Solution domain

User Guide
Proximus Fleet Management
ProxiManage – EN

Table of contents

1. User guide conventions

In this user guide, the following conventions are used.

1. 1. Remarks

Remarks are always displayed in bold between two horizontal lines, preceded by a "hand".

☞ **This is a remark.**

1. 2. Tips

Tips are always displayed in a small typeface, preceded by the ☺ symbol.

☺ This is a tip.

1. 3. Step-by-step procedures

"Step-by-step" procedures are displayed as follows:

- Step 1
- Step 2
- Step 3

1. 4. Examples

Examples are displayed in the following way:

E.g. This is an example.

1. 5. Readability

For ease of reading, a user, Administrator, etc. is always referred to using the masculine pronouns "he" and "him" rather than "he/she" and "him/her".

2. General Introduction

2. 1. What is ProxiManage?

Thanks to ProxiManage you can refer to and analyse your organisation's Proximus' invoice data via Internet. This manual will give you an overview of the possibilities and functions of ProxiManage.

2. 2. Contents

This manual has five sections:

- navigating on the ProxiManage site
- contents, structure and using the site
- the action bar
- creating trend reports

3. Navigating on the ProxiManage Site

3. 1. Introduction

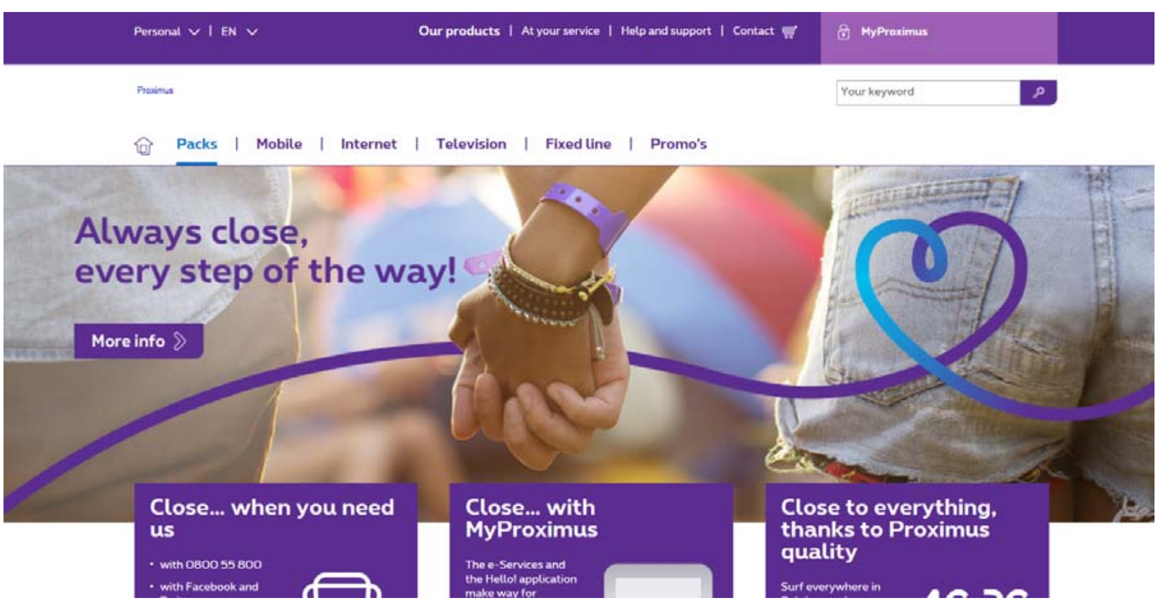
This chapter covers the following subjects:

- Access to Proximanage
- The Navigation Toolbar
- The Browsing
- The Drill Down procedure
- The tab pages

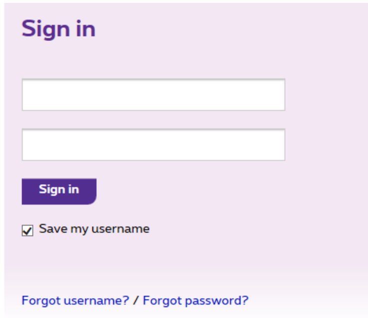
3. 2. Access to Proximanage

To activate the Administration application, proceed as follows:

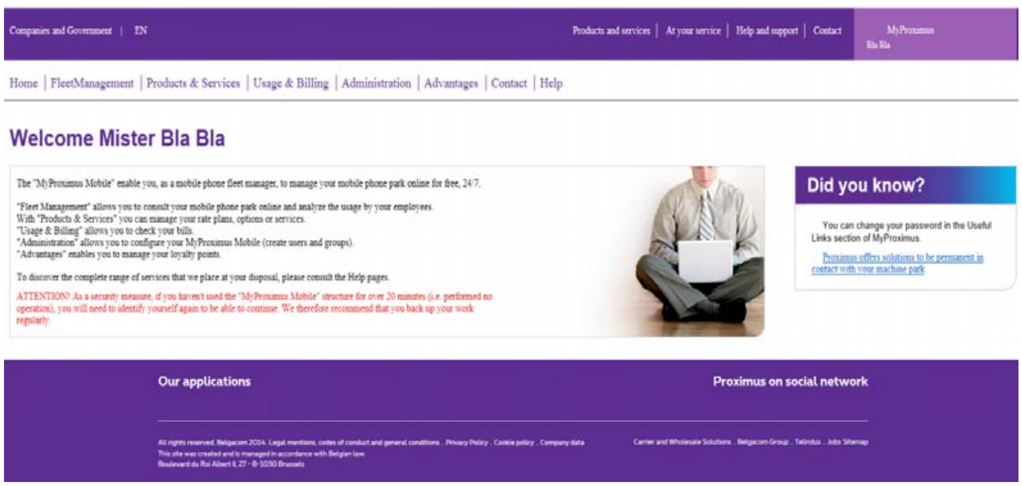
- Open your Web browser (Internet Explorer, Mozilla Firefox, etc.).
- Type the following URL in the address bar of your Web browser: www.proximus.be.
- On the right of the header you will see "MyProximus".Click on it.



- Type your login and your password.



- You will arrive on the MyProximus Mobile home page.

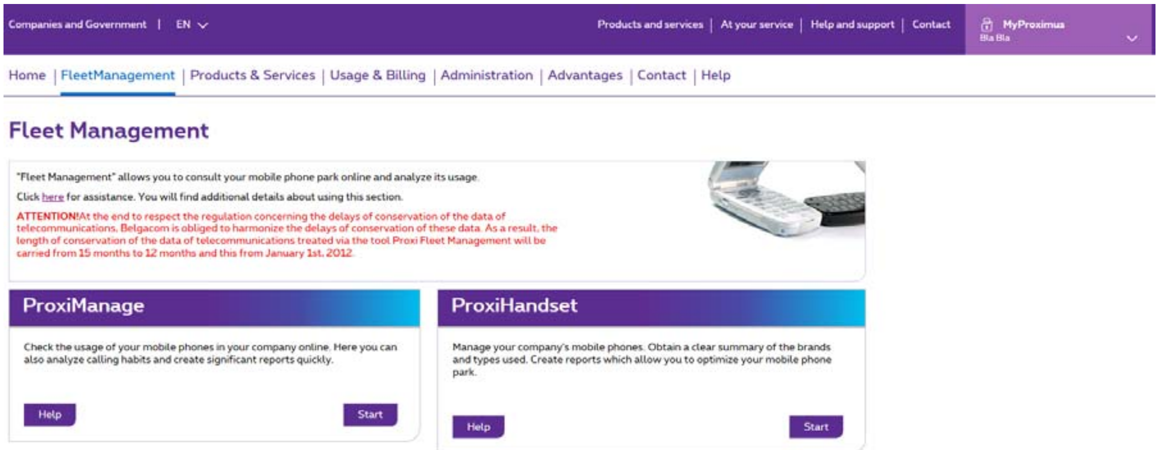


- At the top of your screen, you will see the different sections of the MyProximus Mobile.

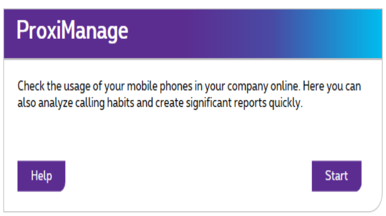
☞ **In this manual we assume that you have access to MyProximus Mobile. If this is not the case, or if you want to know more about MyProximus Mobile, please consult the MyProximus Mobile manual.**

Then you can access the Proximanage application:

- Click on the “Proximanage tab
- The following page is diplayed :



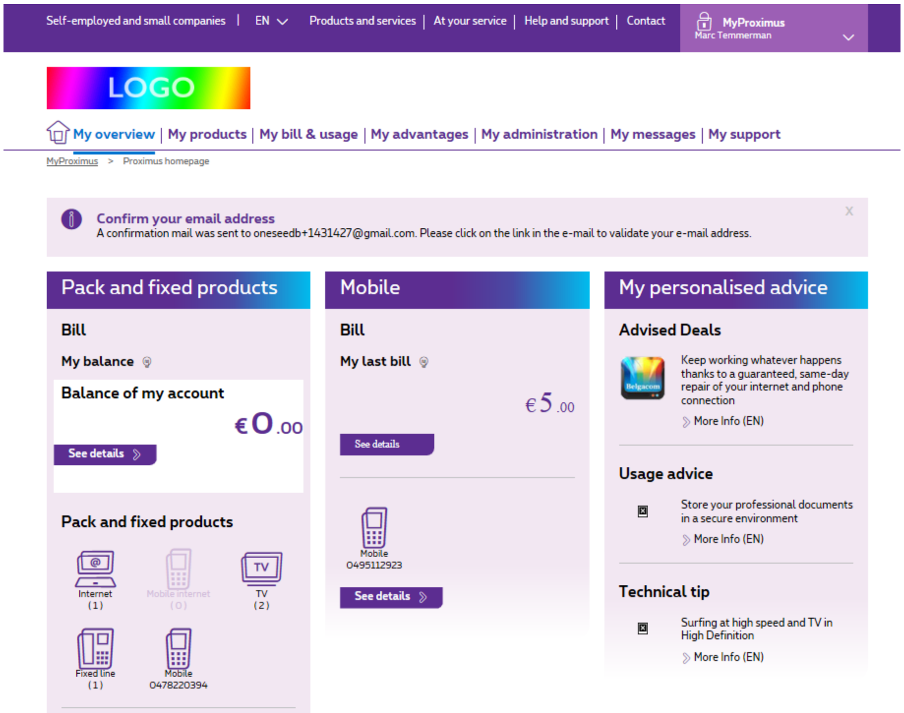
- Now you can access Proximanage
  - via de start button in the Proximanage module on thescreen :



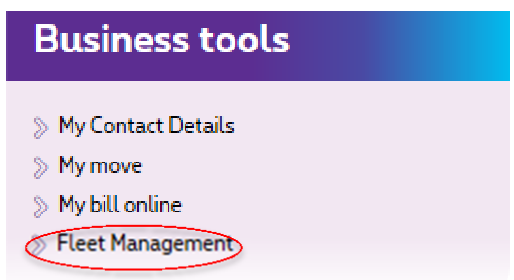
3. 3.

For some users it is possible that they will have a different MyProximus environment. If this is the case they can access the Fleetmanagement applications following the below procedure.

- After providing the login & password the user will access following homescreen:



- To access fleet management click on the link in the righthand corner.

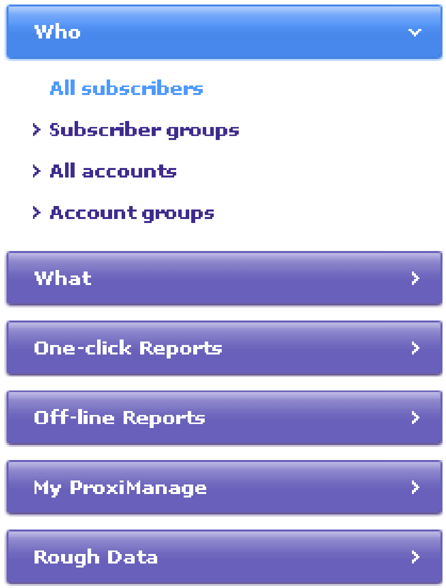


3. 4. The Proximanage navigation bar

Navigating through the ProxiManage site differs somewhat from the procedure you would normally use on Internet. You can generally use the "Back" and "Forward" buttons of the browsers Microsoft Internet Explorer or Netscape Navigator in order to go to the previous or the following page when on Internet. On the ProxiManage site, however, these buttons are not functional and you will have to use the ProxiManage navigation bar.

3. 4 .1. Position of the bar

The navigation bar is to be found on the left-hand section of your browser window.



3. 4 .2. Using the bar

The navigation bar has six buttons:

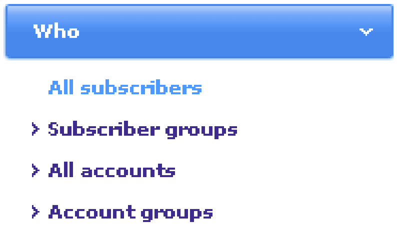
- Who
- What
- One-click reports
- Off-line Reports
- My ProxiManage
- Rough Data

Click on the buttons to make the relevant sections appear on the screen.

E.g. the button "Who"

- Click on the button.

- The menu "Who" is automatically deployed and offers you four new sub-sections:



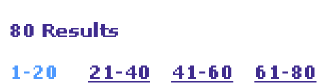
Sections and sub-sections used in the application

Sections	Sub-sections
Who	All subscribers
	Subscriber groups
	All accounts
	Account groups
What	Calls
	SMS
	Recurring fees
	Non recurring fees
	OCC
	Commercial credits
	Discounts
	Data Volume
	Data Time
	Multimedia
	MMS
One-click reports	Top of all users
	Top of all calls
	Top of all destinations
	Treshold
	Business hours
	Options – Minutes
	Own group
	Proximus Budget Manager
	Personal Report
Off-line Reports	Requests
	Results
My ProxiManage	My Preferences
	Own Group
Rough Data	Rough Data

Browsing

3. 4 .3. Browsing by block of rows

Instead of using the browsing arrows you can also browse by block of rows. At the bottom of the data tables with multiple pages you can find the hyperlinks to the next pages.



You can use those links to navigate for example immediately to row 41-60. The activated link will always be highlighted in light blue. The number of links depends on the number of rows in the data table.

☞ **When the table contains a lot of rows, the following supplementary links will appear at the bottom:**

7785 Results

First Previous 101-120 121-140 141-160 161-180 181-200 Next Last

- **First: Displays the first serie of links (1-20, ...).**
- **Previous: Displays the previous serie of links.**
- **Next: Displays the following serie of links.**
- **Last: Displays the last serie of links.**

E.g. The following table contains 288 rows. The rows 1-20 are displayed. Below the table you see the links 1-20, 21-40, 61-80, 81-100, followed by the links "Next" and "Last". The links 1-20, 21-40, etc. allow you to display row 1 to row 100 (always maximum 20 rows per screen).

Call date	Call time	Call duration	Destination	Zone/Country/Operator	Tariff	Type	Usage amount	Country of destination	Account number
28/05/2009	08:21:10	00:09:48	+972 545606980	Israël	Normaal	International communications	6.3698 EUR		7044426
28/05/2009	08:31:51	00:01:00	+972 547217827	Israël	Normaal	International communications	0.6500 EUR		7044426
28/05/2009	08:33:31	00:20:19	+972 546767085	Israël	Normaal	International communications	13.2054 EUR		7044426
28/05/2009	08:54:34	00:07:14	324948624427	BASE	Normaal	National communications	0.9040 EUR		7044426
28/05/2009	09:02:34	00:11:13	+972 35406673	Israël	Normaal	International communications	7.2906 EUR		7044426
28/05/2009	16:21:06	00:01:00	3232052261	Vast netwerk	Normaal	National communications	0.1250 EUR		7044426
28/05/2009	17:20:04	00:01:00	324948624427	BASE	Normaal	National communications	0.1250 EUR		7044426
28/05/2009	17:21:58	00:02:04	324948624427	BASE	Normaal	National communications	0.2583 EUR		7044426
28/05/2009	17:24:19	00:01:00	+972 528366545	Israël	Normaal	International communications	0.6500 EUR		7044426
28/05/2009	17:25:34	00:38:08	+1 41641624427	Canada	Normaal	International communications	9.1520 EUR		7044426
28/05/2009	18:04:37	00:01:00	2624427	Belgacom	Normaal	National communications	0.1250 EUR		7044426
28/05/2009	18:09:10	00:01:00	+31 610650791	Nederland GSM	Normaal	International communications	0.3600 EUR		7044426
28/05/2009	18:09:36	00:02:52	+31 610650791	Nederland GSM	Normaal	International communications	1.0320 EUR		7044426
28/05/2009	18:17:22	00:01:00	+972 89316163	Israël	Normaal	International communications	0.6500 EUR		7044426
28/05/2009	18:18:04	00:05:40	+972 89316163	Israël	Normaal	International communications	3.6832 EUR		7044426
29/05/2009	10:49:48	00:01:00	+972 528263800	Israël	Normaal	International communications	0.6500 EUR		7044426
29/05/2009	10:57:43	00:10:40	+31 610650791	Nederland GSM	Normaal	International communications	3.8400 EUR		7044426
29/05/2009	11:11:30	00:01:00	+972 523330461	Israël	Normaal	International communications	0.6500 EUR		7044426
29/05/2009	11:41:21	00:01:00	+972 523330461	Israël	Normaal	International communications	0.6500 EUR		7044426
29/05/2009	19:42:17	00:02:21	972544293449	T-Mobile Nederl	Daluur	Outgoing roaming calls	4.8553 EUR		7044426
							55.2256 EUR		
Total of all records									
							765.7475 EUR		
Average of all records									
							2.6588 EUR		

288 Results

1-20 21-40 41-60 61-80 81-100 Next Last

When you want to see the next part of the table, you can click the link "Next". Below the table you can find the links 101-120, 121-140, 161-180, 181-200, followed by the links "Next" and "Last". The links in this screen allow you to display row 101 to 200 (always maximum 20 rows per screen).

When you want to see the last rows of the table, you can click the link "Last". Underneath the table you will find the links 201-220, 221-230, 231-240,241-250,251-260, 261-270, 271-280 and 281-288, preceded by the links "First" and "Previous".).

Toolbar 28-May-2009 till 27-Jun-2009 Customize Table Load Options Refresh Data Filter Export to Excel

Calls | SMS | Recurring fees | Non-recurring fees | OCC | Commercial Credits | Discounts | Overview minutes | ProxiTime | Data Volume | Data Time | Multimedia | MMS

Call date	Call time	Call duration	Destination	Zone/Country/Operator	Tariff	Type	Usage amount	Country of destination	Account number
26/06/2009	15:42:46	00:02:02	324948624427	BASE	Normaal	National communications	0.2541 EUR		7044426
26/06/2009	16:09:14	00:02:07	+40 312281000	Roemenië Fix	Normaal	International communications	0.4657 EUR		7044426
26/06/2009	16:12:46	00:32:17	+44 16286624427	Ver. Koninkrijk	Normaal	International communications	7.1030 EUR		7044426
26/06/2009	16:46:39	00:01:00	+40 740112764	Roemenië GSM	Normaal	International communications	0.3600 EUR		7044426
26/06/2009	19:04:24	00:03:36	+972 528288630	Israël	Daluur	International communications	2.3399 EUR		7044426
27/06/2009	11:21:51	00:01:00	+44 77666624427	UK GSM	Daluur	International communications	0.2800 EUR		7044426
27/06/2009	11:22:17	00:01:00	+44 77666624427	UK GSM	Daluur	International communications	0.2800 EUR		7044426
27/06/2009	13:08:27	00:01:00	Roaming In	SFR Frankrijk	Daluur	Incoming roaming calls	0.8182 EUR		7044426
							11.9009 EUR		
Total of all records									
							765.7475 EUR		
Average of all records									
							2.6588 EUR		

288 Results

First Previous 201-220 221-240 241-260 261-280 281-288

The links “First” and “Previous” function in the same way as the links “Last” and

“Next”, but they allow you to return to previous parts of the table instead of next parts.

3. 5. “Drill Down”

3. 5 .1. Browsing from a general level to a detailed level

The Drill Down is based on hyperlinks, which make it possible to drop down quickly to a detailed level. You can activate the Drill Down by clicking on any item on the page which has a hyperlink. The target page of the hyperlink will thus be visible.

Every time you activate a new hyperlink, the name will be displayed on a bar at the top of the window of the browser, next to the name of the previously activated hyperlink. This means that you can also go back to the previous hyperlink by clicking on the appropriate name on the bar.

The drill down can be triggered from a (sub) section of the navigation bar or from an element on the page. When you click on one of the elements of the navigation bar on the left, the title of this section is displayed at the top of the page.

Who > All subscribers

- The screen shows a table with information about the GSM numbers from your organisation. The name of the first activated hyperlink “All subscribers” appears next to the name of the section.

Who > All subscribers

Toolbar 28-Jul-2009 till 27-Aug-2009 Customize Table Load Options Refresh Data Filter Export to Excel Build a trend report

GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	7044426	0.0000 EUR	11.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	442.7401 EUR	0.4132 EUR	852.2853 EUR	0.0000 EUR	0.0000 EUR	1306.8766 EUR
0476130330	7044426	0.0000 EUR	13.9677 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	392.1140 EUR	2.6860 EUR	1.2500 EUR	4.9584 EUR	0.0000 EUR	414.9761 EUR
0476130331	7044426	0.0000 EUR	25.4451 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	78.5447 EUR	1.2653 EUR	283.5954 EUR	0.0000 EUR	2.6860 EUR	391.5365 EUR
0476130332	7044426	0.0000 EUR	37.0000 EUR	165.0400 EUR	0.0000 EUR	0.0000 EUR	122.9190 EUR	14.9866 EUR	38.2813 EUR	1.6528 EUR	5.7853 EUR	385.6650 EUR
0476130333	7044426	0.0000 EUR	31.5891 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	349.2195 EUR	0.0000 EUR	0.0000 EUR	380.8086 EUR
0476130334	7044426	0.0000 EUR	15.5673 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	104.8343 EUR	1.1019 EUR	235.7264 EUR	0.0000 EUR	0.0000 EUR	357.2299 EUR
0476130335	7044426	0.0000 EUR	29.9906 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	268.5553 EUR	0.0000 EUR	0.0000 EUR	298.5459 EUR
0476130336	7044426	0.0000 EUR	14.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	181.6760 EUR	88.4905 EUR	3.3180 EUR	0.0000 EUR	0.0000 EUR	287.9225 EUR
0476130337	7074426	0.0000 EUR	8.5191 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	198.3784 EUR	60.8925 EUR	7.5000 EUR	4.1320 EUR	0.2066 EUR	279.6286 EUR

- Click on a GSM number.
- A Drill Down is now activated. The new page shows the detail data of the invoice for this GSM number. On the bar above, the second activated hyperlink with the chosen GSM-number

Who > All subscribers > 0476130329

- To return to the previous page with data about all GSM numbers of your organisation, you can click on the activated hyperlink “All subscribers”, at the top of the window of the browser.

3. 5 .2. Browsing from a detailed level to a general level

If the section is divided into sub-sections, no data will be displayed on the screen unless you have selected a sub-section.

When a sub-section is selected, the title of the sub-section also appears on the bar next to the title of the section. The data relating to that sub-section is shown on the screen.

To return to a general overview of a sub-section, click on the desired sub-section on the navigation bar, or on the title of the sub-section on the bar above the screen of the browser.

The general data relating to this sub-section, will appear on the screen.

Who > All subscribers > 0476130329

or

Who

All subscribers
> Subscriber groups
> All accounts
> Account groups

3. 6. The Tabbed Pages

The tabbed pages correspond to subject-based data files. You can navigate from one data file to another by clicking on the various tabbed pages.

Calls | SMS | Recurring fees | Non-recurring fees | OCC | Commercial Credits | Discounts | Overview minutes | ProxiTime | Data Volume | Data Time | Multimedia | MMS

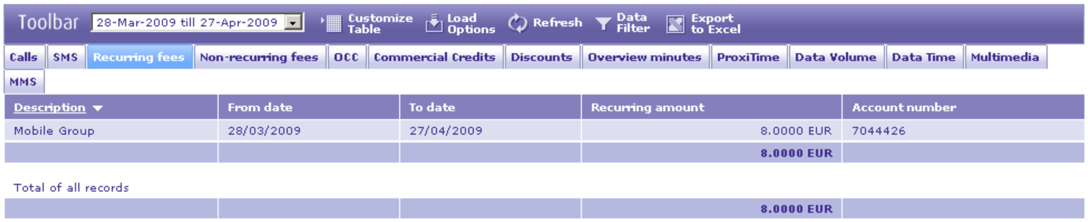
E.g. Changing from the tabbed page " Calls " to the tabbed page "Recurring fees"

- The example below shows the tabbed page "Calls".

Calls | SMS | Recurring fees | Non-recurring fees | OCC | Commercial Credits | Discounts | Overview minutes | ProxiTime | Data Volume | Data Time | Multimedia | MMS

Call date	Call time	Call duration	Destination	Zone/Country/Operator	Tariff	Type	Usage amount	Country of destination	Account number
28/03/2009	16:59:16	00:01:00	499441402	Proximus	Réduit	National communications	0.1250 EUR		7044426
28/03/2009	17:58:19	00:04:35	476441402	Proximus	Réduit	National communications	0.5728 EUR		7044426
28/03/2009	19:26:13	00:03:30	324723441402	BASE	Réduit	National communications	0.4375 EUR		7044426
28/03/2009	20:11:59	00:01:00	472441402	Proximus	Réduit	National communications	0.1250 EUR		7044426
28/03/2009	20:12:36	00:03:05	472799197	Proximus	Réduit	National communications	0.3854 EUR		7044426
28/03/2009	20:17:58	00:01:00	472799197	Proximus	Réduit	National communications	0.1250 EUR		7044426
28/03/2009	20:35:00	00:01:00	472441402	Proximus	Réduit	National communications	0.1250 EUR		7044426

- Click on the tabbed page “Recurring fees”



- The tabbed page " Calls " is replaced on the screen by the tabbed page "Recurring fees".

☞ **If the language of the contents of the screens is not the same as the standard language you have chosen for the application, the cause of this is to be found in the origin of the data. They are imported directly out of databases and are dependent on the invoice language.**

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3. 7. Sorting Data

By clicking on the column heading, you can sort the data in a table on the basis of the column concerned.

Click once on the column heading to sort the data in ascending order. Every subsequent click will sort the data alternately in descending and ascending order.

E.g. Sorting data

- The picture below shows the screen “Who – All subscribers”. The data is sorted in ascending order on GSM-number by default .

Who > All subscribers

Toolbar 28-Mar-2009 till 27-Apr-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel | Build a trend report

GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	7044426	20.6612 EUR	61.2597 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	2041.3840 EUR	111.5871 EUR	45.8719 EUR	1.6528 EUR	0.0000 EUR	2282.4167 EUR
0476130330	7044426	0.0000 EUR	20.3967 EUR	74.0000 EUR	0.0000 EUR	0.0000 EUR	62.9923 EUR	5.4966 EUR	325.7814 EUR	0.0000 EUR	0.0000 EUR	488.6670 EUR
0476130331	7044426	0.0000 EUR	4.0645 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	389.1559 EUR	10.2074 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	403.4278 EUR
0476130332	7044426	0.0000 EUR	7.7193 EUR	37.0000 EUR	0.0000 EUR	0.0000 EUR	239.8092 EUR	25.0026 EUR	0.0000 EUR	0.8264 EUR	0.4132 EUR	310.7707 EUR
0476130333	7044426	0.0000 EUR	4.0645 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	254.4228 EUR	3.3062 EUR	11.2500 EUR	0.0000 EUR	0.0000 EUR	273.0435 EUR
0476130334	7044426	0.0000 EUR	2.6067 EUR	143.0414 EUR	0.0000 EUR	0.0000 EUR	11.7235 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	157.3716 EUR
0476130335	7044426	0.0000 EUR	1.6129 EUR	106.5333 EUR	0.0000 EUR	0.0000 EUR	39.3344 EUR	5.0838 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	152.5644 EUR
0476130336	7044426	0.0000 EUR	4.0645 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	142.0683 EUR	4.3390 EUR	0.0000 EUR	0.6198 EUR	0.0000 EUR	151.0916 EUR

- Click on the column heading by which you want to sort. When you place the mouse pointer on the column heading, this is then both displayed and underlined in white.

Grand total

- The data is sorted on the basis of the column “Grand Total” in ascending order. A downwards-pointing arrow next to the column heading indicates that the data has been sorted in ascending order.

Grand total
58.2786 EUR
58.4941 EUR
59.6415 EUR
59.8685 EUR
60.9191 EUR
61.2908 EUR
62.1772 EUR

- Click again on the column heading “Grand Total”. With this second click the data is sorted based on the column “Grand Total” in descending order. The arrow in the column “Grand Total” is now pointing upwards.

Grand total ▲
2282.4167 EUR
488.6670 EUR
403.4278 EUR
310.7707 EUR
273.0435 EUR
157.3716 EUR
152.5644 EUR

☞ **You can only sort one column at the same time.**

4. Contents of the ProxiManage Site

4. 1. Display filter bar - Period

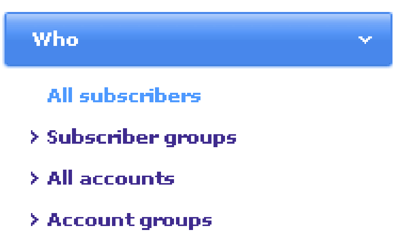
The display filter bar for the period can be found at the top of the window of the browser. It appears to the right of the title of the active section. This bar is displayed in all sections of the site, except on the screens "Home" and "My ProxiManage".

In this list box you can select the invoicing period (Bill cycle) for which you want to see your data displayed. Any change to the values on this bar is immediately displayed in the data of all tables.

4. 2. Who

The section "Who" acts as an initial point of entry to the invoice data. It gives you an overview of all your billing data for a mobile number, an account, a group of GSM numbers or a group of accounts.

If you click on the "Who" button four sub-sections will appear.



The sub-sections of the section "Who"

Sub-sections	Description
All subscribers	Contains all GSM numbers of your organisation.
Subscriber groups	Contains the groups with GSM numbers created in the application Administration.
All accounts	Contains all accounts of your organisation.
Account groups	Contains the groups with accounts created in the application Administration.

☞ **Not all users will see these four sub-sections, GSM-numbers or accounts. It will depend on the access level of the user and the permissions given to him in Fleet Administration.**

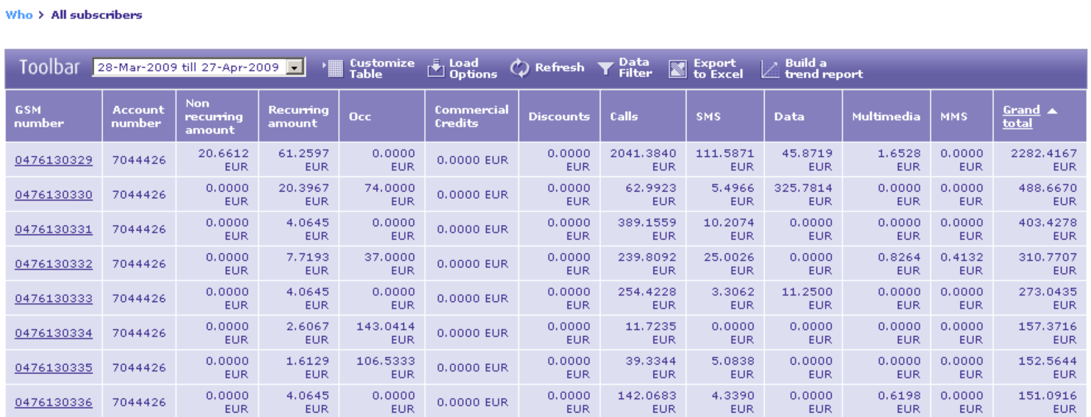
![proximus logo]

4. 2 .1. All subscribers

In the sub-section “All subscribers” you will find an overview of all the GSM numbers of your organisation. If you double click on a particular GSM number (Drill Down), you will get the detail of that number.

4. 2. 1. 1. Overview of all subscribers

When you click the sub-section “All subscribers” in the Proximanage navigation bar you will see a table that shows you the total sum invoiced per GSM number for the period selected.


Who > All subscribers

Toolbar 28-Mar-2009 till 27-Apr-2009 Customize Table Load Options Refresh Data Filter Export to Excel Build a trend report

GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	7044426	20.6612 EUR	61.2597 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	2041.3840 EUR	111.5871 EUR	45.8719 EUR	1.6528 EUR	0.0000 EUR	2282.4167 EUR
0476130330	7044426	0.0000 EUR	20.3967 EUR	74.0000 EUR	0.0000 EUR	0.0000 EUR	62.9923 EUR	5.4966 EUR	325.7814 EUR	0.0000 EUR	0.0000 EUR	488.6670 EUR
0476130331	7044426	0.0000 EUR	4.0645 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	389.1559 EUR	10.2074 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	403.4278 EUR
0476130332	7044426	0.0000 EUR	7.7193 EUR	37.0000 EUR	0.0000 EUR	0.0000 EUR	239.8092 EUR	25.0026 EUR	0.0000 EUR	0.8264 EUR	0.4132 EUR	310.7707 EUR
0476130333	7044426	0.0000 EUR	4.0645 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	254.4228 EUR	3.3062 EUR	11.2500 EUR	0.0000 EUR	0.0000 EUR	273.0435 EUR
0476130334	7044426	0.0000 EUR	2.6067 EUR	143.0414 EUR	0.0000 EUR	0.0000 EUR	11.7235 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	157.3716 EUR
0476130335	7044426	0.0000 EUR	1.6129 EUR	106.5333 EUR	0.0000 EUR	0.0000 EUR	39.3344 EUR	5.0838 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	152.5644 EUR
0476130336	7044426	0.0000 EUR	4.0645 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	142.0683 EUR	4.3390 EUR	0.0000 EUR	0.6198 EUR	0.0000 EUR	151.0916 EUR

Standard fields in the sub-section “All subscribers”

Field	Description
GSM number	GSM number.
Account number	Account number.
Non recurring amount	Total activation costs.
Recurring amount	Total recurring fees.
	e.g. the services ProxiComfort or ProxiDuo.
OCC (Other costs and credits)	Total of other costs and credits.
Commercial Credits	Credits for which the unused amount is carried over to the next month.
Discounts	Total of discounts given to this mobile number (for exemple because of promo)
Calls	Total call costs for the GSM number concerned.
SMS	Total SMS costs for the GSM number concerned.
Data	Total costs for the use of GPRS.
Multimedia	Total costs for the use of Multimedia
MMS	Total costs for the use of MMS (messages who can contain sound and images)
Grand Total	Total sum of all costs for the GSM number.

Optional fields in the sub-section “All subscribers”

Field	Description
Group Name	Personalized name of the group the user belongs to
Sub-Group Name	Personalized name of the sub-group the user belongs to
Name GSM number	Personalized name assigned to this GSM number (see the application Administration).
User ref1	First personalized reference which you have assigned to this GSM number (see the application Administration).
User ref2	Secondary personalized reference which you have assigned to this GSM number (see the application Administration).
Customer name	Name of the account
Account ref1	First personalized reference which you have assigned to this account (see the application Administration).
Account ref2	Secondary personalized reference which you have assigned to this account (see the application
Tariff plan	The tariff applied for this subscriber (Corporate, Mobile Group, ProxiPro, ...)
National calls	Total national calls.
International calls	Total international calls.
Roaming in calls	Total incoming roaming calls.
Roaming out calls	Total outgoing roaming calls.
Supplementary services	Total supplementary services.
National SMS	Total national SMS messages.
International SMS	Total international SMS messages.
Roaming SMS	Total roaming SMS messages.
SMS info-Proximus	Total SMS Info-service.
SMS info-External	Total SMS Info-service.
National Data	Total national data traffic
Roaming Data	Total Roaming data traffic
Data Volume	Total data traffic rated by volume
Data Time	Total data traffic rated by time

☞ **The fields Name, Primary reference and Secondary reference will only be shown if the data were added in the Administration module of MyProximus Mobile. Also the fields Group Name and Sub Group Name correspond to the data of the Administration module of MyProximus Mobile..**

ProxiManage users are able to add some ProxiHandset data to the ProxiManage datatables and reports:

Optional Fields ProxiHandset

Fields	Description
IMEI-number	Unique id-number linked to the GSM-number
SIM-card number	SIM-card number linked to the GSM-number
GSM (brand)	Brand of the GSM, eg Nokia
Model	The model of the GSM, eg 3210

These ProxiHandset fields can only be added by users who have access to the

ProxiHandset module. If not, the four above fields will be shown without contents.

☞ **ProxiHandset data are refreshed every three days, Proximanage every month.This means there may be differences between ProxiManage and ProxiHandset.If for example a GSM-Number is desactivated during the invoice period, there will be no data in the ProxiHandset for that specific number. When you add ProxiHandset data to Proximanage, these specific fields will be empty.**

☞ **Historical data will be saved for six months by ProxiHandset. When you go further in the past the contents of the ProxiHandset fields in Proximanage will be empty. ProxiManage data will be safed for 15 months in Proximus Fleet Management and 6 months in Proximus Fleet Management Easy.**

Rows of totals and averages

Two sorts of totals are available. These totals can be found at the bottom of the table in two purple rows:

- the first total gives the sum per column of all the rows shown on the screen (in this case

  20 rows out of the total of 80 available)
- the second total gives the sum per column of the data of all available rows (in this case there are thus, in total, 80 rows included)

The averages of the data which are available for all GSM numbers, are given in the third row

(the average is thus calculated on 80 rows).

		41.3224 EUR	119.6235 EUR	1790.9887 EUR	0.0000 EUR	0.0000 EUR	3416.4443 EUR	211.3987 EUR	382.9033 EUR	3.0990 EUR	0.4132 EUR	5966.1931 EUR
Total of all records												
		227.2732 EUR	413.2893 EUR	4172.1392 EUR	0.0000 EUR	0.0000 EUR	6132.0111 EUR	570.6019 EUR	393.7428 EUR	36.3712 EUR	0.6198 EUR	11946.0485 EUR
Average of all records												
		2.8409 EUR	5.1661 EUR	52.1517 EUR	0.0000 EUR	0.0000 EUR	76.6501 EUR	7.1325 EUR	4.9218 EUR	0.4546 EUR	0.0077 EUR	149.3256 EUR

4. 2. 1. 2. Calling up the detail for a particular GSM number

In the overview of all GSM numbers, you can also request a detailed invoice for a particular GSM number by means of the Drill Down-procedure.

To do so you only have to click on the desired GSM number and the detailed invoice of the number you have clicked on will appear on the screen.

Toolbar 28-Feb-2009 till 27-Mar-2009 Customize Table Load Options Refresh Data Filter Export to Excel

Calls | SMS | Recurring fees | Non-recurring fees | OCC | Commercial Credits | Discounts | Overview minutes | ProxiTime | Data Volume | Data Time | Multimedia | MMS

Call date	Call time	Call duration	Destination	Zone/Country/Operator	Tariff	Type	Usage amount	Country of destination	Account number
10/03/2009	15:17:51	00:13:21	+86 10877840860	Rép. pop. Chine	Normal	International communications	17.3575 EUR		7044426
10/03/2009	21:09:16	00:03:18	+1 51429840860	Canada	Réduit	International communications	0.7920 EUR		7044426
10/03/2009	22:47:13	00:01:15	+86 10877840860	Rép. pop. Chine	Réduit	International communications	1.6251 EUR		7044426
11/03/2009	12:12:37	00:04:40	+86 15901840860	China R.P. GSM	Normal	International communications	6.0674 EUR		7044426
11/03/2009	16:53:50	00:01:00	64840860	Belgacom	Normal	National communications	0.1250 EUR		7044426
11/03/2009	17:13:18	00:03:26	+853 66585874	Macao	Normal	International communications	4.4638 EUR		7044426
11/03/2009	17:52:15	00:01:00	64840860	Belgacom	Normal	National communications	0.1250 EUR		7044426

This detailed invoice contains the following tabbed pages:

- Calls
- SMS
- Non-recurring fees
- Recurring fees
- OCC (Other costs and credits)
- Commercial Credits
- Discounts
- Overview minutes
- Proxitime
- Data Volume
- Data Time
- Multimedia
- MMS

proximus

The tabbed page “Calls”

This tabbed page contains the detailed data of the calls which have been made from the GSM number selected.

Toolbar 28-Feb-2009 till 27-Mar-2009 Customize Table Load Options Refresh Data Filter Export to Excel

Calls | SMS | Recurring fees | Non-recurring fees | OCC | Commercial Credits | Discounts | Overview minutes | ProxiTime | Data Volume | Data Time | Multimedia | MMS

Call date	Call time	Call duration	Destination	Zone/Country/Operator	Tariff	Type	Usage amount	Country of destination	Account number
10/03/2009	15:17:51	00:13:21	+86 10877840860	Rép. pop. Chine	Normal	International communications	17.3575 EUR		7044426
10/03/2009	21:09:16	00:03:18	+1 51429840860	Canada	Réduit	International communications	0.7920 EUR		7044426
10/03/2009	22:47:13	00:01:15	+86 10877840860	Rép. pop. Chine	Réduit	International communications	1.6251 EUR		7044426
11/03/2009	12:12:37	00:04:40	+86 15901840860	China R.P. GSM	Normal	International communications	6.0674 EUR		7044426
11/03/2009	16:53:50	00:01:00	64840860	Belgacom	Normal	National communications	0.1250 EUR		7044426
11/03/2009	17:13:18	00:03:26	+853 66585874	Macao	Normal	International communications	4.4638 EUR		7044426
11/03/2009	17:52:15	00:01:00	64840860	Belgacom	Normal	National communications	0.1250 EUR		7044426
11/03/2009	18:47:31	00:01:04	473840860	Proximus	Normal	National communications	0.0747 EUR		7044426
12/03/2009	14:37:40	00:01:16	64840860	Belgacom	Normal	National communications	0.1583 EUR		7044426
12/03/2009	15:01:33	00:01:39	+853 66585874	Macao	Normal	International communications	2.1451 EUR		7044426
12/03/2009	15:03:43	00:01:00	+86 15901840860	China R.P. GSM	Normal	International communications	1.3000 EUR		7044426
12/03/2009	15:04:08	00:01:00	+86 15901840860	China R.P. GSM	Normal	International communications	1.3000 EUR		7044426
12/03/2009	15:59:31	00:16:10	+853 66449898	Macao	Normal	International communications	21.0197 EUR		7044426
12/03/2009	16:16:09	00:01:37	+86 15901840860	China R.P. GSM	Normal	International communications	2.1018 EUR		7044426
12/03/2009	16:20:20	00:13:42	+86 10877840860	Rép. pop. Chine	Normal	International communications	17.8125 EUR		7044426
12/03/2009	19:19:56	00:01:11	473840860	Proximus	Réduit	National communications	0.0829 EUR		7044426
12/03/2009	21:56:04	00:01:53	+1 51429840860	Canada	Réduit	International communications	0.4520 EUR		7044426
13/03/2009	06:33:00	00:15:39	+86 15901840860	China R.P. GSM	Réduit	International communications	20.3479 EUR		7044426
13/03/2009	14:27:15	00:24:43	+852 91851765	Hong-Kong	Normal	International communications	16.0654 EUR		7044426
13/03/2009	16:20:35	00:07:43	+86 10877840860	Rép. pop. Chine	Normal	International communications	10.0330 EUR		7044426
							123.4491 EUR		

Standard fields in the tabbed page “Calls”

Field	Description
Call Date	Date of call (day, month, year).
Call Time	Time of call (hour, minutes, seconds).
Call Duration	Duration of call (hours, minutes, seconds).
Destination	Number called.
Zone/Country/Operator	For national calls operator of the destination number, For roaming call, operator from which the call is made, for international calls country to which the call is made.
Tariff	Tariff applicable to this call (normal or reduced).
Type	Description of the call. E.g. national calls.
Usage amount	Costs for this call.
Country of destination	In case of roaming calls the country of the destination number of the call.

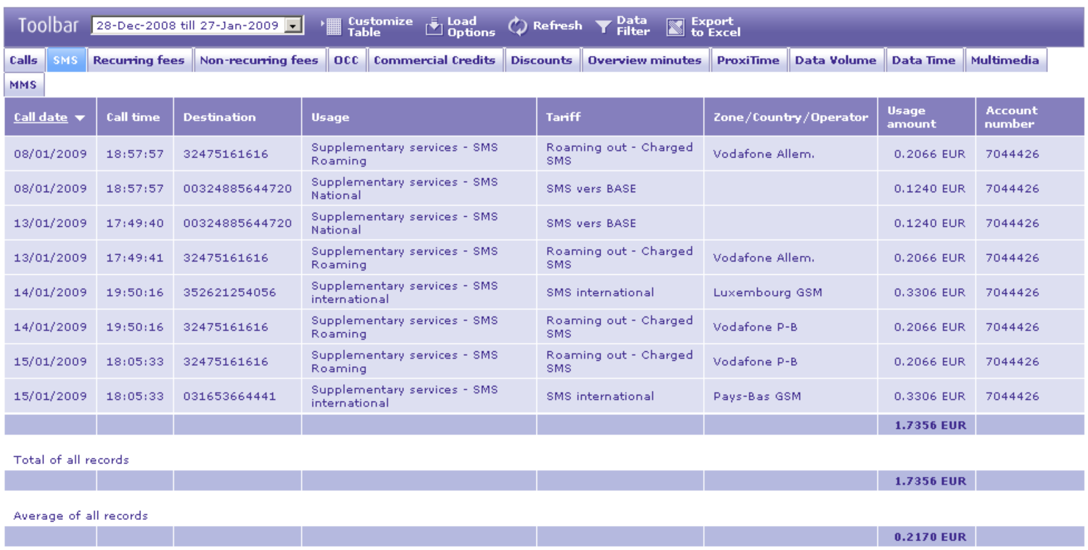
Optional fields in the tabbed page “Calls”

Field	Description

Supplementary services	Additional data about the type of call. E.g.: data transmission, fax, …
Indicative tariff	Tariff applicable if no pre-paid calling credit at reduced tariff was used.
Discount Indicator	This flag indicates if this call is targeted by a discount.
Country of destination	In case of roaming calls the country of the destination number of the call.
Account number	Account number this GSM number belongs to

The tabbed page “SMS”

This tabbed page contains the detailed costs for the SMS-service (Short Message Service).



Toolbar 28-Dec-2008 till 27-Jan-2009 Customize Table Load Options Refresh Data Filter Export to Excel

Calls SMS Recurring fees Non-recurring fees OCC Commercial Credits Discounts Overview minutes ProxiTime Data Volume Data Time Multimedia MMS

Call date	Call time	Destination	Usage	Tariff	Zone/Country/Operator	Usage amount	Account number
08/01/2009	18:57:57	32475161616	Supplementary services - SMS Roaming	Roaming out - Charged SMS	Vodafone Allem.	0.2066 EUR	7044426
08/01/2009	18:57:57	00324885644720	Supplementary services - SMS National	SMS vers BASE		0.1240 EUR	7044426
13/01/2009	17:49:40	00324885644720	Supplementary services - SMS National	SMS vers BASE		0.1240 EUR	7044426
13/01/2009	17:49:41	32475161616	Supplementary services - SMS Roaming	Roaming out - Charged SMS	Vodafone Allem.	0.2066 EUR	7044426
14/01/2009	19:50:16	352621254056	Supplementary services - SMS international	SMS international	Luxembourg GSM	0.3306 EUR	7044426
14/01/2009	19:50:16	32475161616	Supplementary services - SMS Roaming	Roaming out - Charged SMS	Vodafone P-B	0.2066 EUR	7044426
15/01/2009	18:05:33	32475161616	Supplementary services - SMS Roaming	Roaming out - Charged SMS	Vodafone P-B	0.2066 EUR	7044426
15/01/2009	18:05:33	031653664441	Supplementary services - SMS international	SMS international	Pays-Bas GSM	0.3306 EUR	7044426
						1.7356 EUR	
Total of all records							
						1.7356 EUR	
Average of all records							
						0.2170 EUR	

Standard fields in the tabbed page “SMS”

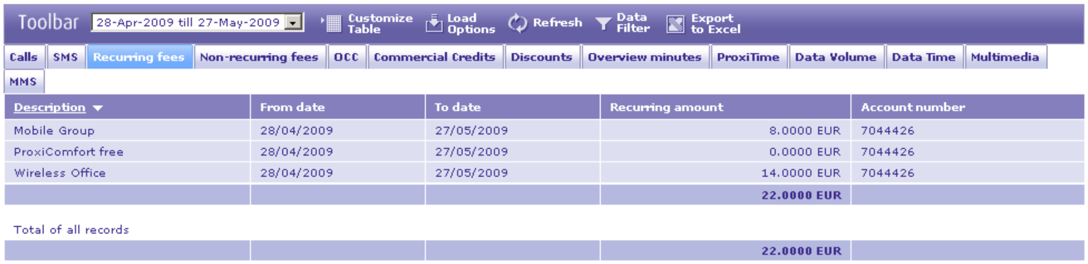
Field	Description
Call Date	Date on which the SMS message was sent.
Call Time	Time at which the SMS message was sent.
Destination	Number contacted.
Usage	Description of the type of SMS message. E.g. national SMS message.
Tariff	Tariff applicable to this SMS message. E.g. SMS to Proxim subscriber.
Zone/ Country/	Zone in which the call recipient is located.
Usage amount	Costs for this SMS message.

Optional fields in the tabbed page “SMS”

Discount indicator	Indicates if this SMS is targetted by a discount
Account number	Account number this GSM number belongs to

The tabbed page “Recurring fees”

This tabbed page gives a detailed overview of the recurring fees.



Description	From date	To date	Recurring amount	Account number
Mobile Group	28/04/2009	27/05/2009	8.0000 EUR	7044426
ProxiComfort free	28/04/2009	27/05/2009	0.0000 EUR	7044426
Wireless Office	28/04/2009	27/05/2009	14.0000 EUR	7044426
			22.0000 EUR	
Total of all records				
			22.0000 EUR	

Standard fields in the tabbed page “Recurring fees”

Description	Description of the recurring fee type. E.g. ProxiFun or ProxiPro.
From date	The start date of the recurring fee period. (day, month, year).
To date	The termination date of the recurring fee period (day, month, year).
Recurring amount	Costs of the recurring fee.

Optional fields in the tabbed page “Recurring fees”

Discount indicator	Indicates if this Recurring fee is targetted by a discount
Account number	Account number this GSM number belongs to

The tabbed page “Non recurring fees”

This tabbed page contains the detailed activation costs.

Standard fields in the tabbed page “Non recurring fees”

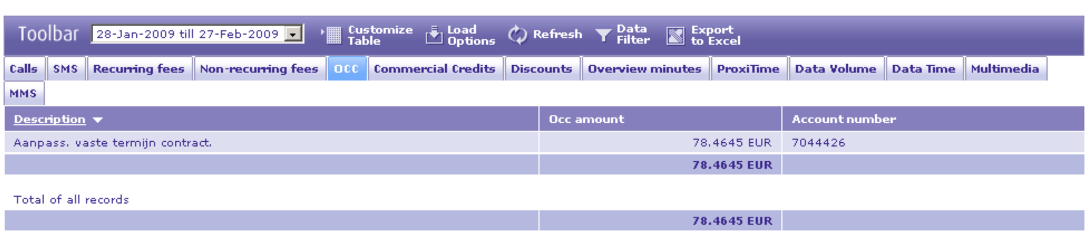
Field	Description
Description	Description of the type of activation. E.g. ProxiDuo service.
Active date	Date of the activation.

Optional fields in the tabbed page “Non Recurring fees”

Discount indicator	Indicates if this Non Recurring fee is targetted by a discount
Account number	Account number this GSM number belongs to

The tabbed page “Other costs and credits (OCC)”

This tabbed page contains the detailed data of the other costs and credits.



Description	Occ amount	Account number
Aanpass. vaste termijn contract.	78.4645 EUR	7044426
	78.4645 EUR	
Total of all records		
	78.4645 EUR	

Standard fields in the tabbed page "OCC"

Field	Description
Description OCC	Description of the type of cost or credit. Cost or credit concerned.

Optional fields in the tabbed page "OCC"

Discount indicator	Indicates if this OCC is targetted by a discount
Account number	Account number this GSM number belongs to

The tabbed page "Commercial Credits"

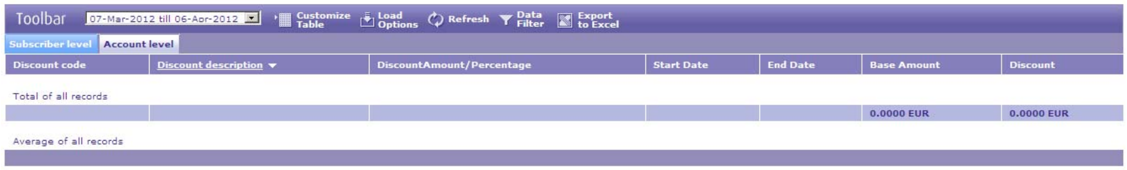
This tab details the amounts allocated in commercial credits. Sometimes, it may not be possible to use the total credit amount entirely over one billing period (e.g. if the billed amount is lower than the credit amount). In that case, the remaining credit will be carried over to the next billing period.

Standard fields in the tabbed page "Commercial Credits"

Field	Description
Description	Description of the type of credit
Carry over from previous month	Credit amount remaining from the previous billing period
New Credit	New credit amount allocated during the current billing period
Used in this month	Credit amount used during the current billing period, i.e. deducted from the bill
Carry over to next month	Remaining credit amount, to be carried over to the next month
Account number	Customer account number linked to this mobile number

The tabbed page "Discounts

This tab gives an overview of the discounts allocated for the telephone number. The discount may, for example, be the result of a promotion (e.g. 50% discount on the subscription fee).

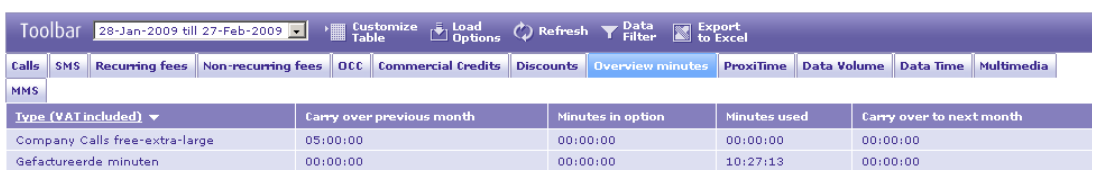


Standard fields in the tabbed page "Discounts"

Field	Description
Discount Code	Code associated with the discount (the code is unique for one type of discount whereas the description might appear in different languages)
Discount Description	Description of the type of discount (e.g. "subscription discount" or "usage discount")
Base Amount	Amount on which the discount is applied (e.g. €20 if there is a 50% discount on the subscription fee and this mobile number has a €20 subscription fee)
Discount	Amount of the discount (e.g. €10 if there is a 50% discount on the subscription fee and this mobile number has a €20 subscription fee)
Account number	Customer account number linked to this mobile number

The tabbed page "Overview of minutes"

This tabbed page contains the detailed data of pre-paid minutes. Five standard fields are available.



Standard fields in the tabbed page "Overview of minutes"

Field	Description
Type (VAT included)	Pricing plan of the account (*Ex*: *ProGroup AnyTime*), or the pricing plan of a call number (*Ex*: *ProxiFriends 60 min*).
Carry over precious month	Minutes not used during the previous month which are carried forward to the current bill cycle.
Minutes in option	Minutes according to the options and those given as a present (*Ex: ProGroup AnyTime, free minutes…*)
Minutes used	The minutes used during the current bill cycle.

Carry over to next month	Minutes to carry over to the next bill cycle.

The tabbed page "ProxiTime"

This tab gives an overview of the status of the money bundles (for example Smile)

Standard fields in the tabbed page "ProxiTime"

Field	Description
Type (VAT included)	Description of the pricing plan of a call number (E.g. ProxiTime 15 EUR)
Carry over previous month	Calling credit not used during the previous month which is carried forward to the current invoice bill cycle.
Amount in option	Calling credit of the current billing cycle as defined in the pricing plan.
Amount used	Total calling credit used during the current bill cycle. It includes the calling credit of the previous month and of the current month.
Carried over to next month	Calling credit to carry over to the next bill cycle. The amount is equal to the calling credit of the current month less the calling credit used, except for the calling credit carried over from the previous month.

Call date	Call time	Total volume (KB)	Service	Zone/Country/Operator	Type	Usage amount	Account number
30/06/2009	14:36:11	100	Mobile Internet		GPRS national	0.0000 EUR	7044426
09/07/2009	11:30:56	59000	Mobile Internet		GPRS roaming	460.9375 EUR	7044426
10/07/2009	23:03:12	109100	Mobile Internet		GPRS roaming	852.3438 EUR	7044426
11/07/2009	11:24:32	47900	Mobile Internet		GPRS roaming	374.2188 EUR	7044426
11/07/2009	17:05:10	600	Mobile Internet		GPRS roaming	4.6875 EUR	7044426
24/07/2009	11:17:16	300	Mobile Internet		GPRS national	0.0000 EUR	7044426
						1692.1876 EUR	
Total of all records							
						1692.1876 EUR	
Average of all records							
						0.0000 EUR	

The tabbed page “Data Volume”

Thanks to GPRS, you can consult and update business databases, send files, connect up to the web, consult your e-mails, diary and address book, wherever and whenever you wish.

You can also access the Proximus Interactive WAP portal via GPRS.

This tabbed page gives an overview of the costs for the use of GPRS billed by volume of information transmitted. The GPRS usage billed by unit of time is in the Data Time tab.

Standard fields in the tabbed page “Data Volume”

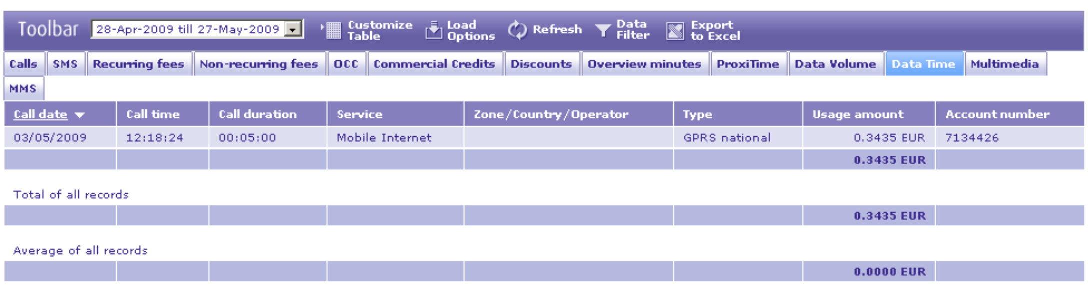
Field	Description
Call Date	Date of the transmission.
Call Time	Time of the transmission.
Total volume (KB)	Total volume of information transmitted.
Service	Type of services used (mobile internet, intranet,…) intranet,…)
Zone/Country/Operator	GSM number to which the information was sent.
Type	Description of the type of GPRS used.
Usage amount	Costs of the transmission.

Optional fields in the tabbed page “Data Volume”

Tariff	Type of tariff applied (peak, off peak,…)
Supplementary Services	Extra information about this data session
Discount indicator	Indicates if this Data session is targetted by a discount
Account number	Account number this GSM number belongs to

The tabbed page “Data Time”

This tabbed page gives an overview of the costs for the use of GPRS billed by unit of time



Standard fields in the tabbed page “Data Time”

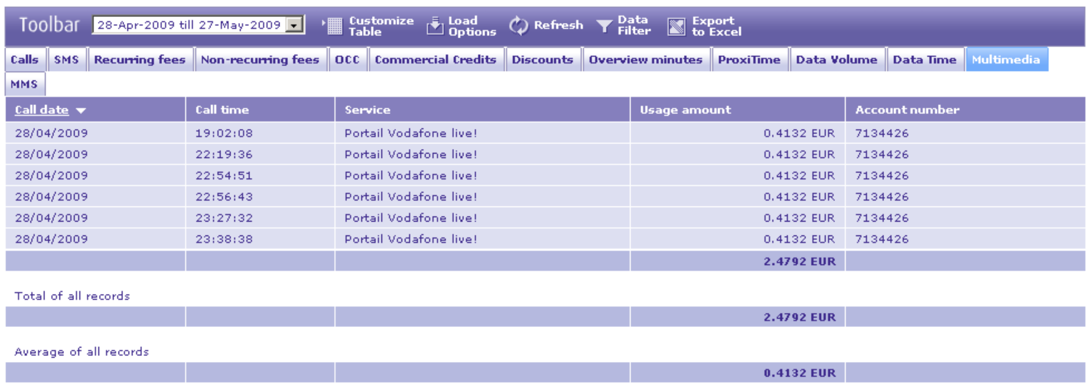
Field	Description
Call date	Date of the call
Call time	Time of the call
Call Duration	Total duration of the GPRS connection
Service	Type of service used (mobile internet, mobile intranet, etc.)
Zone/Country/Operator	Operator from which the data was sent, in case of a connection from a foreign country (roaming)
Type	Description of the type of GPRS usage (national or roaming)
Usage Amount	Calling costs

Optional fields in the tabbed page "Data Time"

Tariff	Type of tariff applied (peak, off peak,…)
Supplementary Services	Extra information about this data session
Discount indicator	Indicates if this Data session is targetted by a discount
Account number	Account number this GSM number belongs to

The tabbed page "Multimedia"

This tabbed page gives an overview of the connections to the Vodafone Live portal



Call date	Call time	Service	Usage amount	Account number
28/04/2009	19:02:08	Portail Vodafone live!	0.4132 EUR	7134426
28/04/2009	22:19:36	Portail Vodafone live!	0.4132 EUR	7134426
28/04/2009	22:54:51	Portail Vodafone live!	0.4132 EUR	7134426
28/04/2009	22:56:43	Portail Vodafone live!	0.4132 EUR	7134426
28/04/2009	23:27:32	Portail Vodafone live!	0.4132 EUR	7134426
28/04/2009	23:38:38	Portail Vodafone live!	0.4132 EUR	7134426
			2.4792 EUR	
Total of all records				
			2.4792 EUR	
Average of all records				
			0.4132 EUR	

Standard fields in the tabbed page "Multimedia"

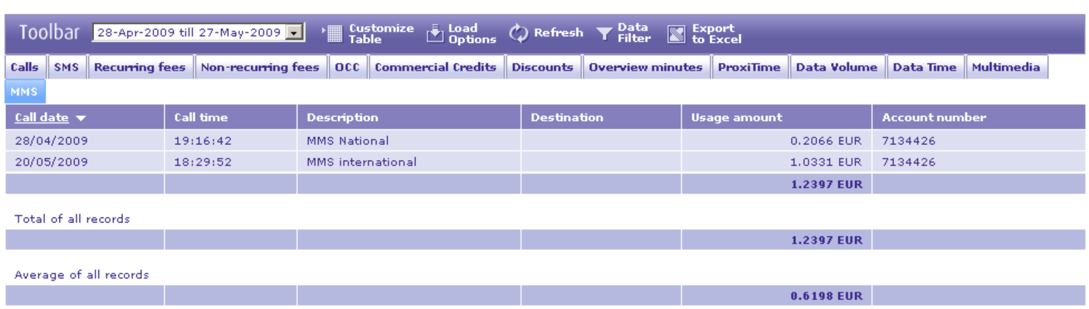
Field	Description
Call date	Date on which MMS was used
Call time	Time on which MMS was used
Service	
Usage Amount	Cost for the use of MMS

Optional fields in the tabbed page "Multimedia"

Destinaton	
Tariff	Type of tariff applied (peak, off peak,…)
Supplementary Services	Extra information about this multimedia session
Discount indicator	Indicates if this Multimedia session is targetted by a discount
Account number	Account number this GSM number belongs to

The tabbed page "MMS"

This tabbed page gives an overview of the costs for the use of MMS. By using MMS you can transmit messages containing sound and images.



Call date	Call time	Description	Destination	Usage amount	Account number
28/04/2009	19:16:42	MMS National		0.2066 EUR	7134426
20/05/2009	18:29:52	MMS international		1.0331 EUR	7134426
				1.2397 EUR	
Total of all records					
				1.2397 EUR	
Average of all records					
				0.6198 EUR	

Standard fields in the tabbed page "MMS"

Field	Description
Call date	Date on which MMS was used
Call time	Time on which MMS was used
Description	
Destination	Destination of the MMS -service
Usage Amount	Cost for the use of MMS

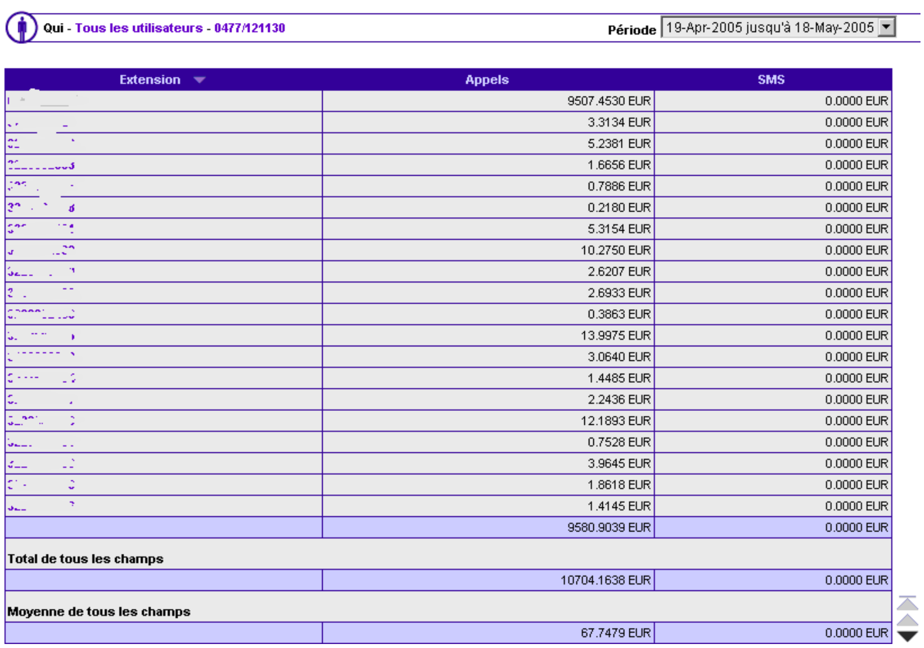
Optional fields in the tabbed page "MMS"

Tariff	Type of tariff applied (peak, off peak,…)
Discount indicator	Indicates if this MMS is targetted by a discount
Account number	Account number this GSM number belongs to

4. 2. 1. 3. Lookup of details for a leased line number (VPN)

Virtual ProxiNet (= VPN) links the telephone exchange (PABX) to the Proximus network. The link is a Leased Line, which enables optimum cost control of calls between mobile numbers belonging to the Virtual ProxiNet on the one hand, and the company's internal telephone exchange on the other.

If you click on a mobile number starting with 0477/12xxxx (mobile number used to bill all the VPN numbers) in the WHO / ALL SUBSCRIBERS section, an intermediate screen will appear with the list of extensions behind that (fake) mobile number. If the extension has not been defined, all calls will be grouped under the extension 0000000000.


Qui - Tous les utilisateurs - 0477/121130 Période 19-Apr-2005 jusqu'à 18-May-2005

Extension	Appels	SMS
	9507.4530 EUR	0.0000 EUR
	3.3134 EUR	0.0000 EUR
	5.2381 EUR	0.0000 EUR
	1.6656 EUR	0.0000 EUR
	0.7886 EUR	0.0000 EUR
	0.2180 EUR	0.0000 EUR
	5.3154 EUR	0.0000 EUR
	10.2750 EUR	0.0000 EUR
	2.6207 EUR	0.0000 EUR
	2.6933 EUR	0.0000 EUR
	0.3863 EUR	0.0000 EUR
	13.9975 EUR	0.0000 EUR
	3.0640 EUR	0.0000 EUR
	1.4485 EUR	0.0000 EUR
	2.2436 EUR	0.0000 EUR
	12.1893 EUR	0.0000 EUR
	0.7528 EUR	0.0000 EUR
	3.9645 EUR	0.0000 EUR
	1.8618 EUR	0.0000 EUR
	1.4145 EUR	0.0000 EUR
	9580.9039 EUR	0.0000 EUR
Total de tous les champs		
	10704.1638 EUR	0.0000 EUR
Moyenne de tous les champs		
	67.7479 EUR	0.0000 EUR

When an extension is selected, a subsection will display the call data in one column and the SMS data in the other.

"Calls" tab

Qui - Tous les utilisateurs - [illegible] - [illegible] Période 19-Apr-2005 jusqu'à 18-May-2005

Appels | SMS

Date	Heure	Durée	Destination	Zone/Pays/Opérateur	Tarif	Type	Montant
20/4/2005	15:58:27	00:01:13	[illegible]	Proximus	Normaal	Communications nationales	0.1447 EUR
21/4/2005	16:31:26	00:01:00	[illegible]	Proximus	Normaal	Communications nationales	0.1190 EUR
22/4/2005	09:51:30	00:03:00	[illegible]	Proximus	Normaal	Communications nationales	0.3566 EUR
22/4/2005	12:23:09	00:02:01	[illegible]	Proximus	Normaal	Communications nationales	0.2398 EUR
22/4/2005	15:39:37	00:04:06	[illegible]	Proximus	Normaal	Communications nationales	0.4873 EUR
28/4/2005	13:54:35	00:02:15	[illegible]	Proximus	Normaal	Communications nationales	0.2675 EUR
28/4/2005	19:49:18	00:05:53	[illegible]	Proximus	Daluur	Communications nationales	0.6991 EUR
28/4/2005	21:26:24	00:01:59	[illegible]	Proximus	Daluur	Communications nationales	0.2358 EUR
29/4/2005	18:26:13	00:01:00	[illegible]	Proximus	Normaal	Communications nationales	0.1190 EUR
2/5/2005	09:10:07	00:01:00	[illegible]	Proximus	Normaal	Communications nationales	0.1190 EUR
2/5/2005	10:55:34	00:01:39	[illegible]	Proximus	Normaal	Communications nationales	0.1962 EUR
3/5/2005	06:09:49	00:01:00	[illegible]	Proximus	Daluur	Communications nationales	0.1190 EUR
7/5/2005	06:35:43	00:01:00	[illegible]	Proximus	Daluur	Communications nationales	0.1190 EUR
7/5/2005	07:10:02	00:01:00	[illegible]	Proximus	Daluur	Communications nationales	0.1190 EUR
7/5/2005	07:11:24	00:01:00	[illegible]	Proximus	Daluur	Communications nationales	0.1190 EUR
7/5/2005	08:17:48	00:01:00	[illegible]	Proximus	Daluur	Communications nationales	0.1190 EUR
7/5/2005	12:56:21	00:03:38	[illegible]	Proximus	Daluur	Communications nationales	0.4318 EUR
9/5/2005	11:09:53	00:01:24	[illegible]	Proximus	Normaal	Communications nationales	0.1665 EUR
9/5/2005	12:07:24	00:02:52	[illegible]	Proximus	Normaal	Communications nationales	0.3408 EUR
11/5/2005	08:21:37	00:02:04	[illegible]	Proximus	Normaal	Communications nationales	0.2457 EUR
							4.7638 EUR
Total de tous les champs							
							10.2750 EUR
Moyenne de tous les champs							
							0.2777 EUR

"SMS" tab

Qui - Tous les utilisateurs - [illegible] - [illegible] Période 19-Mar-2005 jusqu'à 18-Apr-2005

Appels | SMS

Date	Heure	Destination	Usage	Tarif	Zone/Pays/Opérateur	Montant
						0.0000 EUR
Total de tous les champs						
						0.0000 EUR
Moyenne de tous les champs						
						0.0000 EUR

This function is also available in the following sections:

- Who / All reports
- Who / "Calls" and "SMS" reports
- Predefined reports / Top subscribers, Top calls, Threshold, Business hours and My group.

4. 2 .2. Subscriber Groups

4. 2. 2. 1. Overview of the subscriber groups

In the sub-section “Subscriber groups” you can get an overview of the subscriber groups (created in the module Administration). If you click on a group of subscribers (Drill Down), you will obtain an overview of the GSM numbers which belong to this group. By simply clicking on one of the GSM numbers you can call up the details for each GSM number.

When you click on the sub-section “Subscriber groups”, the following screen will appear:

Toolbar 28-Apr-2009 till 27-May-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel | Build a trend report

Name	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
del user group	0.0000 EUR	0.0000 EUR	1874.6448 EUR	0.0000 EUR	0.0000 EUR	5.3786 EUR	3.8440 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	1883.8674 EUR
Project A	0.0000 EUR	10.0000 EUR	1562.2040 EUR	0.0000 EUR	0.0000 EUR	31.9844 EUR	4.0920 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	1608.2804 EUR
Test	0.0000 EUR	42.9612 EUR	2499.5264 EUR	0.0000 EUR	0.0000 EUR	75.3169 EUR	6.4887 EUR	0.0000 EUR	0.8264 EUR	0.0000 EUR	2625.1196 EUR
	0.0000	**52.9612**	**5936.3752**	**0.0000**	**0.0000**	**112.6799**	**14.4247**	**0.0000**	**0.8264**	**0.0000**	**6117.2674**
Total of all records											
	0.0 EUR	**52.9612 EUR**	**5936.3752 EUR**	**0.0 EUR**	**0.0 EUR**	**112.6799 EUR**	**14.4247 EUR**	**0.0 EUR**	**0.8264 EUR**	**0.0 EUR**	**6117.2674 EUR**
Average of all records											
	0.0000 EUR	**17.6537 EUR**	**1978.7917 EUR**	**0.0000 EUR**	**0.0000 EUR**	**37.5600 EUR**	**4.8082 EUR**	**0.0000 EUR**	**0.2755 EUR**	**0.0000 EUR**	**2039.0891 EUR**

If the group also contains sub-groups you will first see an overview of these sub-groups when you click on the group. After clicking on a sub-group an overview will be shown of the GSM-numbers that belong to this group.

Toolbar 28-Apr-2009 till 27-May-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel

Name	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
SW training Project A	0.0000 EUR	0.0000 EUR	624.8816 EUR	0.0000 EUR	0.0000 EUR	5.3786 EUR	3.4720 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	633.732 EU
Taaltraining Project A	0.0000 EUR	0.0000 EUR	624.8816 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	624.881 EU
Unfiled - Niet toegekend - Non attribué	0.0000 EUR	10.0000 EUR	312.4408 EUR	0.0000 EUR	0.0000 EUR	26.6058 EUR	0.6200 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	349.666 EU
	0.0000	**10.0000**	**1562.2040**	**0.0000**	**0.0000**	**31.9844**	**4.0920**	**0.0000**	**0.0000**	**0.0000**	**1608.280**
Total of all records											
	0.0 EUR	**10.0 EUR**	**1562.2040000000002 EUR**	**0.0 EUR**	**0.0 EUR**	**31.984399999999997 EUR**	**4.092 EUR**	**0.0 EUR**	**0.0 EUR**	**0.0 EUR**	**1608.280 EU**
Average of all records											
	0.0000 EUR	**3.3333 EUR**	**520.7347 EUR**	**0.0000 EUR**	**0.0000 EUR**	**10.6615 EUR**	**1.3640 EUR**	**0.0000 EUR**	**0.0000 EUR**	**0.0000 EUR**	**536.093 EU**

This screen shows the groups of GSM numbers which have been defined in the Administration module. These groups bear the names which you yourself have selected. The screen contains the following standard fields and optional fields.

Standard fields in the sub-section “Subscriber groups”

Field	Description
Name	Name of the group.
Non recurring amount	Total activation costs for the group.
Recurring amount	Total recurring fees for the group.
OCC (Other costs and credits)	Total of other costs and credits for the group.
Commercial Credits	
Discounts	
Calls	Total call costs for the group.
SMS	Total SMS-costs for the group.
Data	Total costs for the use of GPRS.
Multimedia	

MMS	Total MMS-costs for the group
Grand total	Total costs for the group.

Optional fields in the sub-section "Subscriber groups"

Field	Description
National calls	Total national calls for the group.
International calls	Total international calls for the group.
Roaming in calls	Total incoming roaming calls for the group.
Roaming out calls	Total outgoing roaming calls for the group.
Supplementary services	Total supplementary services.
National SMS	Total national SMS messages for the group.
International SMS	Total international SMS messages for the group.
Roaming SMS	Total roaming SMS messages for the group.
SMS info-Proximus	Total of use of the SMS-info service.
SMS info-External	Total of use of the SMS-info service.
National Data	Total national data
Roaming Data	Total roaming data
Data Volume	Total data traffic rated by volume
Data Time	Total data traffic rated by time

4. 2. 2. 2. Calling up the GSM numbers of a group of subscribers

From the overview screen you can call up a data table for all the GSM numbers belonging to a particular group. Click on the name of a group to open the data table. You will find an overview of the data for each GSM number belonging to the group selected.

4. 2. 2. 3. Calling up the detail of a GSM number

In the overview of the GSM numbers, you can, if desired, call up this detail for one particular

GSM number.

To do so click on the desired GSM number.

You will find more information about the contents and the use of this detail in the section

"Calling up the detail for a particular GSM number",, in paragraph 4. 2 .1. .

4. 2 .3. All accounts

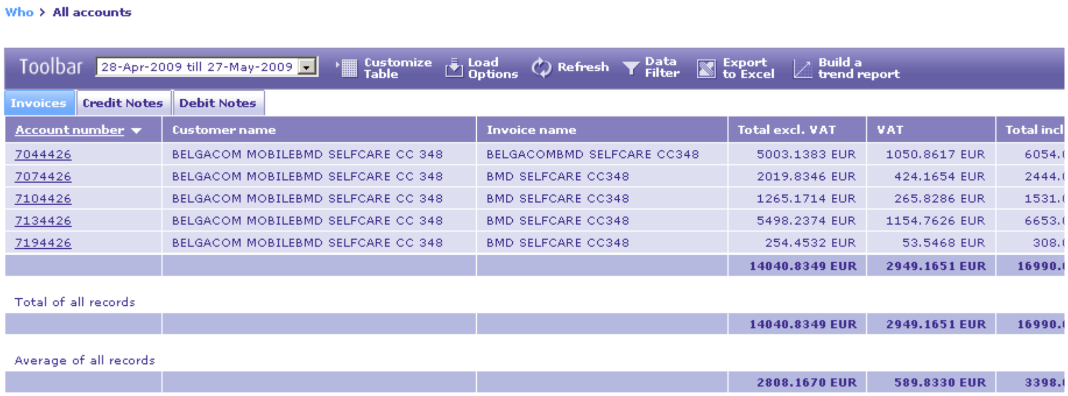
By clicking on the sub-section "All accounts" on the ProxiManage navigation bar you can activate a screen from which you can call up the following:

- an overview of the accounts;
- an overview (GSM numbers, recurring fees, OCC and overview of minutes) of a single account;
- the detail of one GSM number from the account selected.

4. 2. 3. 1. Overview of all accounts

This table gives an overview of all the accounts of your organisation. There are three tabbed pages available: "Invoices", "Credit Notes" and "Debit Notes".

The tabbed page “Invoices”



Who > All accounts

Toolbar 28-Apr-2009 till 27-May-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel | Build a trend report

Invoices | Credit Notes | Debit Notes

Account number	Customer name	Invoice name	Total excl. VAT	VAT	Total incl
7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	5003.1383 EUR	1050.8617 EUR	6054.
7074426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	2019.8346 EUR	424.1654 EUR	2444.
7104426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	1265.1714 EUR	265.8286 EUR	1531.
7134426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	5498.2374 EUR	1154.7626 EUR	6653.
7194426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	254.4532 EUR	53.5468 EUR	308.
			14040.8349 EUR	2949.1651 EUR	16990.
Total of all records					
			14040.8349 EUR	2949.1651 EUR	16990.
Average of all records					
			2808.1670 EUR	589.8330 EUR	3398.

Standard fields in the tabbed page “Invoices”

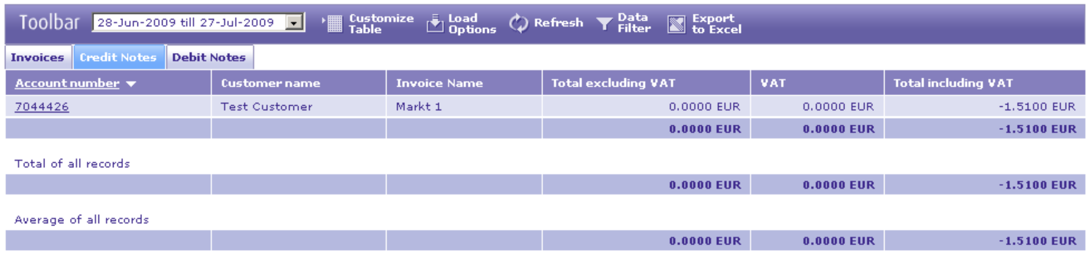
Field	Description
Account number	Number of the account.
Customer name	Name of the customer.
Invoice name	Name of the customer as given on the invoice.
Total excl. VAT	Total invoice, without VAT, for this account.
VAT	Value Added Tax.
Total incl. VAT	Total invoice, including VAT, for this account.

Optional fields in the tabbed page“Invoices”

Field	Description
Group Name	Personalized name of the group the account belongs to
Sub-Group Name	Personalized name of the sub-group the account belongs to
Account ref1	First personalized reference assigned to this account in the Administration module.
Account ref2	Second personalized reference assigned to this account in the Administration module.
Invoice number	Number of the printed invoice.
Invoice date	Date of the printed invoice.
Recurring amount	Costs of the recurring fee at account level.
OCC	Other costs and credits at account level.
Commercial Credits	Credits for which the unused amount is carried over to the next month
Discounts	Discounts given at account level (the ones given at subscriber level for this account are not taken into account here)

The tabbed page “Credit Notes

Credit notes are used to correct existing bills. This tab may be empty because the corrections do not apply to all the billing cycles.



Account number	Customer name	Invoice Name	Total excluding VAT	VAT	Total including VAT
7044426	Test Customer	Markt 1	0.0000 EUR	0.0000 EUR	-1.5100 EUR
			0.0000 EUR	0.0000 EUR	-1.5100 EUR
Total of all records					
			0.0000 EUR	0.0000 EUR	-1.5100 EUR
Average of all records					
			0.0000 EUR	0.0000 EUR	-1.5100 EUR

Standard fields in the tabbed page “Credit Notes”

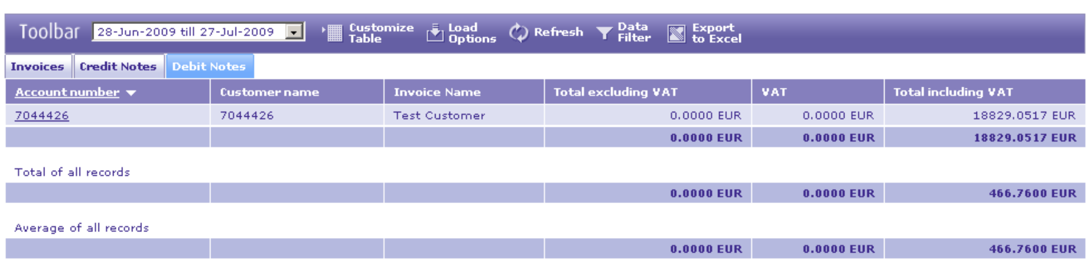
Field	Description
Account number	Number of the account.
Customer name	Name of the customer.
Invoice name	Name of the customer as given on the invoice.
Total excl. VAT	Total invoice, without VAT, for this account.
VAT	Value Added Tax.
Total incl. VAT	Total invoice, including VAT, for this account.

Optional fields in the tabbed page “Credit Notes”

Field	Description
Group Name	Personalized name of the group the account belongs to
Sub-Group Name	Personalized name of the sub-group the account belongs to
Account ref1	First personalized reference assigned to this account in the Administration module.
Account ref2	Second personalized reference assigned to this account in the Administration module.
Credit Note NUmber	Number of the Credit Note
Credit Note date	Date of the Credit Note

The tabbed page “DebitNotes

Credit notes are used to correct existing bills. This tab may be empty because the corrections



Account number	Customer name	Invoice Name	Total excluding VAT	VAT	Total including VAT
7044426	7044426	Test Customer	0.0000 EUR	0.0000 EUR	18829.0517 EUR
			0.0000 EUR	0.0000 EUR	18829.0517 EUR
Total of all records					
			0.0000 EUR	0.0000 EUR	466.7600 EUR
Average of all records					
			0.0000 EUR	0.0000 EUR	466.7600 EUR

do not apply to all the billing cycles.

Standard fields in the tabbed page “Credit Notes”

Field	Description

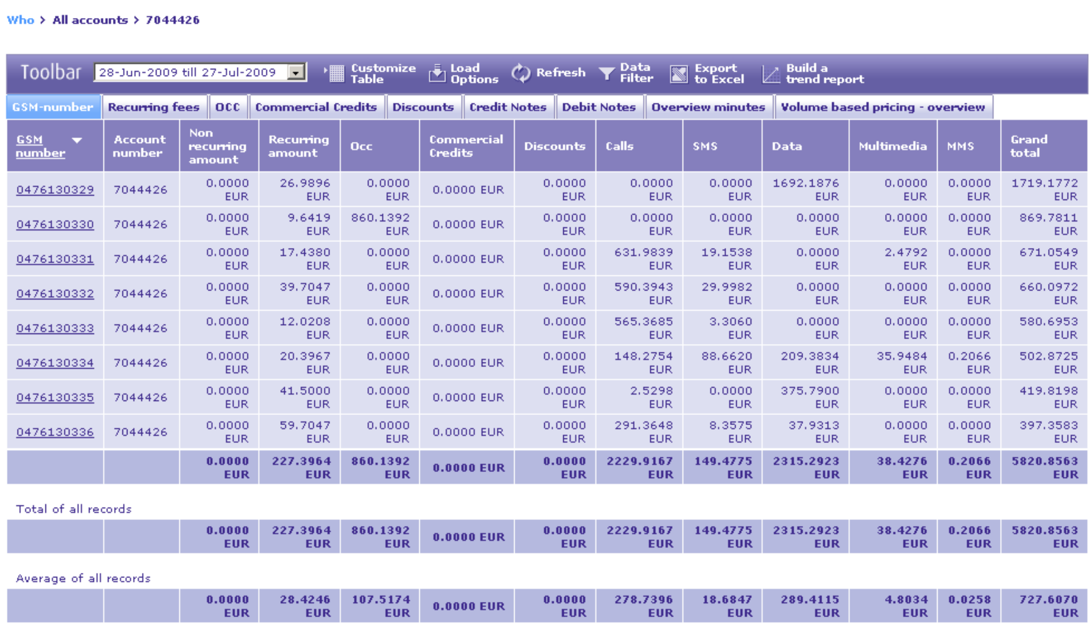
Account number	Number of the account.
Customer name	Name of the customer.
Invoice name	Name of the customer as given on the invoice.
Total excl. VAT	Total invoice, without VAT, for this account.
VAT	Value Added Tax.
Total incl. VAT	Total invoice, including VAT, for this account.

Optional fields in the tabbed page "Credit Notes"

Field	Description
Group Name	Personalized name of the group the account belongs to
Sub-Group Name	Personalized name of the sub-group the account belongs to
Account ref1	First personalized reference assigned to this account in the Administration module.
Account ref2	Second personalized reference assigned to this account in the Administration module.
Debit note number	Number of the debit note
Debit note date	Date of the debit nate

4. 2. 3. 2. Calling up the detailed data of a particular account

From the overview of accounts you can call up the detailed data of one particular account by clicking on the desired account. The following overview appears.



GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	7044426	0.0000 EUR	26.9896 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	1692.1876 EUR	0.0000 EUR	0.0000 EUR	1719.1772 EUR
0476130330	7044426	0.0000 EUR	9.6419 EUR	860.1392 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	869.7811 EUR
0476130331	7044426	0.0000 EUR	17.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	631.9839 EUR	19.1538 EUR	0.0000 EUR	2.4792 EUR	0.0000 EUR	671.0549 EUR
0476130332	7044426	0.0000 EUR	39.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	590.3943 EUR	29.9982 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	660.0972 EUR
0476130333	7044426	0.0000 EUR	12.0208 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	565.3685 EUR	3.3060 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	580.6953 EUR
0476130334	7044426	0.0000 EUR	20.3967 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	148.2754 EUR	88.6620 EUR	209.3834 EUR	35.9484 EUR	0.2066 EUR	502.8725 EUR
0476130335	7044426	0.0000 EUR	41.5000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	2.5298 EUR	0.0000 EUR	375.7900 EUR	0.0000 EUR	0.0000 EUR	419.8198 EUR
0476130336	7044426	0.0000 EUR	59.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	291.3648 EUR	8.3575 EUR	37.9313 EUR	0.0000 EUR	0.0000 EUR	397.3583 EUR
		0.0000 EUR	**227.3964 EUR**	**860.1392 EUR**	**0.0000 EUR**	**0.0000 EUR**	**2229.9167 EUR**	**149.4775 EUR**	**2315.2923 EUR**	**38.4276 EUR**	**0.2066 EUR**	**5820.8563 EUR**
Total of all records												
		0.0000 EUR	**227.3964 EUR**	**860.1392 EUR**	**0.0000 EUR**	**0.0000 EUR**	**2229.9167 EUR**	**149.4775 EUR**	**2315.2923 EUR**	**38.4276 EUR**	**0.2066 EUR**	**5820.8563 EUR**
Average of all records												
		0.0000 EUR	**28.4246 EUR**	**107.5174 EUR**	**0.0000 EUR**	**0.0000 EUR**	**278.7396 EUR**	**18.6847 EUR**	**289.4115 EUR**	**4.8034 EUR**	**0.0258 EUR**	**727.6070 EUR**

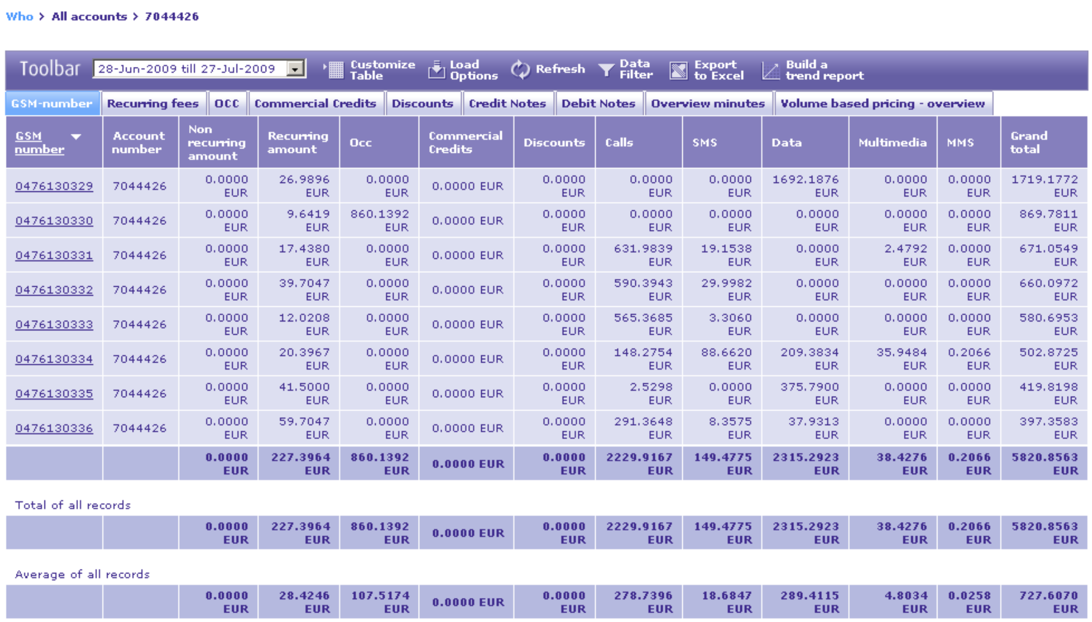
This screen consists of nine tabbed pages:

- GSM number
- Recurring fees
- OCC

- Commercial Credits
- Discounts
- Credit Notes
- Debit Notes
- Overview minutes
- Volume based pricing – overview

The tabbed page GSM numbers

This tab gives an overview of the GSM numbers for the account selected.



Who > All accounts > 7044426

Toolbar 28-Jun-2009 till 27-Jul-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel | Build a trend report

GSM-number | Recurring fees | OCC | Commercial Credits | Discounts | Credit Notes | Debit Notes | Overview minutes | Volume based pricing - overview

GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	7044426	0.0000 EUR	26.9896 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	1692.1876 EUR	0.0000 EUR	0.0000 EUR	1719.1772 EUR
0476130330	7044426	0.0000 EUR	9.6419 EUR	860.1392 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	869.7811 EUR
0476130331	7044426	0.0000 EUR	17.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	631.9839 EUR	19.1538 EUR	0.0000 EUR	2.4792 EUR	0.0000 EUR	671.0549 EUR
0476130332	7044426	0.0000 EUR	39.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	590.3943 EUR	29.9982 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	660.0972 EUR
0476130333	7044426	0.0000 EUR	12.0208 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	565.3685 EUR	3.3060 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	580.6953 EUR
0476130334	7044426	0.0000 EUR	20.3967 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	148.2754 EUR	88.6620 EUR	209.3834 EUR	35.9484 EUR	0.2066 EUR	502.8725 EUR
0476130335	7044426	0.0000 EUR	41.5000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	2.5298 EUR	0.0000 EUR	375.7900 EUR	0.0000 EUR	0.0000 EUR	419.8198 EUR
0476130336	7044426	0.0000 EUR	59.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	291.3648 EUR	8.3575 EUR	37.9313 EUR	0.0000 EUR	0.0000 EUR	397.3583 EUR
		0.0000 EUR	**227.3964 EUR**	**860.1392 EUR**	**0.0000 EUR**	**0.0000 EUR**	**2229.9167 EUR**	**149.4775 EUR**	**2315.2923 EUR**	**38.4276 EUR**	**0.2066 EUR**	**5820.8563 EUR**
Total of all records												
		0.0000 EUR	**227.3964 EUR**	**860.1392 EUR**	**0.0000 EUR**	**0.0000 EUR**	**2229.9167 EUR**	**149.4775 EUR**	**2315.2923 EUR**	**38.4276 EUR**	**0.2066 EUR**	**5820.8563 EUR**
Average of all records												
		0.0000 EUR	**28.4246 EUR**	**107.5174 EUR**	**0.0000 EUR**	**0.0000 EUR**	**278.7396 EUR**	**18.6847 EUR**	**289.4115 EUR**	**4.8034 EUR**	**0.0258 EUR**	**727.6070 EUR**

☞ **This tab contains the same fields described earlier in the section "All subscribers".**

☞ **Both screens are analogous.**

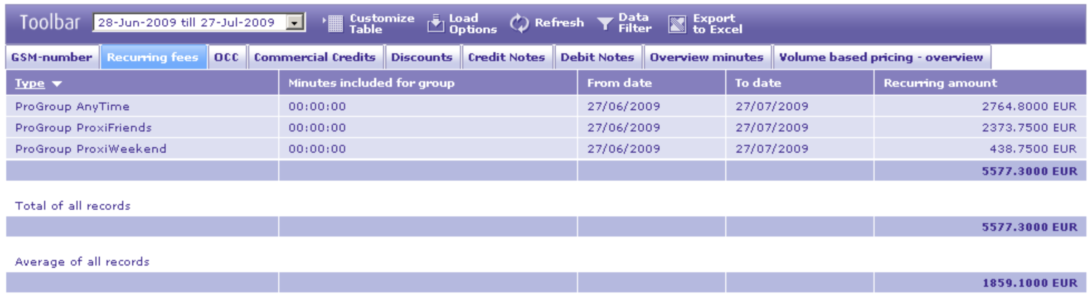
From this overview you can call up the detail of all costs for each GSM number.

Click on a GSM number to activate a Drill Down. The detailed data of the GSM number you have clicked on will appear on the screen.

☞ **You will find more information about the contents and use of this detail in the section "Calling up the detail for a particular GSM number".**

The tabbed page “Recurring fees”

This tabbed page gives a detailed overview of the recurring fees.



Type	Minutes included for group	From date	To date	Recurring amount
ProGroup AnyTime	00:00:00	27/06/2009	27/07/2009	2764.8000 EUR
ProGroup ProxiFriends	00:00:00	27/06/2009	27/07/2009	2373.7500 EUR
ProGroup ProxiWeekend	00:00:00	27/06/2009	27/07/2009	438.7500 EUR
				5577.3000 EUR
Total of all records				
				5577.3000 EUR
Average of all records				
				1859.1000 EUR

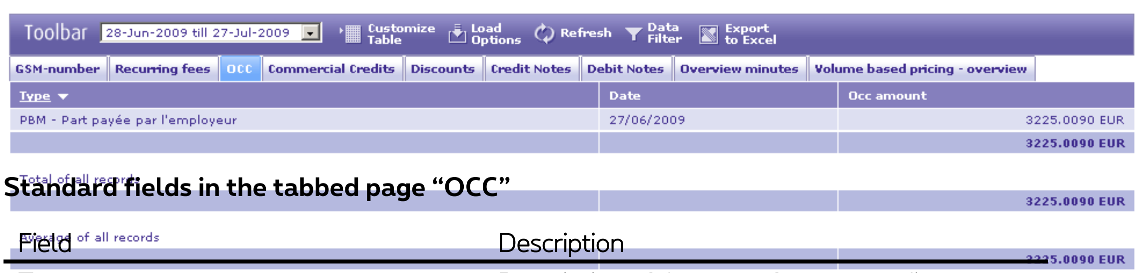
Standard fields in the tabbed page “Recurring fees”

Field	Description
Type	Description of the recurring fee type. E.g. ProxiFun or ProxiPro.
Minutes included for group	Number of pre-paid minutes in group.
From date	Start date of the recurring fee period.
To date	Termination date of the recurring fee period.
Recurring amount	Costs of the recurring fee.

☞ **Note that the field “Number of minutes in group” is a specific field for the tabbed page “Recurring fees” relating to a account and that this is not to be found on the tabbed page ”Recurring fees” relating to a subscriber.**

The tabbed page “Other costs and credits (OCC)”

This tabbed page contains the detailed data of the other costs and credits.



Type	Date	Occ amount
PBM - Part payée par l'employeur	27/06/2009	3225.0090 EUR
		3225.0090 EUR
Total of all records		
		3225.0090 EUR
Average of all records		
		3225.0090 EUR

Standard fields in the tabbed page “OCC”

Field	Description
Type	Description of the type of cost or credit. E.g. Aanp. Int. calls.
Date	Date of the OCC.
OCC amount(Other costs and credits)	Cost or credit concerned.

☞ **The field “Date” is an additional field for the tabbed page “OCC” relating to a account and is not to be found on the tabbed page OCC in the sub-section “All subscribers”.**

The tabbed page “Commercial Credits”
This tab contains the credits of which the unused amount is carried over to the next month.

Standard fields in the tabbed page “Commercial Credits”

Field	Description
Description	Description of the type of credit
Date	Date on which the credit was allocated
Carry over previous month	Credit amount remaining from the previous billing period
New Credit	New credit amount allocated during the current billing period
Used in this month	Credit amount used during the current billing period, i.e. deducted from the bill
Carry over to next month	Remaining credit amount, to be carried over to the next month

The tabbed page “Discounts”
This tab gives an overview of the discounts allocated at the customer account level.

Standard fields in the tabbed page “Discounts”

Field	Description
Discount Code	Code associated with the discount (the code is unique for one type of discount whereas the description might appear in
Discount Description	Description of the type of discount (e.g. “subscription discount” or “usage discount”)
Base Amount	Amount on which the discount is applied (e.g. €20 if there is a 50% discount on the subscription fee and this mobile number has a €20 subscription fee)
Discount	Amount of the discount (e.g. €10 if there is a 50% discount on the subscription fee and this mobile number has a €20 subscription fee)

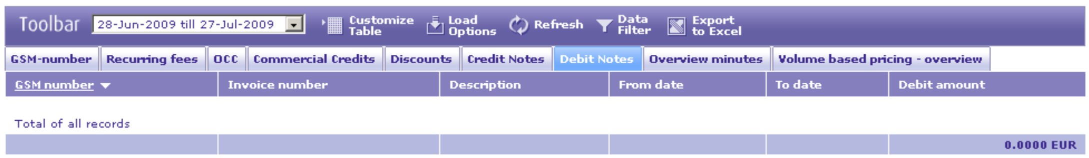
The tabbed page “Credit Notes”

Standard fields in the tabbed page “Credit Notes”

Field	Description
GSM-number	Mobile number
Invoice number	Paper bill number

Description	Description of the credit, explaining what it applies to
Base Amount for Discount	
From date	Start date of the credit note
To date	End date of the credit note
Credit or Discount amount	Amount of credit

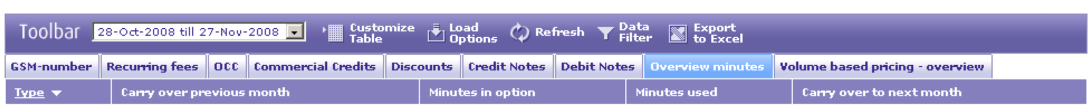
The tabbed page "Debit Notes"



Standard fields in the tabbed page "Debit Notes"

Field	Description
GSM-number	Mobile number
Invoice number	Paper bill number
Description	Description of the debit, explaining what it applies to
Base Amount for Discount	Amount of the debit
From date	Start date of the debit note
To date	End date of the debit note
Debit or Discount amount	Amount of debit

The tabbed page "Overview of minutes"



This tabbed page contains the detailed data of pre-paid minutes.

Standard fields in the tabbed page "Overview of minutes"

Field	Description
Type	Pricing plan of the account (*Ex*: *ProGroup AnyTime*), or the pricing plan of a call number (*Ex*: *ProxiFriends 60 min*).
Carry over previous month	Minutes not used during the previous month which are carried forward to the current bill cycle.

Minutes in option	Minutes according to the options and those given as a present (*Ex*: *ProGroup AnyTime, free minutes,...*).
Minutes used	The minutes used during the current bill cycle.
Carry over to next month	Minutes to carry over to the next bill cycle.

☞ **This tabbed page is completely analogous with the tabbed page "Overview of minutes" in the sub-section "All subscribers", page 22.**

The tabbed page "Volume based pricing - overview"

This tabbed page contains the detailed data of the corporate pricing plan "Volume based pricing". In this plan the consolidated number of minutes a user has called is calculated. Depending on the number of minutes the user will be charged a certain tariff p/minute.

Field	Description
Type	Minutes that fit in Volume based pricing
Tariff p/min.	The price/min depending on the number of minutes users have called.
Minutes included for group	The total number of minutes called that fit in the group Volume based pricing

4. 2 .4. Account groups

By clicking on the sub-section “Account groups” on the ProxiManage navigation bar, you can activate a Drill Down. The following screen will appear:

Who > Account groups

Toolbar | 28-Oct-2008 till 27-Nov-2008 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel | Build a trend report

Name	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
AccountGroup7044426	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR
pfMTEST	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR
Reizen	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR
	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
Total of all records											
	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR
Average of all records											
	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR

Standard fields and optional fields in the sub-section "Account groups"

The same standard fields and optional fields appear in the table as already discussed in the section "Overview of the subscriber groups" on page 27.

This screen contains the groups of accounts which were defined in the Administration module.

If the group also contains sub-groups, you'll first see an overview of the several sub-groups. When you click on a sub-group you will see a summary of the account numbers that belong to this sub-group.

Who > Account groups > pfMTEST

Toolbar | 28-Oct-2008 till 27-Nov-2008 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel

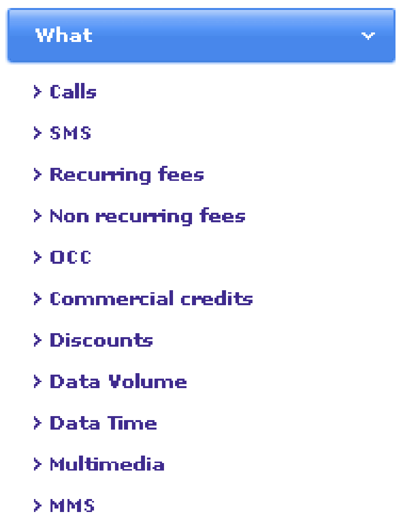
Name	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
pfmTESTC2	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR
Unfiled - Niet toegekend - Non attribué	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR
	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
Total of all records											
	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR	0.0 EUR
Average of all records											
	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR

Click on the name of a group of accounts to call up those accounts. This table has the same structure as the table with all accounts of your organisation. For more information see paragraph 4. 2 .3. .

You will find more information about preparing account groups and its usefulness in the user manual of the Administration module.

4. 3. What

The section "What" acts as a second point of entry for consulting the invoices. In this case the invoices are consulted via a parameter. When you click on the button "What" eight sub-sections appear.



The subsections of the section "What"

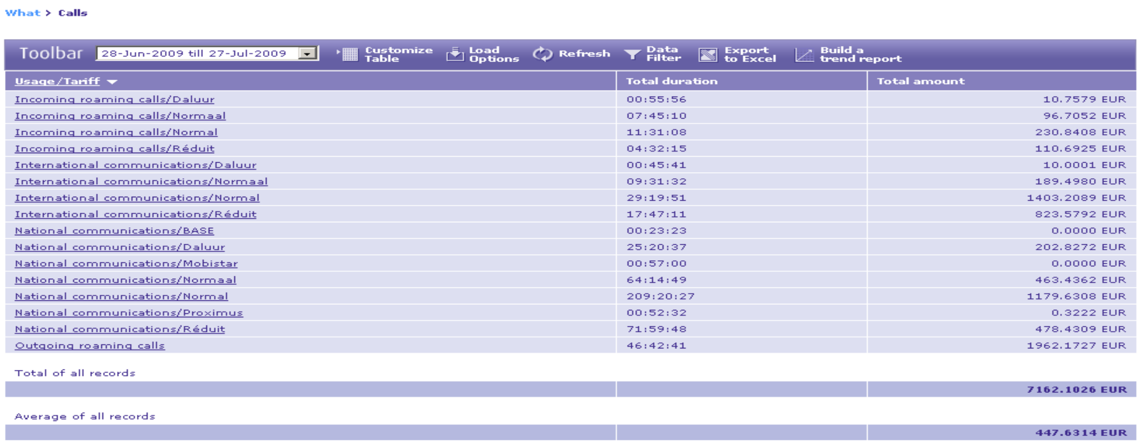
Sub-sections	Description
Calls	Various sorts of calls made by your subscribers.
SMS	Various sorts of SMS-services used.
Recurring fees	Recurring fees contracted for the GSM numbers of your organisation.
Non recurring fees	Activations of the GSM numbers of your organisation.
OCC (Other costs and credits)	Additional costs or credits assigned to the GSMs of your organisation, arranged by type.
Commercial credits	Credits for which the unused amount is carried over to the next month
Discounts	Discounts given at subscriber level and account level
Data Volume	All data connexions billed by unit of volume
Data Time	All data connexions billed by unit of time
Multimedia	All connexions to the Vodafone Live platform
MMS	Various sorts of MMS-services

4. 3 .1. Calls

When you click on the sub-section “Calls” the various sorts calls of your subscribers will appear.

The calls are defined by means of the combination of two parameters:

- the use: describes the nature of the call;
- the tariff: has to do with the cost group of a call and is set by a tariff band. There are two tariff bands: normal tariff (peak hours) and reduced tariff (off-peak hours)



Usage/Tariff	Total duration	Total amount
Incoming roaming calls/Daluur	00:55:56	10.7579 EUR
Incoming roaming calls/Normaal	07:45:10	96.7052 EUR
Incoming roaming calls/Normal	11:31:08	230.8408 EUR
Incoming roaming calls/Réduit	04:32:15	110.6925 EUR
International communications/Daluur	00:45:41	10.0001 EUR
International communications/Normaal	09:31:32	189.4980 EUR
International communications/Normal	29:19:51	1403.2089 EUR
International communications/Réduit	17:47:11	823.5792 EUR
National communications/BASE	00:23:23	0.0000 EUR
National communications/Daluur	25:20:37	202.8272 EUR
National communications/Mobistar	00:57:00	0.0000 EUR
National communications/Normaal	64:14:49	463.4362 EUR
National communications/Normal	209:20:27	1179.6308 EUR
National communications/Proximus	00:52:32	0.3222 EUR
National communications/Réduit	71:59:48	478.4309 EUR
Outgoing roaming calls	46:42:41	1962.1727 EUR
Total of all records		
		7162.1026 EUR
Average of all records		
		447.6314 EUR

Standard fields in the sub-section “Calls”

Field	Description
Usage/tariff	Code for the type of call.
Total duration	Total duration for this type.
Total amount EUR	Total of the costs for the type concerned.

4. 3. 1. 1. Displaying calls of a particular type

- Click on the section “What”.
- Click on the sub-section “Calls”.
- Click on a type of call.
- You will see the detailed data appear for the calls of the GSM numbers of your organisation. These calls are grouped according to GSM number. There are seven standard fields and eight optional fields available.

What > Calls > International communications/Daluur

Toolbar 28-Jun-2009 till 27-Jul-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel

GSM number	Account number	Call date	Call time	Call duration	Destination	Usage amount
0476130334	7044426	15/07/2009	20:06:21	00:01:52	+33 231811414	1.0267 EUR
0476130340	7074426	04/07/2009	15:54:11	00:01:00	+33 617651376	0.2800 EUR
0476130340	7074426	04/07/2009	15:52:30	00:01:00	+33 611374267	0.2800 EUR
0476130340	7074426	22/07/2009	20:21:03	00:01:00	+33 556263737	0.1500 EUR
0476130340	7074426	22/07/2009	20:21:27	00:01:00	+33 556263737	0.1500 EUR
0476130340	7074426	05/07/2009	16:19:20	00:02:21	+33 611374267	0.6580 EUR
0476130354	7104426	14/07/2009	19:00:00	00:02:54	+31 653113891	0.8121 EUR
0476130354	7104426	30/06/2009	20:33:45	00:05:59	+31 653113891	1.6754 EUR
0476130354	7104426	30/06/2009	20:40:09	00:01:09	+33 627626178	0.3220 EUR
0476130354	7104426	30/06/2009	20:25:51	00:01:00	+31 653605762	0.2800 EUR
0476130390	7194426	13/07/2009	19:02:32	00:06:27	+31 497518376	0.9675 EUR
0476130390	7194426	06/07/2009	20:12:19	00:14:11	+31 497518376	2.1275 EUR
0476130390	7194426	07/07/2009	19:08:07	00:02:43	+31 497518376	0.4075 EUR
0476130394	7194426	02/07/2009	19:06:35	00:03:05	+31 630361441	0.8634 EUR
						10.0001 EUR
Total of all records						
						10.0001 EUR
Average of all records						
						0.7143 EUR

Standard fields

Field	Description
GSM number	Number of the GSM.
Account number	Number of the account to which the GSM number belongs.
Call Date	Date of call.
Call Time	Time of call (time, minutes, seconds).
Call Duration	Duration of call (hours, minutes and seconds).
Destination	Telephone number of the call recipient.
Usage amount	Costs of this call.

Optional fields

Field	Description
Group name	Personalized name of the group the GSM number belongs to
Subgroup name	Personalized name of the sub-group the GSM number belongs to
Name GSM Number	Personalized name which was assigned to this GSM number in the application Administration.
User ref1	First personalized reference which was assigned to this GSM number in the application Administration.
User ref2	Second personalized reference which was assigned to this GSM number in the application Administration.
Customer Name	Name of the account to which the GSM belongs which has made this call.
Account ref1	Personalized reference of the account to which the GSM belongs which has made this call. An account can be personalised in the application Administration.
Account ref2	Personalized reference of the account to which the GSM belongs which has made this call. An account can be personalised in the application Administration.

Tariff	Tariff category (peak or offpeak for example)
Type	Type of call (national, international, roaming…)
Supplementary services	Additional data about the type of call. E.g.: data transmission, fax, Company Call (Cy), Vodafone Passport
Indicative Tariff	Tariff applicable if no pre-paid calling credit at reduced
Zone/Country/Operator	For national calls operator of the destination number, For roaming call, operator from which the call is made, for international calls country to which the call is made.
Discount Indicator	This flag indicates if this call is targeted by a discount.
Country of destination	In case of roaming calls the country of the destination number of the call.

4. 3. 1. 2. Calling up a detailed invoice for a particular GSM number

Click on a GSM number to activate a Drill Down. The detailed data of the calls from the GSM number you have clicked will appear on the screen.

You can find more information about the contents and use of the detail in the section "All subscribers –Calling up the detail for a particular GSM number", starting from page 19.

4. 3 .2. SMS

Click on the sub-section "SMS" to make the various types of SMS messages sent by your subscribers appear on the screen. You will see the following screen:

What > SMS

Toolbar 28-Jun-2009 till 27-Jul-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel | Build a trend report

Usage/Tariff	Count	Total amount
External information services - SMS/1207 Bevestiging Inlichtingen	14	2.8924 EUR
External information services - SMS/1307 Confirmation Renseignement	2	0.4132 EUR
External information services - SMS/envoyé vers 1207 Inl.	1	0.0000 EUR
External information services - SMS/envoyé vers 3323 BELRTL	1	0.4132 EUR
External information services - SMS/envoyé vers 3880 BIAC	1	0.4132 EUR
External information services - SMS/envoyé vers 4936	3	9.9174 EUR
External information services - SMS/m-banxafe: SMS gratuit envoyé	1	0.0000 EUR
External information services - SMS/m-banxafe: solde bancaire	1	0.2066 EUR
External information services - SMS/ontvangen van 9424 MOBI	14	23.1406 EUR
External information services - SMS/ontvangen van 9989 RingLogo	34	56.1986 EUR
External information services - SMS/ontvangen van 0473/0 ... MSN	74	15.2884 EUR
External information services - SMS/ontvangen van 0476135290 mparking	50	6.2000 EUR
External information services - SMS/ontvangen van 0476135728 REDMOBILE	2	1.6530 EUR
External information services - SMS/ontvangen van 0476135765 mobileweb	1	0.0000 EUR
External information services - SMS/ontvangen van 8196 Proximus	5	0.0000 EUR
External information services - SMS/ontvangen van 8321	1	0.0000 EUR
External information services - SMS/ontvangen van 8899 Paratel	2	0.0000 EUR

Standard fields in the sub-section "SMS"

Field	Description
Usage/tariff	Code of the type of SMS message.
Count	Number of SMS messages of this type sent by your subscribers.
Total amount	Total cost for the type of SMS message concerned.

4. 3. 2. 1. Displaying SMS messages of a particular type

- Click on the sub-section “SMS”.
- Click on a “SMS” type.
- You will see a detailed list of the SMS messages sent via the GSMs of your organisation, arranged according to GSM number.

☞ **SMS messages are not calculated according to the duration but rather according to the number of SMS messages sent. The values in the field “Duration” are thus also equal to 0:0:00 (0 hours, 0 minutes, 0 seconds).**

Standard fields

Field	Description
GSM number	Number of the GSM.
Account number	Number of the account to which the GSM number belongs.
Date	Date of SMS
Time	Time of SMS
Duration	Duration of SMS (not relevant, always “00:00:00”)
Destination	Telephone number of the SMS recipient.
Usage amount	Cost of this SMS

Optional fields

Field	Description
Group name	Personalized name of the group the GSM number belongs to
Subgroup name	Personalized name of the sub-group the GSM number belongs to
Name GSM Number	Personalized name which was assigned to this GSM number in the application Administration.
User ref1	First personalized reference which was assigned to this GSM number in the application Administration.
User ref2	Second personalized reference which was assigned to this GSM number in the application Administration.
Customer Name	Name of the account to which the GSM belongs which has made this call.
Account ref1	Personalized reference of the account to which the GSM belongs which has made this call. An account can be personalised in the application Administration.
Account ref2	Personalized reference of the account to which the GSM belongs which has made this call. An account can be personalised in the application Administration.
Tariff	Tariff category (peak or offpeak for example)
Zone/Country/Operator	For national SMS operator of the destination number, For roaming SMS, operator from which the call is sent, for international SMS country to which the call is sent.
Discount Indicator	This flag indicates if this SMS is targeted by a discount.

4. 3. 2. 2. Calling up a detailed invoice for a particular GSM number

Click on a GSM number to activate a Drill Down. The detailed data for the GSM number selected will appear on the screen. The tabbed page displayed is the tabbed page “SMS”.

☞ **You can find more information about the contents and use of this detailed invoice in the section “The tabbed page “SMS”.**

---

4. 3 .3. Recurring fees

In addition to the recurring fees per GSM number and thus per individual subscriber (e.g. ProxiDuo), Proximus also provides formulas for a group of subscribers (e.g. Pro Group Anytime).

With these formulas it is possible to spread a number of contracted call hours across a group of subscribers. You decide the number and the sort of contracted call hours you want and

the how many subscribers to include in your formula.

When invoicing a distinction is made between recurring fees at subscriber level and recurring fees at account level.

4. 3. 3. 1. Recurring fees at subscriber level

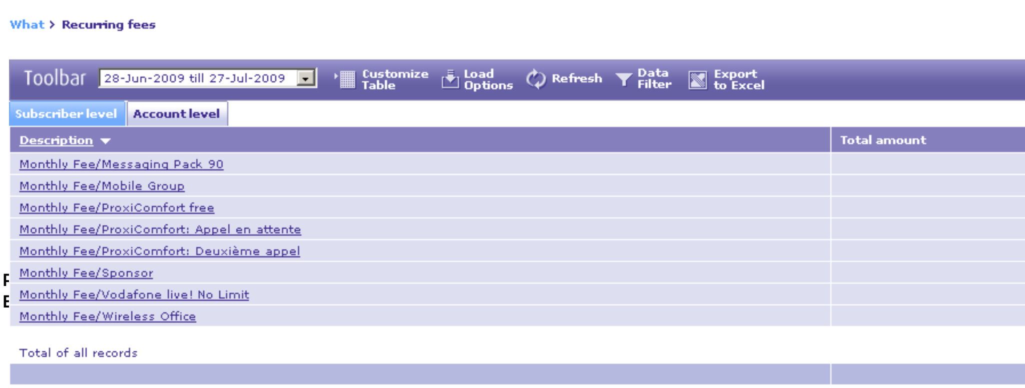
Only those recurring fees which are calculated separately appear on the tabbed page

“Subscriber level”.

If you click on the tabbed page “Subscriber level” an overview will appear of the various types of recurring fees at subscriber level. Using a Drill Down you can call up the GSM numbers for one particular recurring fee type. You can also call up the detail of all the costs for one particular GSM number.

Overview of the types of recurring fees at subscriber level

Once you have clicked the tab "Subscriber level" in the sub-section "Recurring fees", the screen shown below will appear. This gives you an overview of the costs for the recurring fees at subscriber level. These are always arranged according to type.



Standard fields in the sub-section "Recurring fees"

Field	Description
Description	Description of the recurring fee type.
Total amount EUR	Total cost for the recurring fee type concerned.

Overview of the GSM numbers for a particular type of recurring fee

From the overview of recurring fee types you can call up an overview of the GSM numbers for each type of recurring fee. You will then get an overview of the recurring fees per GSM number for the recurring fee type selected.

- Click on a type of recurring fee (In this example: Mobile Group).
- The GSM numbers which belong to recurring fee type selected appear on the screen.

What > Recurring fees > Monthly Fee/Mobile Group

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel

GSM number	Account number	From date	To date	Description	Recurring amount
0476130329	7044426	28/06/2009	27/07/2009	Mobile Group	8.0000 EUR
0476130387	7194426	28/06/2009	27/07/2009	Mobile Group	8.0000 EUR
0476130388	7194426	28/06/2009	27/07/2009	Mobile Group	8.0000 EUR
					24.0000 EUR
Total of all records					
					24.0000 EUR

Standardfields

Field	Description
GSM number	GSM number which this recurring fee refers to.
Account number	Number of the account to which the GSM number concerned belongs.
From date	Date of activation of the tariff plan for the option selected.
To date	Termination date of the tariff plan for the option selected.
Description	Description of the recurring fee type.
Recurring amount	Cost of the recurring fee for this GSM number

Optional fields

Field	Description
Group name	Personalized name of the group the subscriber belongs to.
Subgroup name	Personalized name of the sub-group the subscriber belongs to.
Name GSM number	Personalized name which was assigned to this GSM number in the application Administration.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to this GSM number in the application Administration.
Customer name	Name of the account to which the GSM belongs which has made this call.

Account reference 1	First personalized reference of the account to which the GSM belongs which has made this call in the application Administration.
Account reference 2	Second personalized reference of the account to which the GSM belongs which has made this call in the application Administration.
Discount Indicator	This flag indicates if this Recurring fee is targeted by a discount.

Detailed invoice for a particular GSM number
It is also possible to call up the detail according to GSM number.

- Click on a GSM number to activate a Drill Down.
- The detailed data for the GSM number selected will appear on the screen. The tabbed page displayed is the tabbed page “Recurring fees”.

☞ **You will get an overview here of all recurring fees relating to a particular GSM number. It is also possible to view the other detailed data for this GSM number in this window.**

---

4. 3. 3. 2. Recurring fees at account level

This screen gives an overview of the recurring fee types which are charged per group.

Click on the tab "Account level", which permits you to consult the following data.

- an overview of the various recurring fee types at account level;
- an overview of the accounts for one particular recurring fee type;
- a detailed overview of all costs of one particular account (GSM number, Recurring fees, OCC, Overview of minutes).

Overview of the various recurring fees types
This gives you an overview of the recurring fees, arranged according to recurring fee type.

Standard fields in the sub-section “Recurring fees”

Field	Description
Description	Description of the recurring fee type.
Total amount EUR	Total cost for the recurring fee type concerned.

Overview of the accounts for a particular type of recurring fee
From the screen above you can also call up an overview of the accounts for each type of recurring fee which belongs to this recurring fee type.

For each account you then get an overview of the recurring fees for the recurring fee type selected.

E.g. Pro Group Anytime

- Click on the desired recurring fee type.
- An overview will now appear of all accounts for the selected recurring fee type with an overview per account with regard to the costs of the recurring fee type originally selected.

What > Recurring fees > ProGroup AnyTime

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel

Account number	Description	Recurring amount
7134426	ProGroup AnyTime	2764.8
		2764.8
Total of all records		
		2764.8

Calling up the detailed recurring fees for one particular account

From the overview of the account you can request an overview for one particular account of all recurring fees for this account.

- Click on the desired account.
- The detailed data of the account selected will now appear on the screen. The tab displayed is "Recurring fees".

Standard fields

Field	Description
Type	Type of recurring fee.
Minutes included for group	Total minutes.
From date	Date of activation of the tariff plan for the option selected (day, month, year).
To date	Termination date of the tariff plan for the option selected (day, month, year).
Recurring amount	Cost of the recurring fee for this account.

The tabbed page “Recurring fee” has already been discussed in the section “All accounts – The tabbed page Recurring fees”.

4. 3 .4. Non recurring fees

Click on the sub-section “Non recurring fees” to show the various types of non recurring fees.

What > Non recurring fees

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel

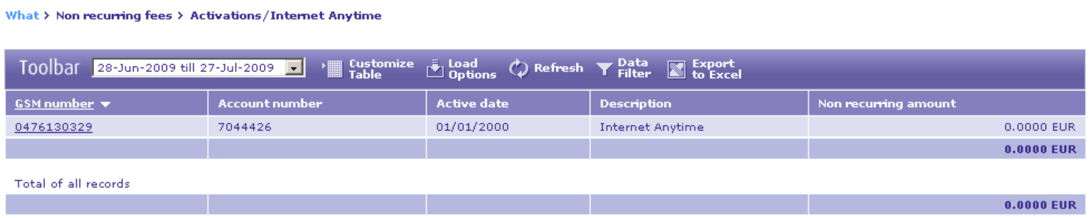
Description	Total amount
Activations/Bijkomende dienst	0.0000 EUR
Activations/Internet Anytime	0.0000 EUR
Activations/Service supplémentaire	0.0000 EUR
Total of all records	
	0.0000 EUR

Standard fields in the sub-section "Non recurring fees"

Field	Description
Description	Description of the type of activation.
Total amount EUR	Total cost for the type of activation concerned.

4. 3. 4. 1. Displaying GSM numbers of a particular activation type

- Click on the button of the section "What".
- Click on the sub-section "Non recurring amount".
- Click on an activation type.
- The GSM numbers for this type of activation will then be shown.



Standard fields

Fields	Description
GSM number	GSM number for which this type of activation applies.
Account number	Number of the account to which the GSM number concerned belongs.
Active date	Date of activation of the GSM concerned.
Description	Description of the type of activation.
Non recurring amount	Cost of the activation for the GSM concerned.

Optional fields

Field	Description
Group name	Personalized name of the group the user
Subgroup name	Personalized name of the sub-group the user belongs
Name GSM number	Personalized name which was assigned to this GSM number in the application Administration.
User reference 1	First personalized reference which was assigned to thisGSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to thisGSM number in the application Administration.
Customer name	Name of the account
Account reference 1	First personalized reference which you have assignd to this account (see the application Administration).

Account reference 2	Second personalized reference which you have assignd to this account (see the application Administration).
Discount Indicator	This flag indicates if this Non Recurring fee is targeted by a discount.

4. 3. 4. 2. Calling up the detail of a particular GSM number

Click on a GSM number to activate a Drill Down. The detailed data for the GSM number selected will appear on the screen. The tabbed page displayed is the tabbed page “Non recurring amount”.

The tabbed page “Non recurring amount” has already been discussed in the section “All accounts – The tabbed page – Recurring fees”.

It is also possible to consult the other tabbed pages on this screen (GSM numbers,

Recurring fee OCC, overview of minutes).

4. 3 .5. OCC

The sub-section OCC (Other costs and credits) is split into two levels:

- the OCC at the level of the subscribers (tabbed page "Subscriber level');
- the OCC at the level of the account (tabbed page 'Account level).

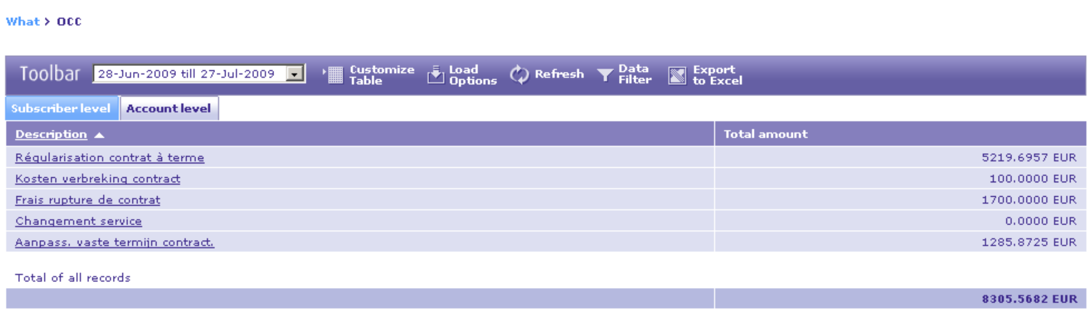
☞ **The totals that appear in these tables can be positive (costs) as well as negative(credits).**

When you click on one of the tabs, the costs for this level are always shown.

4. 3. 5. 1. OCC at subscriber level

In this tab you will find an overview of the various types of OCC. You can call up an overview of the GSM numbers for a particular type of OCC per type of OCC using a Drill Down. You can also call up the detail of a particular GSM number.

Overview of the types of OCC at subscriber level
When clicking on the tab "Subscriber level" in the sub-section "OCC", the following screen appears.



Description	Total amount
Régularisation contrat à terme	5219.6957 EUR
Kosten verbreking contract	100.0000 EUR
Frais rupture de contrat	1700.0000 EUR
Changement service	0.0000 EUR
Aanpass. vaste termijn contract.	1285.8725 EUR
Total of all records	
	8305.5682 EUR

The tab "Subscriber level" gives an overview of the OCC, always arranged according to type.

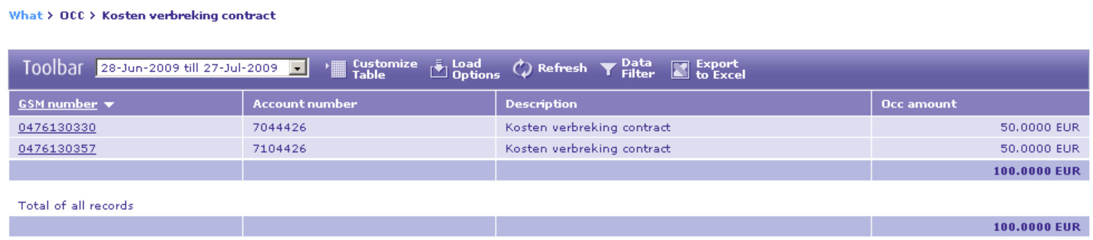
Standard fields in the sub-section "OCC"

Field	Description
Description	Description of the OCC
Total amount EUR	Total cost for the OCC

Overview of the GSM numbers for a particular type of OCC
From the overview screen you can call up an overview of the GSM numbers for each type of

OCC relating to the type selected.

- Click on an OCC type.
- The GSM numbers which belong to the selected type will appear on the screen.



GSM number	Account number	Description	Occ amount
0476130330	7044426	Kosten verbreking contract	50.0000 EUR
0476130357	7104426	Kosten verbreking contract	50.0000 EUR
			100.0000 EUR
Total of all records			
			100.0000 EUR

Standard fields

Field	Description
GSM number	GSM number to which these OCC relate.
Account number	Number of the account to which the GSM number concerned belongs.
Description	Description of the type of OCC.
OCC amount	OCC for this GSM number.

Optional fields

Field	Description
Group name	Personalized name of the group the user belongs to.
Subgroup name	Personalized name of the sub-group the user belongs to.
Name GSM number	Description of the type of OCC.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to thisGSM number in the application Administration.
Customer name	Name of the account
Account reference 1	First personalized reference which you have assignd to this account (see the application Administration).
Account reference 2	Second personalized reference which you have assignd to this account (see the application Administration).
Discount Indicator	This flag indicates if this OCC is targeted by a discount.

Detailed invoice for a particular GSM number

It is also possible to call up the detail by GSM number.

- Click on a GSM number to activate a Drill Down.
- The detailed data for the GSM number selected will appear on the screen. The tabbed page displayed is the tabbed page “OCC”, where you can get an overview of all OCC relating to a particular GSM number.

☞ **The tabbed page "OCC" has been discussed earlier. See The tabbed page "Other costs and credits (OCC)", page 22.**

☞ **It is also possible to view the other detailed data for this GSM number in this window. You will find more information about the contents and use of this detailed invoice in the section "The tabbed page "Other costs and credits (OCC)".**

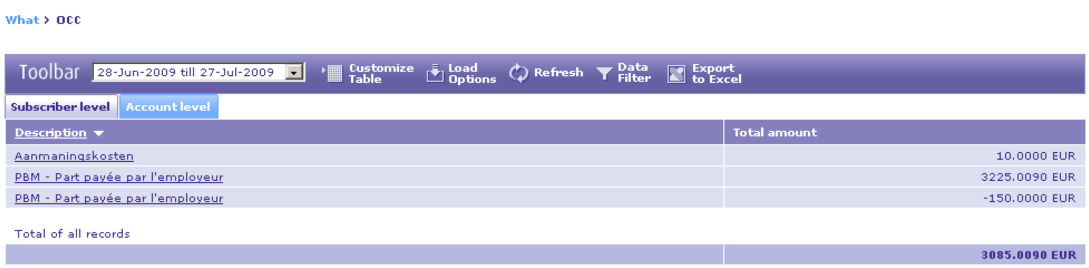
4. 3. 5. 2. OCC at account level

In addition to an overview of the OCC per subscriber, you can also call up an overview of the OCC per customer.

Click on the tab "Account level", which allows you to consult the following data:

- an overview of the various types of OCC at account level.
- an overview of the accounts for a particular type of OCC.
- a detailed overview of all costs for a particular account (GSM number, Recurring fees, OCC, Overview of minutes).

Overview of the types of OCC
You will find an overview of the OCC arranged by type.



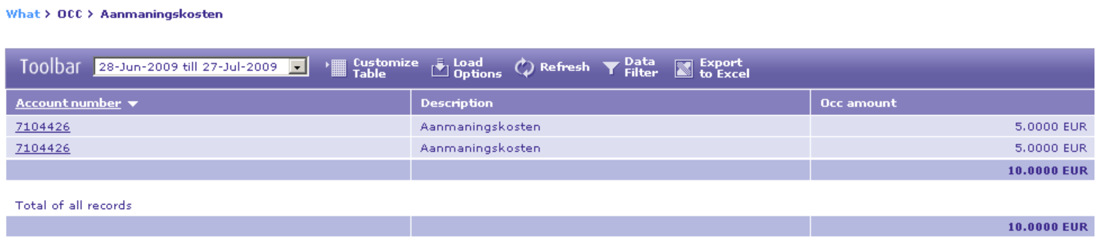
Description	Total amount
Aanmaningskosten	10.0000 EUR
PBM - Part payée par l'employeur	3225.0090 EUR
PBM - Part payée par l'employeur	-150.0000 EUR
Total of all records	
	3085.0090 EUR

Standard fields in the sub-section "OCC"

Field	Description
Description	Description of the type of OCC.
Total amount EUR	Total cost of the type of OCC concerned.

Overview of the accounts for a particular type of OCC
From the overview screen you can call up an overview of the accounts which belong to this type for each type of OCC..

- Click on the desired type of OCC.
- **An overview of all accounts will appear for the selected type of OCC with an overview per account of the costs of the type originally selected.**


What > OCC > Aanmaningskosten

Toolbar 28-Jun-2009 till 27-Jul-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel

Account number	Description	Occ amount
7104426	Aanmaningskosten	5.0000 EUR
7104426	Aanmaningskosten	5.0000 EUR
		10.0000 EUR
Total of all records		
		10.0000 EUR

Calling up of the detailed OCC for a particular account
From this screen you can request an overview for a particular account of all OCC for the account concerned.

- Click on the desired account.
- The detailed data of the account selected will now appear on the screen. The tab displayed is "OCC".

Standard fields

Field	Description
Type	Type of OCC.
Date	Date of the OCC.
OCC amount	Total OCC for this account.

☞ **The tabbed page "OCC" has been discussed earlier in the section "All accounts - The tabbed page "Other costs and credits (OCC)", page 22.**

4. 3 .6. Commercial Credits

4. 3 .7. Commercial Credits at subscriber level

This table provides an overview of the different commercial credits per subscriber, i.e. the credits for each individual subscriber.
For each type of credit, you can display a list of mobile numbers for a specific credit via a drop-down menu. You can also display the details of a mobile number.

Standard fields in the "New subscriber" subsection

Field	Description

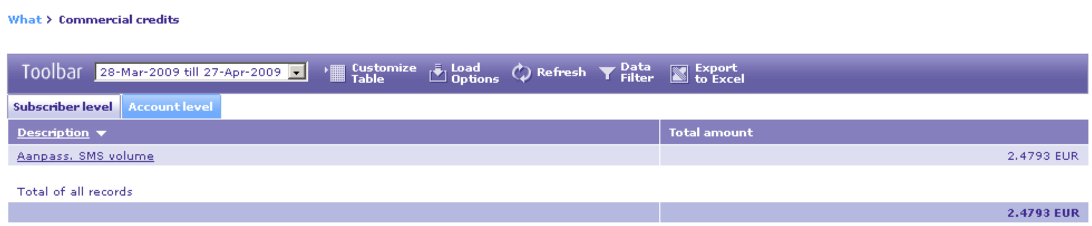
Field	Description
Description	Description of the commercial credit
Total amount in EUR	Total cost of the commercial credit

4. 3. 7. 1. Commercial Credits at account level

With the overview per subscriber, you can also display an overview at account level, i.e. the credits for a group of subscribers rather than an individual subscriber.

Standard fields in the "Account level" subsection

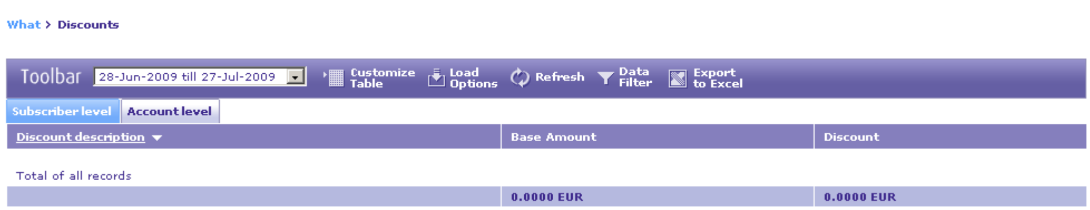
Field	Description
Description	Description of the commercial credit
Total amount in EUR	Total cost of the commercial credit



4. 3 .8. Discounts

4. 3. 8. 1. Overview of discounts at subscriber level

This table provides an overview of the different discounts per subscriber. Discounts allocated at account level are not taken into account.

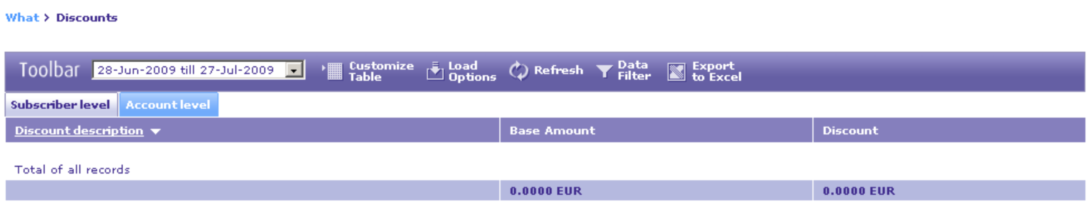


Standard fields in the "New subscriber" subsection

Field	Description
Discount code	Code associated with the discount (the code is unique for one type of discount whereas the description might appear in different languages)
Description	Description of the discount
Base Amount	Amount on which the discount is calculated
Discount	The discount amount

4. 3. 8. 2. Overview of discounts at account level

This table provides an overview of the different discounts per account. Discounts allocated at subscriber level are not taken into account.



Standard fields for the "Account level" subsection

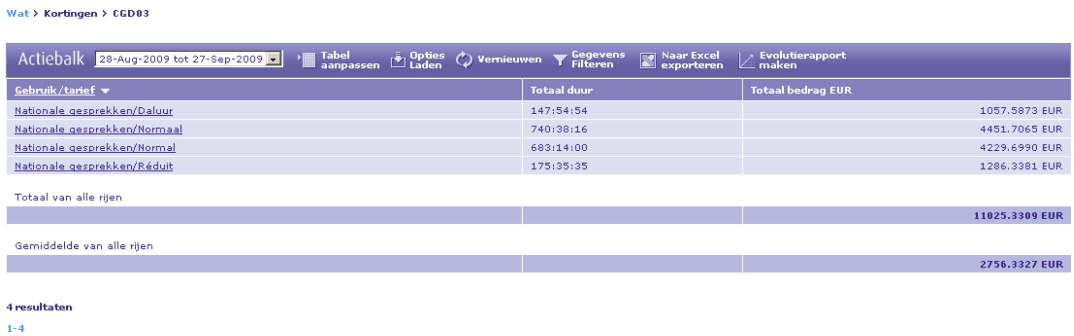
Field	Description
Discount code	Code associated with the discount (the code is unique for one type of discount whereas the description might appear in different languages)
Description	Description of the discount
Base Amount	Amount on which the discount is calculated
Discount	The discount amount

4. 3. 8. 3. Calling up the details for a particular discount

In the overview of discounts at subscriber level or at account level it is possible to drill down one level by clicking on the discount code.

This brings up a report showing the summary of the charges that are targeted by the discount. The format of this report is the same as the corresponding "What" report.

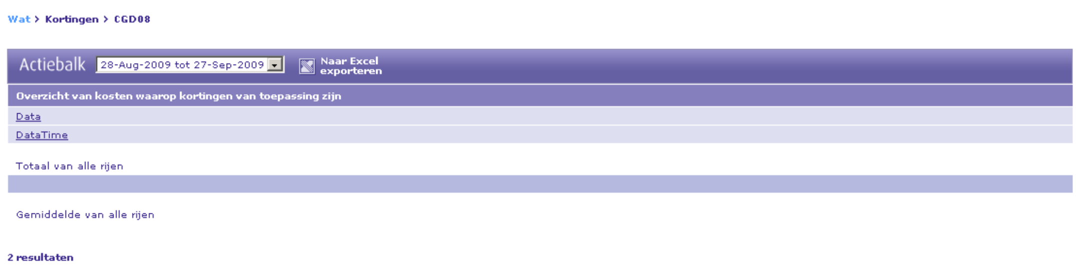
E.g. When clicking on CGD03 (discount on national calls) a summary report similar to the "What – Calls" report is displayed. But this report only contains the totals for the calls that are actually discounted.



By clicking on one type of charge the details of the charges targeted by the discount are shown.

In case a discount targets different types of charges an intermediate type of report will be displayed with a total per type of charge/

E.g. The discount CGD08 targets Data Volume and Data Time usage. When clicking on the discount code an intermediate report is displayed :



4. 3 .9. Data Volume

Thanks to GPRS you can consult and update business databases, send files, connect up with the web, and consult your e-mails, diary and address book wherever and whenever you want.

Moreover you can also access the WAP portal of Proximus Interactive via GPRS.

This tabbed page gives an overview of the costs for the use of GPRS. You will find an overview per type of the volume of transmission and the corresponding total sum.

What > Data Volume

Toolbar 28-Jun-2009 till 27-Jul-2009 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel

Usage/Type	Total volume (KB)	Total amount
BlackBerry gebruik/GPRS national	7944	0.0000 EUR
BlackBerry usage/GPRS national	1070	0.0000 EUR
Blackberry Roaming/GPRS roaming	54460	496.5900 EUR
Mobile Internet/GPRS national	373633	201.4474 EUR
Mobile Internet/GPRS roaming	617500	2521.4936 EUR
Vodafone live! Portaal/GPRS roaming	28100	82.7160 EUR
Total of all records		
		3302.2470 EUR
Average of all records		
		550.3745 EUR

Standard fields in the subsection Data"

Field	Description
Usage type	Description of the type of GPRS.
Total volume	Total volume of information transmitted.
Total amount	Costs of the transmission.

4. 3. 9. 1. Overview of the GSM numbers per type

On this tab you can call up the GSM numbers per type of GPRS. Just click on the desired type.

Standard fields

Field	Description
GSM number	GSM number to which these OCC relate.
Account number	Number of the account to which the GSM number concerned belongs.
Call Date	Date of the transmission.
Call Time	Time of the transmission.
Total volume (KB)	Total volume of information transmitted.
Service	Type of services used (mobile internet, intranet,...) intranet,...)
Amount	Costs of the transmission.

Optional fields

Field	Description
Group name	Personalized name of the group the user belongs to.
Subgroup name	Personalized name of the sub-group the user belongs to.
Name GSM number	Description of the type of OCC.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to thisGSM number in the application Administration.
Customer name	Name of the account
Account reference 1	First personalized reference which you have assignd to this account (see the application Administration).

Account reference 2	Second personalized reference which you have assignd to this account (see the application Administration).
Zone/Country/Operator	GSM number to which the information was sent.
Tariff	Type of tariff applied (peak, off peak,...)
Type	Description of the type of GPRS used.
Supplementary Services	Extra information about this data session
Discount Indicator	This flag indicates if this OCC is targeted by a discount.

4. 3. 9. 2. Detailed data for a particular GSM number

Once you have the overview of the GSM numbers for one particular type, you can double click on a particular GSM number. This enables you to call up a detail of that particular GSM number. You will find yourself on the tabbed page "Data Volume".

4. 3 .10. Data Time

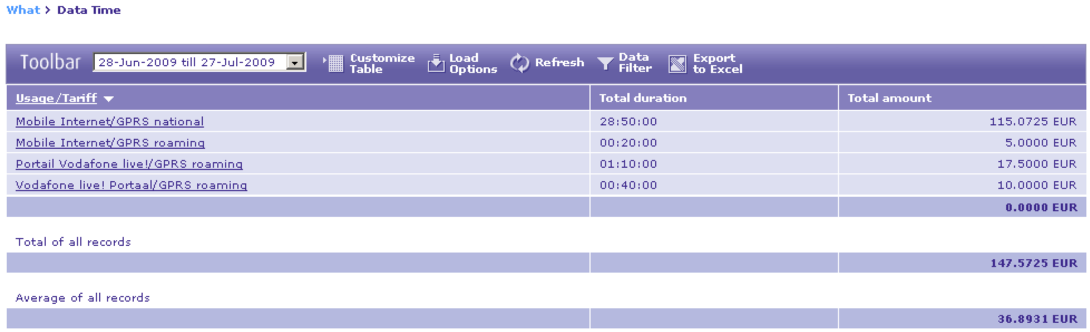
GPRS allows you to consult and update company databases, send files, connect to the Internet, consult your e-mails, your calendar and contacts any time, any place. Every month, a fixed fee is charged to each subscriber.

With GPRS, you can also access the WAP portal of Proximus Interactive.

This tab gives a summary of the GPRS usage costs. For each type, you will see an overview of the duration of the transmission and the corresponding total amount.

Standard fields in the "Data Time" subsection:

Field	Description
Usage/rate	Description of the type of GPRS
Total duration	Total duration of transferred data
Total amount in EUR	Costs of the transmission



4. 3. 10. 1. Overview of the GSM numbers per type

On this tab you can call up the GSM numbers per type of GPRS. Just click on the desired type.

Standard fields

Field	Description
GSM number	GSM number to which these OCC relate.
Account number	Number of the account to which the GSM number concerned belongs.
Call Date	Date of the transmission.
Call Time	Time of the transmission.
Duration	Total duration of transmission
Service	Type of services used (mobile internet, intranet,…) intranet,…)
Amount	Cost of the transmission.

Optional fields

Field	Description
Group name	Personalized name of the group the user belongs to.
Subgroup name	Personalized name of the sub-group the user belongs to.
Name GSM number	Description of the type of OCC.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to thisGSM number in the application Administration.
Customer name	Name of the account
Account reference 1	First personalized reference which you have assignd to this account (see the application Administration).
Account reference 2	Second personalized reference which you have assignd to this account (see the application Administration).
Zone/Country/Operator	GSM number to which the information was sent.
Tariff	Type of tariff applied (peak, off peak,…)
Type	Description of the type of GPRS used.
Supplementary Services	Extra information about this data session
Discount Indicator	This flag indicates if this OCC is targeted by a discount.

4. 3. 10. 2. Detailed data for a particular GSM number

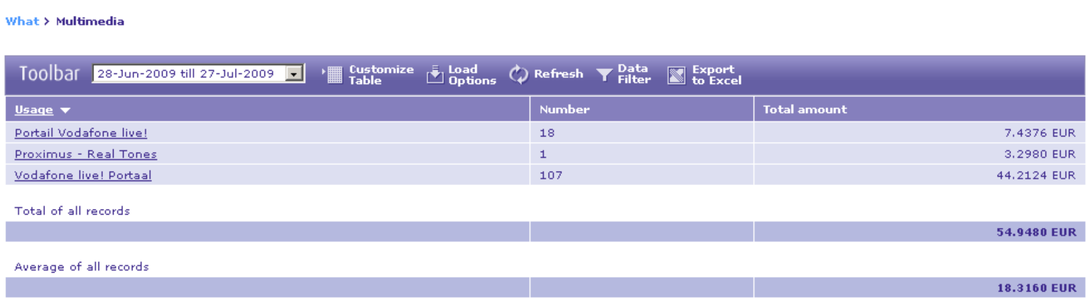
Once you have the overview of the GSM numbers for one particular type, you can double click on a particular GSM number. This enables you to call up a detail of that particular GSM number. You will find yourself on the tabbed page "Data Time".

4. 3 .11. Multimedia

By using Multimedia you can have access to the internet. Multimedia gives you access to a whole range of information sources such as financial news, general news, weahter reports, sports, etc…

Overview of the types of Multimedia

This tabbed page gives an overview of the costs for the use of WAP. You will find an overview per type of the volume of transmission and the corresponding total sum.



Standard fields in the sub-section "Multimedia"

Field	Description
Usage	Description of the type of WAP
Number	Number of times this information source is used
Total Amount EUR	Costs for using this information source

4. 3. 11. 1. Overview of the GSM numbers per type

On this tab you can call up the GSM numbers per type of Multimedia-service. Just click on the desired type.

Standard fields

Field	Description
GSM number	GSM number
Account number	Number of the account to which the GSM number concerned belongs.
Date	Date of the Multimedia session
Time	Time of the Multimedia session
Destination	
Amount	Cost of the transmission.

Optional fields

Field	Description
Group name	Personalized name of the group the user belongs to.
Subgroup name	Personalized name of the sub-group the user belongs to.
Name GSM number	Description of the type of OCC.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to thisGSM number in the application Administration.
Customer name	Name of the account
Account reference 1	First personalized reference which you have assignd to this account (see the application Administration).
Account reference 2	Second personalized reference which you have assignd to this account (see the application Administration).
Tariff	Type of tariff applied (peak, off peak,…)
Service	Description of the type of service used.
Supplementary Services	Extra information about this multimedia session
Discount Indicator	This flag indicates if this multimedia session is targeted by a

4. 3. 11. 2. Data for a particular GSM number

Once you have the overview of the GSM numbers for one particular type, you can double click on a particular GSM number. This enables you to call up a detail of that particular GSM number. You will find yourself on the tabbed page "Multimedia".

☞ **It is also possible to call up the other detailed data of the GSM number on this screen. Just click on the desired tab.**

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4. 3 .12. MMS

Click on the sub-section “MMS” to see the different types of MMS-messages that were send by your users. These messages not only contain text, but also sound and images.

proximus

Overview of the different MMS types

This tabbed page gives an overview of the costs for the use of MMS. You will find an overview per type of the volume of transmission and the corresponding total sum.

What > MMS

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel

Usage	Number	Total amount
MMS Nationaal	1	0.2066 EUR
MMS National	4	0.8264 EUR
MMS envoyé à l'étranger	1	1.2397 EUR
Messaging Pack 150	1	0.0000 EUR
Messaging Pack 30	3	0.0000 EUR
Messaging Pack 300	4	0.0000 EUR
Tekst-MMS verst. vanuit buiten	1	1.2397 EUR
Total of all records		
		3.5124 EUR

Standard fields in the sub-section "MMS"

Field	Description
Usage	Description of the type of MMS.
Number	Number of MMS-messages of this type, send by your users.
Total Amount	Total cost for this type of MMS-message.

Overview of the GSM numbers per type

On this tab you can call up the GSM numbers per type of MMS. Just click on the desired type.

Standard fields

Field	Description
GSM number	GSM number
Account number	Number of the account to which the GSM number concerned belongs.
Date	Date of the Multimedia session
Time	Time of the Multimedia session
Destination	Number MMS was sent to
Amount	Cost of the transmission.

Optional fields

Field	Description
Group name	Personalized name of the group the user belongs to.
Subgroup name	Personalized name of the sub-group the user belongs to.
Name GSM	Description of the type of OCC.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to thisGSM number in the application Administration.
Customer	Name of the account
Account reference 1	First personalized reference which you have assignd to this account (see the application Administration).
Account reference 2	Second personalized reference which you have assignd to this account (see the application Administration).
Description	
Tariff	Type of tariff applied (peak, off peak,…)

Discount Indicator	This flag indicates if this MMS is targeted by a discount.

Detailed data for a particular GSM number
Once you have the overview of the GSM numbers for one particular type, you can double click on a particular GSM number. This enables you to call up a detail of that particular GSM number. You will find yourself on the tabbed page "MMS".

☞ **It is also possible to call up the other detailed data of the GSM number on this screen. Just click on the desired tab.**

---

4. 4. One-click reports

4. 4 .1. What are one-click reports?

The section “One-click reports” contains seven sorts of summary reports.

Click on the button “One-click reports” to view the nine sub-sections, which correspond to the seven sorts of reports, on the screen.

Subsections of the section “One-click reports”

Sub-sections	Description
Top of all users	Reports on the subscribers: with the most call time with the highest invoices
Top of all calls	Reports on the calls: with the longest duration with the highest amount
Top of all destinations	Reports on the destinations of the calls: The destinations are identified with the aid of the call number
Treshold	Reports on the GSM numbers: with a total *call time* which is above a particular limit
Business hours	the calls during these business hours the calls outside these business hours

Options - Minutes	the status of the pre-paid call minutes the status of the pre-paid amount
Own group	Report on the calls between users of the organisation.
ProximusBudget Overview	Reports on ProxiBudget
Personal Report	This sub-sections contains the reports that you created yourself

4. 4. 1. 1. Top

This parameter can be set in "My Proximanage" in the section "top". Here you can set the maximum number of GSM numbers that must be displayed.

The parameter "Top" is used on three levels:

- level of the subscriber
- level of the call
- level of the destination

4. 4. 1. 2. Threshold

This parameter can be set in "My Proximanage" in the section "Threshold". Here you can set the limit to be taken into account in the summary report "Threshold".

The parameter is set on two levels:

- duration
- costs

4. 4. 1. 3. Business hours

This parameter is the final parameter that can be set in "My ProxiManage". The summary report "Business hours" takes account of two situations:

- calls outside office hours
- calls within office hours

4. 4 .2. Top of all users

This report gives an overview of the subscribers with the highest total call costs and with the highest total call duration within a selected invoicing period.

- When you click on the sub-section “Top subscribers”, two tabbed pages appear:
- the tabbed page “Amount”
- the tabbed page “Duration”

The tabbed page “Amount” is displayed as default.

4. 4. 2. 1. The tabbed page “Amount”

This tabbed page contains an overview of the GSM numbers of the subscribers with the highest use costs.

Toolbar 28-Dec-2008 till 27-Jan-2009 Customize Table Load Options Refresh Export to Excel Build a trend report

Amount Duration

GSM number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130408	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	4317.6944 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	4317.6944 EUR
0476130407	0.0000 EUR	12.4612 EUR	0.0000 EUR	0.0000 EUR	40.6626 EUR	3.6369 EUR	525.5550 EUR	0.0000 EUR	0.0000 EUR	582.3157 EUR
0476130406	0.0000 EUR	10.0325 EUR	0.0000 EUR	2.4793 EUR	104.5446 EUR	29.4618 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	141.5596 EUR
0476130387	0.0000 EUR	8.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	8.0000 EUR
0476130329	0.0000 EUR	8.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	8.0000 EUR
0476130388	0.0000 EUR	8.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	8.0000 EUR
0476130400	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR

☞ **The fields of this tabbed page correspond to the fields discussed in the sub-section "Overview of all GSM numbers".**

4. 4. 2. 2. The tabbed page “Duration”

This tabbed page contains the GSM numbers of the subscribers with the highest total duration.

Toolbar 28-Dec-2008 till 27-Jan-2009 Customize Table Load Options Refresh Export to Excel Build a trend report

Amount Duration

GSM number	Account number	Calls	Duration
0476130408	7044426	4317.6944 EUR	605:10:31
0476130330	7044426	112.5117 EUR	17:55:59
0476130406	7044426	104.5446 EUR	13:01:18
0476130335	7044426	62.2927 EUR	08:45:36
0476130329	7044426	154.2487 EUR	08:35:13
0476130331	7044426	57.4722 EUR	07:15:03
0476130338	7074426	60.0029 EUR	06:35:06
0476130337	7074426	40.0178 EUR	06:13:40
0476130334	7044426	15.9460 EUR	05:07:42
0476130339	7074426	32.6137 EUR	04:21:23

Standard fields in the tabbed page “Duration”

Field	Description
GSM number	GSM number.
Account number	Account to which the GSM number belongs.
Calls	Total call costs for the GSM number concerned.

Duration	Total duration of the calls made from this GSM number.

Optional fields in the tabbed page "Duration"

Field	Description
Group name	Personalized name of the group the user belongs to.
Subgroup name	Personalized name of the sub-group the user belongs to.
Name GSM number	Personalized name which was assigned to this GSM number in the application Administration.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to this GSM number in the application Administration.
Customer name	Name of the account
Account reference 1	First personalized reference which you have assigned to this account (see the application Administration).
Account reference 2	Secondary personalized reference which you have assigned to this account (see the application Administration).

4. 4. 2. 3. Calling up detailed data for a particular GSM number

From the tabbed pages "Duration" and "Amount" you can also call up the detailed costs of a particular GSM number.

Just click on the desired GSM number.

Now activate a Drill Down which will give you the detailed data of one particular GSM number. The tab displayed is the tabbed page "Calls" (see "Calling up the detail for a particular GSM-nummber"). However, it is also possible to view the other detailed data.

4. 4 .3. Top of all calls

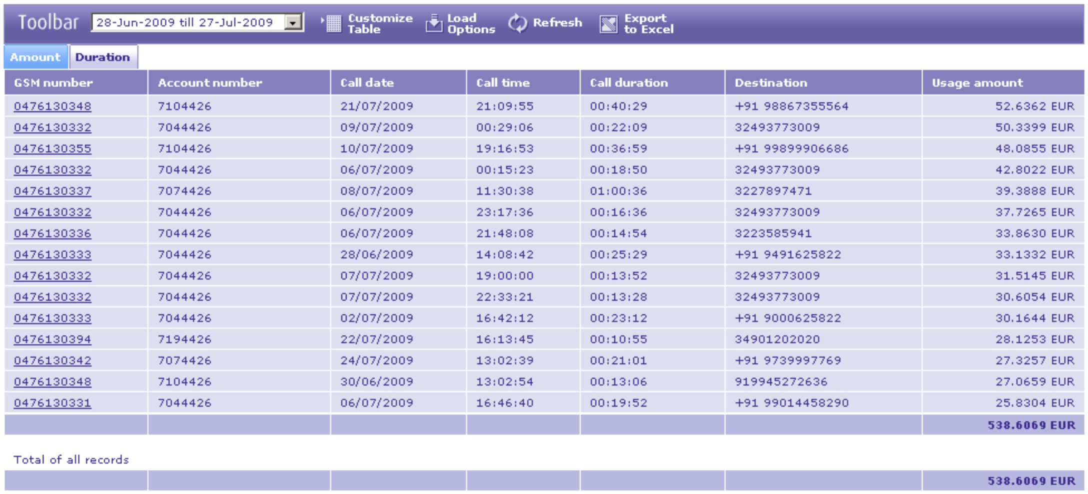
This report gives an overview of the most expensive and the longest calls within a selected invoicing period.

When you click on the sub-section "Top calls" two tabbed pages will appear:

- the tabbed page "Amount"
- the tabbed page "Duration"

The tabbed page "Amount" is displayed as default.

4. 4. 3. 1. The tabbed page "Amount"


Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Export to Excel

Amount Duration

GSM number	Account number	Call date	Call time	Call duration	Destination	Usage amount
0476130348	7104426	21/07/2009	21:09:55	00:40:29	+91 98867355564	52.6362 EUR
0476130332	7044426	09/07/2009	00:29:06	00:22:09	32493773009	50.3399 EUR
0476130355	7104426	10/07/2009	19:16:53	00:36:59	+91 99899906686	48.0855 EUR
0476130332	7044426	06/07/2009	00:15:23	00:18:50	32493773009	42.8022 EUR
0476130337	7074426	08/07/2009	11:30:38	01:00:36	3227897471	39.3888 EUR
0476130332	7044426	06/07/2009	23:17:36	00:16:36	32493773009	37.7265 EUR
0476130336	7044426	06/07/2009	21:48:08	00:14:54	3223585941	33.8630 EUR
0476130333	7044426	28/06/2009	14:08:42	00:25:29	+91 9491625822	33.1332 EUR
0476130332	7044426	07/07/2009	19:00:00	00:13:52	32493773009	31.5145 EUR
0476130332	7044426	07/07/2009	22:33:21	00:13:28	32493773009	30.6054 EUR
0476130333	7044426	02/07/2009	16:42:12	00:23:12	+91 9000625822	30.1644 EUR
0476130394	7194426	22/07/2009	16:13:45	00:10:55	34901202020	28.1253 EUR
0476130342	7074426	24/07/2009	13:02:39	00:21:01	+91 9739997769	27.3257 EUR
0476130348	7104426	30/06/2009	13:02:54	00:13:06	919945272636	27.0659 EUR
0476130331	7044426	06/07/2009	16:46:40	00:19:52	+91 99014458290	25.8304 EUR
						538.6069 EUR
Total of all records						
						538.6069 EUR

This tabbed page contains those GSM numbers with the most expensive calls.

Standard fields in the tabbed page "Amount"

Field	Description
GSM number	GSM number.
Account	Account to which the GSM number belongs.
Call Date Call Time	Call Duration
Destination	Usage Amount
Date of the call concerned.	Time of the call concerned.
Total duration of the call	Call costs of the call concerned.
Call Date Call Time	Call Duration

Optional fields in the tabbed page

Field	Description
Group name	Personalized name of the group the user belongs to.
Subgroup name	Personalized name of the sub-group the user belongs to.
Name GSM number	Personalized name which was assigned to this GSM number in the application Administration.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to this GSM number in the application Administration.
Customer name	Name of the account
Account reference 1	First personalized reference which you have assigned to this account (see the application Administration).
Account reference 2	Secondary personalized reference which you have assigned to this account (see the application Administration).

4. 4. 3. 2. The tabbed page “Duration”

This tabbed page contains those GSM numbers with the longest calls.

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Export to Excel

Amount Duration

GSM number	Account number	Call date	Call time	Call duration	Destination	Usage amount
0476130337	7074426	26/07/2009	18:28:15	01:30:00	3227897471	11.2482 EUR
0476130338	7074426	22/07/2009	00:14:34	01:20:09	474506646	8.4586 EUR
0476130404	7194426	10/07/2009	21:44:06	01:14:57	479272355	11.6877 EUR
0476130351	7104426	02/07/2009	22:24:36	01:11:07	324767146125	8.8882 EUR
0476130344	7074426	06/07/2009	19:00:00	01:08:21	47697769	8.5424 EUR
0476130344	7074426	13/07/2009	17:56:17	01:03:43	32472297769	7.9633 EUR
0476130331	7044426	06/07/2009	15:03:32	01:03:18	+1 86679458290	15.1920 EUR
0476130358	7104426	01/07/2009	17:56:59	01:03:01	2194481	7.8758 EUR
0476130351	7104426	29/06/2009	22:11:40	01:02:37	324767146125	7.8259 EUR
0476130337	7074426	08/07/2009	11:30:38	01:00:36	3227897471	39.3888 EUR
0476130331	7044426	13/07/2009	07:29:35	01:00:05	3227897471	7.5092 EUR
0476130358	7104426	13/07/2009	12:00:11	00:57:38	3227897471	7.2030 EUR
0476130358	7104426	03/07/2009	11:30:09	00:57:21	3227897471	7.1676 EUR
0476130358	7104426	01/07/2009	09:00:29	00:57:14	3227897471	7.1530 EUR
0476130401	7194426	24/07/2009	00:15:06	00:55:49	3481794	6.9760 EUR
						163.0797 EUR
Total of all records						
						163.0797 EUR

☞ **The fields in this tabbed page correspond to fields in the tabbed page "Amount".**

4. 4. 3. 3. Calling up details for one gsm-number

Starting from the pages "Duration" and "Amount" you can ask for the details of one single

GSM-number

Click on the number concerned. You are activating a Drill Down. The tabbed page Calls will become visible. Of course it is possible to consult other detailed data.

4. 4 .4. Top destinations

This report gives an overview of the destinations to which the calls were longest, those which were called most often, or those for which the call costs were the highest.

If you click on the sub-section “Top destinations”, three tabbed pages will appear:

- the tabbed page “Longest call”
- the tabbed page “Most expensive call”
- the tabbed page “Number most often called”

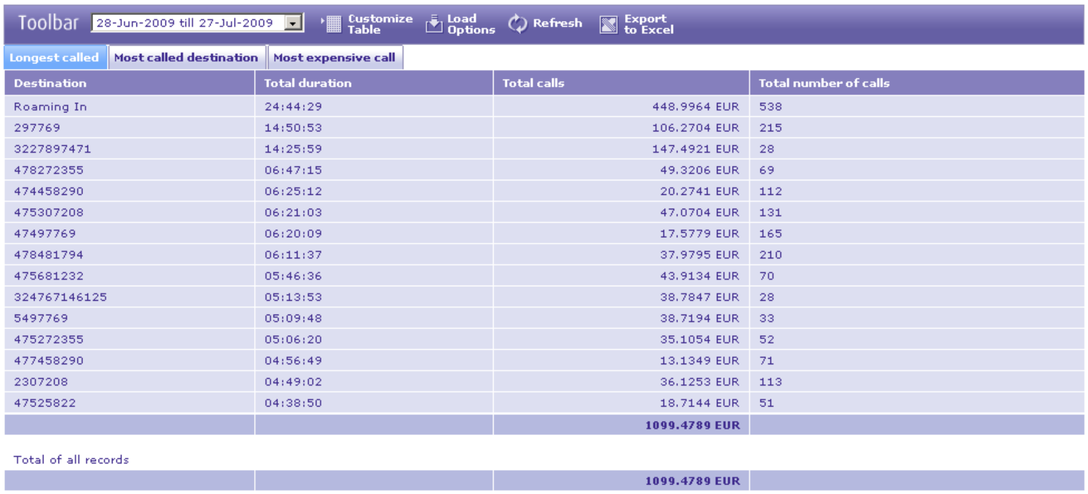
The standard fields are identical for all three tabbed pages.

Standard fields in the tabbed pages “Longest call”, “ Most expensive call” and

“Number most often called”

Field	Description
Destination	Number of the recipient of the calls.
Total duration	Total duration of the calls made to this call recipient.
Total calls	Total amount of the calls made to this call recipient.
Total number of calls	Number of calls made to this call recipient.

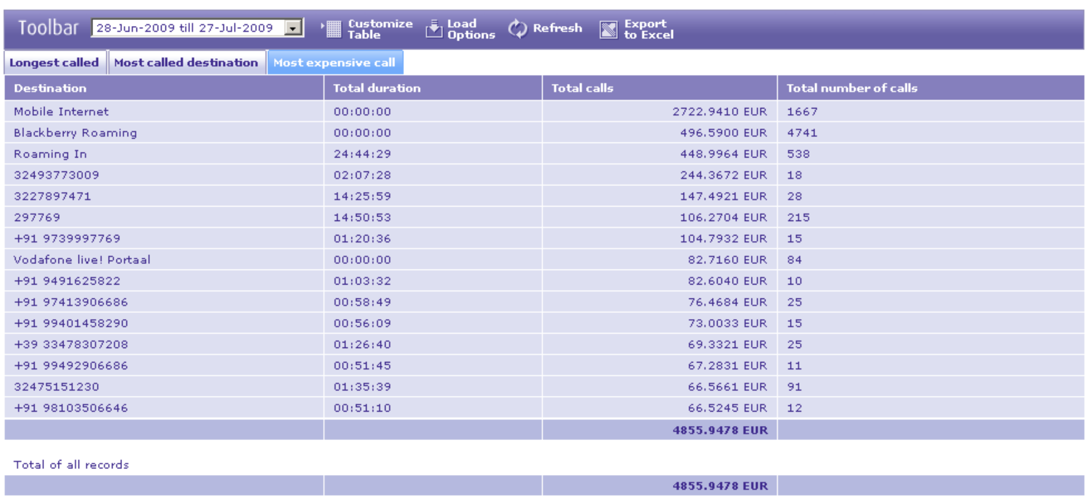
4. 4. 4. 1. The tabbed page "Longest called"



Destination	Total duration	Total calls	Total number of calls
Roaming In	24:44:29	448.9964 EUR	538
297769	14:50:53	106.2704 EUR	215
3227897471	14:25:59	147.4921 EUR	28
478272355	06:47:15	49.3206 EUR	69
474458290	06:25:12	20.2741 EUR	112
475307208	06:21:03	47.0704 EUR	131
47497769	06:20:09	17.5779 EUR	165
478481794	06:11:37	37.9795 EUR	210
475681232	05:46:36	43.9134 EUR	70
324767146125	05:13:53	38.7847 EUR	28
5497769	05:09:48	38.7194 EUR	33
475272355	05:06:20	35.1054 EUR	52
477458290	04:56:49	13.1349 EUR	71
2307208	04:49:02	36.1253 EUR	113
47525822	04:38:50	18.7144 EUR	51
		1099.4789 EUR	
Total of all records			
		1099.4789 EUR	

This tabbed page contains the call recipients to whom the longest calls were made.

4. 4. 4. 2. The tabbed page "Most expensive call"



Destination	Total duration	Total calls	Total number of calls
Mobile Internet	00:00:00	2722.9410 EUR	1667
Blackberry Roaming	00:00:00	496.5900 EUR	4741
Roaming In	24:44:29	448.9964 EUR	538
32493773009	02:07:28	244.3672 EUR	18
3227897471	14:25:59	147.4921 EUR	28
297769	14:50:53	106.2704 EUR	215
+91 9739997769	01:20:36	104.7932 EUR	15
Vodafone live! Portaal	00:00:00	82.7160 EUR	84
+91 9491625822	01:03:32	82.6040 EUR	10
+91 97413906686	00:58:49	76.4684 EUR	25
+91 99401458290	00:56:09	73.0033 EUR	15
+39 33478307208	01:26:40	69.3321 EUR	25
+91 99492906686	00:51:45	67.2831 EUR	11
32475151230	01:35:39	66.5661 EUR	91
+91 98103506646	00:51:10	66.5245 EUR	12
		4855.9478 EUR	
Total of all records			
		4855.9478 EUR	

This tabbed page shows the call recipients with the highest call costs.

4. 4. 4. 3. The tabbed page "Most called destination"

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Export to Excel

Longest called | Most called destination | Most expensive call

Destination	Total duration	Total calls	Total number of calls
Blackberry Roaming	00:00:00	496.5900 EUR	4741
Mobile Internet	00:00:00	2722.9410 EUR	1667
BlackBerry gebruik	00:00:00	0.0000 EUR	604
Roaming In	24:44:29	448.9964 EUR	538
297769	14:50:53	106.2704 EUR	215
478481794	06:11:37	37.9795 EUR	210
47497769	06:20:09	17.5779 EUR	165
475307208	06:21:03	47.0704 EUR	131
473146125	02:44:07	4.9987 EUR	126
473906686	04:11:25	25.3499 EUR	121
2307208	04:49:02	36.1253 EUR	113
474458290	06:25:12	20.2741 EUR	112
478307208	03:15:31	22.6249 EUR	110
47425822	03:00:48	2.6665 EUR	107
479642877	02:22:47	17.4597 EUR	103
		4006.9247 EUR	
Total of all records			
		4006.9247 EUR	

This tabbed page contains the call recipients who were called most often

4. 4 .5. Threshold

When you click on the sub-section “Threshold” two tabbed pages will appear:

- the tabbed page “Amount”
- the tabbed page “Duration”

The available fields are identical for the two tabbed pages and have already been discussed in "Overview of all GSM numbers" in the sub-section "All subscribers", page 21.

4. 4. 5. 1. The tabbed page “Amount”

This tabbed page contains the GSM numbers for which the total call cost exceeds a particular limit.

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel Build a trend report

Amount | Duration

GSM number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	0.0000 EUR	26.9896 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	1692.1876 EUR	0.0000 EUR	0.0000 EUR	1719.1772 EUR
0476130330	0.0000 EUR	9.6419 EUR	860.1392 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	869.7811 EUR
0476130331	0.0000 EUR	17.4380 EUR	0.0000 EUR	0.0000 EUR	631.9839 EUR	19.1538 EUR	0.0000 EUR	2.4792 EUR	0.0000 EUR	671.0549 EUR

4. 4. 5. 2. The tabbed page “Duration”

This tabbed page contains the GSM numbers for which the total call time exceeds a particular limit.

Toolbar 28-Jun-2009 till 27-Jul-2009 | Customize Table | Load Options | Refresh | Export to Excel | Build a trend report

Amount | Duration

GSM number	Account number	Calls	Duration ▲
0476130331	7044426	631.9839 EUR	39:28:22
0476130344	7074426	234.1146 EUR	32:13:29
0476130340	7074426	183.5732 EUR	19:28:03
0476130351	7104426	167.3393 EUR	18:26:24
0476130403	7194426	130.0245 EUR	18:03:53
0476130339	7074426	264.6039 EUR	17:59:48
0476130400	7194426	131.5571 EUR	16:51:35
0476130358	7104426	213.2233 EUR	16:38:46
0476130333	7044426	565.3685 EUR	16:13:50
0476130354	7104426	156.5781 EUR	15:42:34
0476130342	7074426	280.3756 EUR	15:06:38
0476130393	7194426	146.2034 EUR	14:58:21
0476130405	7194426	106.0527 EUR	13:44:18
0476130334	7044426	148.2754 EUR	13:17:05
0476130399	7194426	136.9496 EUR	12:21:51
0476130389	7194426	166.8178 EUR	12:15:50
0476130401	7194426	78.5608 EUR	11:27:40
0476130337	7074426	322.3405 EUR	11:00:59
0476130404	7194426	62.1118 EUR	10:22:00
0476130332	7044426	590.3943 EUR	09:38:47
		4716.4483 EUR	
Total of all records			
		7162.1026 EUR	

4. 4. 5. 3. Calling up detailed data for a particular GSM number

From the tabbed pages "Duration" and "Amount" you can also call up the detailed costs of a particular GSM number.

Just click on the desired GSM number, then activate a Drill Down which will give you the detailed data of one particular GSM number.

4. 4 .6. Business hours

If you click on the sub-section “Business hours”, two tabbed pages will appear:

- the tabbed page “Calls outside office hours”
- the tabbed page “Calls within office hours” The fields are identical for both tabbed pages.

4. 4. 6. 1. The tabbed page “Calls outside business hours”

This tabbed page contains the list of calls which were made outside the business hours. These calls are sorted as default in descending order in the column call cost.

Toolbar 28-Nov-2008 till 27-Dec-2008 | Customize Table | Load Options | Refresh | Export to Excel

Calls outside business hours | Calls inside business hours

GSM number ▼	Account number	Call date	Call time	Call duration	Destination	Usage amount
0476130329	7044426	17/12/2008	18:15:15	00:01:00	324778867458	0.1500 EUR
0476130329	7044426	20/12/2008	16:15:15	00:01:00	324778867458	0.1500 EUR
0476130329	7044426	17/12/2008	17:34:00	00:01:00	324778867458	0.1500 EUR
0476130329	7044426	20/12/2008	13:07:31	00:01:00	324875867458	0.1500 EUR
0476130329	7044426	21/12/2008	12:22:48	00:01:00	+39 02413111	0.5500 EUR
0476130331	7044426	08/12/2008	20:28:42	00:01:38	472658019	0.2614 EUR
0476130331	7044426	04/12/2008	23:05:58	00:01:00	473658019	0.1600 EUR

4. 4. 6. 2. The tabbed page “Calls inside business hours”

This tabbed page contains the list of calls which were made during business hours. These calls are sorted as default in descending order in the column call cost.

Toolbar 28-Nov-2008 till 27-Dec-2008 Customize Table Load Options Refresh Export to Excel

Calls outside business hours | Calls inside business hours

GSM number	Account number	Call date	Call time	Call duration	Destination	Usage amount
0476130329	7044426	19/12/2008	10:10:34	00:01:00	324875867458	0.1500 EUR
0476130329	7044426	17/12/2008	15:44:04	00:04:02	324778867458	0.6050 EUR
0476130329	7044426	15/12/2008	12:12:17	00:05:32	324778867458	0.8300 EUR
0476130329	7044426	19/12/2008	13:12:24	00:05:33	324778867458	0.8325 EUR
0476130329	7044426	18/12/2008	10:20:00	00:01:00	324778867458	0.1500 EUR
0476130329	7044426	15/12/2008	16:36:05	00:01:18	+212 77669634	1.1700 EUR
0476130329	7044426	16/12/2008	10:27:49	00:01:00	+39 33513867458	0.8000 EUR
0476130329	7044426	22/12/2008	15:53:53	00:05:45	32477333734	2.6448 EUR
0476130331	7044426	09/12/2008	12:22:04	00:03:17	479658019	0.5201 EUR
0476130331	7044426	05/12/2008	09:50:18	00:01:00	476658019	0.1600 EUR
0476130331	7044426	12/12/2008	10:04:32	00:01:00	324959658019	0.1400 EUR
0476130331	7044426	12/12/2008	10:02:05	00:01:00	324958458581	0.1400 EUR
0476130331	7044426	01/12/2008	14:57:04	00:01:00	2458581	0.0000 EUR
0476130331	7044426	12/12/2008	08:49:12	00:01:00	474458581	0.1400 EUR
0476130331	7044426	28/11/2008	10:25:49	00:01:57	2458581	0.0000 EUR
0476130331	7044426	11/12/2008	10:44:03	00:01:00	473458581	0.1400 EUR
0476130331	7044426	11/12/2008	10:43:08	00:01:00	476458581	0.1400 EUR
0476130331	7044426	11/12/2008	11:57:26	00:01:19	479458581	0.1843 EUR
0476130331	7044426	12/12/2008	15:07:17	00:01:00	479458581	0.1400 EUR
0476130331	7044426	11/12/2008	11:52:03	00:04:43	53458581	0.0000 EUR
						8.8867 EUR
Total of all records						
						4791.7793 EUR

4. 4. 6. 3. Calling up detailed data for a particular GSM number

From the two tabbed pages you can also call up the detailed costs of a particular GSM

number.

Just click on the desired GSM number and activate a Drill Down which will give you the detailed data of one particular GSM number.

4. 4 .7. Options - Minutes

This report gives you an overview of:

- the status of the pre-paid call minutes
- the status of the pre-paid amount

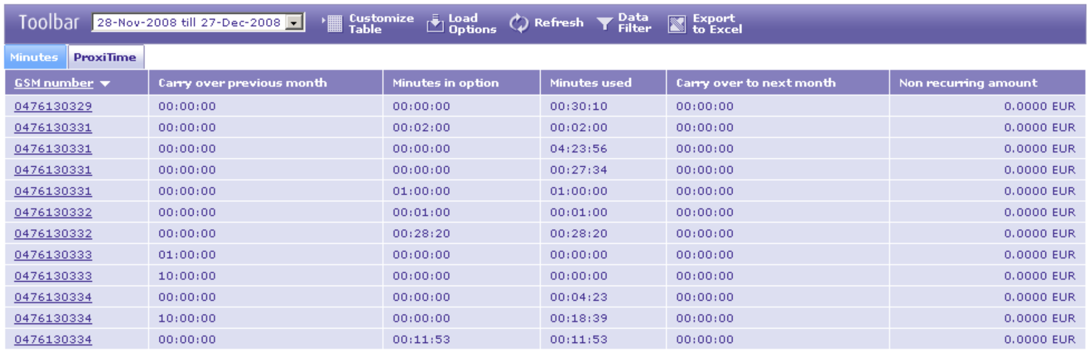
The screen consists of two tabbed pages:

- Minutes
- Proxitime

4. 4. 7. 1. The tabbed page “Minutes”

For different options, as there is AnyTime, ProxiFriends, ProxiWeekend and Mobile Group, you pre-pay a fixed tariff for a given number of minutes which you can use up during the invoicing period. Any minutes not used up can be carried over to the following period.

The tabbed page "Minutes" contains the detailed data of the tariff options selected, as shown in the invoice. There are five standard fields available.



GSM number	Carry over previous month	Minutes in option	Minutes used	Carry over to next month	Non recurring amount
0476130329	00:00:00	00:00:00	00:30:10	00:00:00	0.0000 EUR
0476130331	00:00:00	00:02:00	00:02:00	00:00:00	0.0000 EUR
0476130331	00:00:00	00:00:00	04:23:56	00:00:00	0.0000 EUR
0476130331	00:00:00	00:00:00	00:27:34	00:00:00	0.0000 EUR
0476130331	00:00:00	01:00:00	01:00:00	00:00:00	0.0000 EUR
0476130332	00:00:00	00:01:00	00:01:00	00:00:00	0.0000 EUR
0476130332	00:00:00	00:28:20	00:28:20	00:00:00	0.0000 EUR
0476130333	01:00:00	00:00:00	00:00:00	00:00:00	0.0000 EUR
0476130333	10:00:00	00:00:00	00:00:00	00:00:00	0.0000 EUR
0476130334	00:00:00	00:00:00	00:04:23	00:00:00	0.0000 EUR
0476130334	10:00:00	00:00:00	00:18:39	00:00:00	0.0000 EUR
0476130334	00:00:00	00:11:53	00:11:53	00:00:00	0.0000 EUR

Standard fields in the tabbed page "Overview of minutes"

Field	Description
GSM number	GSM number
Carry over previous month	Minutes not used during the previous month which are carried forward to the current bill cycle.
Minutes in option	Minutes according to the options and those given as a present (*Ex*: *ProGroup AnyTime, free minutes,...*).
Minutes used	The minutes used during the current bill cycle.
Carry over to next month	Minutes to carry over to the next bill cycle.
Non recurring amount	Total of the non recurring amount (eg. Activation of ProxiDuo-service)

Field	Description
Group name	Personalized name of the group the user belongs to.
Subgroup name	Personalized name of the sub-group the user belongs
Name GSM number	Personalized name which was assigned to this GSM number in the application Administration.
User reference 1	First personalized reference which was assigned to this GSM number in the application Administration.
User reference 2	Second personalized reference which was assigned to this GSM number in the application
Account number	Number of the account
Customer name	Name of the account
Account reference 1	First personalized reference which you have assigned to this account (see the application Administration).
Account reference 2	Second personalized reference which you have assigned to this account (see the application
Tariff plan	The tariff applied for this subscriber (Corporate, Mobile Group, ProxiPro, ...)

Type	Description of the applied tariff
Recurring amount	Total of the recurring amount (eg. ProxiComfort, ProxiWeekend)
OCC	Total of other costs and credits
Calls	Total of the calls for a specific GSM number
SMS	Total of the costs for the use of SMS
Data	Total of the costs for the use of GPRS
WAP	Total of the costs for the use of WAP
MMS	Total of the costs for the use of MMS

4. 4. 7. 2. The tabbed page "ProxiTime"

ProxiTime is a subscriber-friendly tariff plan without recurring fees. Every month the subscriber pays a fixed amount in call credit.

What the subscriber has not consumed, will be carried over to the following month.

GSM number	Type (VAT included)	Carry over previous month	Amount in option	Amount used	Carry over to next month
0476130412	ProxiTime 15,00 EUR (9)	12.3967 EUR	12.3967 EUR	0.0000 EUR	12.3967 EUR

Standard fields in the tabbed page "ProxiTime"

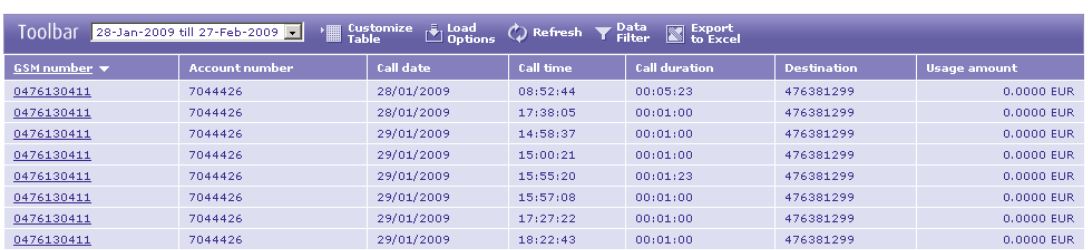
Field	Description
GSM Number	Call numbers of a given account.
Type (incl. VAT)	Description of the pricing plan of a call number
Carry over previous month	Calling credit not used during the previous month which is carried forward to the current invoice bill cycle.
Amount in option	Calling credit of the current billing cycle as defined in the pricing plan.
Amount used	Total calling credit used during the current bill cycle. It includes the calling credit of the previous month and of the current month.
Carry over to next month	Calling credit to carry over to the next bill cycle. The amount is equal to the calling credit of the current month less the calling credit used, except for the calling credit carried over from the previous month.

Optional fields in the tabbed page "ProxiTime"

The optional fields are the same as in the tabbed page Minutes.

4. 4 .8. Own group

This report is mainly used to trace which GSM-users in the organisation call each other, so you see an overview of the intracompany calls. If you want to, you can also look at the external destinations and non-mobile phone numbers.



GSM number	Account number	Call date	Call time	Call duration	Destination	Usage amount
0476130411	7044426	28/01/2009	08:52:44	00:05:23	476381299	0.0000 EUR
0476130411	7044426	28/01/2009	17:38:05	00:01:00	476381299	0.0000 EUR
0476130411	7044426	29/01/2009	14:58:37	00:01:00	476381299	0.0000 EUR
0476130411	7044426	29/01/2009	15:00:21	00:01:00	476381299	0.0000 EUR
0476130411	7044426	29/01/2009	15:55:20	00:01:23	476381299	0.0000 EUR
0476130411	7044426	29/01/2009	15:57:08	00:01:00	476381299	0.0000 EUR
0476130411	7044426	29/01/2009	17:27:22	00:01:00	476381299	0.0000 EUR
0476130411	7044426	29/01/2009	18:22:43	00:01:00	476381299	0.0000 EUR

Standard fields in the sub-section "Own group":

Field	Description
GSM Number	GSM-number user
Account number	Account number to which the GSM-number belongs to
Call date	Date of conversation
Call time	Time of conversation
Call duration	Total duration of conversation
Destination	Destination of conversation
Usage amount	Total cost of conversation

Optional fields in in the sub-section “Own group” :

Field	Description
Name	Personalized name assigned to this GSM number
Primary reference	First personalized reference which was assigned to this GSM number
Secondary reference	Second personalized reference which was assigned to this GSM number
Name account	Personalized name assigned to the account
Primary reference	First personalized reference which was assigned to this account
Secondary reference	Second personalized reference which was assigned to this account
Tariff	Tariff category
Zone/Land/Operator	Zone of destination
Type	Tariff category
Supplementary services	Total supplementary services.

4. 4 .9. ProxiBudget overview

The new PFM (Easy) version allows ProxiBudget customers to use a report displaying clearly the part paid by the employer, as well as the part paid by the employee.

You can open this reports in the following way:

- Navigate to the section “One-click reports”.
- Choose the report “ProxiBudget Overview”.
- This report contains two tabs: “Sponsor Account” and “Member Account”.

☞ **To obtain a correct overview of ProxiBudget data, all Member Accounts of a particular Sponsor Account must be available in Proximus Fleet M@nagement.**

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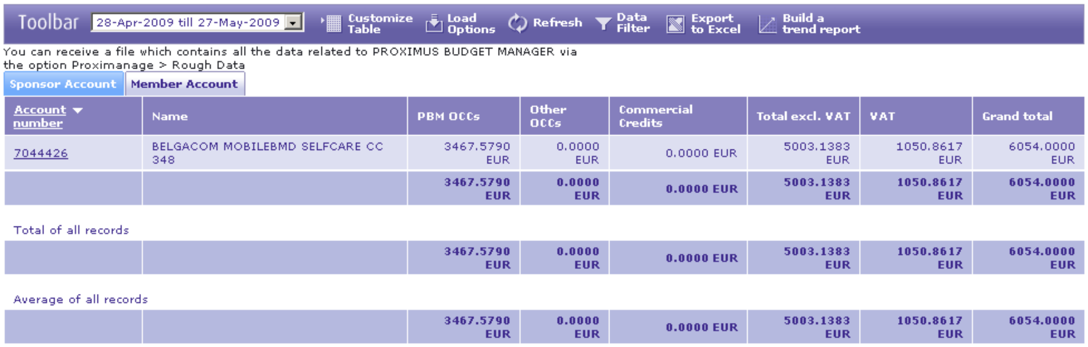
4. 4. 9. 1. Sponsor Account

The first tab “Sponsor Account” displays the employer details. This tab contains default fields as well as optional fields.



Account number	Name	PBM OCCs	Other OCCs	Commercial Credits	Total excl. VAT	VAT	Grand total
7044426	BELGACOM MOBILEBMD SELFCARE CC 348	3467.5790 EUR	0.0000 EUR	0.0000 EUR	5003.1383 EUR	1050.8617 EUR	6054.0000 EUR
		3467.5790 EUR	0.0000 EUR	0.0000 EUR	5003.1383 EUR	1050.8617 EUR	6054.0000 EUR
Total of all records							
		3467.5790 EUR	0.0000 EUR	0.0000 EUR	5003.1383 EUR	1050.8617 EUR	6054.0000 EUR
Average of all records							
		3467.5790 EUR	0.0000 EUR	0.0000 EUR	5003.1383 EUR	1050.8617 EUR	6054.0000 EUR

Default fields in the tab “Sponsor Account”

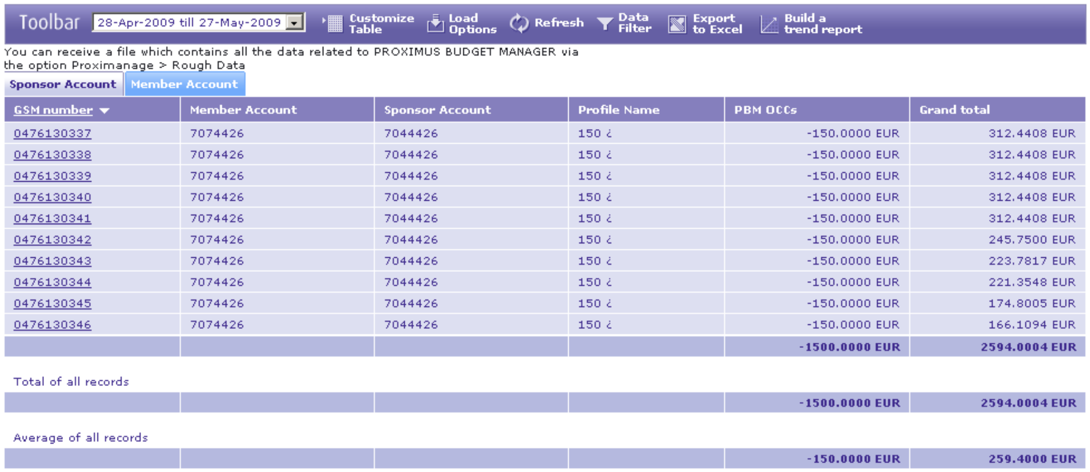
Field	Description
Account number	Number of the employer account
Name	Employer Name
PBM OCCs	
Other OCCs	Other costs and compensations on employer level, e.g. ProxiVolume discounts
Commercial Credits	
Total excl. VAT	Total of all costs for the employer, excluding VAT
VAT	VAT calculated on the total of all costs on employer level
Grand total	Total of the invoice for the employer, including VAT

Optional fields in the tab “Sponsor Account”

Field	Description
Group name	Personalised name of the group the account belongs to
Subgroup name	Personalised name of the subgroup the account belongs to
Invoice name	Employer name displayed on the invoice
Account reference 1	1st personalised reference assigned to the account in the Administration module
Account reference 2	2nd personalised reference assigned to the account in the Administration module
VAT number	VAT number
Discounts	Total discount amount for the sponsor account.

4. 4. 9. 2. Member Account

The second tab “Member Account” displays the details of the GSM user. This tab contains default fields as well as optional fields.



GSM number	Member Account	Sponsor Account	Profile Name	PBM OCCs	Grand total
0476130337	7074426	7044426	150 ¿	-150.0000 EUR	312.4408 EUR
0476130338	7074426	7044426	150 ¿	-150.0000 EUR	312.4408 EUR
0476130339	7074426	7044426	150 ¿	-150.0000 EUR	312.4408 EUR
0476130340	7074426	7044426	150 ¿	-150.0000 EUR	312.4408 EUR
0476130341	7074426	7044426	150 ¿	-150.0000 EUR	312.4408 EUR
0476130342	7074426	7044426	150 ¿	-150.0000 EUR	245.7500 EUR
0476130343	7074426	7044426	150 ¿	-150.0000 EUR	223.7817 EUR
0476130344	7074426	7044426	150 ¿	-150.0000 EUR	221.3548 EUR
0476130345	7074426	7044426	150 ¿	-150.0000 EUR	174.8005 EUR
0476130346	7074426	7044426	150 ¿	-150.0000 EUR	166.1094 EUR
				-1500.0000 EUR	**2594.0004 EUR**
Total of all records					
				-1500.0000 EUR	**2594.0004 EUR**
Average of all records					
				-150.0000 EUR	**259.4000 EUR**

Default fields in the tab “Member Account”

Field	Description
GSM number	GSM number
Member Account	Number of the employee account
Sponsor Account	ProxiBudget number of the employer
Profile Name	Name of the budget manager profile. The profile determines how much is sponsored by the
PBM OCCs	Part paid by the employer
Grand total	Total of all costs on employee level

Optional fields in the tab “Member Account”

Field	Description
Name GSM number	Name of mobile phone user
Invoice Name	Name of customer, as indicated on the bill
User reference 1	Personalized reference allocated in the "Administration" module
User reference 2	Personalized reference allocated in the "Administration" module
Profile ID	Credits of which the unused amount is carried over to the next month.
Other OCCs	Other charges and costs on the customer account
Commercial Credits 1	Credits of which the unused amount is carried over to the next month.
Non recurring amount	Total activation costs for the mobile number concerned (e.g. activation of the ProxiDuo service)
Recurring amount	Total subscription costs for the mobile number concerned (e.g. ProxiComfort, ProxiWeekend)
Calls	Total calling costs for the mobile number concerned
SMS	Total SMS costs for the mobile number concerned (alphanumeric messages)
Data	Total costs of using the data services for the mobile
Data Volume	Total costs of using the data services rated by volume for the mobile
Data Time	Total costs of using the data services rated by time unit for the mobile.
Discounts	Total discount amount for the member account

If you click on a mobile number, a screen will appear containing the detailed data of that mobile number. In the first example, you will see a profile in which a fixed amount has been selected, without specifying the type or the subscriber group.

Rapports prédéfinis > Proximus Budget Manager > 0476130339

Barre d'outils 28-Mar-2009 jusqu'à 27-Apr-2009

Sponsor Account=7044426
Compte client de l'employé=7074426

	%	Montant	Part payée par l'employeur	Consommation Totale	Part payée par l'employé
Part payée par l'employeur (EUR)		150.0000 EUR	150.0000 EUR	870.4220 EUR	720.4220 EUR
Total de tous les enregistrements					
			150.0000 EUR	**870.4220 EUR**	**720.4220 EUR**

☞ **A separate CSV file is created for the ProxiBudget report if you request a Rough Data via Administration. The following text will appear at the top of the screen of the Proximus Budget Manager section: "You can obtain a file containing all the data relating to PROXIMUS BUDGET MANAGER via the Proximanage option > Administration > Rough Data”.**

4. 4 .10. Personal Report

Personal reports allow you to save the tables and reports that you modified. You can save the following items in a personal report:

- Filters
- Added/Removed columns
- One-click reports
- Trend reports

Every user can save up to five personal reports in ProxiManage and up to five reports in

ProxiHandset.

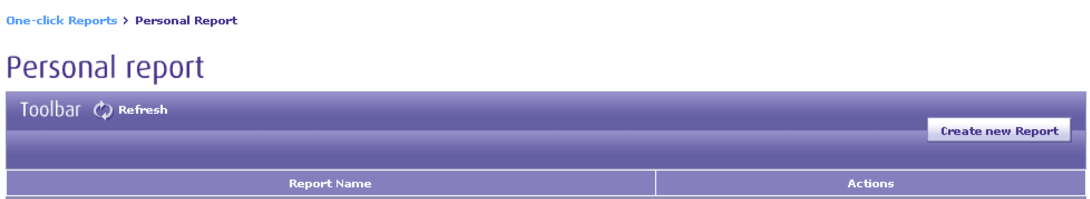
These reports will be updated automatically with each load of a new bill cycle.

Create a personal report

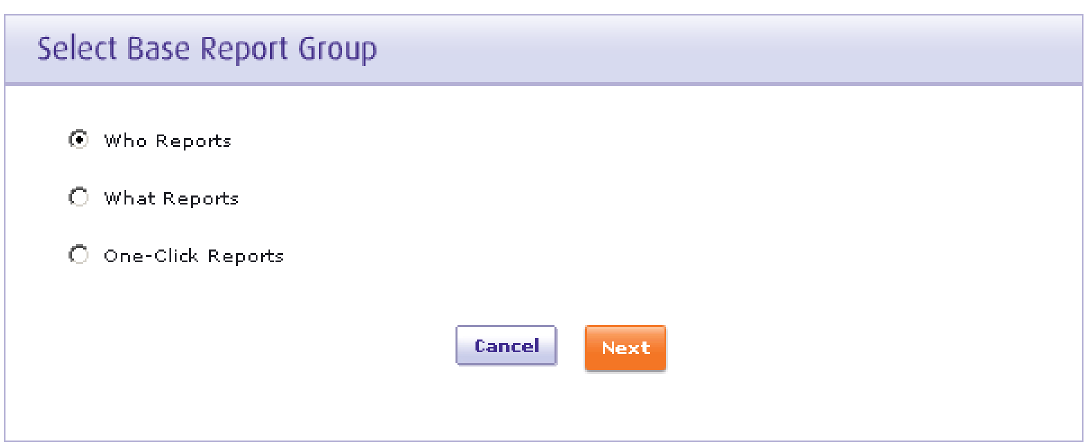
You can create a personal report in the following way:

- Open the section "One-click reports".
- Click the subsection "Personal report".

The screen below will be displayed.

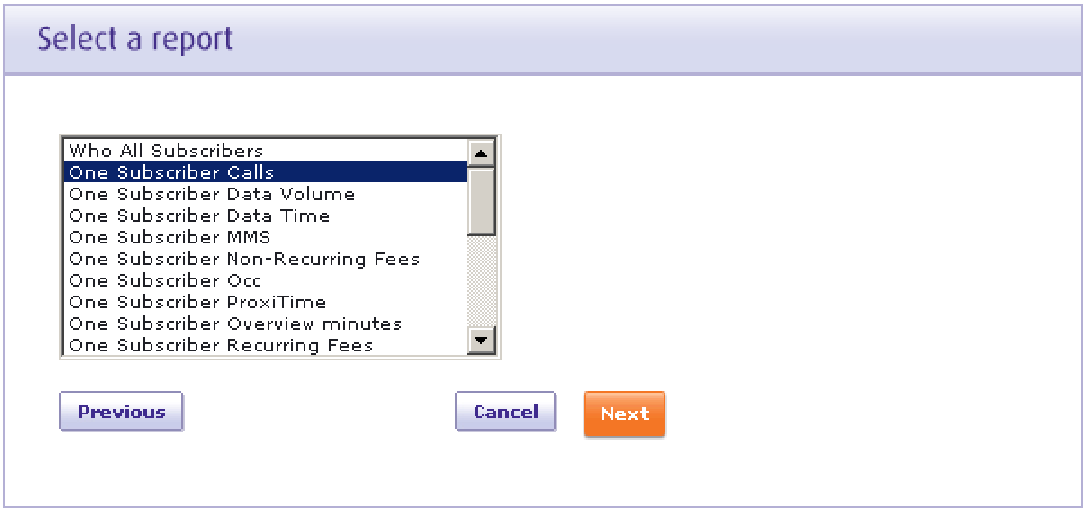


- Click the button Create new Report in the actions bar.
- Decide from which section you want to start to create your personal report.

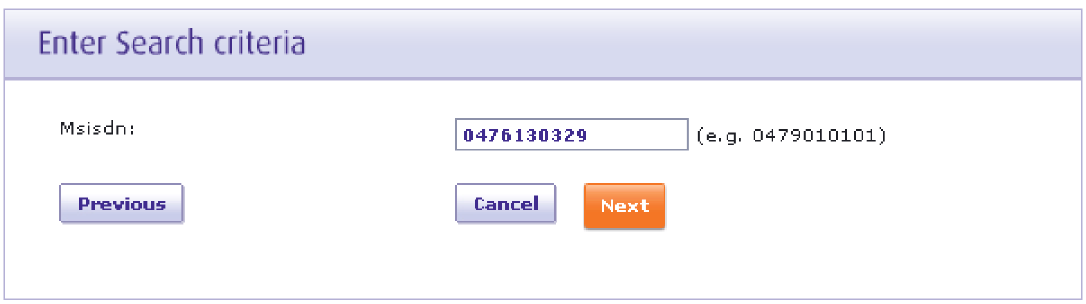


- Click the Next button.

- Select the data that should be displayed in your personal report.

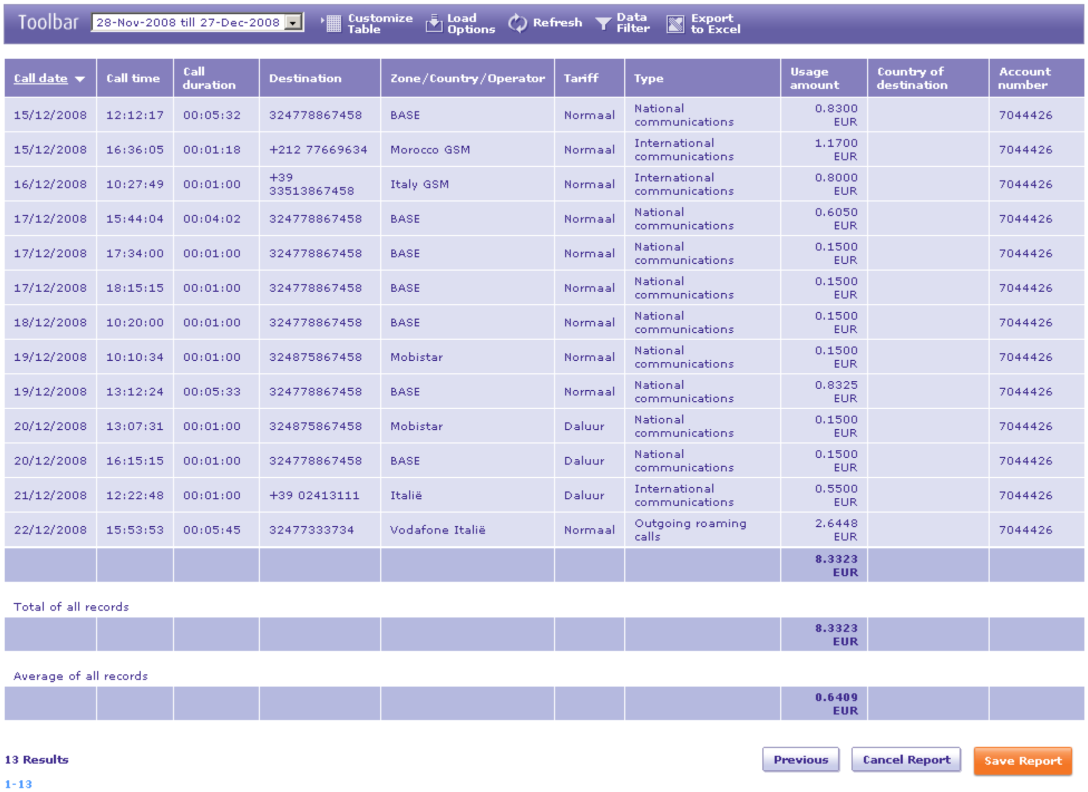


- Click the Next button.
- In some cases you have to enter search criteria (see print screen below), namely when you want to create a personal report for one user, one account, one (sub)group, one call type, one SMS type, etc.



- Click the Next button.

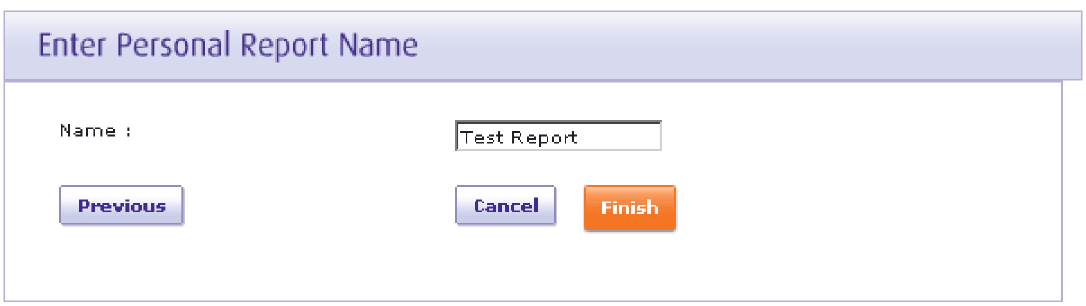
- The selected data will appear in the table.


Toolbar 28-Nov-2008 till 27-Dec-2008 | Customize Table | Load Options | Refresh | Data Filter | Export to Excel

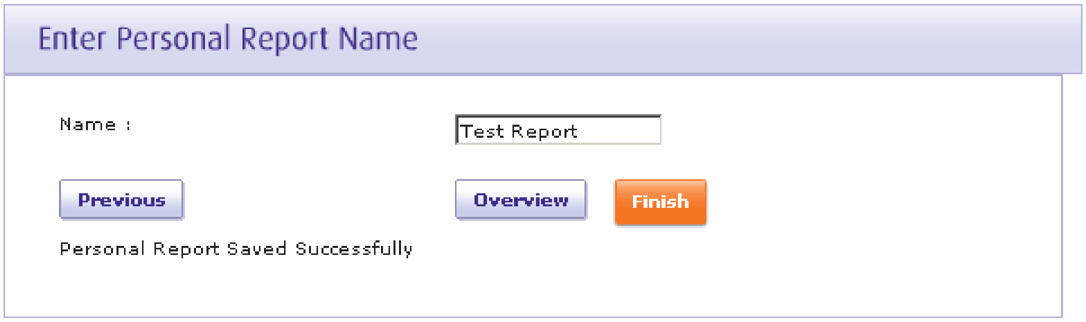
Call date	Call time	Call duration	Destination	Zone/Country/Operator	Tariff	Type	Usage amount	Country of destination	Account number
15/12/2008	12:12:17	00:05:32	324778867458	BASE	Normaal	National communications	0.8300 EUR		7044426
15/12/2008	16:36:05	00:01:18	+212 77669634	Morocco GSM	Normaal	International communications	1.1700 EUR		7044426
16/12/2008	10:27:49	00:01:00	+39 33513867458	Italy GSM	Normaal	International communications	0.8000 EUR		7044426
17/12/2008	15:44:04	00:04:02	324778867458	BASE	Normaal	National communications	0.6050 EUR		7044426
17/12/2008	17:34:00	00:01:00	324778867458	BASE	Normaal	National communications	0.1500 EUR		7044426
17/12/2008	18:15:15	00:01:00	324778867458	BASE	Normaal	National communications	0.1500 EUR		7044426
18/12/2008	10:20:00	00:01:00	324778867458	BASE	Normaal	National communications	0.1500 EUR		7044426
19/12/2008	10:10:34	00:01:00	324875867458	Mobistar	Normaal	National communications	0.1500 EUR		7044426
19/12/2008	13:12:24	00:05:33	324778867458	BASE	Normaal	National communications	0.8325 EUR		7044426
20/12/2008	13:07:31	00:01:00	324875867458	Mobistar	Daluur	National communications	0.1500 EUR		7044426
20/12/2008	16:15:15	00:01:00	324778867458	BASE	Daluur	National communications	0.1500 EUR		7044426
21/12/2008	12:22:48	00:01:00	+39 02413111	Italië	Daluur	International communications	0.5500 EUR		7044426
22/12/2008	15:53:53	00:05:45	32477333734	Vodafone Italië	Normaal	Outgoing roaming calls	2.6448 EUR		7044426
							8.3323 EUR		
Total of all records									
							8.3323 EUR		
Average of all records									
							0.6409 EUR		

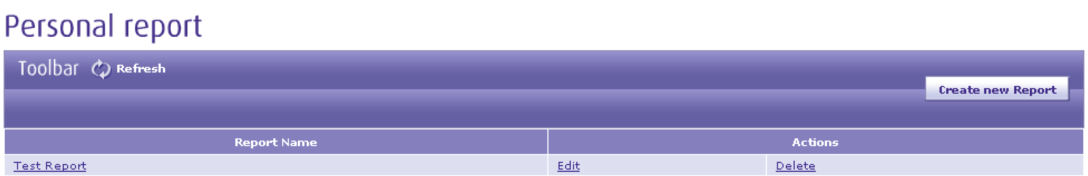
13 Results
1-13
Previous | Cancel Report | Save Report

- Apply the filters you want. Add or remove columns if necessary.
- When the report contains all the settings you want, you can save it by clicking the button “Save Report”.
- Specify the name of the report in the following screen.



- Finally click the Finish button.
- You will receive the confirmation message that the personal report has been saved successfully.





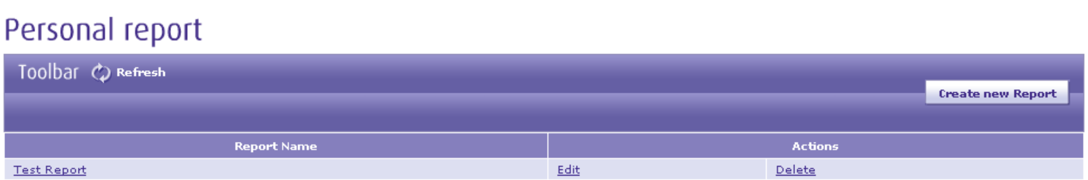
- The Overview button allows you to return to the first screen where the report is added.

Modify a personal report

Proceed in the following way to modify a personal report:

- Open the section “One-click reports”.
- Select the subsection “Personal Report”.

The screen below appears.



- Click the button “Edit” next to the report that you want to modify.
- Make the changes you want.
- Activate the button “Save Report”.
- Click the Finish button.
- You will receive a confirmation message that the personal report has been saved.

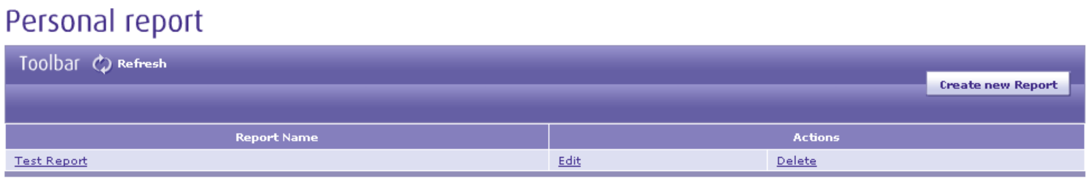
The Overview button allows you to return to the first screen.

Delete a personal report

Proceed as follows to delete a personal report:

- Open the section “One-click reports”.
- Select the subsection “Personal Report”.

The screen below appears.

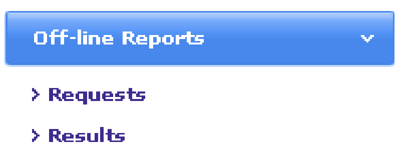


- Click the button ”Delete” next to the report that you want to delete.
- You will receive a message asking a confirmation to delete the report.
- Confirm by clicking the OK button.
- The personal report will be deleted permanently.

4. 5. 4. 5. Off-line Reports

The off-line reports function allows PFM users to download their reports in Excel format, instead of viewing them online. The reports that can be downloaded are the same ones that the user can obtain in the “Predefined reports” menu.

The “Off-line Reports” section is divided into two subsections: Requests and Results.



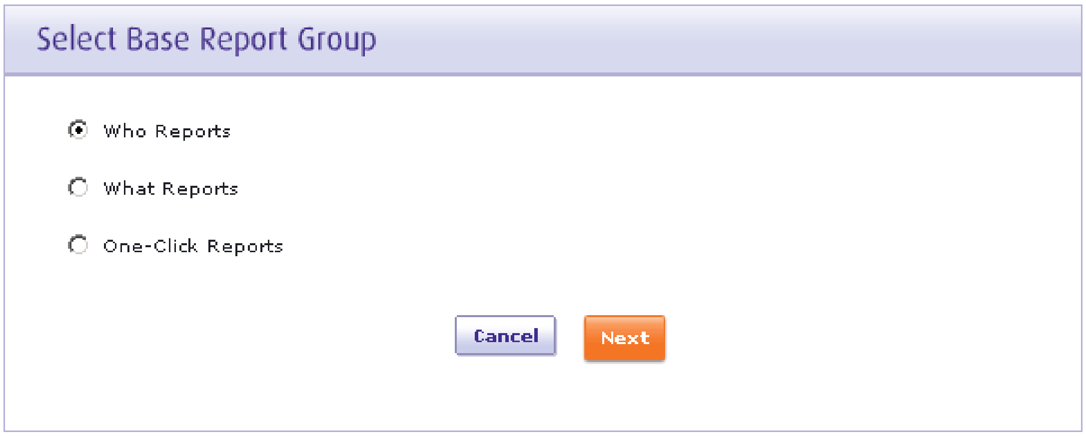
Subsections of the "Off-line Reports" section:

Subsection	Description
Requests	▪ This section allows you to submit requests for off-line reports
Results	▪ This section allows you to download the requested reports

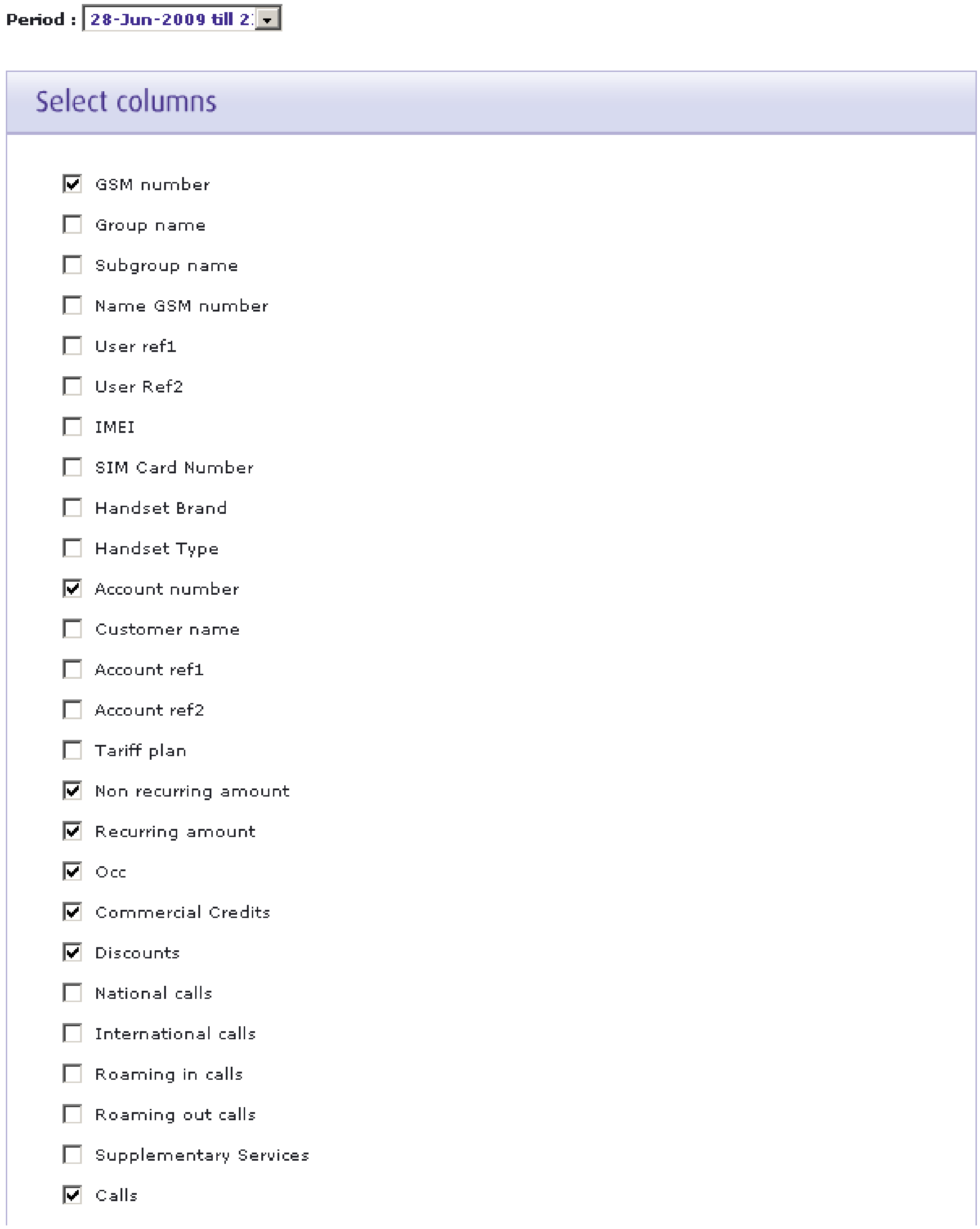
4. 5 .1. Requests

How to request an off-line report
Follow the steps below to create an off-line report:

- Open the “Off-line Reports” section.
- Select the type of report you want, e.g. “Who Reports”



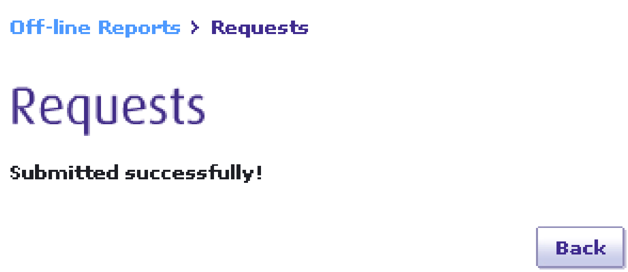
- Click “Next”
- Select one of the proposed reports



- Enter the search criteria
- Define the report columns

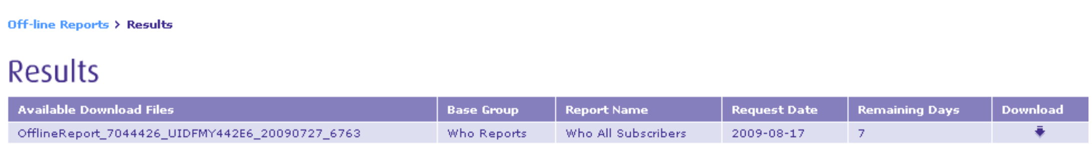
- Confirm your report request after having checked the specified criteria

- You can then submit other requests or directly download the requested report in the results section



4. 5 .2. Results

This section displays all the reports that are ready to be downloaded. The reports are available for 7 days, after which they are automatically deleted.



How to download a report

- Click the arrow in the "download" column
- You can then choose to either open the file immediately or to save it

4. 6. My ProxiManage

The section "My ProxiManage" gives you the possibility of setting the parameters for the "One-click Reports". You will see that this section has three sub-sections:

- the sub-section "My Preferences"
- the sub-section "Own Group"

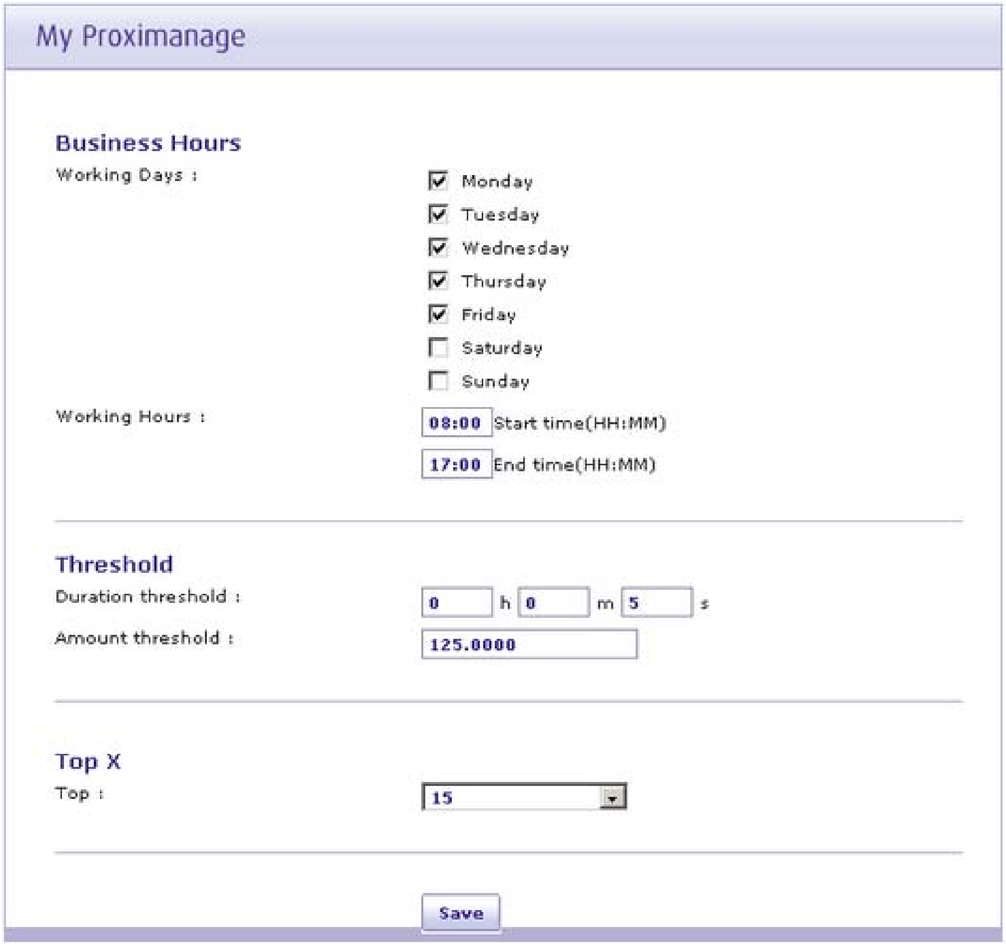
4. 6 .1. De sub-section "My Preferences"

De sub-section "My Preferences" gives you the possibility of setting the parameters for the "One-click Reports".

- top subscribers
- top calls
- top destinations
- Limit
- Business hours

"My preferences" has three sections:

- Business Hours
- Threshold
- Top X


My Proximanage
Business Hours
Working Days :
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Working Hours :
08:00 Start time(HH:MM)
17:00 End time(HH:MM)
Threshold
Duration threshold :
0 h 0 m 5 s
Amount threshold :
125.0000
Top X
Top :
15
Save

4. 6. 1. 1. Business Hours

In this sub-section you can set the working days and working hours.

Put a cross in front of the working days in the sub-section “Working days” and enter the working hours in the sub-section “Working hours”.

These parameters are used in the “One-click reports” – “Business hours”, so you can easily check which calls were made during and which were made outside the personalized working hours.

4. 6. 1. 2. Threshold

In this sub-section you can:

- set a limit for the total call duration, expressed in hours, minutes and seconds
- set a limit for the total amount of the call costs, expressed in the currency of your choice

These two parameters are used in the “One-click reports” – “Threshold”, so you can easily check for which GSM numbers the pre-set limit has been exceeded with regard to total call duration or total call

4. 6. 1. 3. Top X

In this sub-section you can set the parameter which is used in the following “One-click reports” :

- top subscribers
- top calls
- top destinations

This parameter fixes the number of lines which will be available in the report selected. The X first subscribers, calls or destinations will be available to the report concerned. In this case X stands for the personalized parameter.

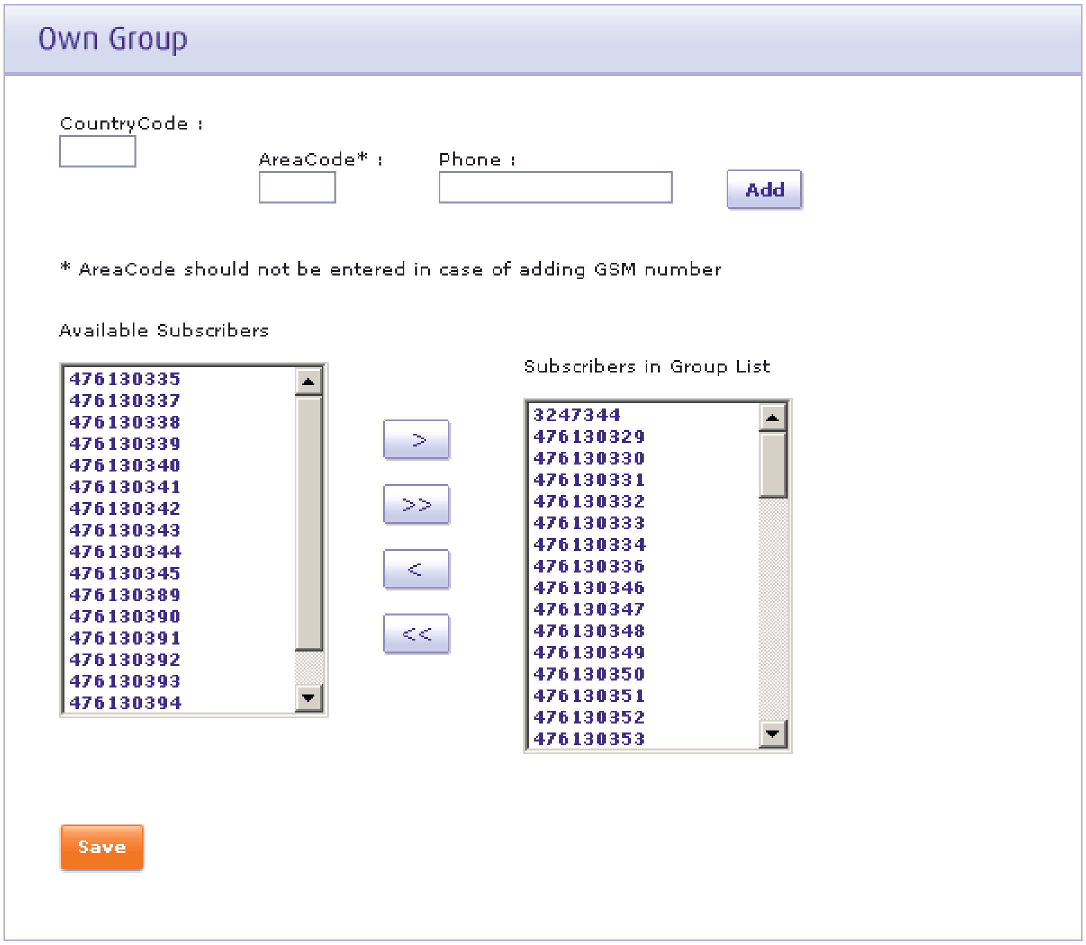
4. 6. 1. 4. Saving changes

To save the changes you have made, you must click on the button “Save”.

4. 6 .2. De subsection "Own Group"

De subsection gives you the possibility of setting the parameters for the One-click Report

"Own Group".



In the listbox "Available Subscribers" you can select the desired numbers and move them to the "Subscribers in Group List" by clicking the arrows.

If you also wish to add GSM-numbers that do not belong to the organisation, proceed as follows:

- Fill in the country code in the field "CountryCode".
- Fill in the GSM-Number in the field "Phone".
- Click the "Add"-button. The GSM-number will immediately be added to the list "Subscribers in Group".
- If you wish to remove the GSM-number from the list "Subscribers in Group", click the arrow button pointing to the left.

When you wish to add phone numbers of non-mobile phones (inside or outside the organisation) proceed as follows:

- Fill in the country code in the field "CountryCode".
- Fill in the area code in the field "AreaCode".

- Fill in the phone number in the field “Phone”.
- Click the “Add”-button. The phone number will immediately be added to the list “Subscribers in Group”.
- If you wish to remove the GSM-number from the list “Subscribers in Group”, click the arrow button pointing to the left.

To save the changes you have made, just click on the button “Save”.

4. 7. Rough Data

You can download rough data concerning all details of the invoice data per bill cycle period, such as:

Invoice number, invoice data, bill cycle period, total including/excluding TVA, all personalized

data (names, groups, subgroups, references), ProxiBudget information, overviews of the calls, overview of SMS, GPRS, etc.

The data are mailed in CVS format. This format can easily integrate with internal systems or databases as MS Access, Oracle database or SQL servers.

If the file has more than 65 000 rows, it can not be opened in MS Excel (because of the limitation of rows in MS Excel). In that case the error message "File not loaded completely" will appear. In that case you can use Winzip to extract the file and open it in Notepad. Using Notepad you can split the file in different files, thereafter you can use Excel to consult the data.

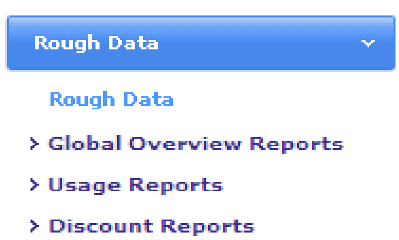
It is clear that you can only download data that you have access to.

You can download the data using ProxiManage and save them wherever you want. Proximus will send the data to the e-mail address of the PFM(E) user.

4. 7 .1. The sub-section “Rough Data”

To download rough data, proceed as follows:

- Activate the section “Rough Data” in ProxiManage.
- Click on the sub-section “Rough Data”.



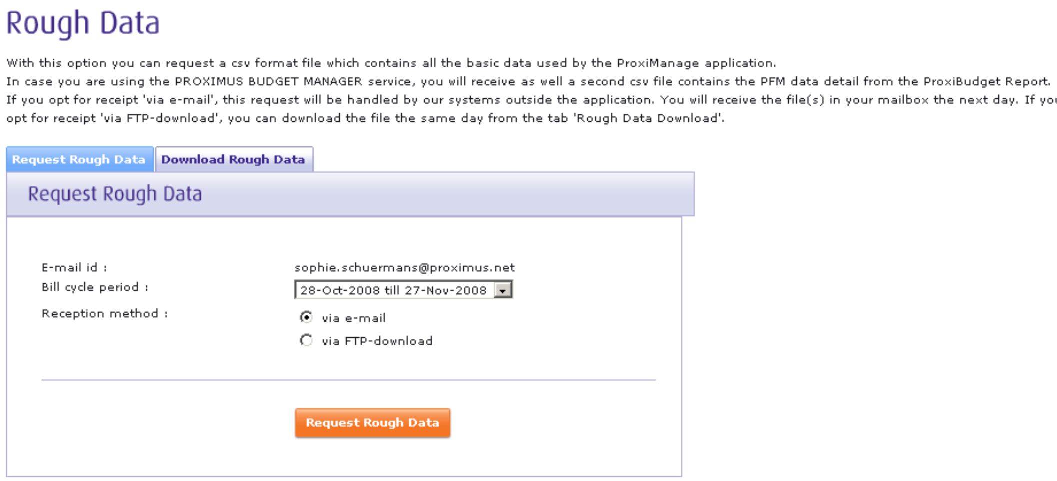
4. 7. 1. 1. The tab “Request Rough Data”

You can obtain the rough data by email or by FTP

- First Select the bill cycle period.

To receive the rough data by email

- Select the reception method “via email”



- Click the “Request Rough Data” button.
- The next day you will get an e-mail message fromProximus with the data you asked for.

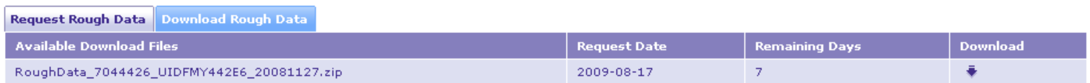
To receive the rough data via FTP download:

- Select the reception method “via FTP-download
- Click the “Request Rough Data” button.
- The file will become available for download in the tab page “Download rough data”

4. 7. 1. 2. The tab page “Download rough data”

The files that have been requested with reception method “FTP-download” are listed here after a delay that depends on the size of the file. You will receive an email once the file is available.

The files remain available for 7 days and then they are deleted.



Available Download Files	Request Date	Remaining Days	Download
RoughData_7044426_UIDFMY442E6_20081127.zip	2009-08-17	7	

Download the data

- Click on the arrow in the « Download » column.
- Save the file in csv format.

4. 8. Rough Data Specific reports:

- Global Overview Reports
- Usage Reports
- Discount Reports

Description of « Global Overview Report»

Using an export of the report Overview it is possible to download all the details of the data of invoicing per period of invoicing for all the call numbers like: Number of invoicing, period of invoicing, total VAT included/not included, all the personalized data (names, groups, sub-groups, references), ProxiBudget information, Réductions, others… and this with a price final NET by users

Description of « Usage Net Price report »

Using an export of the report Usage Net Price it is possible to download all the details of the data of use per period of invoicing for all the call numbers as: Number of invoicing, goes back to invoicing, period of invoicing, total VAT included/not included, all the personalized data (names, groups, sub-groups, references), ProxiBudget information, a detailed summary of all the calls, SMS, GPRS, etc and this with a price final NET

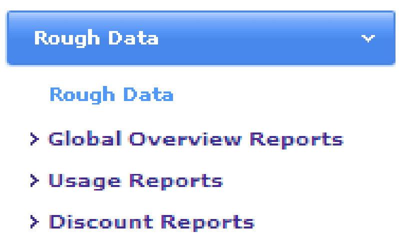
Description of « Discount Details Report »

Using an export of the report Discount Details it is possible to download all the details of the Discounts per period of invoicing for all level and this with a price final NET

4. 8 .1. The sub-section “Rough Data”

To download rough data, proceed as follows:

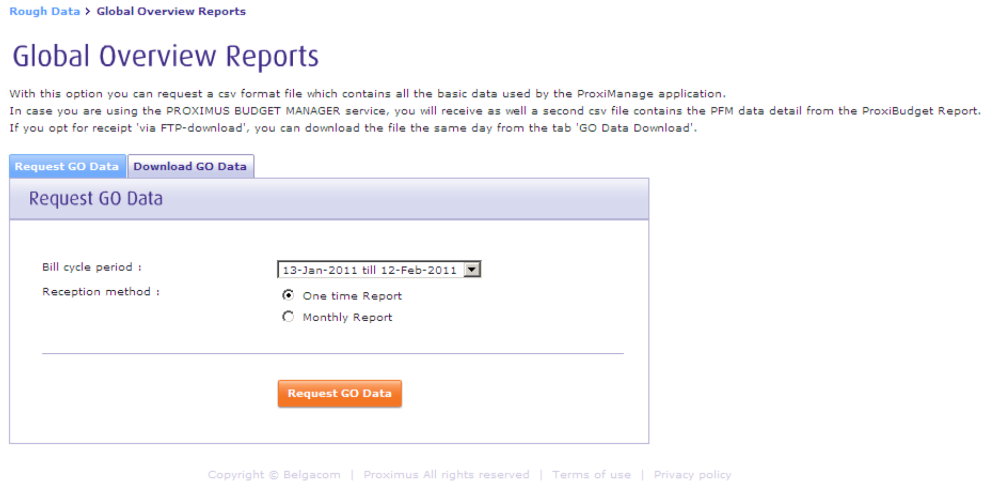
- Activate the section “Rough Data” in ProxiManage.
- Click on the sub-section “Rough Data”.



4. 8. 1. 1. The tab “Request Rough Data”

You can obtain the rough data by FTP only

- Single request
- Monthly automatic request: the report will be automatically downloaded after each cycle of invoicing.



(Identical Request for the 3 sub-sections)

- Reception via ftp: reception of report is only available via remote loading ftp

- Select “via remote loading ftp” and click on “Asking the raw data”Click the “Request Rough Data” button.

- The file will be available for remote loading in the FTP “To download the raw data” after a time which depends on the size of the file. You will be warned by e-mail when the file is available.

☞ **When the user does not have Proximus Budget Manager, it does not receive an empty file CSV.**

---

4. 8. 1. 2. The tab page “Download rough data”

The files that have been requested with reception method “FTP-download” are listed here after a delay that depends on the size of the file. You will receive an email once the file is available.

The files remain available for 7 days and then they are deleted.

Request Rough Data | Download Rough Data

Available Download Files	Request Date	Remaining Days	Download
RoughData_7044426_UIDFMY442E6_20081127.zip	2009-08-17	7	

Download the data

- Click on the arrow in the « Download » column.
- Save the file in csv format.

The data are mailed in CVS format. This format can easily integrate with internal systems or databases as MS Access, Oracle database or SQL servers.

If the file has more than 65 000 rows, it can not be opened in MS Excel (because of the limitation of rows in MS Excel). In that case the error message "File not loaded completely" will appear. In that case you can use Winzip to extract the file and open it in Notepad. Using Notepad you can split the file in different files; thereafter you can use Excel to consult the data.

It is clear that you can only download data that you have access to.

You can download the data using ProxiManage and save them wherever you want. Proximus will send the data to the e-mail address of the PFM (E) user.

Description Global Overview Report (29 columns) :

Colonne 1	Colonne 2	Colonne 3	Colonne 4	Colonne 5	Colonne 6	Colonne 7	Colonne 8	Colonne 9	Colonne 10
Account Number	Document Number	MSISDN	Bill Cycleperiod	Pricing_Plan	Group name	Subgroup name	Name GSM number	User ref1	User Ref2
12383687	122700000027		27-Feb-12						
12383787	122700000005		27-Feb-12						
12383787	122700000005	0475/142029	27-Feb-12	Mobile corporate					
12883687	122700000014		27-Feb-12						
12883687	122700000014	0475/142028	27-Feb-12	Mobile corporate					
Total of all records (in EUR)									

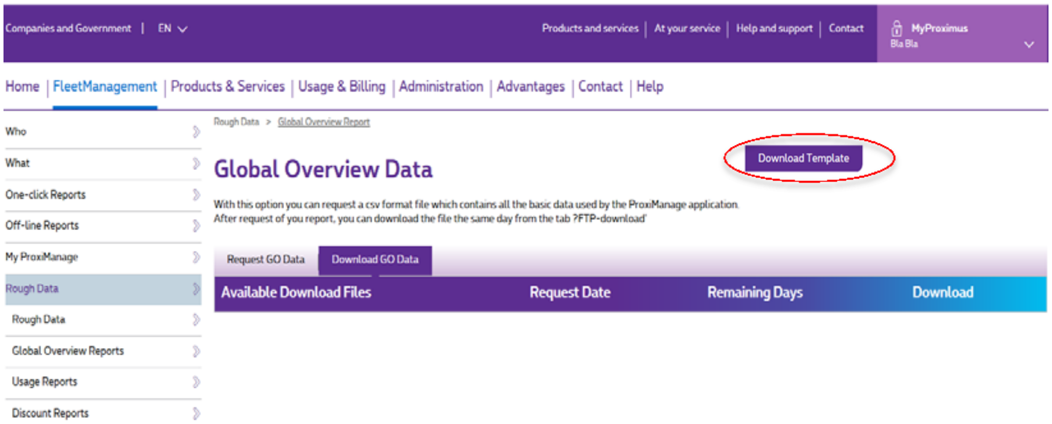
Colonne 11	Colonne 12	Colonne 13	Colonne 14	Colonne 15	Colonne 16	Colonne 17	Colonne 18	Colonne 19	Colonne 20
RC_Amt on account and group level	OCC_Amt on account	PBM_Amt Sponsor level (always positive amount)	PBM_Amt Member level (always negative amount)	Total	Commercial_ Credit_Amt on account	Discount_Amt on account and group level	Total at acc level	Voice_and_ SMS_Amt_ MMS-Amt	GPRS_Amt
0	10	10	10	0	0	0	0	0	0
0	5	10	10	0	0	-328,5474	0	0	0
0	0	0	0	0	0	0	0	2925,7104	993,4843
0	5	10	10	0	0	-708,8469	0	0	0
0	0	0	0	0	0	0	0	2919,1116	3508,8493
0	10	30	30	0	0	-1037,3943	0	5844,822	4502,3336

Colonne 21	Colonne 22	Colonne 23	Colonne 24	Colonne 25	Colonne 26	Colonne 27	Colonne 28	Colonne 29
RC_Amt	Activation_ Amt	OCC_Amt service level	total	CommercialCredit Amt on account	Commercial Credit_Amt Service Level	Discount_Amt on account and group level product	Discount_Amt Service Level	Net Total (Total Net price after all deductions)
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
1,3548	0	0	3920,5495	0	0	0	0	3920,5495
0	0	0	0	0	0	0	0	0
1,3548	0	0	6429,3157	0	0	0	0	6429,3157
2,7096	0	0	10349,8652	0	0	0	0	10349,8652

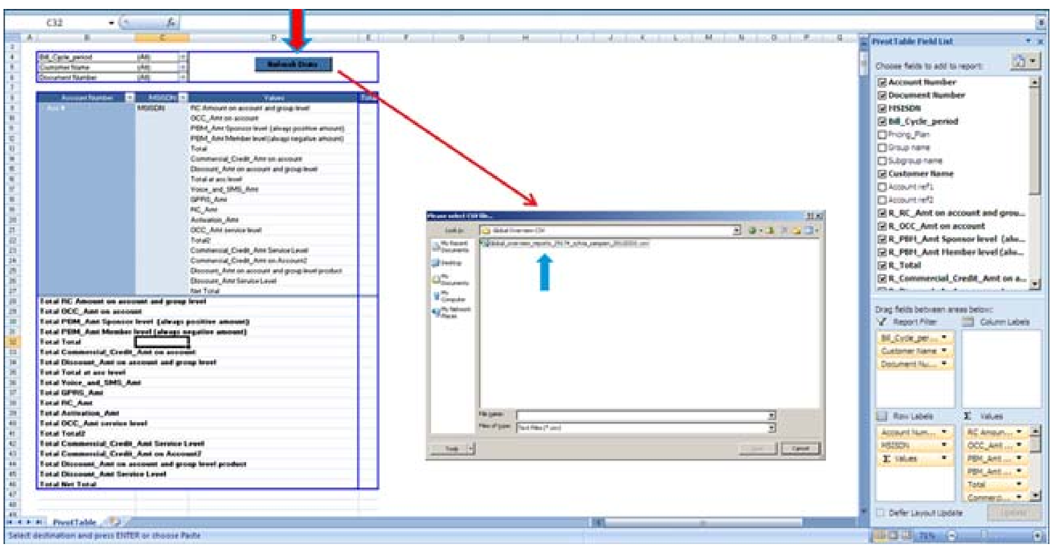
Global Overview Template

Step1: Download the template

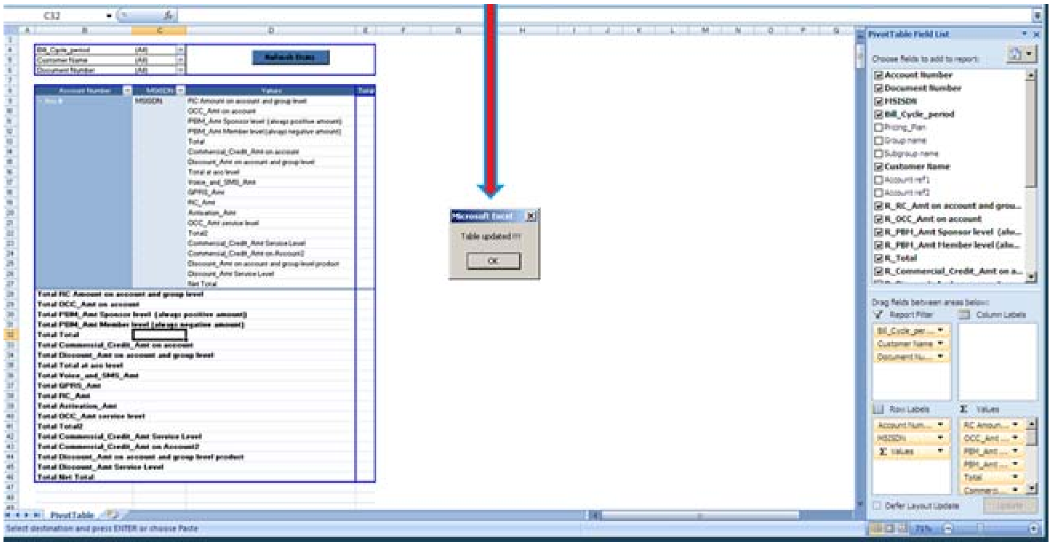
Step2: Save it locally on your PC



Step 3: Upload your global overview reports file (CSV) by clicking on refresh data



Step 4: click ok and all your data will appear in the template pivot table



Description Usage Report (19 Columns):

Colonne 1	Colonne 2	Colonne 3	Colonne 4	Colonne 5	Colonne 6	Colonne	Colonne 8	Colonne 9	Colonne 10
Bill Cycle End Date	Account	Document	GSM number	Rec Desc	Date	Time	Price Plan	Destination	Zone/Country/ Operator
27-Feb-12	12383687	122700000014	0475/142028	Calls - National	21-Feb-12	20:00:13	Mobile corporate	32000022025566	Belgacom
27-Feb-12	12383687	122700000014	0475/142028	SMS - International	22-Feb-12	10:00:20	Mobile corporate	33603111999	Frankrijk GSM
27-Feb-12	12383687	122700000014	0475/142028	Calls - National	22-Feb-12	16:00:11	Mobile corporate	32000022025566	Belgacom
27-Feb-12	12383687	122700000014	0475/142028	Calls - National	22-Feb-12	16:00:23	Mobile corporate	3200473867903	Proximus
27-Feb-12	12383687	122700000014	0475/142028	Calls - National	22-Feb-12	16:00:42	Mobile corporate	3200473867903	Proximus
27-Feb-12	12383687	122700000014	0475/142028	SMS - National	22-Feb-12	16:00:47	Mobile corporate	3200475142217	

Colonne 11	Colonne 12	Colonne 13	Colonne 14	Colonne 15	Colonne 16	Colonne 17	Colonne 18	Colonne 19
Unit Desc	Units Chargeable	Units Charged	Units Credited	Units Free	Gross Amt(excl VAT)	Bill Amt(excl VAT)	Amt Disc(excl VAT)	Net Amt(excl VAT)
Seconds	3600	3600	0	0	6,5988	6,5988	-0,2969	5,642
Event	0	1	0	1	0,3306	0,3306	-0,0165	0,3141
Seconds	3600	3600	0	0	6,5988	6,5988	-0,6599	5,6419
Seconds	3600	3600	0	0	6,5988	6,5988	-0,2969	5,642
Seconds	3600	3600	0	0	6,5988	6,5988	-0,6598	5,642
Event	0	1	0	1	0,11	0,11	-0,0055	0,1045

Description Discount Report (10 Columns) :

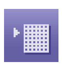
Colonne 1	Colonne 2	Colonne 3	Colonne 4	Colonne 5	Colonne 6	Colonne 7	Colonne 8	Colonne 9	Colonne 10
Document	Account	Bill Cycle End Date	GSM number	Discount	Charge Type	Bill_Amt	Base_Amt	Discount Amount	Net_Amt
122700000005	12383787	27-Feb-12	0475/142029	CGD41Totale factuur	SMS - International	0,3306	0,3306	-0,0165	0,3141
122700000005	12383787	27-Feb-12	0475/142029	CGD41Totale factuur	SMS - International	0,3306	0,3306	-0,0165	0,3141
122700000005	12383787	27-Feb-12	0475/142029	CGD41Totale factuur	Calls - International	60,0012	60,0012	-3	57,0012
122700000005	12383787	27-Feb-12	0475/142029	CGD41Totale factuur	Calls - International	60,0012	60,0012	-3	57,0012
122700000005	12383787	27-Feb-12	0475/142029	CGD41Totale factuur	Calls - International	60,0012	60,0012	-3	57,0012
122700000005	12383787	27-Feb-12	0475/142029	CGD41Totale factuur	Calls - International	60,0012	60,0012	-3	57,0012
122700000005	12383787	27-Feb-12	0475/142029	CGD41Totale factuur	Calls - International	60,0012	60,0012	-3	57,0012

Terminology	Description
Gross amount	Charge without deduction of the unit credits, the commercial credits or the discounts on all the levels.
Billed amount	Amount billed on the invoice: taking account of the credits at all the levels (service, account, level of group, but without commercial appropriations at the level accounts and service (without discounts at all the levels (service, account, level group).
Base Amount	Amount on which the discount is calculated. It is the Amount without all the commercial appropriations and/or other discounts already applied (having a more raised priority).
Net amount	Net Amount showned after all deductions of discounts and commercial credits

5. The action bar

5. 1. Introduction

You will find the action bar on almost every screen. The bar contains six standard buttons which give access to their corresponding functions.

Boutons	Description de la fonction
Customize table 	Changing the fields (or columns) displayed.
Load Options 	Loading your personal settings.
Data Filter 	Access to the options for preparing a display filter.
Export to Excel 	Exporting all data in the current table to Excel.
Reset table 	Deletion of all columns, filters and sortings you have set, and insertion of the standard columns if these have been deleted by you.
Build a trend report 	Creating evolution reports (see page 90).

You can use each function by clicking on the corresponding button.

☞ **Once the display has been modified or a table has been filtered these changes remain valid during the entire session. This means that the original parameters are restored as soon as you terminate the connection or leave the site.**

5. 2. Modifying a table

5. 2 .1. General

When a data table appears on the screen it contains a number of standard fields. In some cases all available fields are displayed as default. In other cases there are optional fields available.

You can decide for yourself which fields you want to include in the table. You can also change the standard selection and add or remove optional fields.

- Click on the button  to modify your table
- A list box will appear with the fields available for the table you are currently viewing

![proximus logo]

- Mark the fields that you want to include in the data table. Remove the sign in front of the fields that you want to remove from the data table.

- Click on the button “Save” to confirm your changes or click on the button”Cancel” to cancel your changes.

☞ **You can also remove a column by clicking on the cross to be found in the top right-hand corner of the column**

☞ **You can also remove all optional fields at once by clicking on the button “Refresh”. This also removes all filters applied to the table.**

---

5. 2 .2. Modifying a table on a tabbed page

Modifying a table which is part of a tabbed page, is a special application.

When you click on the button to add or delete fields from a tabbed page, a list appears with fields that are only available on this tabbed page.

☞ **You can also remove all the optional fields simultaneously by clicking on the“Cancel” button. Note however, that this button will also automatically remove all filters that you have applied to the table.**

☞ **When you switch from the modifications window of a tabbed page to another tabbed page, the changes introduced are cancelled!**

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5. 2 .3. Save personal settings

Every user can save his own settings in the data tables, which means that added or removed fields (columns) can be saved in the table.

Remarks:

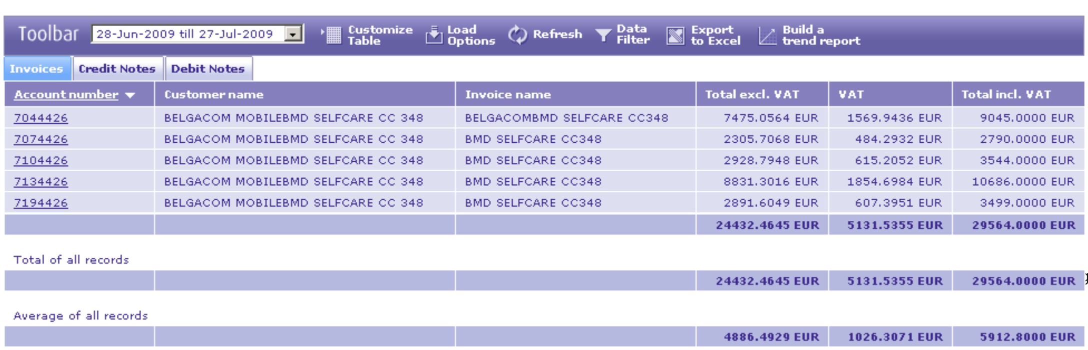
- Every user can save a maximum of 8 personal settings, which means that you can add and/or remove columns in 8 tables and save them that way.
- You can only save one personal setting per report.
- Those settings can be different for each screen.

When you add for example the group name in one table, it will only appear in that specific table, and not on another screen.

Save personal settings

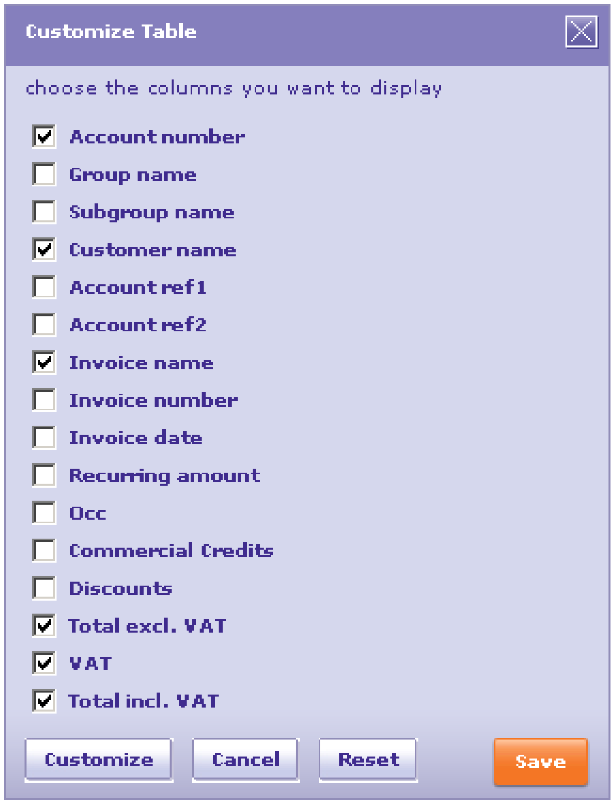
You can save your personal settings as follows:

■ Open the data table (e.g. Who – All accounts) and click the button “Customize Table” in the actions bar.

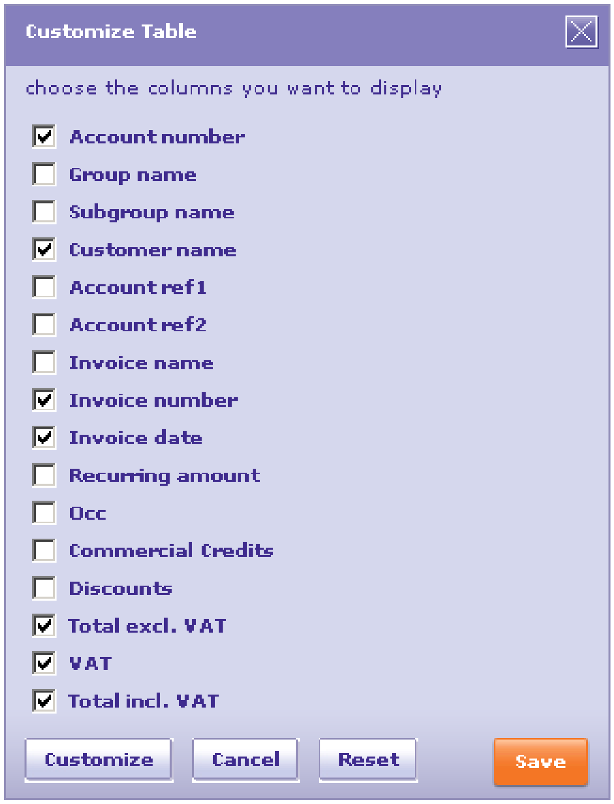


Account number	Customer name	Invoice name	Total excl. VAT	VAT	Total incl. VAT
7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	7475.0564 EUR	1569.9436 EUR	9045.0000 EUR
7074426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	2305.7068 EUR	484.2932 EUR	2790.0000 EUR
7104426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	2928.7948 EUR	615.2052 EUR	3544.0000 EUR
7134426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	8831.3016 EUR	1854.6984 EUR	10686.0000 EUR
7194426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	2891.6049 EUR	607.3951 EUR	3499.0000 EUR
			24432.4645 EUR	**5131.5355 EUR**	**29564.0000 EUR**
Total of all records					
			24432.4645 EUR	**5131.5355 EUR**	**29564.0000 EUR**
Average of all records					
			4886.4929 EUR	**1026.3071 EUR**	**5912.8000 EUR**

- Use the check boxes in the following screen to add supplementary fields or hide standard fields.

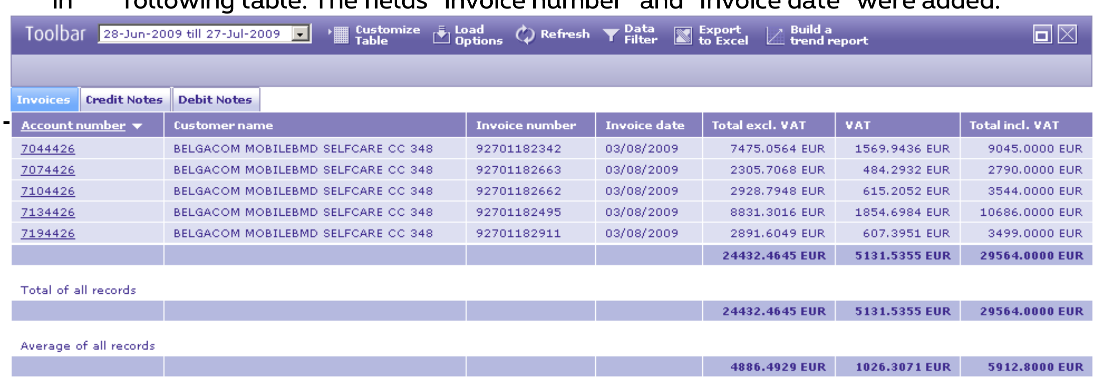


- Hide for example the “Invoice name” and select the fields “Invoice number” and “Invoice date”.



- Click the button “Save” in the actions bar to save your personal settings.

- Click the button “Customize” to apply the new settings. The “Invoice name” is hidden in the following table. The fields “Invoice number” and “Invoice date” were added.



Account number	Customer name	Invoice number	Invoice date	Total excl. VAT	VAT	Total incl. VAT
7044426	BELGACOM MOBILEBMD SELFCARE CC 348	92701182342	03/08/2009	7475.0564 EUR	1569.9436 EUR	9045.0000 EUR
7074426	BELGACOM MOBILEBMD SELFCARE CC 348	92701182663	03/08/2009	2305.7068 EUR	484.2932 EUR	2790.0000 EUR
7104426	BELGACOM MOBILEBMD SELFCARE CC 348	92701182662	03/08/2009	2928.7948 EUR	615.2052 EUR	3544.0000 EUR
7134426	BELGACOM MOBILEBMD SELFCARE CC 348	92701182495	03/08/2009	8831.3016 EUR	1854.6984 EUR	10686.0000 EUR
7194426	BELGACOM MOBILEBMD SELFCARE CC 348	92701182911	03/08/2009	2891.6049 EUR	607.3951 EUR	3499.0000 EUR
				24432.4645 EUR	**5131.5355 EUR**	**29564.0000 EUR**
Total of all records						
				24432.4645 EUR	**5131.5355 EUR**	**29564.0000 EUR**
Average of all records						
				4886.4929 EUR	**1026.3071 EUR**	**5912.8000 EUR**

☞ **Those personal settings can be edited and saved whenever required. You can follow the procedure mentioned above.**

Display personal settings after reopening PFM Easy
The personal settings will be displayed immediately after you have saved them.

When you close and reopen PFM Easy, you will first see the standard settings again. Proceed as follows to display your personal settings:

- Open the table that contains personal settings.
- Click the button “Load Options” in the actions bar.
- The standard settings will be replaced by your own settings.
- You should click this button in all the tables in which you want to see your personal settings.

Delete personal settings
You can delete your personal settings permanently whenever you want by executing the procedure below:

- Open the table that contains personal settings (e.g. Who – All accounts) and click the button ”Customize Table” in the actions bar.
- Click the button “Reset” to delete your personal settings permanently.

Repeat the steps mentioned above for all the tables were you want to delete your personal settings.

5. 3. Filtering a table

The tables contain a certain number of rows with data. You can reduce the number of rows by applying a filter to one or more fields.

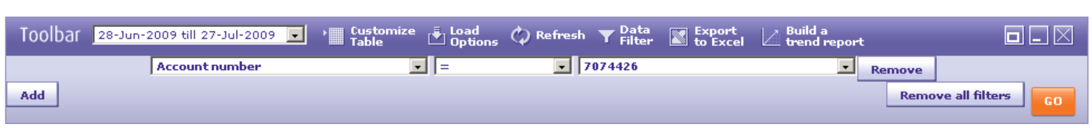
In what follows we take as our basis an overview of the costs per GSM number. After a brief overview of the filter set up window, we will:

- add a filter
- change a filter
- remove a filter

5. 3 .1. Filter set up window

When you click on the button  to filter the table the filter set up window appears. When no filter is applied this window looks like this:

If there is already an active filter, the window will appear with the additional data, as shown here.



A filter consists of nine sub-sections.

Sub-sections of a filter

Sub section	Description
List box of the field to be filtered	This sub-section contains the field on which the filter criterion (3) must be applied. This list box contains all available fields for the current data table.
List box of the filter operator	List box with filter operators to be applied. This operator has an effect with regard to the filter criteria and with regard to the field to be filtered . The operators available are: = (equal, identical to); <> (different from); < (smaller than, before); <= (smaller than or equal to, before or ending with); > (greater than, after); >= (greater than or equal to, after or beginning with). Examples: GSM number = 0477/767676: the GSM with the number 0477/767676; Name <> “Mrs Janssen”: All GSMs of which the customized, personalized name is not equal to “Mrs Janssen”.
Filter criterion	Criterion being sought or criterion with which a comparison must be carried out for the field selected.
List box And/Or	List box with the logical operators And and Or. With these logical operators you can combine more criteria.
Button for adding a filter	With this button you can add a filter criterion.
Button for removing a filter	With this button you can remove a filter criterion
	Applies the filter and displays the result.
	Cancels the changes and displays the original data table.
“Remove all filters” Button	Removes all the filters which have been set.

When you apply the filter function you will notice that for certain fields a drop down listbox is shown. A drop down listbox is available for several fields:

Group name, Subgroup name, Name GSM number, User Reference 1, User Reference 2, Account number, Customer name, Account Reference 1, Account Reference 2, Tariff plan, etc.

The drop down lists are always sorted in ascending order (in alphabetical order from A to Z, in numerical order from small to big).

A drop down box with filter values has two advantages:

- Instead of entering the value yourself, you can select it easily in the drop down listbox.
- You do not have to remember anymore how the data were entered (only the name, name and first name, first name and name).

E.g. The Field "Name GSM-Number""

A drop down listbox is not used for fields that have a large number of values. For these fields a standard format was chosen on beforehand. You have to use this standard format to obtain a correct filter.

These standard formats are applied to fields of the following type:

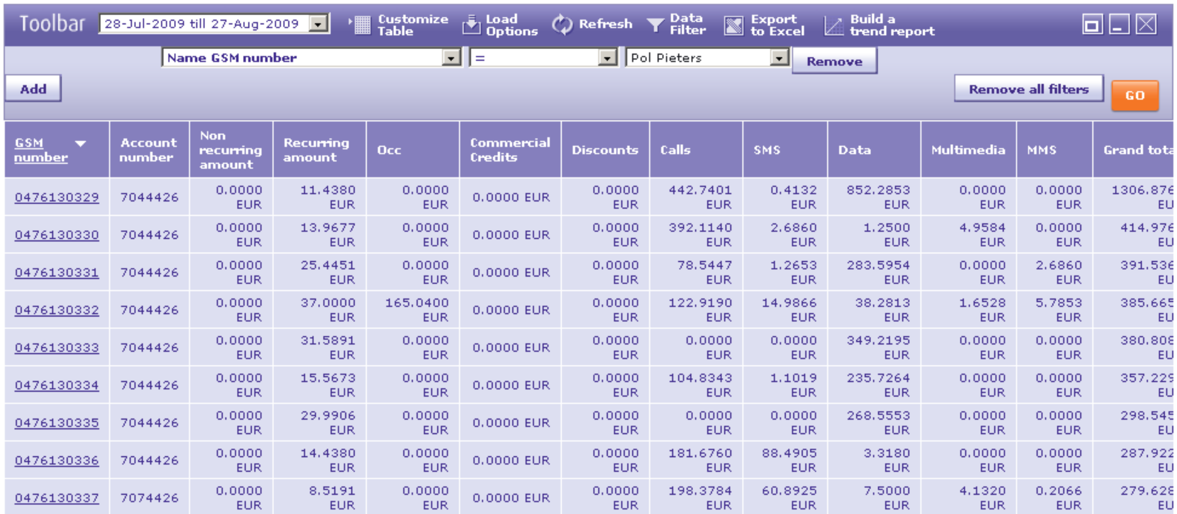
- Date — all fields with a date
- Time — all fields with a time value
- Amount — all fields with amounts in EURO
- Volume — all fields with a volume in KB
- GSM-number — the field "GSM-number"

E.g. The field "Date" on the tabbed page "Calls" of "All subscribers"

For fields that contain a large number of values AND different formats (e.g. sometimes text, somtimes numbers), you have to type the values as shown in PFM. You can select and copy the characters and paste them in the criterium field.

5. 3 .2. Adding a filter

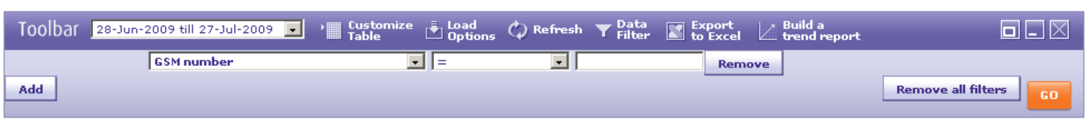
E.g. Filter of the table "overview GSM numbers"



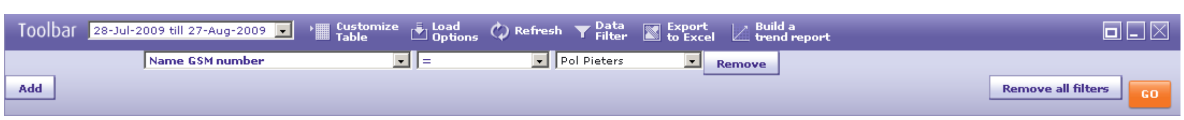
GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand tota
0476130329	7044426	0.0000 EUR	11.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	442.7401 EUR	0.4132 EUR	852.2853 EUR	0.0000 EUR	0.0000 EUR	1306.876 EU
0476130330	7044426	0.0000 EUR	13.9677 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	392.1140 EUR	2.6860 EUR	1.2500 EUR	4.9584 EUR	0.0000 EUR	414.976 EU
0476130331	7044426	0.0000 EUR	25.4451 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	78.5447 EUR	1.2653 EUR	283.5954 EUR	0.0000 EUR	2.6860 EUR	391.536 EU
0476130332	7044426	0.0000 EUR	37.0000 EUR	165.0400 EUR	0.0000 EUR	0.0000 EUR	122.9190 EUR	14.9866 EUR	38.2813 EUR	1.6528 EUR	5.7853 EUR	385.665 EU
0476130333	7044426	0.0000 EUR	31.5891 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	349.2195 EUR	0.0000 EUR	0.0000 EUR	380.808 EU
0476130334	7044426	0.0000 EUR	15.5673 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	104.8343 EUR	1.1019 EUR	235.7264 EUR	0.0000 EUR	0.0000 EUR	357.229 EU
0476130335	7044426	0.0000 EUR	29.9906 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	268.5553 EUR	0.0000 EUR	0.0000 EUR	298.545 EU
0476130336	7044426	0.0000 EUR	14.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	181.6760 EUR	88.4905 EUR	3.3180 EUR	0.0000 EUR	0.0000 EUR	287.922 EU
0476130337	7074426	0.0000 EUR	8.5191 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	198.3784 EUR	60.8925 EUR	7.5000 EUR	4.1320 EUR	0.2066 EUR	279.628 EU

- Click on the button  to filter the table.

- Click on the button "Add filter". In the List boxes that appear you can define the filter criterion. In this example we have chosen the filter criterion "GSM number".



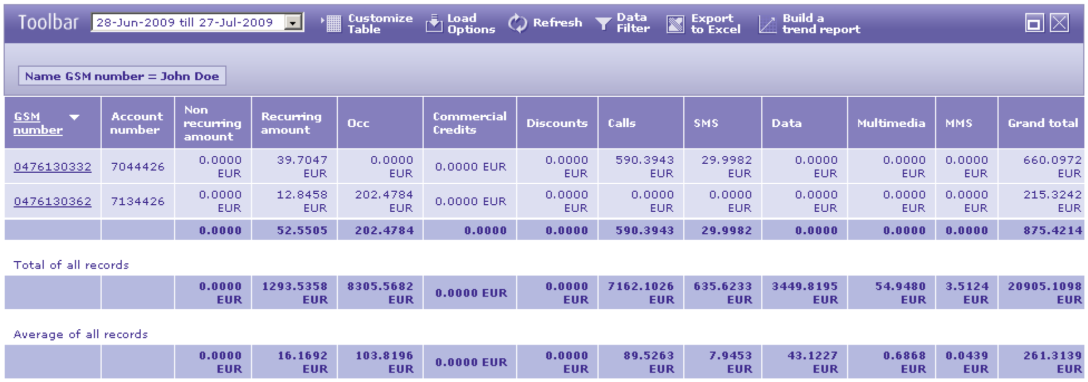
- Choose an operator (E.G. =) and a filter criterion from the drop down listbox (E.G.John Doe).



- Click on the button 

.

- The result of the filtered table is::


Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel Build a trend report

Name GSM number = John Doe

GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130332	7044426	0.0000 EUR	39.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	590.3943 EUR	29.9982 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	660.0972 EUR
0476130362	7134426	0.0000 EUR	12.8458 EUR	202.4784 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	215.3242 EUR
		0.0000	52.5505	202.4784	0.0000	0.0000	590.3943	29.9982	0.0000	0.0000	0.0000	875.4214
Total of all records												
		0.0000 EUR	1293.5358 EUR	8305.5682 EUR	0.0000 EUR	0.0000 EUR	7162.1026 EUR	635.6233 EUR	3449.8195 EUR	54.9480 EUR	3.5124 EUR	20905.1098 EUR
Average of all records												
		0.0000 EUR	16.1692 EUR	103.8196 EUR	0.0000 EUR	0.0000 EUR	89.5263 EUR	7.9453 EUR	43.1227 EUR	0.6868 EUR	0.0439 EUR	261.3139 EUR

5. 3 .3. Apply multiple filters

You can also apply multiple filters on your table by using the logical operators AND/OR.

- Open the filter window.
- Click on the button "Add Filter". A second filter will be added.
- Choose the field to filter on, the operator and the filter criterion.

- When you work with multiple filters an extra column will appear on the left of your screen. In this column you can choose the logical operator. You can choose betweenAND and OR.

AND	When filtered both criteria have to be true.
OR	When filtered only one of the criteria have to be true.

- Select the desired operator en click on the button "Go"to validate your filter.

We will show the result for the two operators:

Logical operator "AND"

E.g. Name = John Doe AND Primary Reference = CC01

Both criteria need to be true. Only the users with the name "John Doe" and with primary reference "CC01" will be shown.

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel Build a trend report

Name GSM number = John Doe | AND User ref1 = CC01

GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	7044426	0.0000 EUR	26.9896 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	1692.1876 EUR	0.0000 EUR	0.0000 EUR	1719.1772 EUR
0476130330	7044426	0.0000 EUR	9.6419 EUR	860.1392 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	869.7811 EUR
0476130331	7044426	0.0000 EUR	17.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	631.9839 EUR	19.1538 EUR	0.0000 EUR	2.4792 EUR	0.0000 EUR	671.0549 EUR
0476130332	7044426	0.0000 EUR	39.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	590.3943 EUR	29.9982 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	660.0972 EUR
0476130332	7044426	0.0000 EUR	39.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	590.3943 EUR	29.9982 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	660.0972 EUR
0476130362	7134426	0.0000 EUR	12.8458 EUR	202.4784 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	215.3242 EUR
		0.0000	**146.3247**	**1062.6176**	**0.0000**	**0.0000**	**1812.7725**	**79.1502**	**1692.1876**	**2.4792**	**0.0000**	**4795.5318**
Total of all records												
		0.0000 EUR	**1293.5358 EUR**	**8305.5682 EUR**	**0.0000 EUR**	**0.0000 EUR**	**7162.1026 EUR**	**635.6233 EUR**	**3449.8195 EUR**	**54.9480 EUR**	**3.5124 EUR**	**20905.1098 EUR**
Average of all records												
		0.0000 EUR	**16.1692 EUR**	**103.8196 EUR**	**0.0000 EUR**	**0.0000 EUR**	**89.5263 EUR**	**7.9453 EUR**	**43.1227 EUR**	**0.6868 EUR**	**0.0439 EUR**	**261.3139 EUR**

The result:

Logical operator "OR"

E.g. Name = John Doe OR Primary Reference = CC01

Only one of both criteria need to be true. There will be a search for users who have the

name "Anderson" or have the primary reference "Accounting". This means that the result will list all users that have the name "Anderson" or primary reference "Accounting", or have both. So, there will be users with the name "Anderson" but NOT with primary reference "Accounting". On the other hand there will also be users with primary reference "Accounting" but NOT with the name "Anderson".

The result:

Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel Build a trend report

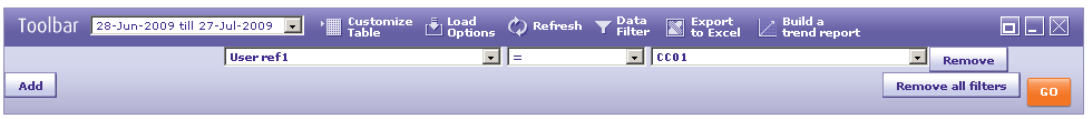
Name GSM number = John Doe | OR User ref1 = CC01

GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	7044426	0.0000 EUR	26.9896 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	1692.1876 EUR	0.0000 EUR	0.0000 EUR	1719.1772 EUR
0476130330	7044426	0.0000 EUR	9.6419 EUR	860.1392 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	869.7811 EUR
0476130331	7044426	0.0000 EUR	17.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	631.9839 EUR	19.1538 EUR	0.0000 EUR	2.4792 EUR	0.0000 EUR	671.0549 EUR
0476130332	7044426	0.0000 EUR	39.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	590.3943 EUR	29.9982 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	660.0972 EUR
0476130362	7134426	0.0000 EUR	12.8458 EUR	202.4784 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	215.3242 EUR
		0.0000	**106.6200**	**1062.6176**	**0.0000**	**0.0000**	**1222.3782**	**49.1520**	**1692.1876**	**2.4792**	**0.0000**	**4135.4346**
Total of all records												
		0.0000 EUR	**1293.5358 EUR**	**8305.5682 EUR**	**0.0000 EUR**	**0.0000 EUR**	**7162.1026 EUR**	**635.6233 EUR**	**3449.8195 EUR**	**54.9480 EUR**	**3.5124 EUR**	**20905.1098 EUR**
Average of all records												
		0.0000 EUR	**16.1692 EUR**	**103.8196 EUR**	**0.0000 EUR**	**0.0000 EUR**	**89.5263 EUR**	**7.9453 EUR**	**43.1227 EUR**	**0.6868 EUR**	**0.0439 EUR**	**261.3139 EUR**

5. 3 .5. Removing a filter

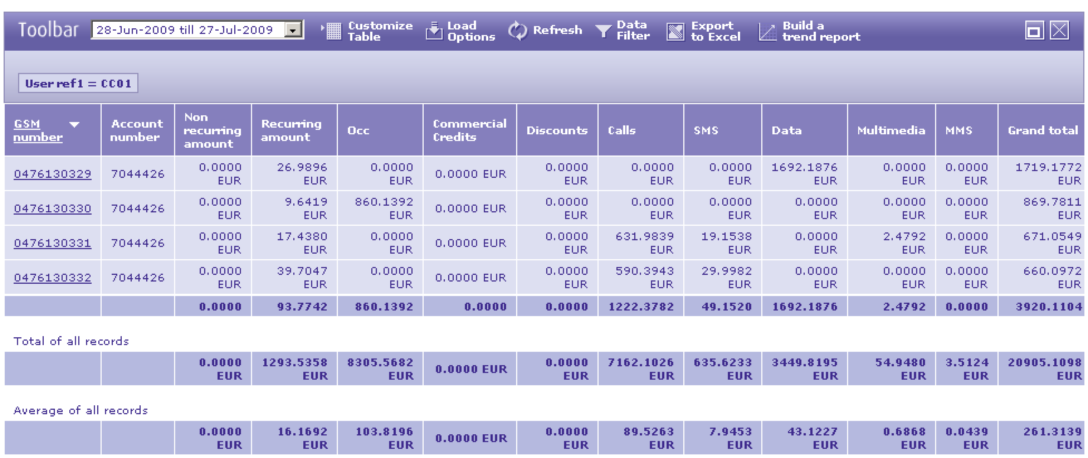
- You can remove one ore more filters.
- Open the filter window.

- Click on the button "Remove " that can be found next to the filter you wish to remove. Do so for the first filter.



- Click on the button "GO" to confirm your changes.

- The table now only contains GSM-numbers with primary reference "CC01".



Toolbar 28-Jun-2009 till 27-Jul-2009 Customize Table Load Options Refresh Data Filter Export to Excel Build a trend report

User ref1 = CC01

GSM number	Account number	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
0476130329	7044426	0.0000 EUR	26.9896 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	1692.1876 EUR	0.0000 EUR	0.0000 EUR	1719.1772 EUR
0476130330	7044426	0.0000 EUR	9.6419 EUR	860.1392 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	869.7811 EUR
0476130331	7044426	0.0000 EUR	17.4380 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	631.9839 EUR	19.1538 EUR	0.0000 EUR	2.4792 EUR	0.0000 EUR	671.0549 EUR
0476130332	7044426	0.0000 EUR	39.7047 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	590.3943 EUR	29.9982 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	660.0972 EUR
		0.0000	**93.7742**	**860.1392**	**0.0000**	**0.0000**	**1222.3782**	**49.1520**	**1692.1876**	**2.4792**	**0.0000**	**3920.1104**
Total of all records												
		0.0000 EUR	**1293.5358 EUR**	**8305.5682 EUR**	**0.0000 EUR**	**0.0000 EUR**	**7162.1026 EUR**	**635.6233 EUR**	**3449.8195 EUR**	**54.9480 EUR**	**3.5124 EUR**	**20905.1098 EUR**
Average of all records												
		0.0000 EUR	**16.1692 EUR**	**103.8196 EUR**	**0.0000 EUR**	**0.0000 EUR**	**89.5263 EUR**	**7.9453 EUR**	**43.1227 EUR**	**0.6868 EUR**	**0.0439 EUR**	**261.3139 EUR**

☞ **To remove a filter totally, use the button "Remove all filters". You will erase all filter criteria at the same time.**

You can also use the button . This button does not only erase all filters at the same time, it also resets all standard fields in the table, removes added optional fields and sorts the data in the original way.

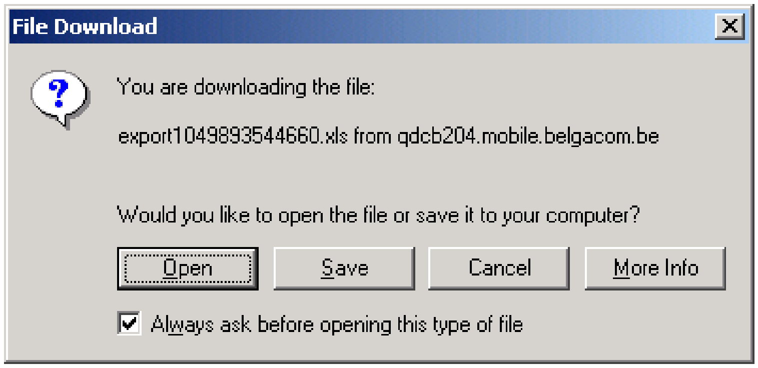
5. 4. Exporting to Excel

5. 4 .1. Exporting a summary table

When you click on the button all the available data from the active table are exported to Excel. On the screen below you see an overview of exported data in Excel.

	A	B	C	D	E	F	G	H	I	J	K
1	ProxiMan	Who	All Subscribers								
2	Period	19-Sep-2001 till 18-Oct-2001									
3	GSM num	Account n	Non recur	Recurring	Occ	Calls	SMS	Data	WAP	MMS	Grand total
4	0479/0101	22222222	0,0	3,418,779	0,0	164,380,752	0,0		0,0		167,799,531
5	0479/0202	22222222	0,0	55,303	0,0	26,276,584	0,4957		0,0		26,340,942
6	0479/0303	22222222	0,0	4,95	0,0	21,612,013	0,1577		0,0		2,166,309
7	0479/0404	22222222	0,0	59,743	0,0	20,219,243	0,0		0,0		20,278,986
8	0479/0505	22222222	0,0	4,95	0,0	17,071,807	0,0		0,0		17,121,307
9	0479/0606	22222223	0,0	59,743	0,0	16,522,746	250,014		0,0		16,832,503
10	0479/0707	22222223	0,0	59,743	0,0	14,525,773	274,225		0,0		14,859,741
11	0479/0808	22222223	0,0	59,743	0,0	1,374,854	19,782		0,0		13,828,065
12	0479/0909	22222223	0,0	59,743	0,0	12,850,846	0,6683		0,0		12,917,272
13	0479/1010	22222223	0,0	59,743	0,0	11,721,075	33,608		0,0		11,814,426
14	0479/1111	22222223	0,0	59,743	0,0	11,246,516	0,6594		0,0		11,312,853
15	0479/1212	22222223	0,0	4,95	0,0	1,113,496	47,568		0,0		11,232,028
16	0479/1313	22222223	0,0	99,079	0,0	10,773,354	0,9498		0,0		10,881,931
17	0479/1414	22222223	0,0	59,743	0,0	10,716,055	1,411		0,0		10,789,908
18	0479/1515	22222223	0,0	59,743	0,0	10,607,549	27,041		0,0		10,694,333
19	0479/1616	22222224	0,0	4,95	0,0	9,902,653	12,289		0,0		9,964,442
20	0479/1717	22222224	0,0	59,743	0,0	9,805,033	0,0		0,0		9,864,776
21	0479/1818	22222224	0,0	4,95	0,0	9,764,087	32,887		0,0		9,846,474
22	0479/1919	22222224	0,0	7,43	37,18	9,234,989	103,084		0,0		9,784,173
23	0479/2020	22222224	0,0	109,322	0,0	843,354	10,338		0,0		8,559,346
24	0479/2121	22222224	0,0	84,543	-4,96	8,028,665	137,757		0,0		8,201,365

It is possible that the following message appears after clicking the button:



If so, choose the option "Open".

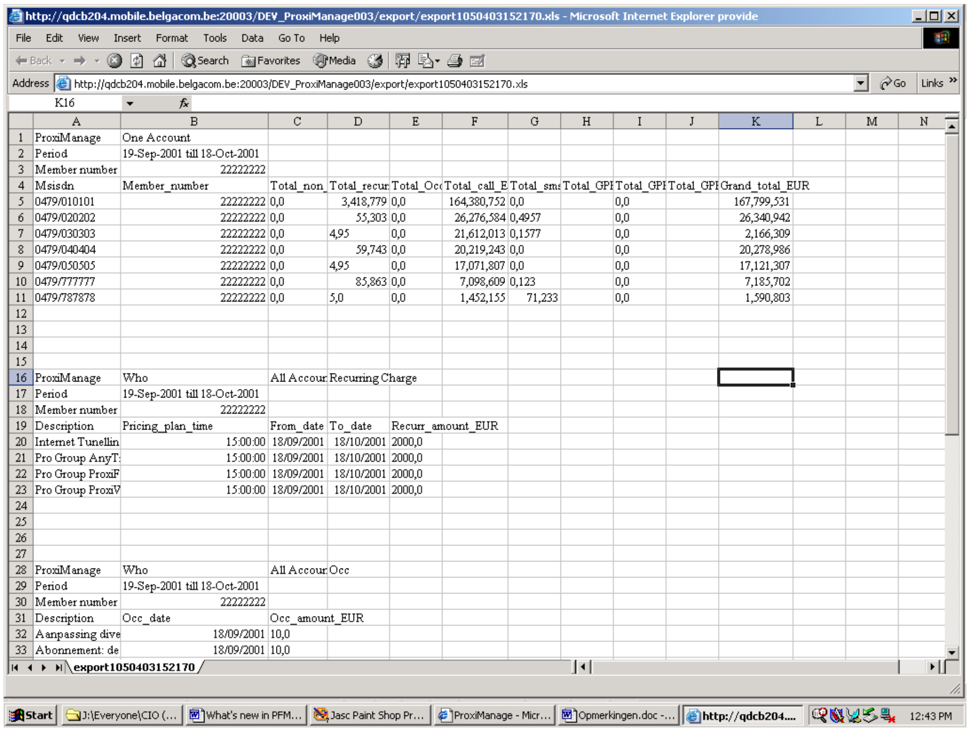
5. 4 .2. Export of all details

If you are exporting the data of one GSM number, one account, one group or one subgroup, you can choose between exporting all details or only the current data.

Proceed as follows:

- Activate the data table you want to export.
- Click the button in the action bar.
- Choose between current report (visible table) and all data (with all details of all the tabs).

■ Click the button “Export”. In this example an export of <u>all</u> data of one single subscriber was chosen.



	A	B	C	D	E	F	G	H	I	J	K
1	ProxiManage	One Account									
2	Period	19-Sep-2001 till 18-Oct-2001									
3	Member number	22222222									
4	Msisdn	Member_number	Total_non_	Total_recur	Total_Occ	Total_call_E	Total_sms	Total_GPI	Total_GPI	Total_GPI	Grand_total_EUR
5	0479/010101	22222222	0,0	3,418,779	0,0	164,380,752	0,0		0,0		167,799,531
6	0479/020202	22222222	0,0	55,303	0,0	26,276,584	0,4957		0,0		26,340,942
7	0479/030303	22222222	0,0	4,95	0,0	21,612,013	0,1577		0,0		2,166,309
8	0479/040404	22222222	0,0	59,743	0,0	20,219,243	0,0		0,0		20,278,986
9	0479/050505	22222222	0,0	4,95	0,0	17,071,807	0,0		0,0		17,121,307
10	0479/777777	22222222	0,0	85,863	0,0	7,098,609	0,123		0,0		7,185,702
11	0479/787878	22222222	0,0	5,0	0,0	1,452,155	71,233		0,0		1,590,803
12											
13											
14											
15											
16	ProxiManage	Who	All Accour	Recurring Charge							
17	Period	19-Sep-2001 till 18-Oct-2001									
18	Member number	22222222									
19	Description	Pricing_plan_time	From_date	To_date	Recurr_amount_EUR						
20	Internet Tunellin	15:00:00	18/09/2001	18/10/2001	2000,0						
21	Pro Group AnyT:	15:00:00	18/09/2001	18/10/2001	2000,0						
22	Pro Group ProxiF	15:00:00	18/09/2001	18/10/2001	2000,0						
23	Pro Group ProxiV	15:00:00	18/09/2001	18/10/2001	2000,0						
24											
25											
26											
27											
28	ProxiManage	Who	All Accour	Occ							
29	Period	19-Sep-2001 till 18-Oct-2001									
30	Member number	22222222									
31	Description	Occ_date	Occ_amount_EUR								
32	Aanpassing dive	18/09/2001	10,0								
33	Abonnement: de	18/09/2001	10,0								

Notes:

- If data are sorted, added, deleted or filtered, they will be exported as such.

- In the exported file, empty lines will appear between the different types of information (in this example charges)

- If you export a (sub)group, the different GSM numbers are separated by empty lines.

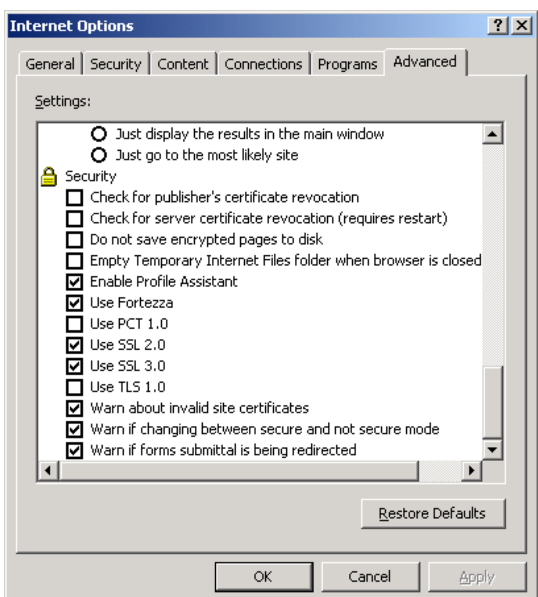
5. 4 .3. Important options when exporting using Microsoft Internet Explorer

5. 4. 3. 1. Exporting data using Microsoft Internet Explorer

If you work with Microsoft Internet Explorer, it is advisable to follow the steps described below before exporting data to Excel.

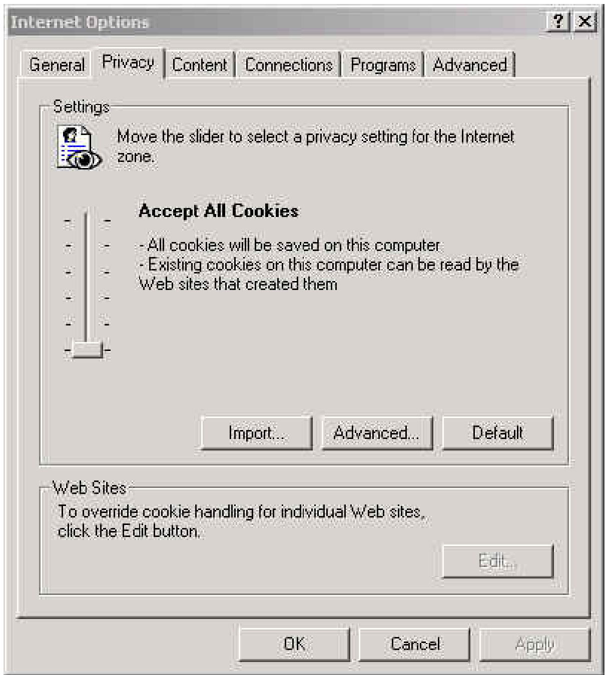
Do not save encrypted pages to disk

- Click on the menu "Tools".
- Select "Internet Options".
- Click on the tabbed page "Advanced".
- Go to the section "Security".
- Disable the option "Do not save encrypted pages to disk".



Accept All Cookies

- Click the "Tools" menu in Microsoft Internet Explorer.
- Select "Internet Options".
- Click the "Privacy" tab.
- Drag the scrolling button down to activate the option "Accept All Cookies".



5. 4 .4. Important options in Windows when exporting

Regional Options

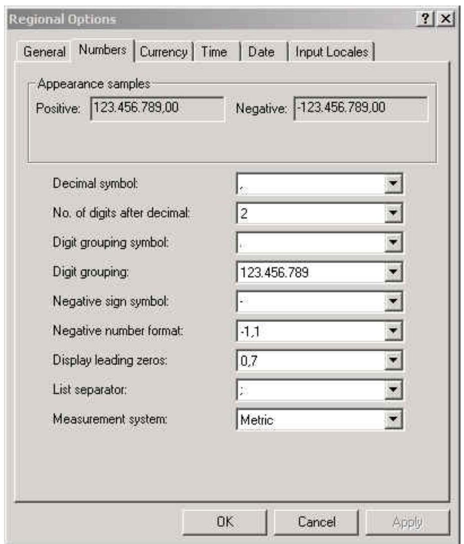
To make sure that the numbers are exported and displayed in the correct way, it is advisable to check the "Regional Options" on your PC. Proceed as follows:

- Select Start/Settings/Control Panel
- Double click the folder "Regional Options" and choose the tabbed page "Number".
- Set the parameters as follows:

Decimal symbol	,	Comma = separator of decimal numbers
N° of digits after decimal	2	2 decimals behind comma
Digit grouping symbol	.	Dot = separator of groups
Digit grouping	123.456.789	Group by thousands
Negative sign symbol	–	Negative numbers are preceded by a –
Negative number format	–1,1	In case of a negative number the – is placed immediately **before**

Display leading zero	0,7	Zero values before the comma are displayed.
List separator	,	List items are separated by a comma.
Measurement system	Metric	Metrical measurement system

The parameters need to be set as shown in the following screenshot:



Folder Options

When you export to Excel using a Windows 2000 system, you can use the following procedure to make sure data is shown immediately in an Excel window instead of an Internet Explorer window.

- Start Windows Explorer.
- Select Tools/Folder Options.
- Activate the tabbed page "File Types".
- Search the file type "Microsoft Excel Worksheet".
- Click on the Advanced-button.
- De-activate the option "Browse in same window” .

5. 4 .5. Export format

Text format

Use the following procedure to make data available in Text format:

- In the exported Excel file, select the menu “File” and “Save As”.
- Enter a name for the file In the dialog box “Save As”.
- Select “Text (tab delimited)” in the list “Save as type”.
- Click the “Save” button.

Excel format

Use the following procedure to make data available in Excel format:

- In the exported Excel file, select the menu “File” and “Save As”.
- Enter a name for the file in the dialog box “Save As”.
- Select “Microsoft Excel Workbook” in the list “Save as type”.
- Click the “Save” button.

6. Trend reports

6. 1. Introduction

ProxiManage always provides a summary of the invoice data for a period (bill cycle). You can select this period in each screen in the display filter bar situated in the top right-hand corner of the screen (for more information, see page 15, Contents of the ProxiManage Site, in the “Display filter bar – Period” section).

The “Trend reports” sub-section, on the other hand, enables you to display invoice data for more than one period. Up to 15 such bill cycles can be displayed in one trend report. A trend report on invoice data can relate to a row of related data or to a column. Data in a column

are usually of financial nature, and they are therefore referred to as cost items.

6. 2. Building a trend report

If you want to build a trend report, you have to use the following button: “Build a trend report”. This button is always in the action bar (see the chapter on the “The action bar”) of most sub-sections in the navigation bar. This action bar is in the lower right-hand corner of the screen. You can use the “Build a trend report” button to display trends in data in the table of the sub-section you have selected.

Trend reports are created using the “Trend Wizard”. By asking you a number of questions the desired trend report can be built on the basis of your answers.

A trend report can thus relate to data in a row or data in a column. A table with the names of the row and column elements of the different sub-sections for which you can build trend reports is given below.

Elements for which you can build a trend report

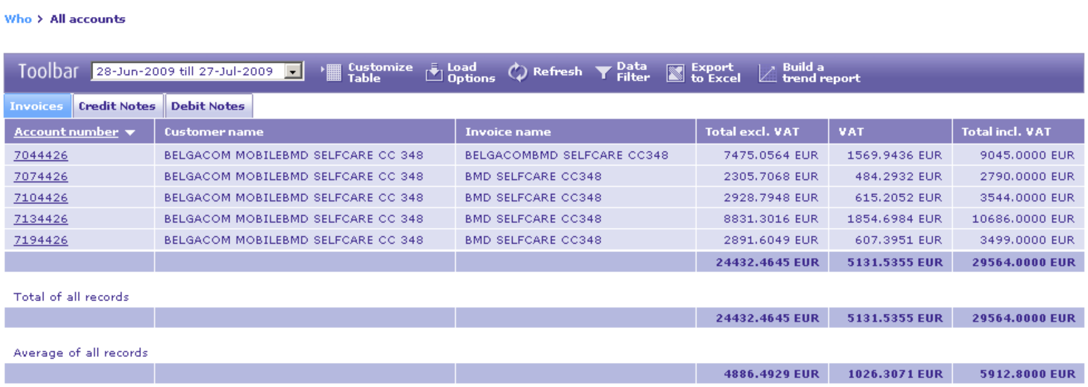
Sub-section	Row	Column
All subscribers	a GSM number	a cost item
Subscriber groups	a subscriber group	a cost item
All accounts	an account	a cost item
Account groups	an account group	a cost item
Calls	call use or rate	a cost item
SMS	SMS use or rate	number or total amount
Top of all subscribers	a GSM number	a cost item
Threshold	a GSM number	a cost item

6. 2 .1. Trend reports on a row

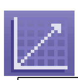
If you want to build a trend report on the detailed data in a row, you can choose from three different procedures, depending on how many rows you have in your table. These procedures are described below.

6. 2. 1. 1. The table contains fewer than 20 rows

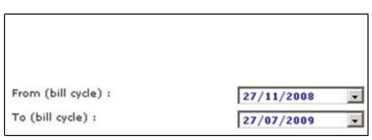
If you have a list with fewer than 20 rows, follow the procedure described below to draw up a trend report on one row. .



Account number	Customer name	Invoice name	Total excl. VAT	VAT	Total incl. VAT
7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	7475.0564 EUR	1569.9436 EUR	9045.0000 EUR
7074426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	2305.7068 EUR	484.2932 EUR	2790.0000 EUR
7104426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	2928.7948 EUR	615.2052 EUR	3544.0000 EUR
7134426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	8831.3016 EUR	1854.6984 EUR	10686.0000 EUR
7194426	BELGACOM MOBILEBMD SELFCARE CC 348	BMD SELFCARE CC348	2891.6049 EUR	607.3951 EUR	3499.0000 EUR
			24432.4645 EUR	5131.5355 EUR	29564.0000 EUR
Total of all records					
			24432.4645 EUR	5131.5355 EUR	29564.0000 EUR
Average of all records					
			4886.4929 EUR	1026.3071 EUR	5912.8000 EUR

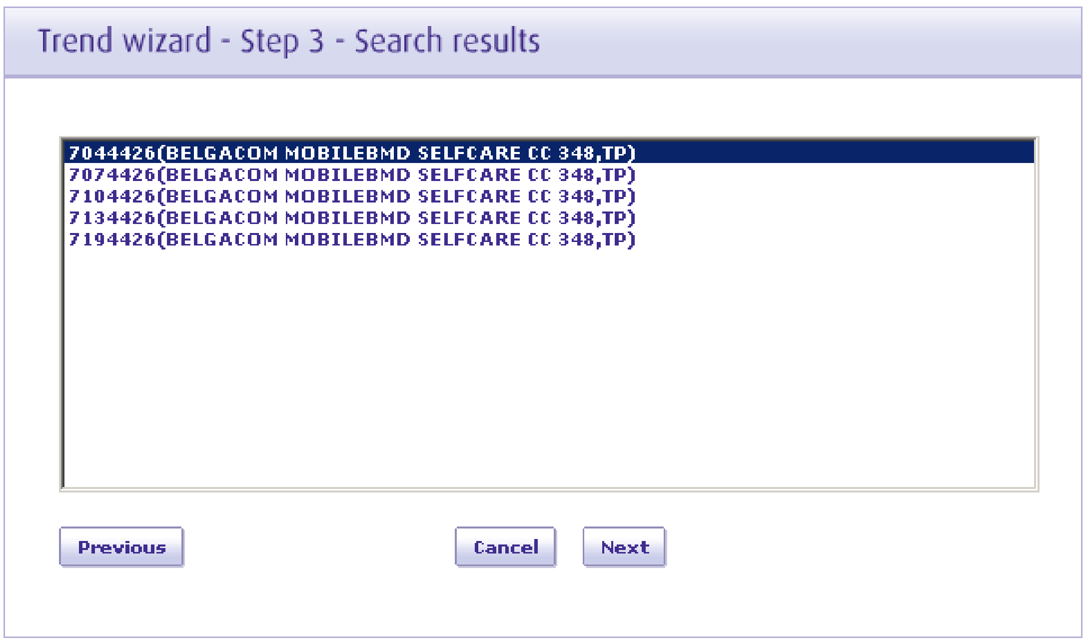
- Click the  button to start the “Trend Wizard”. The following screen appears:

- You can select the start and end dates of the periods for which you wish to build a trend report.



- You then specify the item for which you wish to build a trend report. In this example, we wish to build a trend report for a GSM number, so we select “GSM number”.

- Click the “Next” button. The following screen appears with the all search results.



- Select the item for which you wish to build a trend report. In our example, we selected the item 7044426.

- Click the “Next” button. The last step of the “Trend Wizard” is the trend report. The next figure shows the result of the example used here.

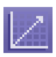
Who > All accounts > Trend : 7044426

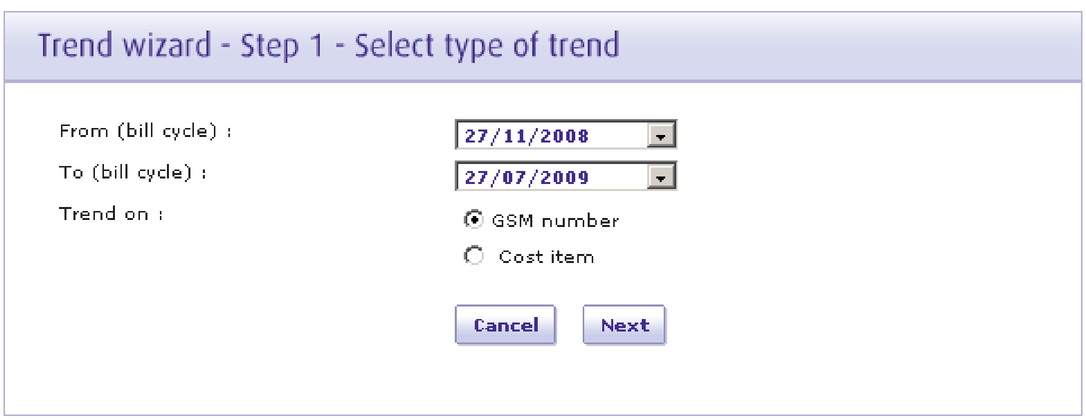
Toolbar | Customize Table | Export to Excel

Period	Account number	Customer name	Invoice name	Total excl. VAT	VAT	Total incl. VAT
28/10/2008 - 27/11/2008	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOM MOBILEBMD SELFCARE CC 348	0.0000 EUR	0.0000 EUR	0.0000 EUR
28/11/2008 - 27/12/2008	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOM MOBILEBMD SELFCARE CC 348	-1678.4502 EUR	1686.4502 EUR	8.0000 EUR
28/12/2008 - 27/01/2009	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOM MOBILEBMD SELFCARE CC 348	-1018.9325 EUR	1027.9325 EUR	9.0000 EUR
28/01/2009 - 27/02/2009	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	-1295.7594 EUR	1296.7594 EUR	1.0000 EUR
28/02/2009 - 27/03/2009	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	-1474.7843 EUR	1483.7843 EUR	9.0000 EUR
28/03/2009 - 27/04/2009	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	6058.5377 EUR	1272.4623 EUR	7331.0000 EUR
28/04/2009 - 27/05/2009	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	5003.1383 EUR	1050.8617 EUR	6054.0000 EUR
28/05/2009 - 27/06/2009	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	5787.5785 EUR	1215.4215 EUR	7003.0000 EUR
28/06/2009 - 27/07/2009	7044426	BELGACOM MOBILEBMD SELFCARE CC 348	BELGACOMBMD SELFCARE CC348	7475.0564 EUR	1569.9436 EUR	9045.0000 EUR
				18856.3845 EUR	10603.6155 EUR	29460.0000 EUR
Total of all records						
				18856.3845 EUR	10603.6155 EUR	29460.0000 EUR
Average of all records						
				2095.1538 EUR	1178.1795 EUR	3273.3333 EUR

6. 2. 1. 2. The table contains 20 or more rows

If you have a list with 20 or more rows, follow the procedure below to draw up a trend report on one row. Our example is based on the following table from the “Subscribers” sub-section, where we want to build a trend report for GSM-number 0476 13 03 30

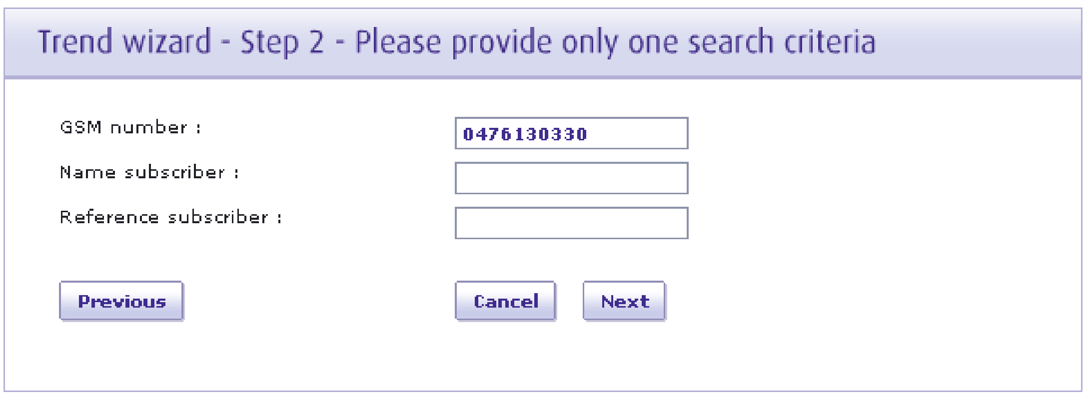
- Click the  button to start the “Trend Wizard”. The following screen appears:



- You can select the start and end dates of the periods for which you wish to build a trend report.

- You then specify the item for which you wish to build a trend report. In this example, we wish to build a trend report for a GSM number, so we select “GSM number”.

- Click the “Next” button. In the second step of the “Trend Wizard” you have to enter search criteria.



- To find the desired row, complete one of the three fields; e.g. the GSM-number for which you want to draw a report

- Click the “Next” button. You now go to a subsequent step of the “Trend Wizard”: “Search results”. The screen that appears shows all the items in the table which meet the search criteria set in the previous step of the “Trend Wizard. If you have conducted a search on a subscriber name, and there are several people with the same name, you will obtain a list of all the people found. You can then select the person you want.

Who > Subscriber groups

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Name	Non recurring amount	Recurring amount	Occ	Commercial Credits	Discounts	Calls	SMS	Data	Multimedia	MMS	Grand total
del user group	0.0000 EUR	161.3681 EUR	202.4784 EUR	0.0000 EUR	0.0000 EUR	1377.6496 EUR	155.5308 EUR	627.6811 EUR	36.3616 EUR	0.2066 EUR	2561.2762 EUR
Project A	0.0000 EUR	87.1530 EUR	202.4784 EUR	0.0000 EUR	0.0000 EUR	1083.7550 EUR	147.1733 EUR	1906.1474 EUR	36.3616 EUR	0.2066 EUR	3463.2753 EUR
Test	0.0000 EUR	272.7496 EUR	1062.6176 EUR	0.0000 EUR	0.0000 EUR	2670.8060 EUR	121.0525 EUR	1696.7640 EUR	2.8924 EUR	1.2397 EUR	5828.1218 EUR
	0.0000	**521.2707**	**1467.5744**	**0.0000**	**0.0000**	**5132.2106**	**423.7566**	**4230.5925**	**75.6156**	**1.6529**	**11852.6733**
Total of all records											
	0.0 EUR	**521.2707 EUR**	**1467.5744 EUR**	**0.0 EUR**	**0.0 EUR**	**5132.2106 EUR**	**423.7566 EUR**	**4230.5925 EUR**	**75.6156 EUR**	**1.6528999999999998 EUR**	**11852.6733 EUR**
Average of all records											
	0.0000 EUR	**173.7569 EUR**	**489.1915 EUR**	**0.0000 EUR**	**0.0000 EUR**	**1710.7369 EUR**	**141.2522 EUR**	**1410.1975 EUR**	**25.2052 EUR**	**0.5510 EUR**	**3950.8911 EUR**

- Click the "Next" button. The last step of the "Trend Wizard" is the trend report. The figure below shows the result of the example used here.

☞ **When you enter the search criteria, you do not need to enter the full GSM number, full name or full reference. Just enter a part thereof, and all items that meet the search criteria will be displayed.**

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6. 2 .2. Trend reports on a cost item

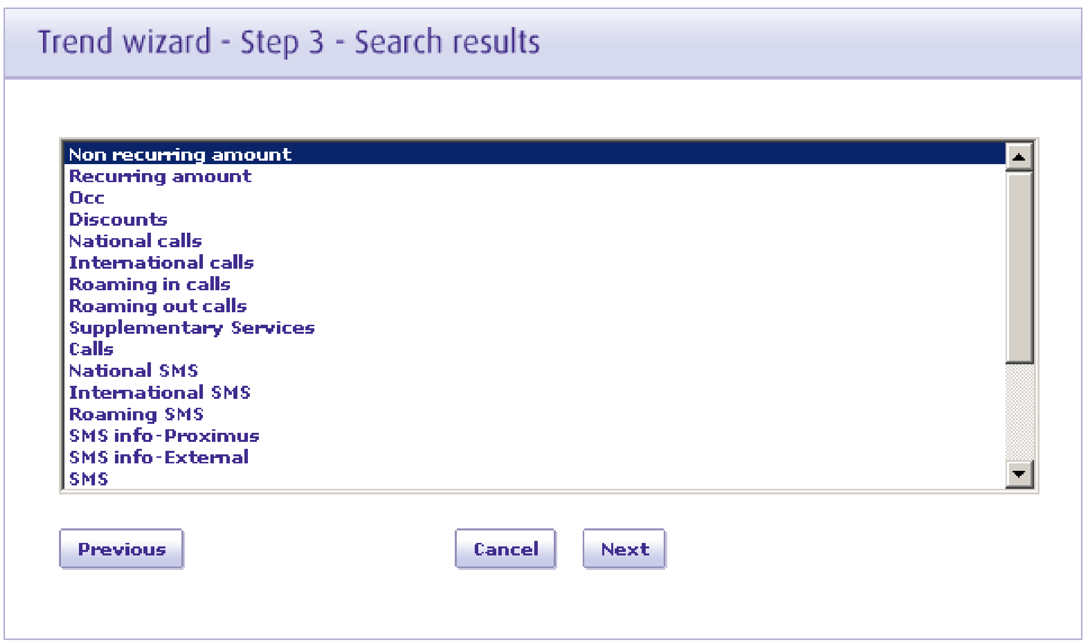
If you wish to build a trend report on a cost item (a column), proceed as follows. The example used in this procedure is based on the following table from the "Subscriber groups" sub-section. The trend report will show the breakdown of the cost item "Calls" for the various departments over the different periods.

- Click the button to start the "Trend Wizard". The following screen appears:

■ You can select the start and end dates of the periods for which you want to build a trend report.

■ You then specify the item for which you wish to build a trend report. In this example, we wish to build a trend report for a cost item, so we select “cost item”:

■ Click the “Next” button. You now go to a subsequent step of the “Trend Wizard”: “Search results”. The screen that appears shows all the cost items found in the table.



■ Select the cost item for which you wish to build a trend report. In our example, we select the cost item “Calls”.

■ Now click the “Next” button. The final step of the “Trend Wizard” is the completed trend report. The figure below shows the result of the example used here. The detailed data for the call costs in the three periods selected for each group of subscribers are shown in the last three columns.

Toolbar Customize Table Export to Excel

Name	28/10/2008 - 27/11/2008	28/11/2008 - 27/12/2008	28/12/2008 - 27/01/2009	28/01/2009 - 27/02/2009	28/02/2009 - 27/03/2009	28/03/2009 - 27/04/2009	28/04/2009 - 27/05/2009	28/05/2009 - 27/06/2009	28/06/2009 - 27/07/2009
Test	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	3217.7880 EUR	46.1757 EUR	2435.4193 EUR	2422.4617 EUR
Project A	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	2420.6441 EUR	31.9844 EUR	1486.7498 EUR	1083.7550 EUR
del user group	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	0.0000 EUR	560.6628 EUR	5.3786 EUR	981.7422 EUR	1377.6496 EUR
	0.0000	**0.0000**	**0.0000**	**0.0000**	**0.0000**	**6199.0949**	**83.5387**	**4903.9113**	**4883.8663**
Total of all records									
	0.0 EUR	**0.0 EUR**	**0.0 EUR**	**0.0 EUR**	**0.0 EUR**	**6199.0949 EUR**	**83.5387 EUR**	**4903.9113 EUR**	**4883.8663 EUR**
Average of all records									
	0.0000 EUR	**0.0000 EUR**	**0.0000 EUR**	**0.0000 EUR**	**0.0000 EUR**	**2066.3650 EUR**	**27.8462 EUR**	**1634.6371 EUR**	**1627.9554 EUR**

If you want to draw up a trend report for a cost item, you should bear in mind that the results table of the trend report cannot be filtered. This means that if any filter is needed, it must be applied before the trend report is drawn up. For more information on filtering, see the chapter entitled the “The action bar”, page 79.