



CAN Enlighten On-Line Internet Billing

User Instructions

Welcome to the latest addition to CAN billing services, *Enlighten On-Line Internet billing*. This document is designed to allow you password access to this new web based facility and enable you to have electronic access to all your bills via the www.

Where is the web site?

<http://www.enlighten-online.net/can/login.asp>

I am a new user. How do I get a username and password?

If you are a first time user you will need to email: billing@can-uk.net Once received you will be able to use all the features on offer.

What if I lose or forget my password?

1. Click on <forgotten login details? Click here>
2. Enter your username and email address and we will resend your password.

Ok, I have logged onto the web site. What can I do?

Edit Login Details

This section allows you to change your password. Simply enter and confirm your new password, enter your current password. Press <Submit> your password is now changed.

Contact US

Fill in the form and a Customer Services Agent will be notified of your request.

Edit Cost centres

This details how your account is set up with us. It is broken down into Cost Centres (synonymous with billing plans, departments, sites etc). Each of these is defined as a

type again synonymous with the billing plan type from your account on the CAN billing system. The first screen to be displayed lists all Cost Centres and call types. You have the option to search for individual phone numbers or users.

Clicking on a Cost Centre will bring up the details and all phone numbers on the Cost Centre. The user can change details of the Cost Centre or click on a phone number and modify details. These changes will be captured by and acted upon by CAN customer services, and loaded back onto the web site the next day.

View/Query Bills

View Invoices

This indicates the value of all invoices. It is note worthy that if you are not logged on as the account administrator then this is the value accountable only to your user level and is not a true invoice.

View Invoice Details

Clicking on an invoice number drills down into the data, displaying the actual invoice. Clicking the glasses will display itemisation at the billing plan level; the top glasses will display itemisation for the entire invoice. You have the ability to search for an individual user or phone by using the search options in the top right hand corner.

View Group Details

Clicking a billing plan drills down further into the data displaying the charges grouped by phone number. You still have the same options with the exception of search and the addition of the PDF download. Clicking the phone number at this point will allow you access to how this number is set up and allow you to make changes.

View Itemisation

Clicking the glasses at this point allows you to dig deeper and look at the phone calls associated with that charge on the invoice.

Browsing the call data is done using the navigation bar just above the tabulated data.

Analysis of data can be done using the filter options underneath the data. If further analysis is required the data can be downloaded using the download link in a format compatible with *Enlighten Desktop* and most MS Office products.

Calls can be tagged/untagged by clicking the tag link to the right of an individual call. Calls can be sorted using the headings of the individual columns. A summary of the data is contained at the bottom of the table.

Anything Else?

The user navigates by either drilling down into the data as described above, using the initial menu or options in the top right hand corner. At any point the user can request online help by clicking the context sensitive help icon.

What are the benefits to CAN's customers?

- View all invoice periods and call itemisation on-line, any where in the world via the www!
- Analyse call data. -flexible analysis of calls and invoices
- Customers can modify their own account requirements, resulting in increased accuracy and quicker change implementation for them and a reduced overhead.
- Call tagging facility allows the end user to identify personal and or project specific calls.
- Bill distribution, the invoice can be distributed to the customer at a variety of levels. Allowing faster approval of the invoices -a reduction in customer overhead.
- Your bill will be on the website before it arrives via post!
- A “green” environmental approach, reduced postage, printing and labour costs as fewer clients require itemisation.