39		Interest

2 Items | 1-2

2. Enter the invoice level identifier in the *Invoice Level Search* field, shown here as *Billing Entity* (e.g. 141707421007).
3. Click *Submit*.

Invoice Level Search

Billing Entity

The search results display the available invoices for the entered invoice level/account number for the currently selected status type.

Invoice Level Search

Billing Entity

**Submit**

Your Current Invoices View

2 Items | 1-2

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<input type="button" value="Options"/> - PMP100010423		05/01/2021				\$20.95	\$760.78	\$0.00	
<input type="button" value="Options"/> PMP100010423 / S001	202104239449	05/01/2021	04/01/2021	03/31/2021	04/01/2021-04/30/2021	\$20.95	\$380.39		Premium
<input type="button" value="Options"/> PMP100010423 / S002	202104239411	05/01/2021	04/01/2021	03/31/2021	04/01/2021-04/30/2021	\$20.95	\$380.39		Interest

2 Items | 1-2

### Viewing Consolidated and Sub-group Invoices

Consolidated invoices contain multiple sub-group invoices rolled into an overall group invoice. Invoices are consolidated for convenience to display a summary of all the invoices for a particular billing period. Consolidated invoice records are identified by a plus symbol (+) adjacent to the invoice level name or number, as shown in the figure below.

Your Current Invoices View

1 Items | 1-1

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<input type="button" value="Options"/> + PMP100010423		05/01/2021					\$760.78		

1 Items | 1-1

Click the (+) symbol to view the sub-group invoice information. The sub-group account number appears after the “/”.

Your Current Invoices View Current Submit

2 Items | 1-2

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<span>Options</span> - PMP100010423		05/01/2021				\$20.95	\$760.78	\$0.00	
<span>Options</span> PMP100010423 / S001	202104239449	05/01/2021	04/01/2021	03/31/2021	04/01/2021-04/30/2021	\$20.95	\$380.39		Premium
<span>Options</span> PMP100010423 / S002	202104239411	05/01/2021	04/01/2021	03/31/2021	04/01/2021-04/30/2021	\$20.95	\$380.39		Interest

2 Items | 1-2

### Viewing Invoices by Status

The default view on the *View Invoices* page displays *Your Current Invoices*. You can easily modify the invoice list view by selecting to view a different period or category from the *View* drop-down menu and then clicking *Submit*. You can display *Current*, *Prior*, *Obsolete* or *Paid* invoices.

Your Current Invoices View Prior Submit

1 Items | 1-1

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<span>Options</span> 141709351007 / 141709351007	211810000004224	06/01/2021	06/30/2021	06/30/2021	06/01/2021-06/30/20	\$0.00	\$4,805.76		Premium

1 Items | 1-1

The modified view displays.

Your Prior Invoices View Prior Submit

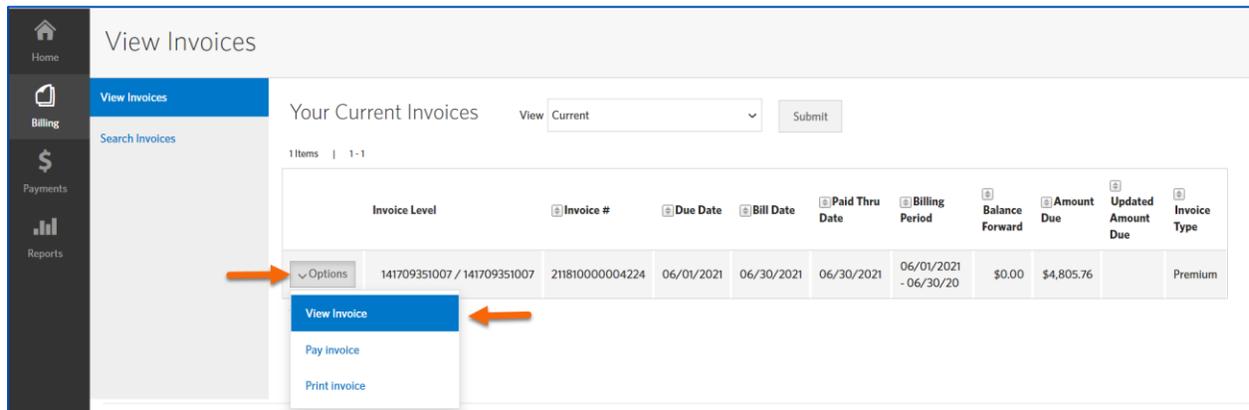
3 Items | 1-3

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<span>Options</span> 200000001031 / 200000001031	212010000000158	07/01/2021	07/20/2021	06/30/2021	07/01/2021-07/31/20	\$0.00	\$22,860.34	\$0.00	Premium
<span>Options</span> 200000001031 / 200000001031	212080000000217	08/01/2021	07/26/2021	07/31/2021	08/01/2021-08/31/2021	\$0.00	\$12,683.82	\$0.00	Premium
<span>Options</span> 200000001031 / 200000001031	2125800000000410	09/01/2021	09/15/2021	08/31/2021	09/01/2021-09/30/2021	\$0.00	\$12,683.82		Premium

3 Items | 1-3

## Viewing Invoice Details

View the details of any invoice to access additional information, including financial totals, charges, retroactivity, adjustments and additional fees or charges. You can view the details of an individual invoice or consolidated/sub-group invoices. When viewing a consolidated invoice, *Consolidated Invoice View* displays in the header as a reminder. Depending on your arrangement with your carrier, you may also receive interest invoices.



The screenshot shows the 'View Invoices' interface. On the left is a navigation sidebar with icons for Home, Billing, Payments, and Reports. The main content area is titled 'View Invoices' and 'Your Current Invoices'. There is a 'View' dropdown menu set to 'Current' and a 'Submit' button. Below this is a table with 1 item. The table has columns for Invoice Level, Invoice #, Due Date, Bill Date, Paid Thru Date, Billing Period, Balance Forward, Amount Due, Updated Amount Due, and Invoice Type. The first row contains the following data: Invoice Level (with an 'Options' dropdown), 141709351007 / 141709351007, 211810000004224, 06/01/2021, 06/30/2021, 06/30/2021, 06/01/2021 - 06/30/20, \$0.00, \$4,805.76, and Premium. The 'Options' dropdown is open, showing 'View Invoice', 'Pay invoice', and 'Print Invoice'.

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
Options	141709351007 / 141709351007	211810000004224	06/01/2021	06/30/2021	06/30/2021	06/01/2021 - 06/30/20	\$0.00	\$4,805.76	Premium

To view additional details for an invoice, click *Options* and select *View Invoice* for the invoice.



The last column on the View Invoices page, *Invoice Type*, indicates if the invoice is an invoice for *premiums* due or an invoice for interest due.

The *Invoice Details* page displays. Tabs located at the top of the page allow you to navigate to different sections of your invoice while buttons located at the top of each tab enable you to quickly jump to pages to pay or print your invoice. Summary details for the invoice are included as a header on each tab for reference, and may include the billing date, billing period, paid through date, due date and total amount due.

Invoice Details

View Invoices

Search Invoices

Financial Totals Summary Details Retroactivity Fees and Other Services

Pay invoice Print invoice

Available invoice actions

Invoice summary

Subgroup	141709351007	Billing Entity	141709351007	Bill Date	06/30/2021	Billing Period	06/01/2021 - 06/30/20	Invoice #	211810000004224
Paid Thru Date	06/30/2021	Due Date	06/01/2021	Amount Due	\$4,805.76				

Financial Totals

Original Totals	
FEES AND SERVICES	\$0.00
INVOICE TOTAL	\$4,805.76
BALANCE FORWARD	\$0.00
TOTAL AMOUNT DUE	\$4,805.76



Invoice details and labels may vary depending on the settings established for your company. The following screens and descriptions are shown for sample purposes only.

The *Financial Totals* tab provides a summary of total costs and adjustments since the last invoice, such as retroactive adjustments, any unpaid balance (balance forward), new premium or interest charges for the current coverage period and the total amount due.

Financial Totals

Original Totals	
FEES AND SERVICES	\$0.00
INVOICE TOTAL	\$4,805.76
BALANCE FORWARD	\$0.00
TOTAL AMOUNT DUE	\$4,805.76

Click the *Summary* tab to view a breakdown of the members and cost per plan for the current period, retroactive values and combined.

CURRENT for this period			
Type	Premium Contribution	Subscriber Count	Account Total
CURRENT	Employee Amount	6	\$1,674.00
	Employer Amount	6	\$3,131.76
<b>Total CURRENT Premium:</b>		<b>12</b>	<b>\$4,805.76</b>
RETRO for this period			
Type	Premium Contribution	Subscriber Count	Account Total
RETRO	Employee Amount	0	\$0.00
	Employer Amount	0	\$0.00
<b>Total RETRO Premium:</b>		<b>0</b>	<b>\$0.00</b>
NET for this period			
Type	Premium Contribution	Subscriber Count	Account Total
NET	Employee Amount	6	\$1,674.00
	Employer Amount	6	\$3,131.76
<b>Total NET Premium:</b>		<b>12</b>	<b>\$4,805.76</b>
<b>Total Premium:</b>		<b>24</b>	<b>\$9,611.52</b>

Click the *Details* tab to view the roster of billed subscribers and additional subscriber information. This may include columns for information, such as subscriber ID, name, coverage dates, benefits package and coverage level. The table is searchable and sortable.

If the subscribers have dependents or multiple plans, the *Expand/Collapse All* buttons can be used to show/hide subscriber details.

If your group is also a eBenefitsNow client, you may be able to select *View in Enrolment* from the *Options* drop-down menu to the left of the member's name to view the employee's record in the eBenefitsNow Benefits Administrator role.

Details

Find By

6 Items | 1-6 |

	Subscriber ID	Last Name	First Name	Payroll No	From	Thru	Class ID	Class Description	Plan ID	Plan Description	Tobacco User	Tier	Employer Amount	Employee Amount	Total Charges
<input type="button" value="Options"/>	102612228	ASHBY-WAGNSHP	ABBY		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Employee Only	\$521.96	\$25.00	\$546.96
<input type="button" value="Options"/>	102613961	ASHBY-WAGNSHP	ABBY		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Employee Only	\$521.96	\$25.00	\$546.96
<input type="button" value="Options"/>	102612229	ASHCRAFTDSDHP	MICHELLE		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Employee + Spouse	\$521.96	\$590.00	\$1,111.96
<input type="button" value="Options"/>	102612230	ASHCROFTDSDHP	SAMANTHA		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Employee + Children	\$521.96	\$218.00	\$739.96
<input type="button" value="Options"/>	102612232	ASHENFELTESHP	PAMELA		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Family	\$521.96	\$598.00	\$1,119.96
<input type="button" value="Options"/>	102612231	ASHETDMSHP	DIANA		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Employee + Children	\$521.96	\$218.00	\$739.96

6 Items | 1-6

Click the *Retroactivity* tab to view the details of any retroactive adjustments that have been applied to the current invoice. The table may include columns for detail information, such as subscriber ID, name, coverage dates, product, coverage level and adjusted premiums. The table is searchable and sortable. If the subscribers have dependents or multiple plans, the *Expand/Collapse All* buttons can be used to show/hide subscriber details.

Retroactive Adjustments

Find By

1 Items | 1-1

Subscriber ID	Last Name	First Name	MI	Payroll No	From	Thru	Class ID	Class Description	Plan ID	Plan Description	Tobacco User	Tier	Employer Amount	Employee Amount	Total Charges
112233445	TESTETTE	MULIA	A	Misc4 EMPID_MULIA	01/01/2021	12/31/2021	001	Misc11 Class Descr	MEDICAL002CPF	Misc10 Plan Descr	Yes	PMP100010423/5001	\$22.40	\$24.96	\$47.36

1 Items | 1-1

Click the *Fees and Other Services* tab to view the details of any fees that have been applied to the current invoice.

3 Items

Fee Description	Count	Amount
Fee Description 1	10	\$200.10
Fee Description 2	20	\$400.10
Fee Description 3	30	\$600.99

3 Items

## Sorting Invoices

You can sort the invoice list and some invoice details using the sort function on any column to display the records in ascending or descending order.

Your Current Invoices View:

1 Items | 1 - 1

Invoice Level	Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<input type="button" value="Options"/> 141709351007 / 141709351007	211810000004224	06/01/2021	06/30/2021	06/30/2021	06/01/2021 - 06/30/20	\$0.00	\$4,805.76		Premium

1 Items | 1 - 1

Clicking on the top arrow sorts the invoice records in ascending order by the column content.

Invoice Level	 Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<input type="button" value="Options"/> 141709351007 / 141709351007	211810000004224	06/01/2021	06/30/2021	06/30/2021	06/01/2021 - 06/30/20	\$0.00	\$4,805.76		Premium

Clicking on the bottom arrow sorts the invoice records in descending order by the column content.

Invoice Level	 Invoice #	Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<input type="button" value="Options"/> 141709351007 / 141709351007	211810000004224	06/01/2021	06/30/2021	06/30/2021	06/01/2021 - 06/30/20	\$0.00	\$4,805.76		Premium

Click the column header name to remove the sort and display the default view.

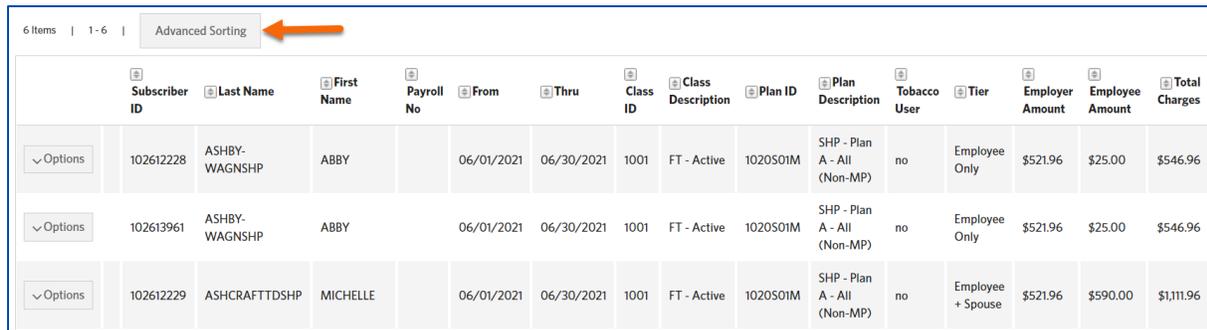
Invoice Level	Invoice #	 Due Date	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Amount Due	Updated Amount Due	Invoice Type
<input type="button" value="Options"/> 141709351007 / 141709351007	211810000004224	06/01/2021	06/30/2021	06/30/2021	06/01/2021 - 06/30/20	\$0.00	\$4,805.76		Premium

## Advanced Sorting

Some pages that display lists with information in multiple columns include an advanced sorting feature that enables you to sort data using multiple columns and save your sorting preferences.

Complete the following steps to apply advanced sorting to your table.

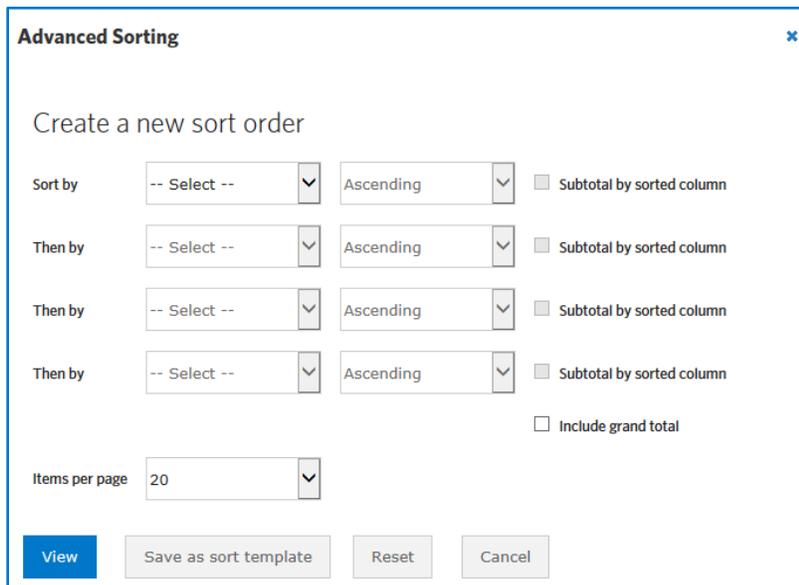
1. Click the *Advanced Sorting* button.



The screenshot shows a table with 16 columns: Subscriber ID, Last Name, First Name, Payroll No, From, Thru, Class ID, Class Description, Plan ID, Plan Description, Tobacco User, Tier, Employer Amount, Employee Amount, and Total Charges. There are three rows of data. An 'Advanced Sorting' button is located at the top left of the table area, with an orange arrow pointing to it.

	Subscriber ID	Last Name	First Name	Payroll No	From	Thru	Class ID	Class Description	Plan ID	Plan Description	Tobacco User	Tier	Employer Amount	Employee Amount	Total Charges
Options	102612228	ASHBY-WAGNSHP	ABBY		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Employee Only	\$521.96	\$25.00	\$546.96
Options	102613961	ASHBY-WAGNSHP	ABBY		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Employee Only	\$521.96	\$25.00	\$546.96
Options	102612229	ASHCRAFTDSDHP	MICHELLE		06/01/2021	06/30/2021	1001	FT - Active	1020501M	SHP - Plan A - All (Non-MP)	no	Employee + Spouse	\$521.96	\$590.00	\$1,111.96

The *Advanced Sorting* window displays.



The 'Advanced Sorting' dialog box has a title bar with a close button. It contains the following elements:

- Create a new sort order**
- Sort by:** A dropdown menu set to '-- Select --', followed by a dropdown menu set to 'Ascending', and a checkbox labeled 'Subtotal by sorted column'.
- Then by:** A dropdown menu set to '-- Select --', followed by a dropdown menu set to 'Ascending', and a checkbox labeled 'Subtotal by sorted column'.
- Then by:** A dropdown menu set to '-- Select --', followed by a dropdown menu set to 'Ascending', and a checkbox labeled 'Subtotal by sorted column'.
- Then by:** A dropdown menu set to '-- Select --', followed by a dropdown menu set to 'Ascending', and a checkbox labeled 'Subtotal by sorted column'.
- Include grand total**
- Items per page:** A dropdown menu set to '20'.
- Buttons:** 'View' (highlighted in blue), 'Save as sort template', 'Reset', and 'Cancel'.

2. Select the criteria for the new sort order.
3. Click *View*.

**Advanced Sorting** ✕

Create a new sort order

Sort by Last Name Ascending  Subtotal by sorted column

Then by From Ascending  Subtotal by sorted column

Then by -- Select -- Ascending  Subtotal by sorted column

Then by -- Select -- Ascending  Subtotal by sorted column

Include grand total

Items per page 20

View
Save as sort template
Reset
Cancel

After sorting the columns, an arrow displays in the column header to indicate whether the data is sorted in ascending or descending order. The column name also includes a number to indicate the sorting order. If you selected to subtotal the columns or include the grand total, the subtotal information will display within the results set. The grand total will display at the end of the results set.

Subscriber ID	1 Last Name	First Name	Payroll No	2 From	Thru	Class ID	Class Description	Plan ID	Plan Description	Tobacco User	Tier	Employer Amount	Employee Amount	Total Charges
102612228	ASHBY-WAGNSHP	ABBY		06/01/2021	06/30/2021	1001	FT - Active	1020S01M	SHP - Plan A - All (Non-MP)	no	Employee Only	\$521.96	\$25.00	\$546.96
102613961	ASHBY-WAGNSHP	ABBY		06/01/2021	06/30/2021	1001	FT - Active	1020S01M	SHP - Plan A - All (Non-MP)	no	Employee Only	\$521.96	\$25.00	\$546.96
<b>Subtotal for Last Name ASHBY-WAGNSHP</b>													<b>\$1,093.92</b>	

Depending on your search results, the data may display on multiple pages. You can use the navigation control at the bottom of the page to navigate to additional pages to see the total amounts.

294 Items | 1 - 100 1 - 100 Page 1

101 - 200 Page 2

201 - 294 Page 3

After applying an advanced sort to a page, you can click the *Reset Sort* button on the page header to clear the selected criteria.

60 Items | 1 - 20 1 - 20 Page 1
Advanced Sorting
Reset Sort
Expand All

## Saving and Applying Advanced Sorting Templates

When selecting your sort criteria, you can also click *Save as sort template* to create a template of a frequently used sorting order to reuse in the future.

**Advanced Sorting** ✕

Create a new sort order

Sort by: Last Name (v) Ascending (v)  Subtotal by sorted column

Then by: From (v) Ascending (v)  Subtotal by sorted column

Then by: -- Select -- (v) Ascending (v)  Subtotal by sorted column

Then by: -- Select -- (v) Ascending (v)  Subtotal by sorted column

Include grand total

Items per page: 20 (v)

**View** Save as sort template Reset Cancel

Enter a name for the template and click **Save**.

**Advanced Sorting** ✕

Save as a sort template

Save your selected sort order with a given name to use in the future

\* - Required Fields

Name\*  1

**Save** 2 Cancel

Your sort templates will then display in the *Advanced Sorting* window. To apply the sort criteria, click *View* for the applicable template.

You can also click to *Edit* or *Delete* a sort template as necessary.

## Searching for Invoices

You can perform a more advanced search or locate a specific invoice by conducting a search using the *Search Invoices* page.

Follow the steps below to search for invoices.

1. Click the *Billing* tab on the navigation bar. The *View Invoices* page displays.
2. Click the *Search Invoices* tab. The *General Search* page displays.

The screenshot shows the 'Search Invoices' page. On the left navigation bar, the 'Billing' tab is selected (1) and the 'Search Invoices' tab is highlighted (2). The main content area is titled 'General Search' and contains the following fields:

- Label S#: IP - Post 1/1/2022
- Billing Entity: [Text Input]
- Due Date: Last 30 Days (dropdown)
- Bill Date: Last 30 Days (dropdown)
- Paid Thru Date: Last 30 Days (dropdown)
- Billing Period: from [start date] to [end date]
- Invoice Status: All (dropdown)
- Invoice Type: All (dropdown)
- Invoice #: [Text Input]

Buttons for 'Submit' and 'Reset' are located at the bottom of the form.

3. Enter the search criteria. You may search by account number, search for invoices whose payment due date, billing date, paid through date or billing period fall within an entered date range, by invoice status, by invoice type or a combination of those search criteria.
4. Click *Submit* to display the search results.

The screenshot shows the 'Search Results' page. The navigation bar on the left has 'View Invoices' and 'Search Invoices' (selected). The search criteria are shown as 'Show: All'. The results table is as follows:

	Invoice Level	Payment Due	Bill Date	Paid Thru Date	Billing Period	Total Due	Invoice Status	Updated Total Due	Invoice Type
Options	S27/S27	09/01/2019	08/20/2019	05/31/2019	08/01/2019-08/31/2019	\$841.49	Current		Interest
Options	S27/S27	09/01/2019	08/20/2019	05/31/2019	08/01/2019-08/31/2019	\$841.49			Interest



You can click the *Search Criteria* link above the table to view or update your search criteria.

5. Click *Options* and select *View Invoice* to view the invoice details.

	Invoice Level	Payment Due	Bill Date	Paid Thru Date	Billing Period	Total Due	Invoice Status	Updated Total Due	Invoice Type
Options	S27 / S27	09/01/2019	08/20/2019	05/31/2019	08/01/2019-08/31/2019	\$841.49	Current		Interest
View Invoice		09/01/2019	08/20/2019	05/31/2019	08/01/2019-08/31/2019	\$841.49			Interest

The *Invoice Details* page displays for the selected invoice. See [Viewing Invoice Details](#) for additional information.

## Printing Invoices

Complete the following steps to generate a printable version of your invoice.

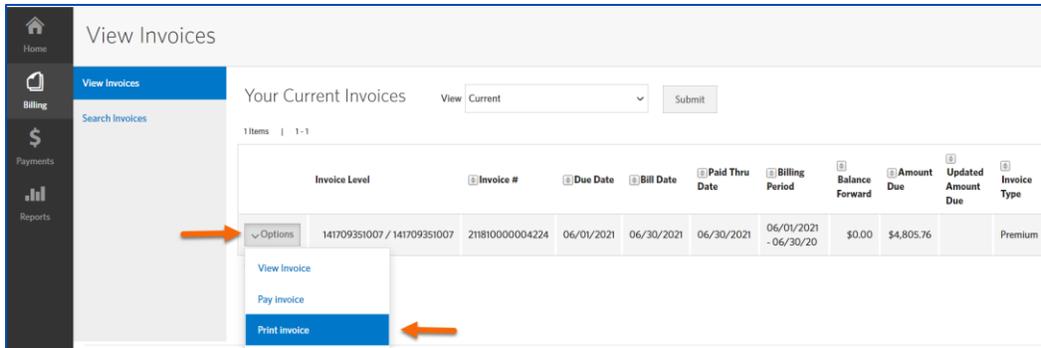
6. Use one of the following three options to print an invoice:

- Click the *Print Invoices* button on the current invoice displayed on the Home page.

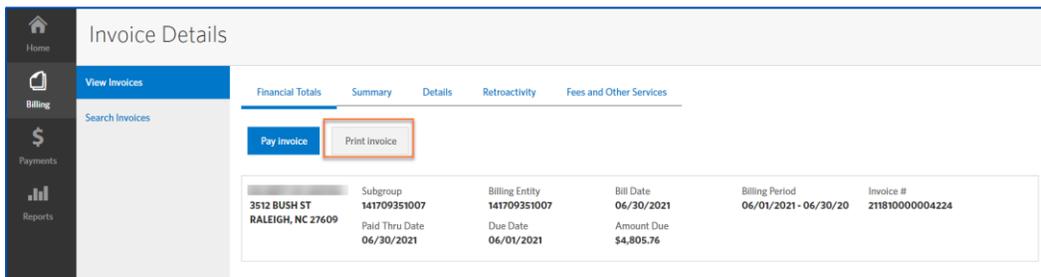
The screenshot shows the 'Home' page of a user interface. On the left is a navigation sidebar with icons for Home, Billing, Payments, and Reports. The main content area displays the following information:

- Home
- Your last login was 10/11/2021 at 02:37:47 PM EST
- Your Current 05/01/2021 Invoices
- Amount Due: \$4,805.76
- Invoice ID: 141709351007 / 141709351007
- Invoice Type: Premium
- Due Date: 06/01/2021
- Bill Date: 06/30/2021
- Billing Period: 06/01/2021 - 06/30/20
- Invoice #: 211810000004224
- Buttons: Make a Payment, **Print Invoice** (highlighted), View Details
- Your email: testadmin@test.com [Edit](#)

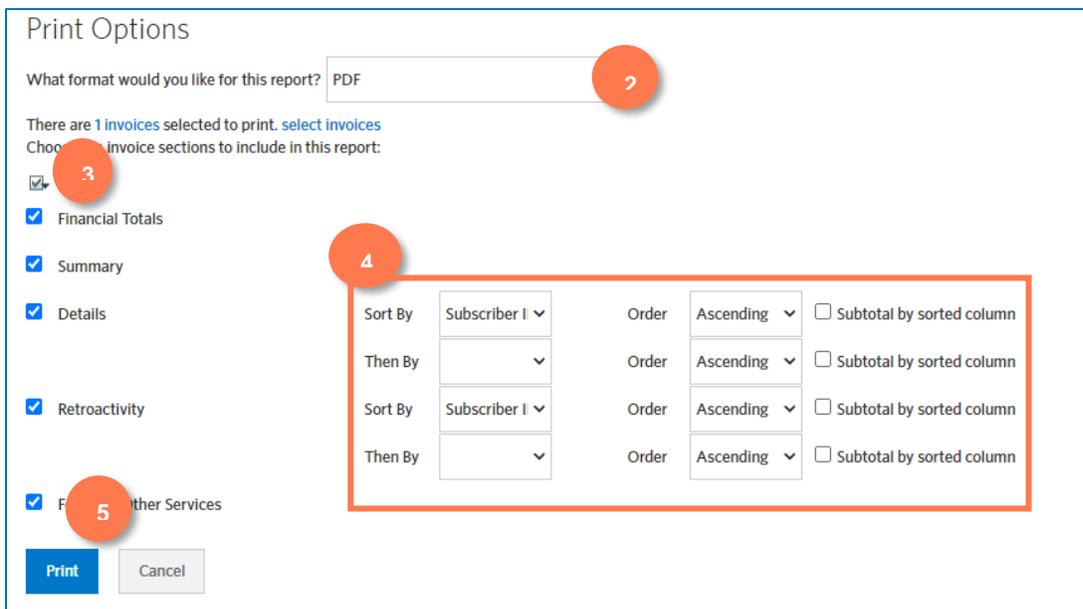
- Click *Options* and select *Print Invoice* on the invoice displayed on the *View Invoices* page (for both consolidated and non-consolidated invoices).



- Click the *Print invoice* button on the *Invoice Details* page.



7. Select the desired format to save/print your invoice from the drop-down menu. Options include PDF, CSV or HTML.
8. Select which invoice details you would like to include.
9. Select the desired sorting order for the roster if including *Details* or *Retroactivity* sections.
10. Click *Print*.



You will be navigated to the Completed Reports page where your invoice will be accessible once it has been generated in the selected format. Your report appears as *Pending* or *Running* while the system generates your results. Depending on the size and complexity of the report, it may take a few moments to generate the results. Once the report is available, the status changes to *Complete*.

11. Select *Download* from the *Options* drop-down menu to view your invoice in the selected format.

The screenshot shows the 'Completed Reports' interface. On the left is a sidebar with 'Create Reports', 'Completed Reports', and 'Scheduled Reports'. The main area has a 'Refresh Reports' button and a table with one item. The table has columns for Report Name, Status, Date, Format, and Size. The 'Options' dropdown for the first row is open, showing 'Download' and 'Delete' options. An orange arrow points to the 'Options' dropdown, and another points to the 'Download' option.

Report Name	Status	Date	Format	Size
Export / Print Invoice Report	COMPLETE	08/30/2019 10:21:41 AM ET	PDF	13 Kb



The generated invoice will be automatically deleted after seven days.

## Email Notifications

You will receive email notifications for the following scenarios:

- *New Invoice* – The purpose of this email is to alert you when new invoices are available for you to view.
- *Online Payment* – The purpose of this email is to alert you when an online payment has been made in Billing & Payments (eBilling).
- *Returned Payment Email* – The purpose of this email is to alert you when your payment has been returned from its bank.
- *Delinquency Email (Warning)* – The purpose of this email is to provide notification that your account has reached the first stage of delinquency due to unpaid premiums.

Emails will be sent to the email address associated with your Billing & Payments (eBilling) account.

# Chapter 3 Payments

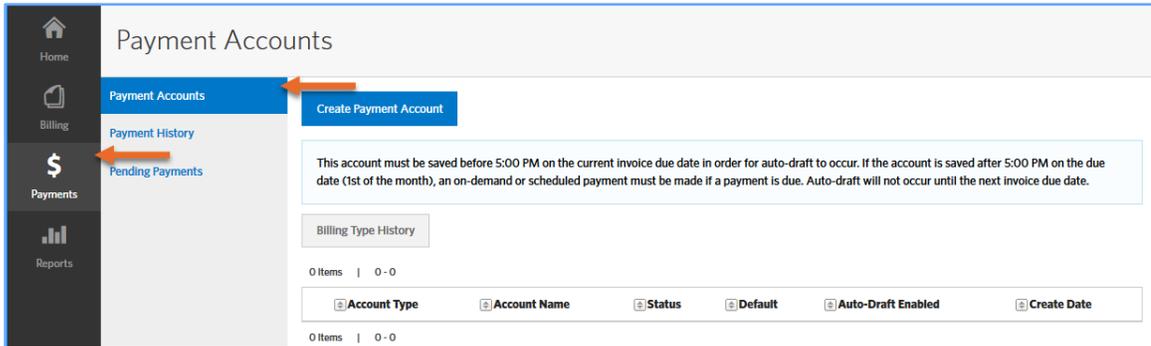
## Creating and Editing Payment Accounts

### Creating a Payment Account

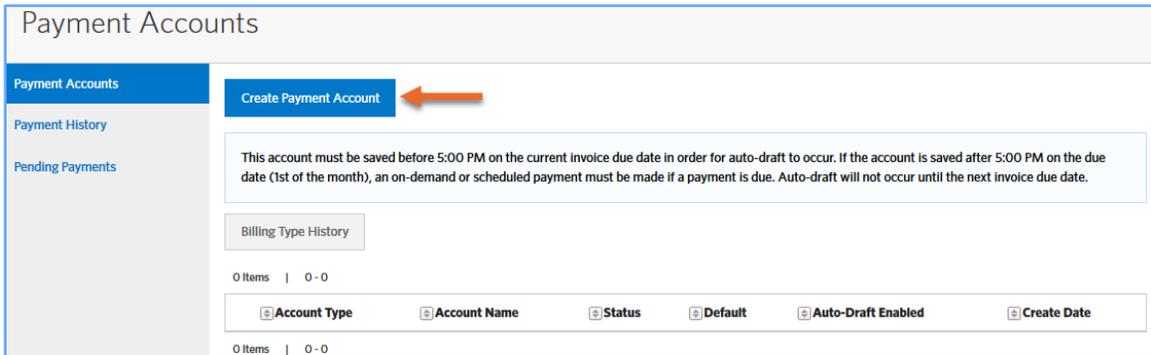
Payments may be made by a bank account via ACH transactions. You may enter and store your bank account information within Billing & Payments (eBilling) for making invoice payments. You can create multiple payment accounts as needed and select different accounts when making invoice payments. See [Editing Payment Accounts on Invoices](#) for additional information.

Follow the steps below to create a payment account.

1. Click the *Payments* tab on the navigation bar. The *Payment Accounts* page displays.



2. Click the Create Payment Account button.



- Enter the required account information for your bank account. Debit and credit card payments are not accepted forms on online payment.

## Create Payment Account

Payment Accounts
Basic Information
Invoice Restrictions

Payment History

Pending Payments

\* = Required Fields

### Bank Account Information

**This account must be saved before 5:00 PM on the current invoice due date in order for auto-draft to occur. If the account is saved after 5:00 PM on the due date (1st of the month), an on-demand or scheduled payment must be made if a payment is due. Auto-draft will not occur until the next invoice due date.**

Account Name \*  Customized name for identifying the account

Bank Name \*

City

State / Province

Country Code

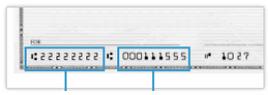
Account Type  Checking

Account Holder \*

Routing Number \*

Account Number \*

Confirm Account Number \*



Routing Number    Account Number

Auto-Draft

Please read the following legal notice. If you agree with the terms and conditions therein, click the box to indicate your authorization for the North Carolina State Health Plan (NCSHP), and/or its vendor, Blue Cross and Blue Shield of North Carolina (BCBSNC), to make monthly withdrawals of funds from your designated bank account. I am an authorized user of this bank account. As a convenience to me, I hereby request and authorize recurring monthly bank drafts (Auto-draft). The monthly bank drafts will be for the amount invoiced by NCSHP and/or BCBSNC and will be drawn on the first of each month. NCSHP and/or BCBSNC may try up to two times to draw the invoiced amount from this account. I agree that if such charges be dishonored, whether with or without cause and whether intentionally or inadvertently, NCSHP and BCBSNC shall have no liability whatsoever even though dishonor results in forfeiture of insurance. This authorization will remain in effect until I revoke it through this web site.

Auto-Draft Authorization Date:

### Account Options

Make this my default payment account

Save
Cancel

- (If applicable) Select the checkbox in the Auto-Draft section of the page. When you select to enable the auto-draft, an Auto-Draft Authorization Date displays. Auto-draft becomes effective on the date authorized.

**Auto-Draft**

Please read the following legal notice. If you agree with the terms and conditions therein, click the box to indicate your authorization for the North Carolina State Health Plan (NCSHP), and/or its vendor, Blue Cross and Blue Shield of North Carolina (BCBSNC), to make monthly withdrawals of funds from your designated bank account. I am an authorized user of this bank account. As a convenience to me, I hereby request and authorize recurring monthly bank drafts (Auto-draft). The monthly bank drafts will be for the amount invoiced by NCSHP and/or BCBSNC and will be drawn on the first of each month. NCSHP and/or BCBSNC may try up to two times to draw the invoiced amount from this account. I agree that if such charges be dishonored, whether with or without cause and whether intentionally or inadvertently, NCSHP and BCBSNC shall have no liability whatsoever even though dishonor results in forfeiture of insurance. This authorization will remain in effect until I revoke it through this web site.

**Auto-Draft Authorization Date: 08/30/2019 10:41:16 AM EST**



As noted on Payment Accounts page, your account information must be saved before 5:00 PM on the current invoice due date in order for auto-draft to occur. If the account is saved after 5:00 PM on the due date (1st of the month), an on-demand or scheduled payment must be made if a payment is due. Auto-draft will not occur until the next invoice due date.

- Select the Make this my default payment account checkbox in the Account Options section, if you want this account to be the default payment account.
- (If applicable) Select Only I can view/edit/use this account for payment option if you want to limit the access and use of this payment account to only you.
- (If applicable) Select the Invoice Restrictions tab, if you would like to restrict the account to only be used for specific invoices, such as for a particular billing group.

Basic Information    **Invoice Restrictions**

---

Test Bank Account

Select the invoice levels that can access the account

Grant access to this account to all invoice levels  
 Restrict access to this account by system and invoice level

Use drop down to select invoice levels per enabled system

System: Group Billing ▼ Submit

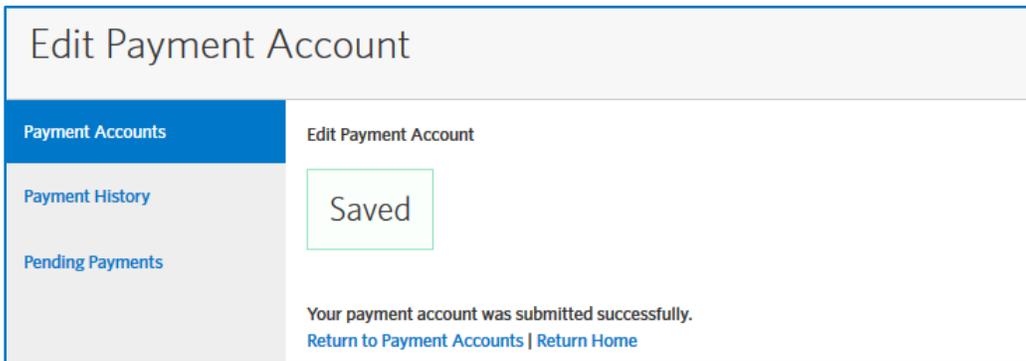
4 Items | 1 - 4

☑	Group #	Subgroup #	Auto-draft enabled?
☑	123456789	0001	
☑		0002	
☑		0003	
☑		0004	

4 Items | 1 - 4

Save    Cancel

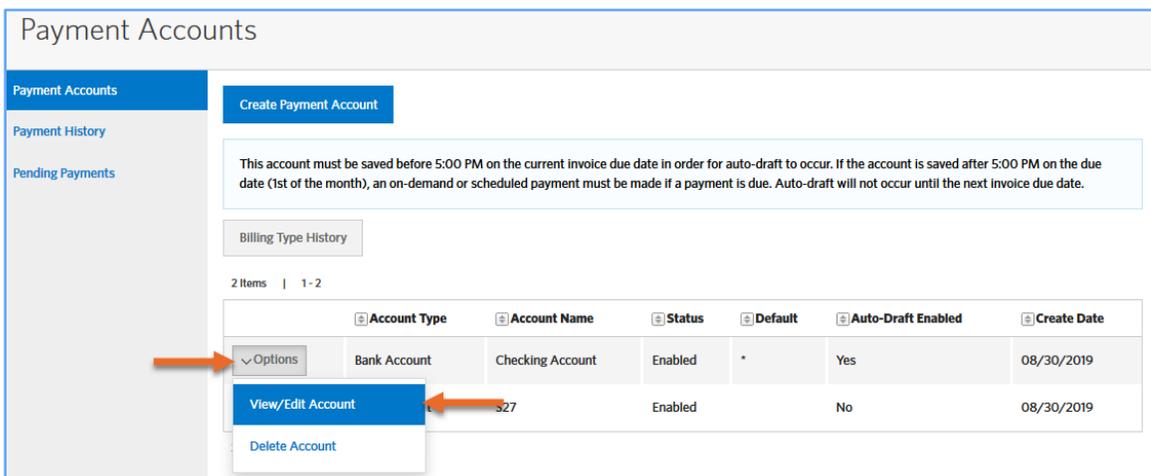
Click Save. The account information is saved and a confirmation displays.



## Editing a Payment Account

Follow the steps below to edit a payment account.

1. Click the Payments tab in the main navigation bar.
2. Click Options and select View/Edit Account for the account to be edited on the Payment Accounts page.



The Edit Payment Account page displays.

**Edit Payment Account**

Payment Accounts | **Basic Information** | View History

Payment History

Pending Payments

Checking Account

\* = Required Fields

**Bank Account Information**

This account must be saved before 5:00 PM on the current invoice due date in order for auto-draft to occur. If the account is saved after 5:00 PM on the due date (1st of the month), an on-demand or scheduled payment must be made if a payment is due. Auto-draft will not occur until the next invoice due date.

Account Name \* | Checking Account | Customized name for identifying the account

Bank Name \* | Any Bank

City | Anytown

State / Province | NC

3. Edit the account information as necessary. See [Creating a Payment Account](#) for additional information.



If this account is already being used to process payments, you can only change certain information, such as account type and auto-draft options.

4. Click **Save**. A confirmation displays.

**Edit Payment Account**

Payment Accounts | **Basic Information** | View History

Payment History

Pending Payments

Your information has been saved. | Return to Payment Accounts

Checking Account

## Making Payments

Depending on your organization's configuration and your carrier's preferences, you may be able to pay your bill online and print a pay stub and pay your invoice by mail. The option to pay your invoice can be accessed from the home page, the View Invoices page or the Invoice Details pages.

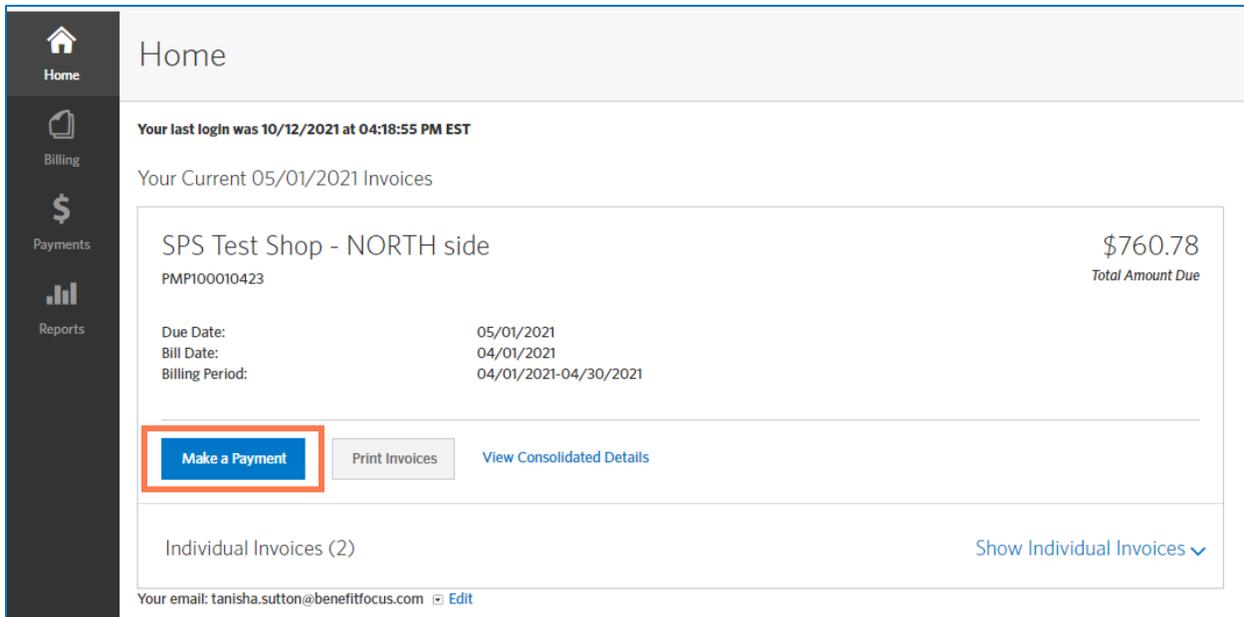
### Making Online Invoice Payments

Follow the steps below to make an online invoice payment.

1. Initiate the invoice payment.

Billing and Payments (eBilling) provides three ways to initiate an invoice payment:

- Click the *Make a Payment* button on the current invoice displayed on the Home page.



The screenshot shows the 'Home' page of the eBilling system. A sidebar on the left contains navigation icons for Home, Billing, Payments, and Reports. The main content area displays the user's last login time and their current invoices for May 1, 2021. A specific invoice for 'SPS Test Shop - NORTH side' is shown with a total amount due of \$760.78. The invoice details include the ID PMP100010423, a due date of 05/01/2021, a bill date of 04/01/2021, and a billing period of 04/01/2021-04/30/2021. Below the invoice details, there are three buttons: 'Make a Payment' (highlighted with a red box), 'Print Invoices', and 'View Consolidated Details'. At the bottom, there is a link to 'Show Individual Invoices' and the user's email address.

- Click *Options* and select *Pay Invoice* on the invoice displayed on the *View Invoices* page (for both consolidated and non-consolidated invoices).

**View Invoices**

Your Current Invoices View: Current Submit

2 Items | 1-2

Group Number/Account Number	Payment Due	Bill Date	Paid Thru Date	Billing Period	Balance Forward	Total Due	Updated Total Due	Invoice Type
S27 / S27	09/01/2019	08/20/2019	05/31/2019	08/01/2019-08/31/2019		\$841.49		Interest
	09/01/2019	08/12/2019	12/31/2018	09/01/2019-09/30/2019	\$99,543.88	\$321,387.20		Premium

Options: View Invoice, Pay Invoice, Print Invoice

- Click the *Pay invoice* button on the *Invoice Details* page.

**Invoice Details**

View Invoices Search Invoices

Financial Totals Summary Details Retroactivity

Pay Invoice Print Invoice

<b>Group Name</b>	PREPSCHOOL	<b>Group Number</b>	S27
<b>Address</b>	60 LAND DR FAYETTEVILLE NC 28302	<b>Bill Date</b>	08/12/2019
		<b>Billing Period</b>	09/01/2019-09/30/2019
		<b>Paid Thru Date</b>	12/31/2018
		<b>Due Date</b>	09/01/2019
		<b>Total Amount Due</b>	\$321,387.20

You will be navigated to the payment process page. The top of the page will indicate the current payment step followed by the invoice summary for reference.

- (If applicable) Select *Make online payment*, then click *Next*.

### Invoice Information

SPS Test Shop - NORTH side	
<b>Payment Due:</b>	05/01/2021
<b>Billing Period:</b>	04/01/2021-04/30/2021
<b>Total Amount Due:</b>	\$760.78

### Choose payment method

How would you like to make a payment?

Make online payment

Print payment stub to send in the mail

**Next**    Back



- (If applicable) Select the payment account and click *Next*.

### Choose payment account

You have these accounts on file. Do you want to use one of your preexisting accounts or would you like to add another account?

I'd like to use : NCSHPClient1 Account [edit account info](#)

Create New Account

**Next**    Back

-  If there is not an account on file, you will be taken directly to the Create Payment Account page. Enter your bank account information, click Save and continue to step 4. If you need to edit the existing account or add a new account, see the [Editing Payment Accounts on Invoice Payment](#) section.
-  If a default payment account has been selected, this step will be skipped. You can still update your account or create a new one by selecting *change account* on subsequent pages. See the [Editing Payment Accounts on Invoice Payment](#) section for more information.

4. Select the payment amount. Available options will depend on preferences set by your carrier and invoice status. Some possible payment options include:
- *Total Amount Due* – The total amount of the invoice will be paid from the designated account.
  - *Balance Forward* – The total amount of the past due amount will be paid from the designated account.
  - *Updated Amount Due* – The total amount of the updated amount will be paid from the designated account. You may see an updated invoice amount if your invoice was updated after it was billed such as for a correction.

### Choose payment options

Paying with: Checking Account [change account](#)

Please choose from the following payment options:

Total Amount Due \$841.49

Balance Forward \$841.49

Date of Payment  

**All payments made after 2:00 PM EST will be sent to the bank on the following business day.**  
**Warning - Full payment of premium and interest due must be paid before your group's claims will be released for payment.**

[Next](#) [Back](#)

5. Enter a payment date and click *Next*.

### Choose payment options

Paying with: Checking Account [change account](#)

Please choose from the following payment options:

Total Amount Due \$841.49

Balance Forward \$841.49

Date of Payment   

**All payments made after 2:00 PM EST will be sent to the bank on the following business day.**  
**Warning - Full payment of premium and interest due must be paid before your group's claims will be released for payment.**

[Next](#) [Back](#)



All payments made after 2:00 PM EST will be sent to the bank on the following business day.



Full payment of premium and interest due must be paid before your group's claims will be released for payment.

6. Review the payment information. If needed, you can modify the payment using the options in the *Review and submit* section:
  - Click the *change account* link to modify the payment account. See [Editing Payment Accounts](#) for additional details.
  - Click the *edit payment amount* or *change payment date* links to return to the *Choose payment options* page from which you can modify the payment amount or date.
  - Click the *Review invoice payment information details* link to display a summary of the current payment information.
7. Select the checkbox to agree to the *Payment Authorization* statement.
8. Click *Submit Payment*.

Note: Click the Submit button only once to submit this transaction and refrain from refreshing your browser while the transaction is processing. Doing so might result in this transaction processing more than once.

**Review and submit**

Payment Account: NCSHPClient1 Account [change account](#)

Amount of Payment: \$804.78 [edit payment amount](#)

Payment Date: 10/12/2021 [change payment date](#)

[Review invoice payment information details](#)

**Payment Authorization**

**7** Please read the following legal notice. If you agree with the terms and conditions therein, click the box to indicate your authorization for the North Carolina State Health Plan (NCSHP), and/or its vendor, Blue Cross and Blue Shield of North Carolina (BCBSNC), to make the above scheduled or withdrawals of funds from your designated bank account. I am an authorized user of this bank account. As a convenience to me, I hereby request and authorize NCSHP and/or BCBSNC to initiate the charge to this bank account payable to the order of NCSHP or BCBSNC. I agree that NCSHP's and/or BCBSNC's rights in respect to each bank draft shall be the same as if it were a check drawn on this bank account, and signed by an authorized person. I understand the amount to be drawn and the date for the amount to be drawn are listed above. I also authorize the financial institution to reduce the balance of this bank account by the amount of the bank draft. **Authorization Date:**

Please [print](#) this screen for **8** records and then click the Submit Payment button below

All payments made after 2:00 PM EST will be sent to the bank on the following business day.

Submit Payment

Back

The *Payment details* page displays.

### Payment details



#### Thank You!

Payment Complete.

Your payment has been successfully submitted. Please allow for 2-3 business days for your payment to be processed.

Your tracking number is **34735323**

Account Name: Test Bank Account  
Payment Date\*: 12/13/2018  
Total Amount Paid: \$1.00  
Please [print](#) this screen for your records

[Review invoice payment information details](#)

Want to save time in the future? [Enable Auto Draft](#)

[Return to Home](#)

\*The Submit Payment Date is the date the carrier is scheduled to receive your payment. To ensure your payment is confirmed by the due date, allow for 2-3 business days for processing.

The *Payment details* section also provides several additional features.

- You can print this page to generate a hard copy or save a PDF of the payment for your records.
- Click *Review invoice payment information details* to display a summary of the current invoice details.

Group	Statement Number	Invoice Due Date	Coverage Period	Amount	Pay Amount	Tracking #
Bob's Garage East	1234	01/01/2019	01/01/2019-01/31/2019	\$1,095.00	\$1.00	34735323

[Done](#)

- Click *Enable Auto Draft* to edit your payment account. See [Enabling Auto-Draft Payments](#) for more information.

9. Click *Return to Home*.

### Editing Payment Accounts on Invoice Payments

When editing payment accounts on invoices, you can update the existing account or create a new account.

### Editing an Existing Account on an Invoice Payment

Follow the steps below to edit an existing account on an invoice payment.

1. Initiate an invoice payment. See [Making Online Invoice Payments](#) for additional information.

2. (If applicable) Select *Make online payment*, then click *Next*.

### Choose payment method

How would you like to make a payment?

Make online payment

Print payment stub to send in the mail

[Next](#) [Back](#)

3. Click the *edit account info* link.

### Choose payment account

You have these accounts on file. Do you want to use one of your preexisting accounts or would you like to add another account?

I'd like to use : Test Bank Account [edit account info](#)

Create New Account

[Next](#) [Back](#)

 If a default payment account has been set, this step will be skipped. You can select *change account* from the *Choose payment options* page to access the *Choose payment account* page, if needed.

### Choose payment options

Paying with: Checking Account [change account](#) 

Please choose from the following payment options:

Total Amount Due \$841.49

Balance Forward \$841.49

Date of Payment  

**All payments made after 2:00 PM EST will be sent to the bank on the following business day.**

**Warning - Full payment of premium and interest due must be paid before your group's claims will be released for payment.**

[Next](#) [Back](#)

4. Edit the account information as necessary. If payments have been made using the account, you may be restricted from editing some information.

Basic Information View History

---

Checking Account

\* = Required Fields

Bank Account Information

Account Name *	<input type="text" value="Checking Account"/>	Customized name for identifying the account
Bank Name *	<input type="text" value="Any Bank"/>	
City	<input type="text" value="Anytown"/>	
State / Province	<input type="text" value="NC"/>	
Country Code	<input type="text" value="USA"/>	
Account Type	<input type="text" value="Checking"/>	
Account Holder *	<input type="text" value="Sample Company"/>	
Routing Number *	<input type="text" value="****8079"/>	
Account Number *	<input type="text" value="****1111"/>	
Confirm Account Number *	<input type="text" value="****1111"/>	



Routing Number    Account Number

Account Options

Make this my default payment account

If you have more than one billing group, you can select which group's invoices can be paid with the account under the *Invoice Restrictions* tab.

Basic Information Invoice Restrictions

Test Bank Account

Select the invoice levels that can access the account

Grant access to this account to all invoice levels

Restrict access to this account by system and invoice level

Use drop down to select invoice levels per enabled system

System: Group Billing

4 Items | 1 - 4

<input checked="" type="checkbox"/>	Group #	Subgroup #	Auto-draft enabled?
<input checked="" type="checkbox"/>	123456789	0001	
<input checked="" type="checkbox"/>		0002	
<input checked="" type="checkbox"/>		0003	
<input checked="" type="checkbox"/>		0004	

4 Items | 1 - 4

5. Click Save.

## Creating a New Account on an Invoice Payment

Follow the steps below to create a new account on an invoice payment.

1. Initiate an invoice payment. See [Making Online Invoice Payments](#) for additional information.
2. (If applicable) Select *Make online payment*, then click *Next*.

Choose payment method

How would you like to make a payment?

Make online payment

Print payment stub to send in the mail

3. Select the *Create New Account* option and then click *Next*.

Choose payment account

You have these accounts on file. Do you want to use one of your preexisting accounts or would you like to add another account?

I'd like to use : Test Bank Account [edit account info](#)

Create New Account



If a default payment account has been set, this step will be skipped. You can select *change account* from the *Choose payment options* page to access the *Choose payment account* page, if needed.

### Choose payment options

Paying with: Checking Account [change account](#) 

Please choose from the following payment options:

Total Amount Due \$841.49

Balance Forward \$841.49

Date of Payment  

**All payments made after 2:00 PM EST will be sent to the bank on the following business day.**

**Warning - Full payment of premium and interest due must be paid before your group's claims will be released for payment.**

[Next](#) [Back](#)

4. Enter the required bank account information. (Credit card and debit card payments are not accepted for this configuration.) Required fields are indicated by an asterisk (\*). Navigate to additional tabs, if necessary.

The *I wish to keep my payment account information on file for future use* checkbox is selected by default. Deselect this option if you do not want to store the account information for future payments.

**Basic Information**

\* = Required Fields

Bank Account Information

Account Name \*  Customized name for identifying the account

Bank Name \*

City

State / Province

Country Code

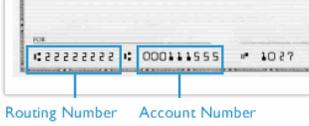
Account Type

Account Holder \*

Routing Number \*

Account Number \*

Confirm Account Number \*



Account Options

Make this my default payment account

I wish to keep my payment account information on file for future use

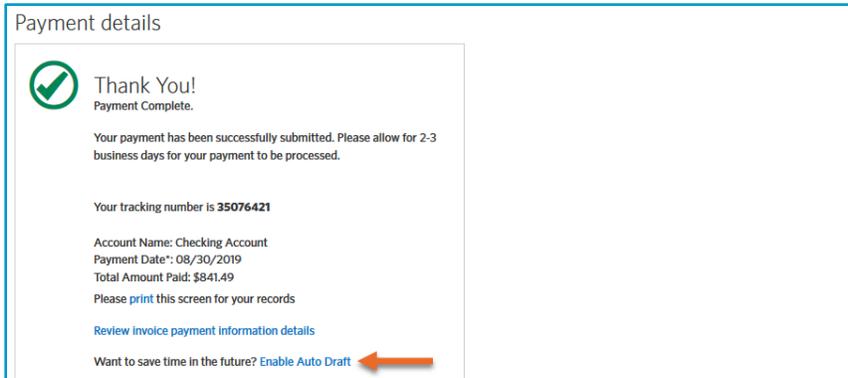
5. Click **Save**. The Invoice Information displays the new account.

## Enabling Auto-Draft Payments

After completing an online payment, you can set up the payment account to automatically draft the invoice amount for each due date. When you complete a payment, the *Payment details* display a confirmation message from which you can enable auto-drafts. (See [Making Online Invoice Payments](#) for additional information.)

Follow the steps below to enable auto-draft payments.

1. Click *Enable Auto Draft* in the *Payment details* section after successfully completing payment.



Payment details

 **Thank You!**  
Payment Complete.

Your payment has been successfully submitted. Please allow for 2-3 business days for your payment to be processed.

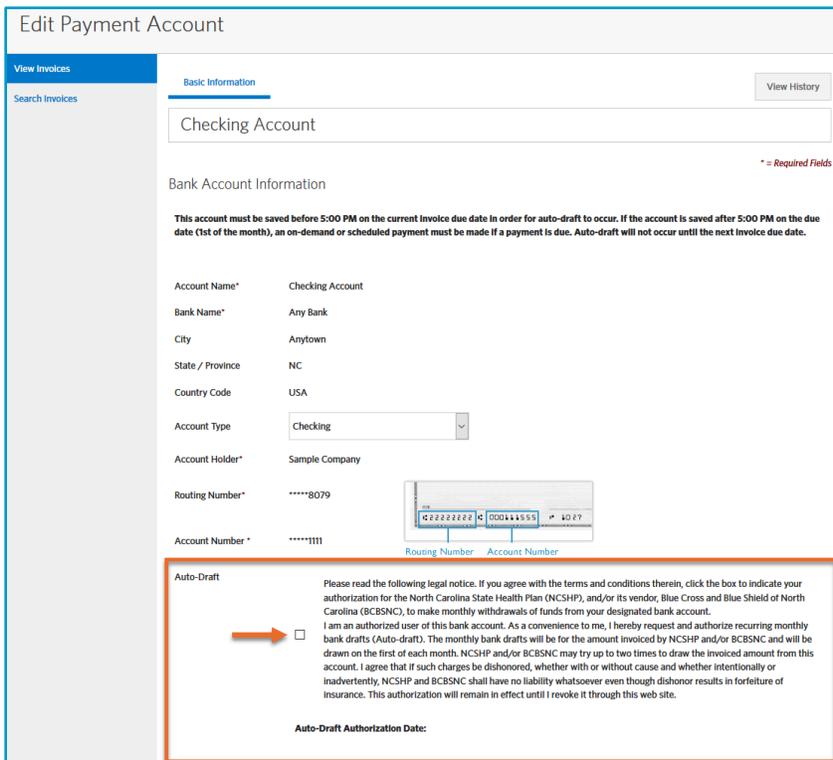
Your tracking number is **35076421**

Account Name: Checking Account  
Payment Date\*: 08/30/2019  
Total Amount Paid: \$841.49  
Please [print this screen](#) for your records

[Review invoice payment information details](#)

Want to save time in the future? [Enable Auto Draft](#) 

2. Select the checkbox in the *Auto-Draft* section of the *Edit Payment Account* page.



Edit Payment Account

[View Invoices](#)

Search Invoices

Basic Information [View History](#)

Checking Account

\* = Required Fields

Bank Account Information

This account must be saved before 5:00 PM on the current invoice due date in order for auto-draft to occur. If the account is saved after 5:00 PM on the due date (1st of the month), an on-demand or scheduled payment must be made if a payment is due. Auto-draft will not occur until the next invoice due date.

Account Name\* Checking Account  
Bank Name\* Any Bank  
City Anytown  
State / Province NC  
Country Code USA  
Account Type Checking  
Account Holder\* Sample Company  
Routing Number\* \*\*\*\*8079  
Account Number\* \*\*\*\*\*1111

  
Routing Number Account Number

Auto-Draft

Please read the following legal notice. If you agree with the terms and conditions therein, click the box to indicate your authorization for the North Carolina State Health Plan (NCSHP), and/or its vendor, Blue Cross and Blue Shield of North Carolina (BCBSNC), to make monthly withdrawals of funds from your designated bank account.

I am an authorized user of this bank account. As a convenience to me, I hereby request and authorize recurring monthly bank drafts (Auto-draft). The monthly bank drafts will be for the amount invoiced by NCSHP and/or BCBSNC and will be drawn on the first of each month. NCSHP and/or BCBSNC may try up to two times to draw the invoiced amount from this account. I agree that if such charges are dishonored, whether with or without cause and whether intentionally or inadvertently, NCSHP and BCBSNC shall have no liability whatsoever even though dishonor results in forfeiture of insurance. This authorization will remain in effect until I revoke it through this web site.

Auto-Draft Authorization Date:

When you select to enable the auto-draft, an *Auto-Draft Authorization Date* displays. Auto-draft will be effective the date that it is authorized.

3. Click *Save*. A confirmation message displays.

## Printing Payment Stubs for Mailing Payments

Follow the steps below to print payment stubs for mailing payments.

1. Initiate the invoice payment. See *Making Online Invoice Payments* for additional information.
2. (If applicable) Select *Print payment stub to send in the mail* on the *Choose payment method* page and click *Next*.

1 Choose payment method 2 3 4 5

### Invoice Information

**State Health Plan**

PREP SCHOOL  
S27 / S27

**Payment Due:** 09/01/2019  
**Billing Period:** 08/01/2019-08/31/2019  
**Amount Due:** \$841.49

### Choose payment method

How would you like to make a payment?

Make online payment  
 Print payment stub to send in the mail

**Next** **Back**

The *Print the payment stub* page is displayed.

Print the payment stub

Print a payment stub for the invoice(s) selected below.

1 Items

Invoice Status	Payment Due	Invoice Level	Total Due	Bill Date	Billing Period
Current	09/01/2019	S27 / S27	\$841.49	08/20/2019	08/01/2019-08/31/2019

1 Items

**Next** **Cancel**



If you are paying a consolidated bill, you may select the individual invoices to be included in the payment.

## Print the payment stub

Print a payment stub for the invoice(s) selected below.

2 Items

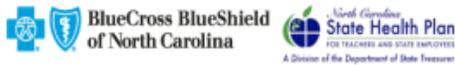
<input checked="" type="checkbox"/>	Payment Due Date	Invoice #	Total Amount Due	Invoice Date	Billing Period
<input type="checkbox"/>	02/01/2017	5435	\$2,449.35	01/15/2017	02/01/2017-02/28/2017
<input type="checkbox"/>	02/01/2017	6578	\$13,197.02	01/15/2017	02/01/2017-02/28/2017

2 Items

Next

Cancel

- Click *Next*. A PDF of the payment stub is generated.



Subgroup	PMP100010423	Invoice Type	Interest
Billing Entity	S002	Bill Date	04/01/2021
Invoice Number	202104239411	Payment Due	05/01/2021
Payment Covers	04/01/2021 - 04/30/2021	Total Due:	380.39

Please retain top portion for your records

-----  
Please tear off the bottom portion of this page and return with your payment



Subgroup	PMP100010423	Invoice Type	Interest
Billing Entity	S002	Bill Date	04/01/2021
Invoice Number	202104239411	Payment Due	05/01/2021
Payment Covers	04/01/2021 - 04/30/2021	Total Due:	380.39
		Write Amount Paid Here	

- Print the payment stub and submit to the address on the invoice.

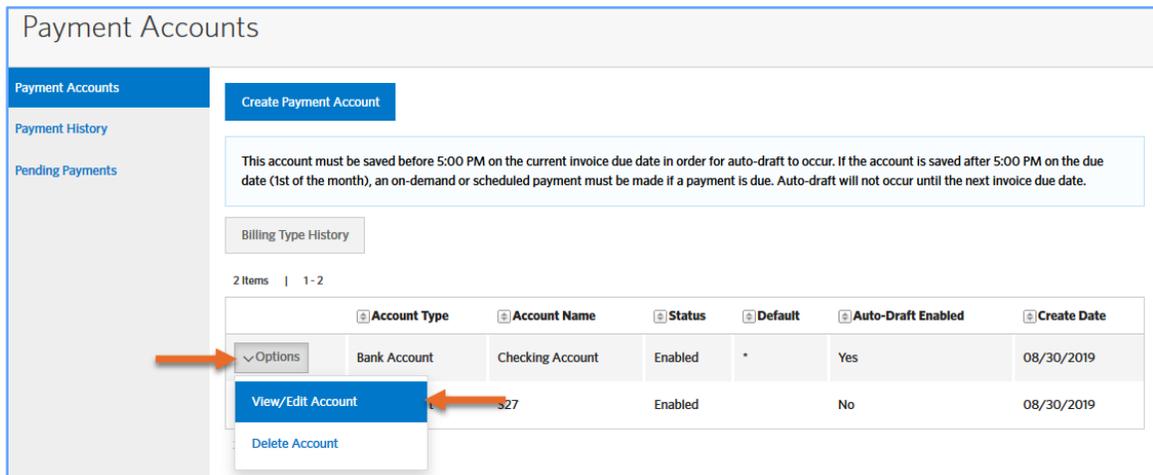
## Reviewing Payment Account History

Billing & Payments (eBilling) maintains an audit history on all payment accounts. If your Billing & Payments (eBilling) user account is configured with the appropriate permissions, you can view the audit history of any payment account.

The audit history information includes the login ID of the person to make a change to the account, as well as the date and time of any changes.

Follow the steps below to view account history for a payment account.

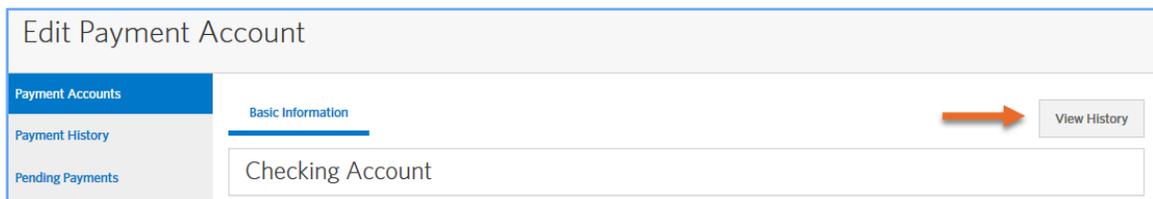
1. Select the *Payments* tab in the navigation bar.
2. Click *Options* and select *View/Edit Account* for the account on the *Payment Accounts* page. The *Edit Payment Account* page displays. (See [Editing a Payment Account](#) for additional information.)



The screenshot shows the 'Payment Accounts' page. On the left is a navigation menu with 'Payment Accounts', 'Payment History', and 'Pending Payments'. The main content area has a 'Create Payment Account' button and a warning message: 'This account must be saved before 5:00 PM on the current invoice due date in order for auto-draft to occur. If the account is saved after 5:00 PM on the due date (1st of the month), an on-demand or scheduled payment must be made if a payment is due. Auto-draft will not occur until the next invoice due date.' Below this is a 'Billing Type History' section and a table with 2 items. The table has columns for Account Type, Account Name, Status, Default, Auto-Draft Enabled, and Create Date. An orange arrow points to the 'Options' dropdown for the first row, which is open, showing 'View/Edit Account' and 'Delete Account'. Another orange arrow points to the 'View/Edit Account' option.

Account Type	Account Name	Status	Default	Auto-Draft Enabled	Create Date
Bank Account	Checking Account	Enabled	*	Yes	08/30/2019
	27	Enabled		No	08/30/2019

3. Click *View History*. The *Account History* window displays.



The screenshot shows the 'Edit Payment Account' page. The navigation menu on the left is the same. The main content area has a 'Basic Information' tab and a 'View History' button. An orange arrow points to the 'View History' button. Below the tab is a text input field containing 'Checking Account'.

If applicable, click *Advanced Search* to search for a specific transaction. Click *Reset Search* to remove the search criteria.

**Account History** ✕

[Advanced Search](#) | [Reset Search](#)

	Action	Change	Change Date	Change By
<a href="#">View</a>	Update	No Change	08/30/2019 10:51:54 AM EDT	CARRIE4321
<a href="#">View</a>	Add	New Account	08/30/2019 10:45:49 AM EDT	CARRIE4321

- Click *View* for a transaction to view the details.

The *Account History details* display. A green checkmark indicates items that were updated for the transaction.

**Account History** ✕

Change(s) made by CARRIE4321 on 08/30/2019 Back

Updated	Change	Old Value	New Value
	Account Name		Checking Account
	Bank Name		Any Bank
	City		Anytown
	State		NC
	Country		USA
	Account Type		Checking
	Account Holder		Sample Company
	Routing Number		****8079
	Account Number		****1111
	Default Account		Yes
	Account Enablement		Yes
	Grant this account access to all invoice levels		Yes
	Auto-Draft Authorization		Yes
	Auto-Draft Effective Date		08/30/2019
	Only I can view/edit/use this account for payment		No

5. Click *view changes resulting from this update* at the end of the table to see details about any invoice level restriction changes associated with the transaction.

**Account History** ✕

Change(s) made by CARRIE4321 on 08/30/2019 Back

Action	Label System	Invoice Levels Before Change	Invoice Levels After Change
Added	State Health Plan		S27 / S27

6. Click *Back* to return to the previous window.

## Viewing Payment History

Search for and view payment history to review specific information about payments made to invoices.



A received payment is only tied to an invoice in Billing & Payments (eBilling) if the payment was submitted electronically.

Follow the steps below to view payment history.

1. Select the *Payments* tab on the navigation bar.
2. Select the *Payment History* tab on the secondary navigation bar. The *General Search* page for payments displays.
3. Enter the search criteria.
4. Click *Submit* to display the search results.

The screenshot shows the 'Payment History' search interface. On the left is a navigation sidebar with icons for Home, Billing, Payments (marked with a red circle '1'), and Reports. The main area has a secondary navigation bar with 'Payment Accounts', 'Payment History' (marked with a red circle '2'), and 'Pending Payments'. The 'General Search' section contains several input fields: 'Billing Entity' (text), 'Due Date' (dropdown), 'Bill Date' (dropdown), 'Paid Thru Date' (dropdown), 'Billing Period' (from [start date] to [end date] with calendar icons), 'Payment Status' (dropdown), 'Online Payment Date' (dropdown), 'Payment Applied Date' (dropdown), 'Tracking Number' (text), 'Check Number' (text), and 'Invoice #' (text). A red box highlights the search criteria area, with a red circle '3' at its top right corner. At the bottom, there are 'Submit' (marked with a red circle '4') and 'Reset' buttons.



If necessary, you can use the *Advanced Sorting* feature to sort the data using multiple columns. See [Advanced Sorting](#) for additional information.

Search Results

Payment Accounts | 2 Items | 1-2 | Advanced Sorting | Search Criteria

Subgroup	Billing Entity	Payment Amount	Payment Status	Online Payment Date	Tracking Number	Scheduled Date	Payment Applied Date	Check Number	Return Reason	Updated Total Amount Due	eBilling Login ID
200000001007	200000001007	\$59,967.84	Wire				10/14/2021				BCBSNC
200000001007	200000001007	\$7,091.40	Wire				10/11/2021				BCBSNC



If a payment has a status of *Scheduled*, meaning the payment has not been processed yet, you may click *Options* and select *Cancel Payment*, if needed. Remember to schedule a new payment if necessary to avoid a lapse in coverage.

Pending Payments

Payment Accounts | 1 Items | 1-1 | Search Criteria

Subgroup	Billing Entity	Payment Amount	Payment Status	Online Payment Date	Tracking Number	Scheduled Date	Payment Applied Date	Check Number	Return Reason	Updated Total Amount Due	eBilling Login ID
Options	200000001007	200000001007	\$7,091.40	Payment Pending	11/01/2021	40629756	11/01/2021				BFTSWEENEY

Cancel Payment

You can view a list of all scheduled payments by clicking the *Pending Payments* subtab under the *Payments* tab.

# Chapter 4 Reports

You can generate invoice and payment reports on the *Reports* tab. The *Reports* tab includes three sub tabs:

- The *Create Reports* tab displays all available reports. Selecting *Create* for a report will present filter criteria and format options for the report. You can create a one-time report or schedule reports to run at specific time intervals.
- The *Completed Reports* tab displays all the reports generated within a specified number of days as established for your company. (The number of days is indicated below the list of available reports.)
- The *Scheduled Reports* tab displays all reports scheduled to run on a specific start and end date. You can edit or delete reports from the schedule as necessary.

## Managing Reports

You can create and schedule invoice and payment reports on the *Create Reports* tab.

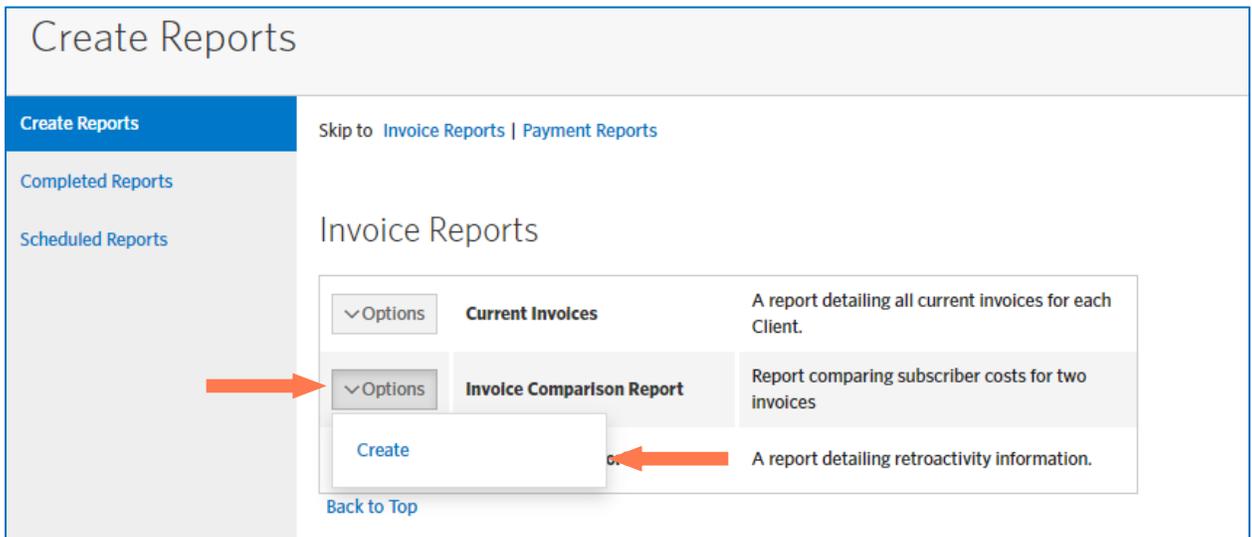
### Creating a Report

Follow the steps below to create a report.

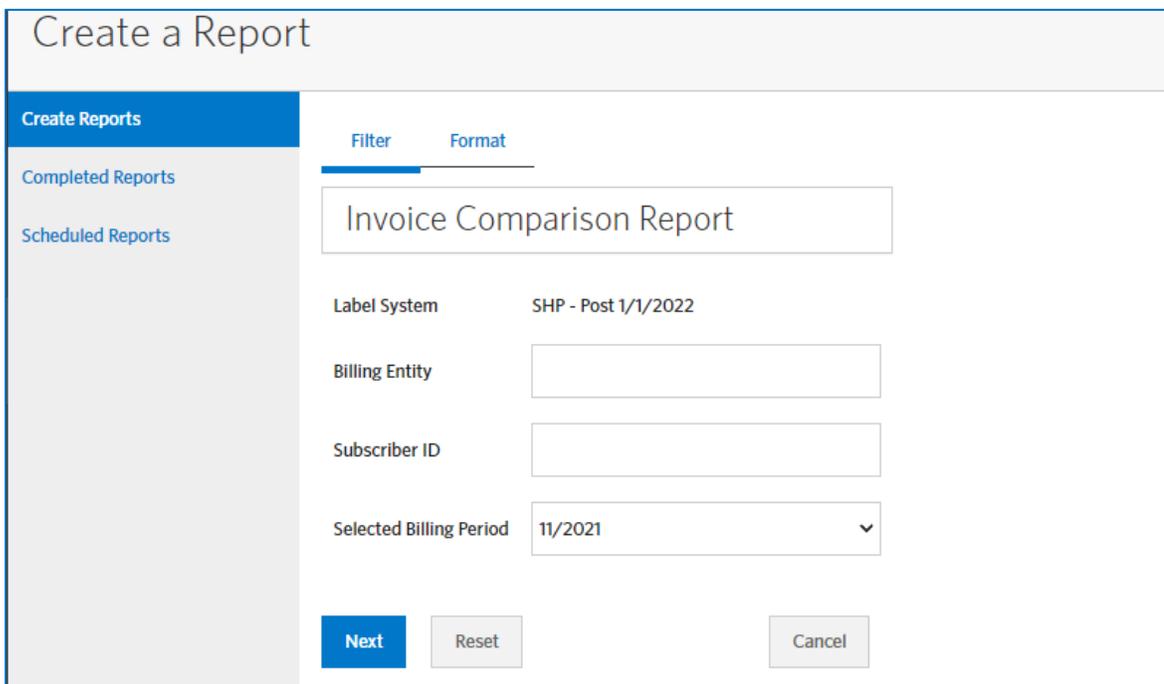
1. Select the *Reports* tab in the navigation bar. The *Create Reports* page displays. Reports are categorized as *Invoice Reports* or *Payment Reports*.

The screenshot shows the 'Create Reports' interface. On the left, a navigation sidebar includes 'Home', 'Billing', 'Payments', and 'Reports'. The 'Reports' tab is selected, indicated by an orange arrow. The main content area is titled 'Create Reports' and features a 'Skip to Invoice Reports | Payment Reports' link. Below this, there are two sections: 'Invoice Reports' and 'Payment Reports'. Each section contains a list of report types with a dropdown 'Options' button and a brief description. The 'Invoice Reports' section includes 'Current Invoices', 'Invoice Comparison Report', and 'Retroactivity Report'. The 'Payment Reports' section includes 'Payment Report' and 'Scheduled Payment Report'. A 'Back to Top' link is present at the bottom of each section.

2. Click *Options* and select *Create* for the report to be generated.



3. Enter the report parameters and click *Next*. Available filters and parameters will vary by report.



4. Enter or select the formatting options, including the *Report Format* (CSV, PDF or HTML) and the sorting options.



Because this scenario describes the on-demand report generation process, do not select the *Run this report on a regular schedule* checkbox. See [Scheduling Reports](#) for additional information.

5. Click *Submit*.

## Report Format

Create Reports

Completed Reports

Scheduled Reports

Filter
Format

Invoice Comparison Report

Report Format: CSV

Sort By: Subscriber ID Order: Ascending  Subtotal by sorted column

Then By:  Order: Ascending  Subtotal by sorted column

Include grand total.

Include totals at the top of the report

Report Name:

Schedule Report (All scheduled reports will be available to review every morning by 8 am ET)

Run this report on a regular schedule

Maintain report duration until:

Run report every: -- Select --

The *Completed Reports* page displays. The report *Status* will display as *PENDING* or *RUNNING* while generating the results. Depending on the size and complexity of the report, it may take a few minutes to generate the results. You can click *Refresh Reports* to refresh the page and display the current status. When the report is complete the *Status* will display as *COMPLETE*.

## Completed Reports

Incomplete reports will be refreshed every 30 seconds. The **Refresh Reports** button is also available to refresh the list on demand. Please use 'Scheduled Reports' for larger reports since they can take longer to run.

2 Items | 1-2

	Report Name	Status	Date	Format	Size
<input type="button" value="Options"/>	Export / Print Invoice Report	COMPLETE	08/30/2019 10:21:42 AM ET	PDF	13 Kb
<input type="button" value="Options"/>	Invoice Comparison Report	COMPLETE	08/30/2019 12:01:50 PM ET	CSV	1 Kb

2 Items | 1-2

**Please note: Reports older than 7 days will be automatically deleted.**



The *Completed Reports* page refreshes automatically every 30 seconds.

6. Click *Options* and select *Download* to download a copy of the report.

The screenshot shows the 'Completed Reports' interface. On the left is a sidebar with 'Create Reports', 'Completed Reports' (selected), and 'Scheduled Reports'. The main area has a 'Refresh Reports' button and a table of reports. The table has columns for Report Name, Status, Date, Format, and Size. Two reports are listed: 'Export / Print Invoice Report' (PDF, 13 Kb) and 'Invoice Comparison Report' (CSV, 1 Kb). An orange arrow points to the 'Options' dropdown for the 'Invoice Comparison Report', which is open, showing 'Download' and 'Delete' options. Another orange arrow points to the 'Download' option. A note below the table states 'Reports will be automatically deleted.'

Report Name	Status	Date	Format	Size
Export / Print Invoice Report	COMPLETE	08/30/2019 10:21:42 AM ET	PDF	13 Kb
Invoice Comparison Report	COMPLETE	08/30/2019 12:01:46 PM ET	CSV	1 Kb

The report output downloads and displays.



The generated report will be automatically deleted after seven days.

## Scheduling a Report

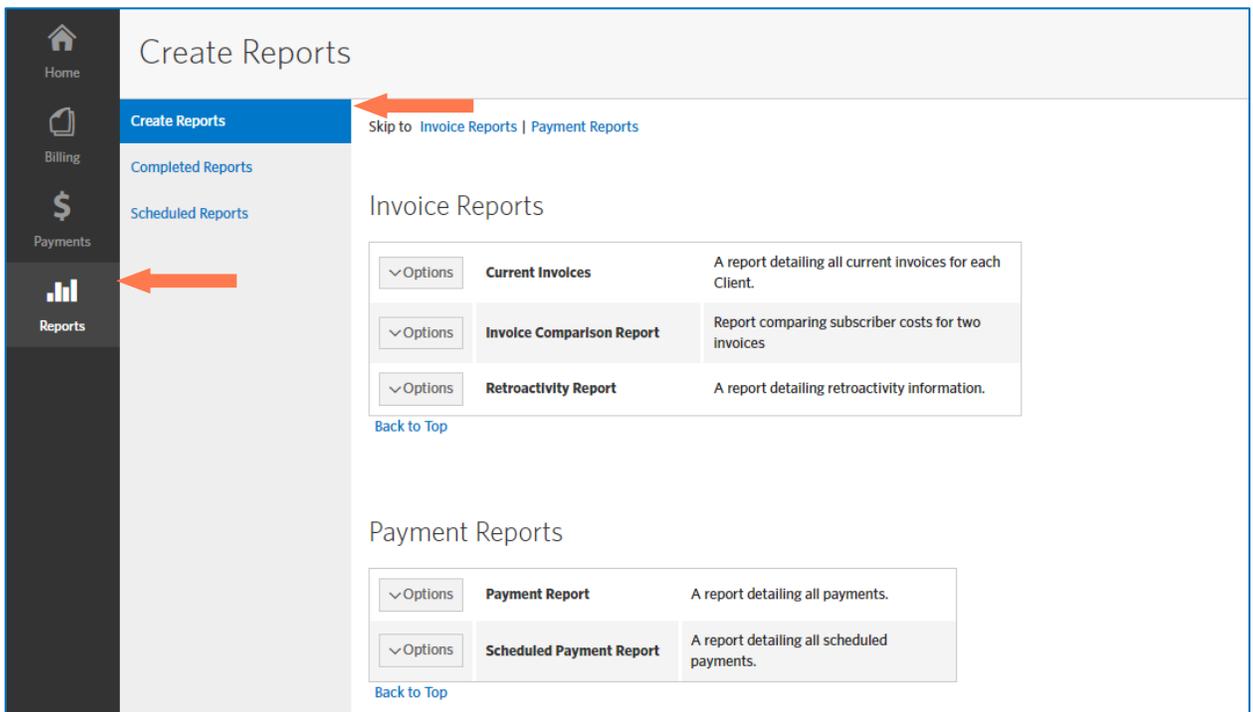
In addition to creating on-demand reports, you can also schedule reports to run at a regular interval, for example, once a week or once a month. You can create a schedule for any of the reports available to you.

If another scheduled report runs during the specified time period for a scheduled report, Billing & Payments (eBilling) creates another instance of the report rather than replacing the previously-generated report.

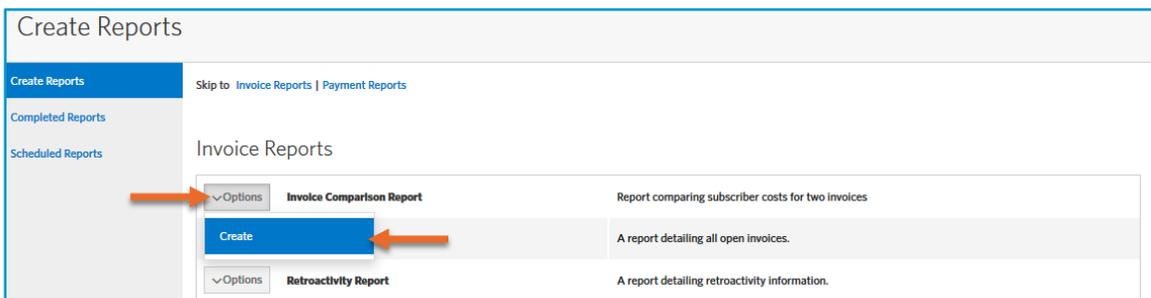
The process for scheduling a report is almost identical to the process of creating an on-demand report, but a scheduled report includes some additional parameters. See [Creating a Report](#) for additional information.

Complete the following steps to schedule a report.

1. Select the *Reports* tab in the main navigation bar, then select *Create Reports* in the secondary navigation, if necessary.



2. Click *Options* and then select *Create*.



3. Select the filtering options for your report and click *Next*. Available options will vary by report.
4. Select formatting and sorting options for your report.

5. Select the *Run this report on a regular schedule* checkbox on the *Report Format* page.

Report Format

Create Reports

Completed Reports

Scheduled Reports

Filter Format

Invoice Comparison Report

Report Format PDF

Sort By Last Name Order Ascending  Subtotal by sorted column

Then By Order Ascending  Subtotal by sorted column

Include grand total.

Include totals at the top of the report

Report Name Monthly Comparison Report

Schedule Report (All scheduled reports will be available to review every morning by 8 am ET)

Run this report on a regular schedule

Maintain report duration until

Run report every -- Select --

Submit Back Cancel

6. Enter the scheduling parameters to indicate how frequently you would like to run the report.

- You must enter a *Report Name* when setting up a report schedule.
- If *Day* is the selected frequency, you can specify how frequently you want the report to recur in days.

Report Name Comparison Report

Schedule Report (All scheduled reports will be available to review every morning by 8 am ET)

Run this report on a regular schedule

Maintain report duration until

Run report every Day

Recur every 1 day(s)

- When scheduling the report weekly, you can specify which days of the week the report generates.

Report Name

Schedule Report (All scheduled reports will be available to review every morning by 8 am ET)

Run this report on a regular schedule

Maintain report duration until

Run report every

Recur every  week(s) on

Sunday
  Monday
  Tuesday
  Wednesday
  Thursday
  Friday
  Saturday

- When scheduling the report monthly, you can specify which day of the month the report generates.

Report Name

Schedule Report (All scheduled reports will be available to review every morning by 8 am ET)

Run this report on a regular schedule

Maintain report duration until

Run report every

Recur every  week(s) on

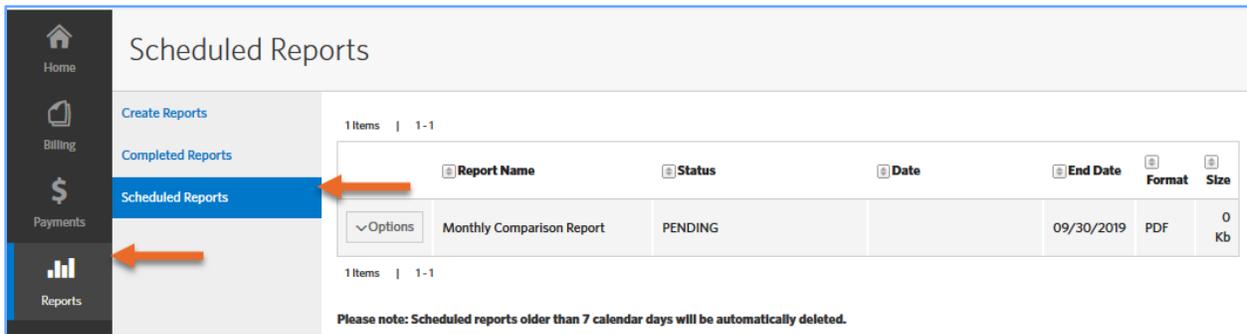
Sunday
  Monday
  Tuesday
  Wednesday
  Thursday
  Friday
  Saturday

7. Click *Submit*. The *Create Reports* page displays a confirmation.

## Create Reports

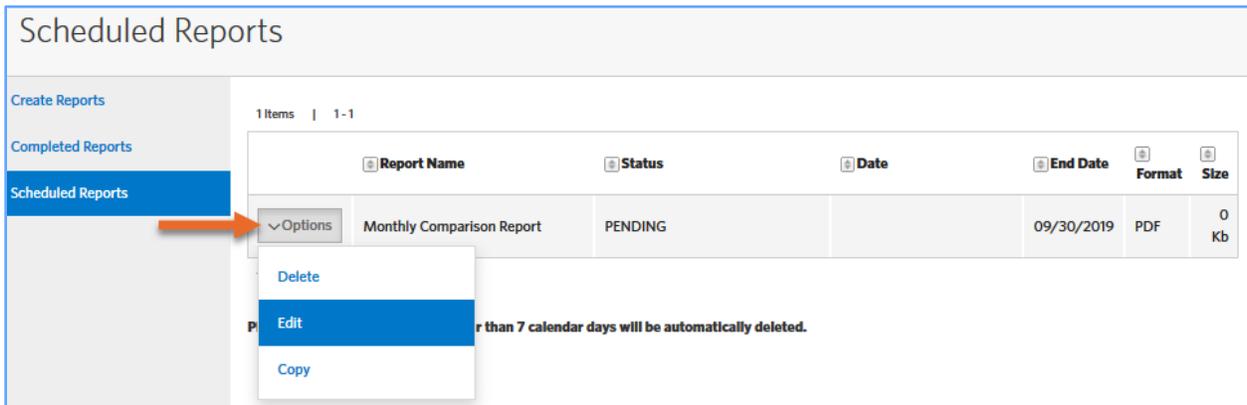
Create Reports	<b>Your report has been scheduled</b>
Completed Reports	Skip to <a href="#">Invoice Reports</a>   <a href="#">Payment Reports</a>
Scheduled Reports	

To view scheduled reports, select the *Scheduled Reports* tab in the secondary navigation of the *Reports* tab.



The scheduled report displays a *Status of Pending* until the report generates. The status will then update to *Complete*. After viewing a report, the status updates to *Viewed*.

Click the *Options* menu and select *Edit* if you would like to update the report schedule or temporarily suspend the report schedule. You may instead click the *Options* menu and select *Delete* if the report is no longer needed.



### Edit Scheduled Reports

All scheduled reports will be available to review every morning by 8 am ET Report Status  Active  Suspend

*Suspending a report will stop the scheduling process until reactivated*

Report Type: Invoice Comparison Report

Report Name:

Start Date:

End Date:

Run Report Every:

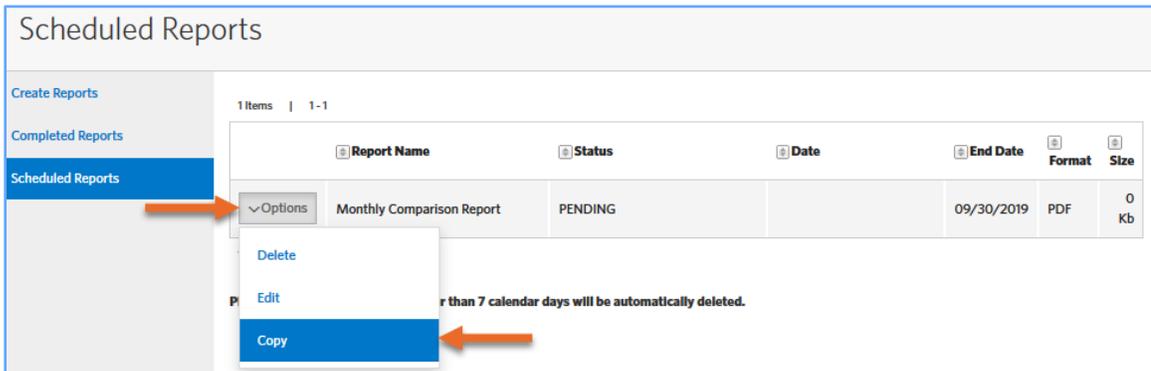
Recur every  day of every month

## Sharing a Scheduled Report

You can copy recurring report criteria to other users. Reports can only be copied to users who have rights to the specific report being shared and users who have rights to the groups on the report. Once the report criteria has been shared, the user who receives the criteria will see the shared information under their *Scheduled Reports* tab.

Follow the steps below to share a report schedule with another user.

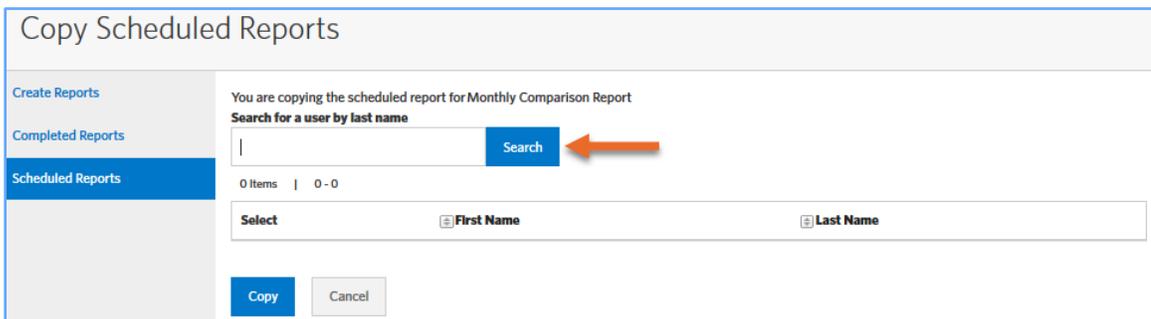
1. Create a *Scheduled Report*. See the [Scheduling a Report](#) section for more information.
2. Select *Copy* from the *Options* drop-down menu for the report you want to share on the *Scheduled Reports* tab.



The screenshot shows the 'Scheduled Reports' interface. On the left, there is a navigation menu with 'Scheduled Reports' selected. The main area displays a table with one report: 'Monthly Comparison Report' with a status of 'PENDING'. A dropdown menu is open for the 'Options' column, showing 'Delete', 'Edit', and 'Copy' options. An orange arrow points to the 'Copy' option. Below the table, a note states: 'Reports older than 7 calendar days will be automatically deleted.'

Report Name	Status	Date	End Date	Format	Size
Monthly Comparison Report	PENDING		09/30/2019	PDF	0 Kb

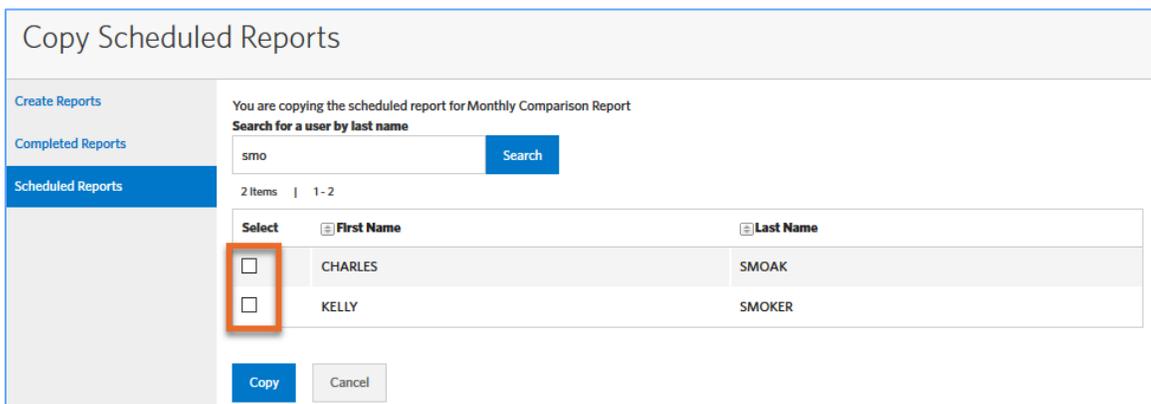
3. Enter the last name of the user with whom you are sharing the report, then click *Search*.



The screenshot shows the 'Copy Scheduled Reports' interface. It displays a search box for a user by last name. The search box contains the text 'smo' and a 'Search' button. An orange arrow points to the 'Search' button. Below the search box, there is a table with columns for 'Select', 'First Name', and 'Last Name'. The table is currently empty. At the bottom, there are 'Copy' and 'Cancel' buttons.

Select	First Name	Last Name
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4. Select the user(s) from the list.



The screenshot shows the 'Copy Scheduled Reports' interface. The search box contains the text 'smo' and a 'Search' button. Below the search box, there is a table with columns for 'Select', 'First Name', and 'Last Name'. The table contains two rows: 'CHARLES SMOAK' and 'KELLY SMOKER'. The 'Select' column has checkboxes next to each row, and an orange box highlights these checkboxes. At the bottom, there are 'Copy' and 'Cancel' buttons.

Select	First Name	Last Name
<input type="checkbox"/>	CHARLES	SMOAK
<input type="checkbox"/>	KELLY	SMOKER

5. Click *Copy*.

## Viewing Reports

You can download and view reports for up to a specified number of days as determined for your company after the report is generated. Reports are automatically deleted after the specified number of days. The number of days is indicated below the table on the *Completed Reports* and *Scheduled Reports* tab.

To view reports, complete the following steps.

1. Select the *Reports* tab in the main navigation bar.
2. Select the *Completed Reports* tab in the secondary navigation bar.

Completed Reports

Create Reports

Completed Reports

Scheduled Reports

Refresh Reports

2 Items | 1-2

Report Name	Status	Date	Format	Size
Export / Print Invoice Report	COMPLETE	08/30/2019 10:21:42 AM ET	PDF	13 Kb
Invoice Comparison Report	COMPLETE	08/30/2019 12:01:50 PM ET	CSV	1 Kb

2 Items | 1-2

Please note: Reports older than 7 days will be automatically deleted.

3. View the status of your reports.
4. Click *Options*, then select *Download* for any report whose status is *Complete*.

Completed Reports

Create Reports

Completed Reports

Scheduled Reports

Refresh Reports

2 Items | 1-2

Report Name	Status	Date	Format	Size
Export / Print Invoice Report	COMPLETE	08/30/2019 10:21:42 AM ET	PDF	13 Kb
Invoice Comparison Report	COMPLETE	08/30/2019 12:01:46 PM ET	CSV	1 Kb

Options

Download

Delete

Please note: Reports older than 7 days will be automatically deleted.