Biller Administration Guide

iPlanet Biller Xpert B2B Edition 4.6

May 2002

Contents

About This Guide

This guide contains reference and operating procedures for administering a company's BillerXpert B2B Edition software from iPlanet e-commerce solutions.

The preface contains the following sections:

- Audience
- What's in This Document
- The Document Online
- Related Documentation

Audience

The *BillerXpert B2B Edition Biller Administrator's (BillerAdmin) Guide*, is written specifically for a biller administrator, the person who manages a billing company's Web invoice presentment information. The BillerAdmin manages the information related to online IBPP, including: data on its members, departments, payment methods, and profile records. As the BillerAdmin, you are the person responsible for managing data being presented as invoices.

A company administrator should have experience in working with and administering the following:

- Multi-hosted systems
- Web servers
- Internet Bill Presentment and Payment (IBPP) solutions
- Internet browsers

What’s in This Document

The following chapters and information are contained within this document:

- Chapter 1, “Introduction"”, is an overview of the responsibilities of a billing company administrator (BillerAdmin) and how this role fits into an organization’s hierarchy. The graphical user interface (GUI) is explained, including its tabs, function buttons, and logging in and logging out procedures are defined.
- Chapter 2, “Propagating Profiles"”, is an explanation of what a profile is and how it is used within a company. Updating a profile and the importance of a profile is also included.
- Chapter 3, “Controlling Companies and Preparing Payment Accounts", verifies and describes all the tasks relating to companies including: its relationship to the organizational hierarchy; adding, updating, moving, and deleting a company.

  Preparing Payment Accounts, tells the operation of creating payment accounts and creating the default payment account method, and so on.
- Chapter 4, “Managing Members", details all of the Admin’s tasks relating to managing members. Adding, updating, and searching for members is included in the responsibilities.
- Chapter 5, “Referring Roles and Privileges", describes what the roles application is and how it relates to the members it services.
- Chapter 6, “Looking at Loading", tells how you View data on loaded files by status, date, name, and time frame.
- Chapter 7, “Preparing Payment Types", explains how to add, update, delete, and create a payment type.
- Chapter 8, “Producing Payment Accounts", details adding, updating, creating default payment accounts, and their relationship to payment account rules.
- Chapter 9, “Practicing Payment Rules", describes how to create, update, and search, delete payment rules, what these rules mean, and how to use them.
- Chapter 10, “Accessing Activities", discusses the ability of the Admin to view all company-related B2B activities. These activities can be searched for by time frame.
- Chapter 11, “Comprising Clusters", defines the meaning of clusters, how they are associated with the application, the directories, and the servers.
- Appendix A - Glossary, is an alphabetical listing of major terms and acronyms used in this guide.

- Appendix B - Error Messages, is a numerical listing of error messages for this application and how to correct these messages.
- Appendix C - Loader, details the B2B Loader and describes pertinent data you need for efficient and effective manual loads.
- Index - is a cross-referenced table of the major topics and headings in this guide.

The Document Online

You can find this manual online in Portable Document Format (PDF) and Hypertext Markup Language (HTML) formats on the following Web site:

http://docs.iplanet.com/docs/manuals

Related Documentation

The documentation for iPlanet BillerXpert B2B Edition includes:

- Administration Guides, which contain reference and operating procedures for administering a fully-installed BillerXpert's B2B Edition 4.5 from iPlanet. The three specific guides are: Billing Service Provider Administrator (BSP), Biller Administrator (BillerAdmin), and Company Administrator (CoAdmin).
- API and Schemas Reference, describes the interface to component business objects you can use and describes the database schemas that refer to them.
- Customization Guide, discusses the B2B architecture and how to customize it through a collection of classes and templates building on the iPlanet Application Server (IAS).
- Installation Guide, provides planning information and guidelines for product deployment.

Chapter 1

Introduction

This chapter is an overview of the iPlanet BillerXpert B2B Edition Biller Administrator (BillerAdmin) including:

- Definition of Administrator (Admin)
- Navigating the Graphical User Interface (GUI)
- BillerAdmin Tasks
- Logging In and Out

Definition of Administrator (Admin)

An administrator, is a person that can administrate and manage company information and functions. This manual provides an overview of the tasks that can be performed at the Biller level, by a Biller Administrator.

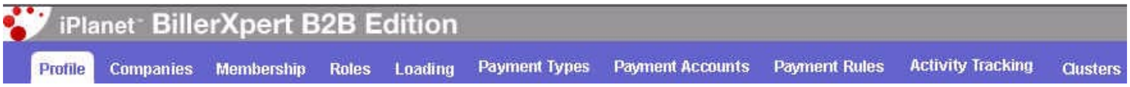
Biller Administrator (BillerAdmin)

A BillerAdmin is responsible for: monitoring load status, searching for a company, adding a new company, updating a company profile, adding and/or updating a company administrator, tracking biller specific activities, setting up a payment and/or vendor types, and so on. The company of the BillerAdmin is called the Billing company.

Navigating the Graphical User Interface (GUI)

The B2B Graphical User Interface (GUI) has a series of Main Menu tabs: including Profile, Companies, Membership, Roles, Loading, Payment Types, Payment Accounts, Payment Rules, Activity Tracking, Clusters, as illustrated in the following.

Figure 1-1 Main Menu tabs



Main Menu Tabs

Profile

The Profile tab gives the BillerAdmin information on the address and contact information for the billing company. It displays company contact information and the company's ID along with other pertinent data.

Companies

The Companies tab provides information of the companies that view their invoices from the billing company. The data includes, name, contact names and IDs, company status, and so on.

Membership

The Membership tab describes membership list, the user IDs, and the status of a member. You can add, delete, update, and search for members, via this function, at the billing company.

Roles

The Roles tab provides a list of roles and the related privileges for each role. Roles can be assigned to the members within a billing company. In addition, this tab allows the administrator to assign privileges or tasks that can be performed to roles in the system.

Loading

The Loading tab gives you the ability to track loaded files and the respective status of each load.

Payment Types

The Payment Types tab defines the types of payments that can be used in the invoice process, such as credit card, direct depositing savings, and direct deposit checking methods.

Payment Accounts

The Payment Accounts tab enables the BillerAdmin to enter the accounts that will be credited when a payment is received. In addition, the BillerAdmin can create rules that specify the accounts that will be credited when a payment is made.

Activity Tracking

The Activity Tracking tab gives you the ability to view all activities performed by all the members.

Clusters

The Clusters tab describes the process manager activities to supervise and deploy software applications. A cluster is the association of a configuration directory, a corporate user directory, one or more application servers, and a database.

NOTE Screens are first displayed as a summary of details with clickable links; that when selected, display detail screens.

More information on links is explained in the following section.

Summary and Detail Screens

The GUI displays information on two different types of screens. The first is displayed is a summary screen. The data on that screen is displayed in a “screenshot” or an overview manner. The successive ones are accessed via an interactive link on the summary screen. Successive screens are presented as details, of the summaries.

Function Buttons, Browsers, and Input Fields

The B2B GUI reacts as most standard software applications, in that:

- Function buttons, such as Remove, are invoked after the correct actions are taken prior to invocation.
- Most function buttons operate as toggles, opening the function at the first click. After correctly completing the request, in the form of a message, or input screen, the function is closed, on the second click of the toggle button.
- Success or error messages describe the results of user actions and inputs to the GUI.

- Browser arrows, such as Back and Forward, react as they would to page ahead or return to the previous screen.
- All input fields with an asterisk ***** next to it are required and must be completed.
- The only metacharacters allowed are:
    - ampersand @
    - equal sign =
    - plus sign +
    - parentheses ( )
    - brackets [ ]
- Embedded spaces are allowed and preconfigured into the application.
- All user passwords must be more than four characters long, except for the Oracle database passwords.

BillerAdmin Tasks

The BillerAdmin can perform various tasks. Some of these tasks are performed frequently, perhaps on a daily basis. Others are performed infrequently, or once after the system is installed and set up for production. The following table describes the tasks a BillerAdmin can perform, and where these tasks are located:

Table 1-1 BillerAdmin Tasks

Task	Tab
Update a biller profile	Profile
Add a company	Companies
Update a company profile	
Delete a company profile	
Search a payment account	
Add a payment account	
Update a payment account	
Delete a payment account	
Search for a member	Membership

Table 1-1 BillerAdmin Tasks

Task	Tab
Add a member	
Update a member	
Delete a member	
Add a role	Roles
Update a role	
Search for a role	
Delete a role	
Search for a loaded file	Loading
Add a payment type	Payment Types
Update a payment type	
Delete a payment type	
Add a payment account	Payment Accounts
Update a payment account	
Delete a payment type	
Choose a default payment type	
Add a company rule	Company Rules
Update a company rule	
Delete a company rule	
Search a company rule	
Add a payment rule	Payment Rules
Update a payment rule	
Delete a payment rule	
Search a payment rule	
Search for activities	Activity Tracking
Update cluster data	Clusters
Bootstrap cluster application	
Manage cluster application	

Prerequisites to Managing a Biller

Generally, in order to manage a biller, the first step is to create a biller and the BSP Admin must create it. The biller needs a profile, detailing location, and contact information.To successfully perform BillerAdmin tasks, it is imperative to know a high level outline of the B2B application.

- BillerAdmin is created when BSPAdmin creates a new biller.
- Biller name, admin ID, and password is communicated to appropriate person
- BillerAdmin should be aware of:
    - Payment vendor to use for receipt of payments
    - Currency used to receive payments
    - Users acting as dispute resolvers
    - Any other users acting as administrators
    - Process Manager (PM) configuration required for PM builder for cluster management and its related processes

Logging In and Out

Logging in for all three admins takes place on the same screen. This screen is a portal to the entry point of a billing site. Depending upon your log in and admin access level, depends on the GUI that is displayed, after completing a successful log in.

Logging In

The following screen is the entry portal to the B2B.

Figure 1-2 Log In Screen

1. From the BillerXpert B2B Administrative Login, enter:

   admin@<domain name>

   For example, **admin@catel.com**, as shown above.

2. Enter your password, the default password is admin.

3. Click the Login button.

NOTE The format for the User ID will follow this format:

<admin>@ <domain name>

The default password is *admin*.

Logging Out

- Click the Logout button.

  The button is located on the top right hand corner of every page.

Chapter 2

Propagating Profiles

This chapter provides information on propagating profiles. The chapter includes:

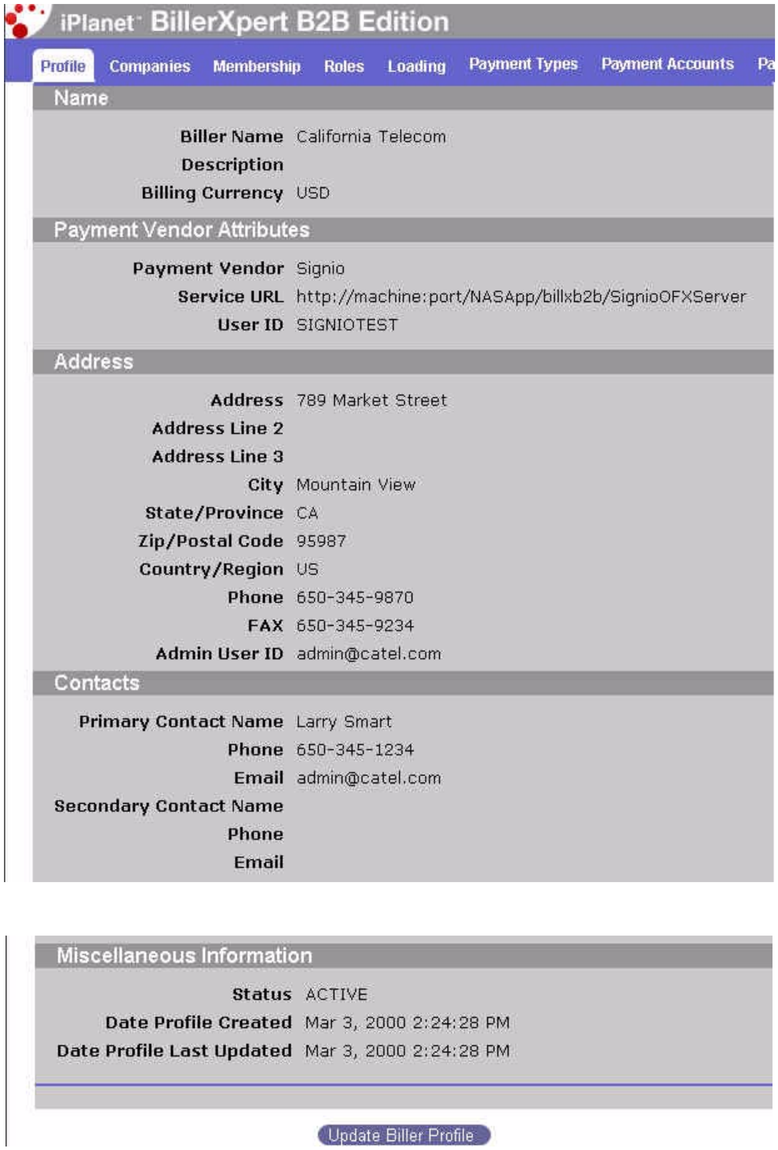
- Propagating a Biller Profile
- Updating a Biller Profile
- Deleting a Biller Profile

Propagating a Biller Profile

The profile is a detailed listing of the company's location, contact information, and related data on the biller organization. As the administrator, it is your responsibility to ensure that this information is kept up to date.

As the Admin you can update a company's profile information. The profile screen is displayed in the following:

Figure 2 - 1 Biller Profile



Details of the Biller Profile Screen

The details, data, operations, and procedures of the company profile screen are explained in this section.

- Name
- Payment Vendor Attributes
- Address
- Contacts
- Miscellaneous Information

Name

The first area of the screen is the biller name area includes the biller name, currency, and description of the billing company.

Payment Vendor Attributes

The payment vendor lists the name of the vendor, URL, and the user ID for that vendor.

NOTE The Payment Vendors have specific parameters for their passwords. Please consult the respective user guides for your payment vendor parameters.

Address

The second area of the screen contains address and other-related location information. The company address, postal code, country or region, phone and fax numbers are displayed. Most importantly, the company administrator's email is part of this portion of the screen.

NOTE The Admin email is the login into the Admin screen.

Contacts

The third area of the screen shows the primary and secondary names of the people to contact. These names are the people who billers, and other related third parties, can contact for questions on invoices; and the opposite also remains true.

Contacts might be someone other than the Admin, such as a facilities manager, financial department head, or chief operating officer, etc. The phone numbers and email addresses of these contacts are also included.

Miscellaneous Information

The fourth area screen details file information such as the status, date the company was created, and last time the profile was updated.

NOTE The Admin's responsibility is to ensure all the profile data is correct and current. When there are alterations to the profile, the BillerAdmin makes these changes to the B2B database.

NOTE There is sample data propagating these fields to display the type of information, you need to re-enter in order, to add the correct records to the database.

Updating a Biller Profile

To update a biller profile:

1. Click the Update Biller Profile button, on the Biller Profile screen.
2. Complete the information in the respective fields. For more information on input fields, see "Chapter 1 - Introduction".
3. Click Save.

   For example, if you want to change the company address and administrator's email, from; *462 The Street* to; *7897 Sixth Avenue*, and *John Smith* to *Geoffrey Chaucer*

   Enter the information in the respective fields. Click Update Biller Profile.

   The results are displayed in the following:

Figure 2 - 2 Updated Biller Profile

Updated Profile screen

Deleting a Biller Profile

To delete a biller profile:

1. Click Update Biller Profile.
2. At the Miscellaneous Information section, select INACTIVE status. This inactivates all the data in the biller's profile.
3. Click Save.

NOTE It is important to note that this data is not deleted from the database; it is rendered inactive. Therefore, when you sign into the system again, the "deleted" profile disappears from the screen.

Chapter 3

Controlling Companies and Preparing Payment Accounts

This chapter details procedures of a biller's companies. These companies are the organizations where the biller sends its invoices. The chapter also describes preparing payment accounts for these companies, and the following:

- Defining a Company
- Adding a Company
- Searching for a Company
- Updating a Company
- Deleting a Company
- Describing Payment Accounts
- Adding a Payment Account
- Updating a Payment Account
- Selecting a Default Payment Account

Defining a Company

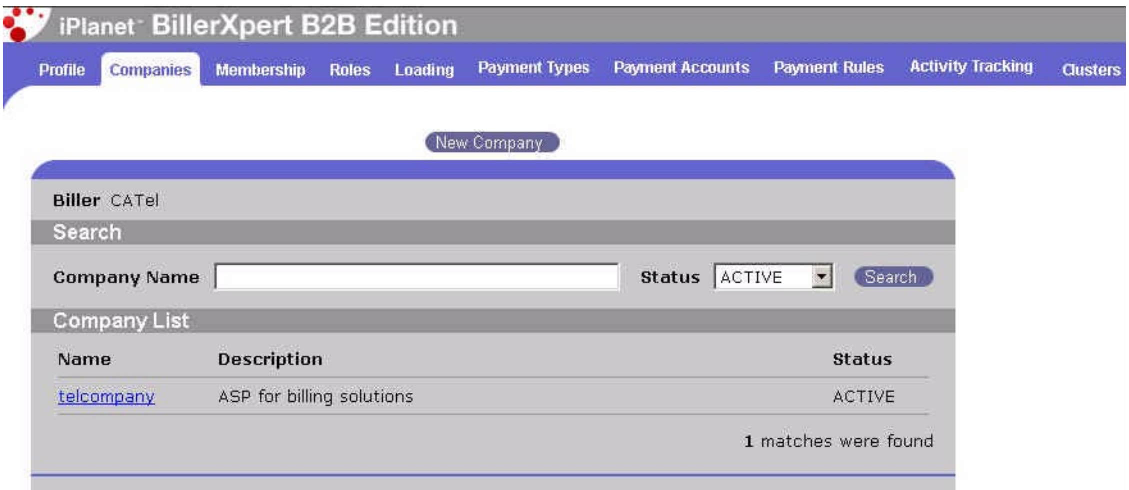
A company, in terms of the Biller Admin, is the receiver of Biller invoices. They are sometimes called the buying company, or the company who buys the services of the biller. For example, if the biller is a large financial institution, the buying company would receive credit card, checking and other financial invoices from the biller.

Adding a Company

To add a company:

1. Navigate to the Companies tab, to display the Search screen, as illustrated in the following:

Figure 3-1 Search Company



2. Click the New Company button. A new company screen is displayed.
3. Enter the data for the new company in the respective fields.
4. Click Continue. The New Company - Payment Accounts screen is displayed.
5. Enter the payment account data.

NOTE For purposes of clarity, flow, and consistency, Payment Accounts will be discussed in detail later in this chapter.

6. Click Save

Searching for a Company

To search for a company:

1. Navigate to the Companies tab.
2. Enter the company name and select Search. Your search results are displayed.
3. Your selected company is displayed as a link. Click the link to see the details of your search.

Updating a Company

To update a company:

1. At the Biller New Company screen, select the company you want to update by clicking on its link, or
2. Enter the name of the company in the Company Name field and select Search.

   Click the link of the company you want to update.
3. At the Update Company Profile screen, enter the data to be updated.
4. Click Save.

Deleting a Company

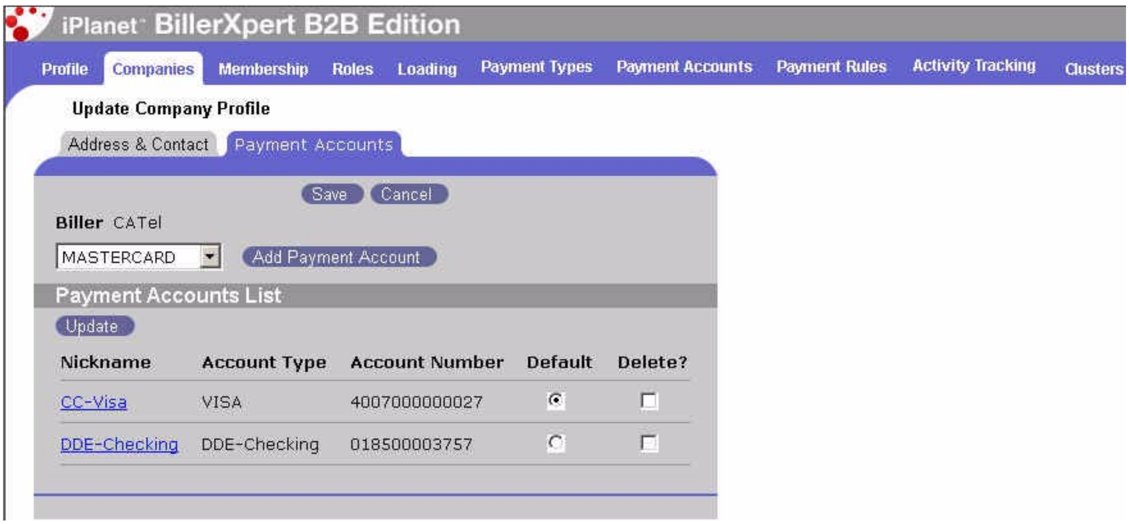
To delete a company:

1. At the Biller New Company screen, select the company you want to delete clicking on its link.
2. At the Update Company Profile screen, select INACTIVE status for this biller.
3. Click Save to change the company's status to inactive.

Describing Payment Accounts

A company will use payment accounts in the B2B to pay invoices. The product allows a company to store account information in the system. The following figure displays the Payment Accounts screen:

Figure 3 - 1 Payment Method



Details of the Payment Accounts Screen

The details, data, operations, and procedures of the payment method screen are explained in this section.

Dropdown List

This is a dropdown list provides companies with payment methods that a biller will accept for payment of an invoice. Payment types are discussed in detail in Chapter 7 of this guide.

Payment Accounts List

The B2B provides the opportunity to choose an account as the default, or preferred account. Each account is associated with a payment type.

Nicknames

Nicknames refer to a distinguishing name for a specific payment method, such as a credit card. For example, the payment method could be a credit card with the nickname of *Utilities* because this method is used to pay utility invoices.

Account Types

The type of account specifically refers to the list of the payment methods. For example, the account can be a credit card or a direct deposit checking account.

Account Number

The number that is imprinted on the card or checking account is displayed.

Default and Delete

Function radio buttons, if selected, either make the payment account the default or delete the selected payment account.

Adding a Payment Account

NOTE To add a Payment Type, see Chapter 7 of this guide.

To add a payment:

1. Select a payment type from the dropdown list.
2. Click the Add Payment Account button.
3. Complete the input fields on the Add Payment Account screen.
4. Click Save.

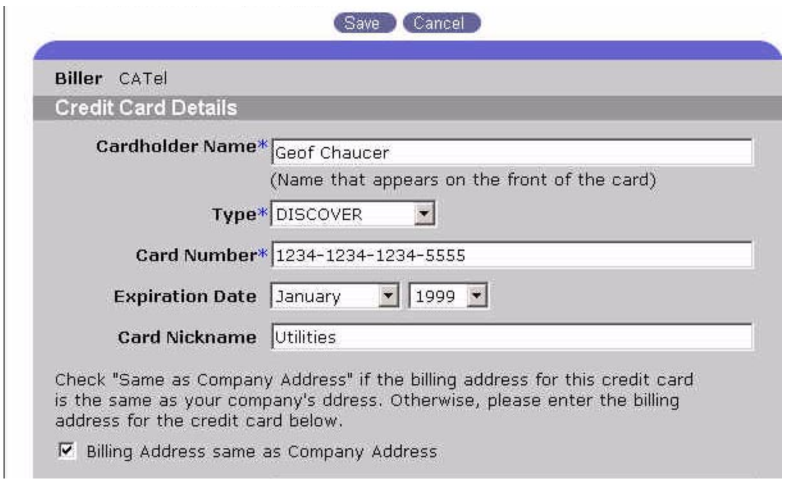
   For example, if you want to add another payment account.

1. Navigate to the Companies button. Select the name of the biller to add a payment,
2. Click the Payment Accounts tab.
3. Select the Payment Type from the dropdown listbox.

4. Enter the payment account data in its respective fields. For our example, we use another credit card that is enabled to make payments to this account.

   The resulting data looks like the following:

Figure 3-2 Example of an Added Payment Account



5. Click Save.

Updating a Payment Account

To update a payment account:

1. Navigate to the Companies tab.
2. Search or select the link of the name of the company.
3. Select the Payment Accounts tab.
4. Select the payment account and enter the updated information.
5. Click Save.

Selecting a Default Payment Account

To select a default payment account:

1. Navigate to the Companies tab.
2. Select the name of the company or locate that name using the procedures outlined in *Searching for a Company*.
3. Select the Payment Accounts tab.
4. Select a payment account listed on the Nickname field.
5. Select the Default radio button next to that name.

NOTE The default payment account is the account that is presented each time an invoice is paid. Other accounts will be available but must be selected by the payer at the time of payment.

Chapter 4

Managing Members

This chapter provides procedures on managing members and describes the following:

- Describing a Member
- Details of the Member Screen
- Adding a Member
- Searching for a Member
- Updating a Member
- Deleting a Member

Describing a Member

A member is a part of any composite whole; for example, as in an employee of a payroll department. The department itself can be a member of a larger organization such as a financial division.

When a biller is created, the system includes four members, who are assigned default roles:

- admin
- customer service representative (CSR)
- operator
- root

Each one of these members have different roles associated with them, that can be modified and updated.

Details of the Member Screen

The details, data, operations, and procedures of the Search - New Member screen are explained in this section.

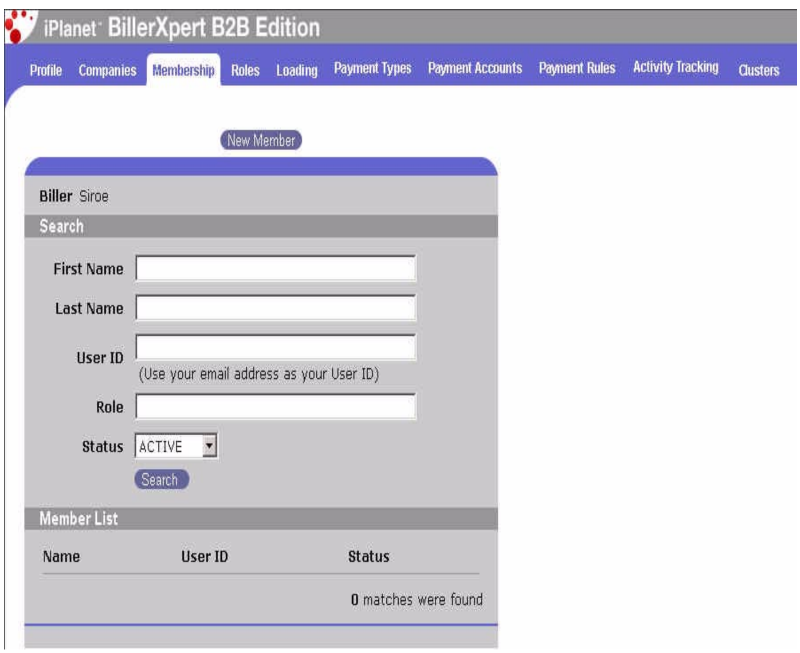
Search

Fields include; new member name, userID, role, and status

Member List

Displays members in the system, userids, and status

Figure 4-1 New Member



Adding a Member

To add a member:

1. Navigate to the Membership tab.
2. Click the New Member button.
3. Enter the new member data in the corresponding fields.

NOTE You may use an email address that is different than your Userid.

4. Click Save.

Searching for a Member

To search for a member:

1. Navigate to the Membership tab, to display the New Member screen.
2. If you know the name of the member you are searching for, enter it in the Name field. OR

   If you do not know the name, click the Search button to have a complete list of all members displayed.

   For example, if you want to search for a member called *Root.*
3. At the New Company screen, enter in the name field or select Search to display all of the members names. A screen is displayed, as illustrated, using our example, *searching for a member named Root*.

Figure 4-2 Searching for Root

4. Click on *Root* (or the member name that initiated the search) to display its details.

Updating a Member

To update a member:

1. Navigate to the Membership tab.
2. If you know the name of the member you want to update, enter it in the Name field. OR

   If you do not know the name, click the Search button to have a complete list of all members displayed.
3. At the Search screen, select the member link that you want to update.
4. Enter the data that you want to update.
5. Click Save.

Deleting a Member

To delete a member:

1. At the Membership tab, if you know the name of the member you are searching for, enter it in the Name field. OR

   If you do not know the name, click the Search button to have a complete list of all members displayed.

2. At the Search screen, select the member link to delete.
3. At the Status field, select Inactive.
4. Click Save.

NOTE This function will keep a record of the member in the database, but does not allow the member unable to access the system.

Chapter 5

Referring Roles and Privileges

This chapter provides procedures on referring roles and privileges to members and describes the following:

- Referring a Role
- Managing a Member
- Adding a Role
- Searching for a Role
- Updating a Role

Referring a Role

A role is a collection of privileges that define a member's capabilities to perform actions on various resources. The Admin has the ability to assign a role to a member.

Roles and Privileges

The entity, or individual, has membership by reason of associations: i.e.; roles, and privileges. A role is a collection of privileges that define a member's capabilities to perform tasks.

Managing a Member

The Admin manages a member by assigning a member to a role. There are four roles (mapped to User IDs) predefined by the B2B. These roles are:

- Admin - can administer the biller
- CSR (company service representative) - can emulate an end user
- Operator - View admin invoices and resolve disputes
- Root - can do everything mentioned above as well as become and perform the duties of a Company Admin.

Admin

The Admin role has the most privileges to access and perform the tasks at the biller level. The Admin's role and privileges are listed in the following table.

The BillerAdmin manages a member by mapping the member to their role. A member is attached to one role and that role can have many privileges, or a permission to perform a given task. The BillerAdmin's privileges are displayed in the following:

Table 5-1 Admin Privileges

BillerAdmin's Privileges	Description of Privileges
AdminSignOn	Access Admin functions via sign on
AdminViewProfile	View company profile
AdminUpdateCompanyProfile	Update company profile
AdminUpdateBillerProfile	Update biller profile
AdminAddRole	Add a role
AdminUpdateRole	Update a role
AdminAddMember	Add a member
AdminUpdateMember	Update a member
AdminUpdateSelf	Update self
AdminAddPaymentMethod	Payment type
AdminUpdatePaymentMethod	Update payment type
AdminAddPaymentRole	Add payment role
AdminAddCompany	Add company

Table 5-1 Admin Privileges

BillerAdmin's Privileges	Description of Privileges
AdminUpdatePaymentRole	Update payment role
AdminAddCompanyPaymentMethod	Add company payment method
AdminUpdateCompanyPaymentMethod	Update company payment method
AdminAddReceivingAccount	Add account to receive payment
AdminUpdateReceivingAccount	Update account to receive payment
Root	Can have root role (all privileges/roles)

CSR

The CRS is to take inquiries from clients or customers of the biller companies and answer these questions, and even begin the resolution process. The CSR roles privileges can be illustrated in a table, as displayed in the following:

Table 5-2 CSR Privileges

Privilege	Description of Privilege
CSRSignOn	Can sign on as CSR from the front end.

NOTE Although the CSR can emulate other users, the activities of the CSR are tracked separately from the emulated user.

Operator

The operator role can also login into the Admin module and view various settings for the biller. The operator privileges are displayed in the following.

Table 5 - 1 Operator Role

Privilege	Description of Privilege
FESignOn	Sign on via front end and view admin module
AdminSignOn	Can sign on as an administrator

Root

The root privilege is a super user for the system and can administer all the organizations associated with a biller and associated companies.

The root can add Administrative privileges, CSR privileges, and Operator privileges.

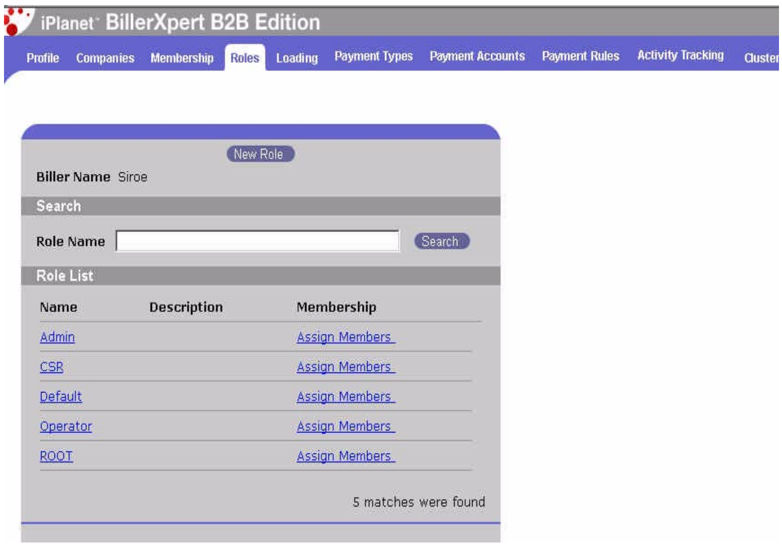
Table 5 - 2 Root Role

Privilege	Description of Privilege
AdminSignOn	Access CoAdmin functions via sign on
AdminUpdateCompanyProfile	Update company profile
AdminUpdateBillerProfile	Update biller profile
AdminAddCompanyPaymentMethod	Add company payment method
AdminUpdateCompanyPaymentMethod	Update company payment method
AdminAddGroup	Add a company group
AdminAddMember	Add a company member
AdminAddRole	Add a role
AdminUpdateMember	Update a member
AdminAddDepartment	Add a department
AdminUpdateDepartment	Update a department
AdminDeleteDepartment	Delete a department
AdminMoveDepartment	Move a department
AdminLoadFile	Load file
AdminVoidReplaceFile	Void or replace a file
AdminPurge	Purge a file
AdminRecover	Recover a file
AdminSetArchiveDir	Set an archival directory
AdminAddSchedule	Add a schedule to events
AdminAddHandler	Add a handler
AdminUpdateHandler	Update a handler
FE* (all of the above)	Can do all the above via the front end

Details of the New Role Screen

The details, data, operations, and procedures of the new role screen are explained in this section.

Figure 5 - 3 New Role Screen



Search

The role name field is the name of the role to search.

Role List

There are three fields under the Role List section; name, description, membership.

Name

This field details the name of the role, such as *Root*, *Admin*, and so on.

Description

When completed, the description is one that the Admin can add to delineate the role. For example, to describe Root as being a superuser that has privileges above and beyond the Biller Administrator.

Adding a Role

To add a role:

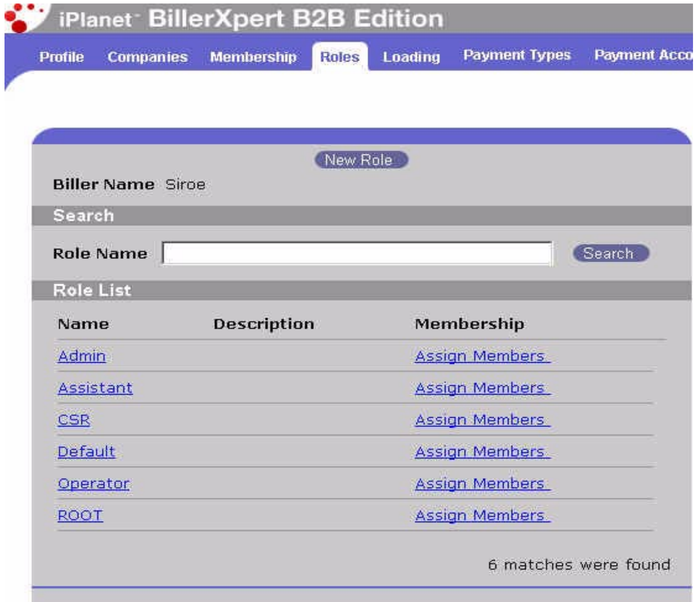
1. Navigate to the Roles tab.
2. Click Add Role and enter a new role name in the Name field.
3. Enter a name (it is also a good idea to add a description) for the new role.
4. Select the privileges you want to add by highlighting the selection from the Available list, and clicking the Add button.
5. Click Save to your new role and its selections.

   For example, if you wanted to add a new role called *Assistant*, you would enter that name in its respective field.

   You could choose AdminSignOn, AdminAddDept, AdminUpdateDept, from the Available list and select Add to add those privileges to the Assigned list.

   Your Roles List would now look like the following,

Figure 5 - 4 Assistant Role Added



Searching for a Role

To search for a role:

1. Click the Search button from the Roles screen, to display a list of all roles OR
2. Enter the name (and status, if known, to narrow down your search) in the Role Name field.
3. Click Search.

Updating a Role

To update a role:

1. Navigate to the Roles tab.

2. Enter the name of the role you want to update.
3. Click Search. OR
4. Click the role link, you want to update, from the Roles List.
5. Select the privileges you want to update, by highlighting the selection from each list, and clicking the Add or Delete button.
6. Click Save.

Chapter 6

Looking at Loading

This chapter provides procedures on looking at loaded files, and describes the following:

- Describing a Loaded File
- Searching for a Loaded File
- Displaying a File’s Detail

Describing a Loaded File

A loaded file is one that is placed (loaded) into the B2B Loader. There are three file types that can be loaded:

- Bill data
- Customer Profile data
- Hierarchical data (Department Tree data)

Bill Data

Bill data files comprise the invoice data that is added to the Oracle database. These files can be updated or reloaded, if necessary.

NOTE	The bill data is loaded into the system by the BSP, the company hosting the system.

Customer Profile Data

Customer Profile data (LDAP) contains user data. These files can be updates or deleted, if necessary.

NOTE Member data or company data, is entered by the BSP.

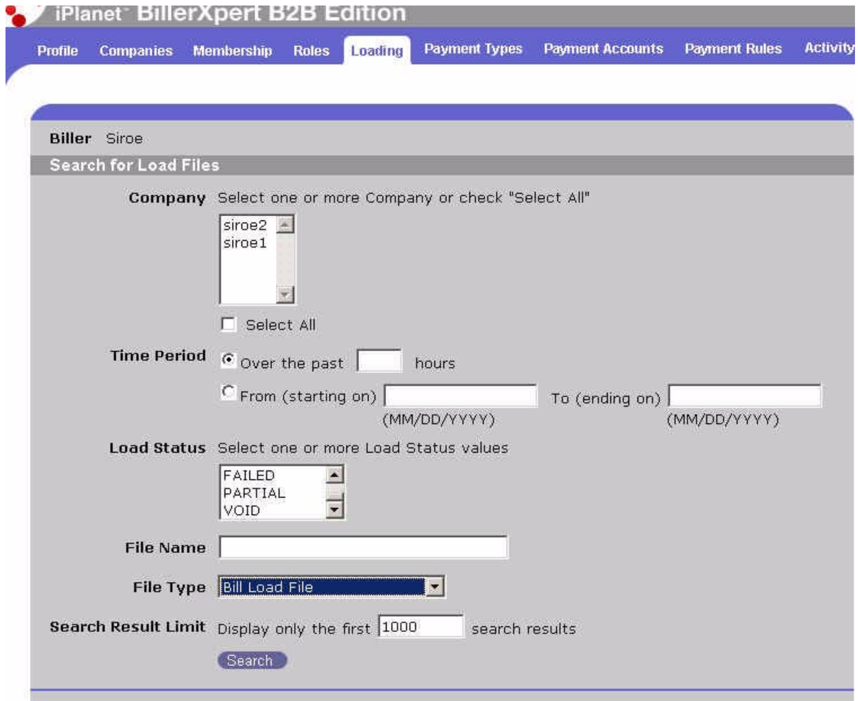
Departmental Data

Departmental data files contains department hierarchy data. The data files incorporate the Biller and Company IDs that accommodate the structure of the department.

Details of the Loading Screen

The details, data, operations, and procedures of the Loading screen are explained in this section.

Figure 6 - 1 Search for Loaded Files



Company

The name of the biller company is displayed.

Time Period

The time period choices are hours and dates, using the MM/DD/YYYY format for dates.

Load Status

The load status choices are as follows:

Table 6-1 Load Status

Load Status Value	Description of Value
Aborted	System files halted from loading.
Success	File loading completed.
In Progress	Loading procedures currently being done.

Table 6-1 Load Status

Load Status Value	Description of Value
Failed	File loading unsuccessful.
Partial	Loading incomplete, fractionally complete.
Void	File loading stopped prior to processing.

File Name

This is the name of the loaded file.

File Type

The types of the files are: bill load, department hierarchy, and user registration.

Search Result Limit

This selection is used to limit the search results to a specific number.

Searching for a Loaded File

To search for a loaded file:

1. Navigate to the Search for Loaded Files screen.
2. Make your search parameter selections.
3. Click Search.

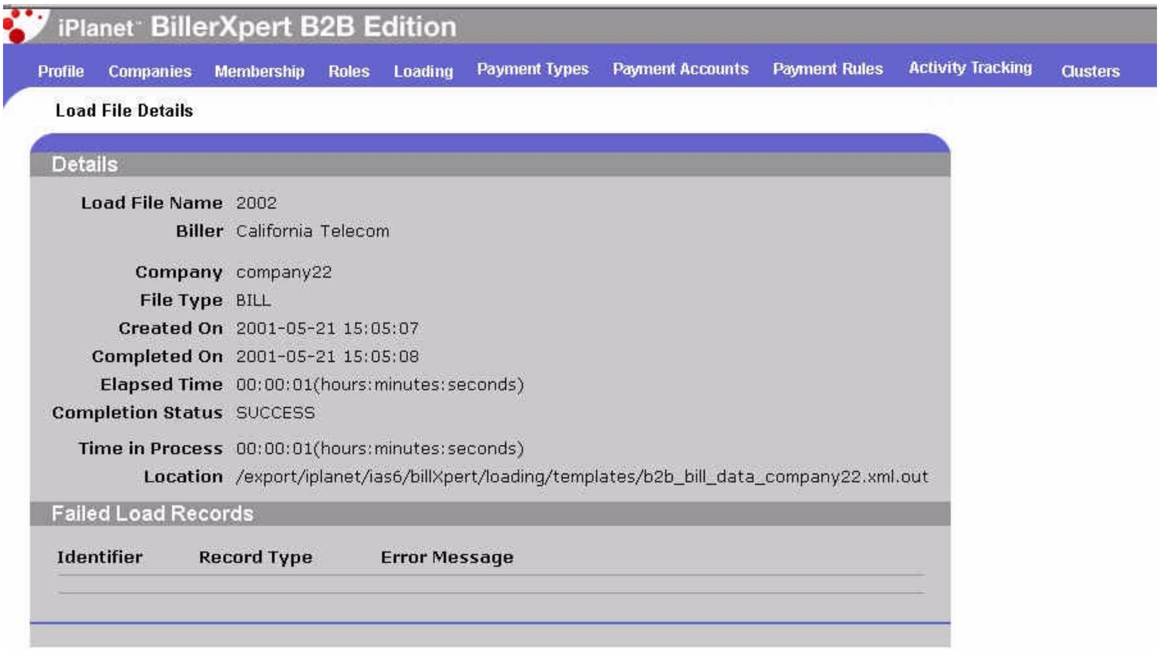
Displaying a File’s Detail

To display a file’s detail

1. Click on a file link to display the file’s details

An example of a file’s details is displayed as follows:

Figure 6-2 File Details



Chapter 7

Preparing Payment Types

This chapter provides information on preparing payment types. It also provides information on:

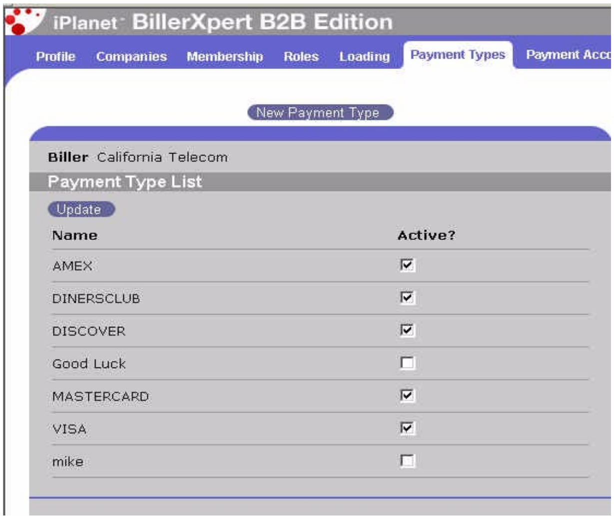
- Providing a Payment Type
- Adding a New Payment Type
- Activating a Payment Type
- Deleting a Payment Type

Providing a Payment Type

Payment types are methods of payments a biller will accept for remittance of invoices.

The Payment Type screen is illustrated in the following:

Figure 7-1 Payment Types



The screen displays a list of payment types and whether or not they are active.

Adding a New Payment Type

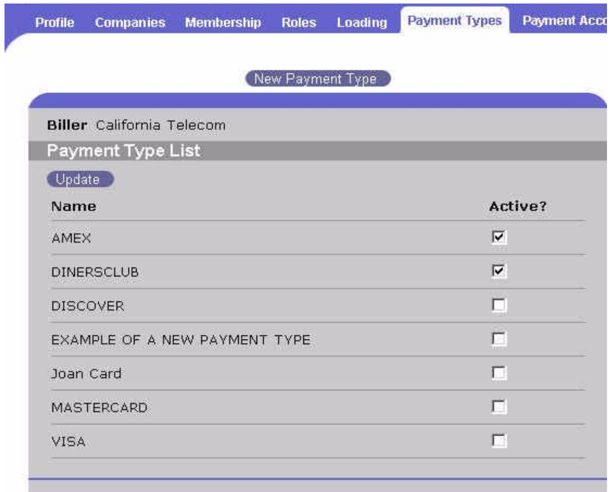
To add a new payment type:

1. Click the New Payment Type button.
2. Enter the new type name in the New Payment Type screen.
3. Click Save.

   For example, if you wanted to add a new payment type called, *EXAMPLE OF A NEW PAYMENT TYPE*, enter that name in the corresponding field. Click Save.

   The results would look like the following:

Figure 7-2 Example of a New Payment Type



Activating a Payment Type

NOTE To assign a Payment Type to a company, see “Chapter 3, Adding a Payment Account”.

To activate a payment type:

1. At the Payment Type screen, click the Active button.
2. Click Save.

Deleting a Payment Type

To delete a payment type:

1. At the Payment Type screen, uncloak the Active button.
2. Click Save.

NOTE Choosing the Inactive status for a selection, deletes that choice, although it does not remove it from the database.

Chapter 8

Producing Payment Accounts

This chapter provides information on producing payment accounts. It also provides information on:

- Producing a payment account
- Details of the payment account screens
- Providing payment account rules
- Adding a payment account
- Updating a payment account
- Deleting a payment account
- Selecting a default payment account

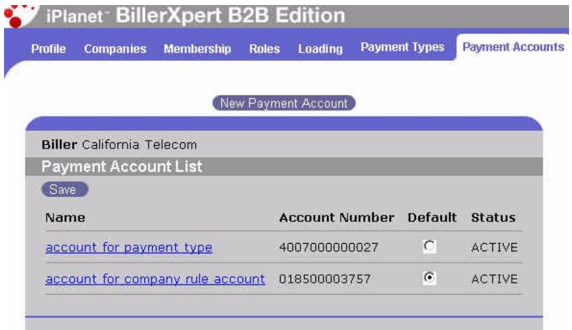
Producing a Payment Account

A payment account will be credited when a payment is made on an invoice.

Details of the Payment Account Screens

The details, data, operations, and procedures of the Payment Account screens are explained in this section.

Figure 8-1 Payment Account Screen



Name

The name of the account type is displayed.

Account Number

The account number is delineated.

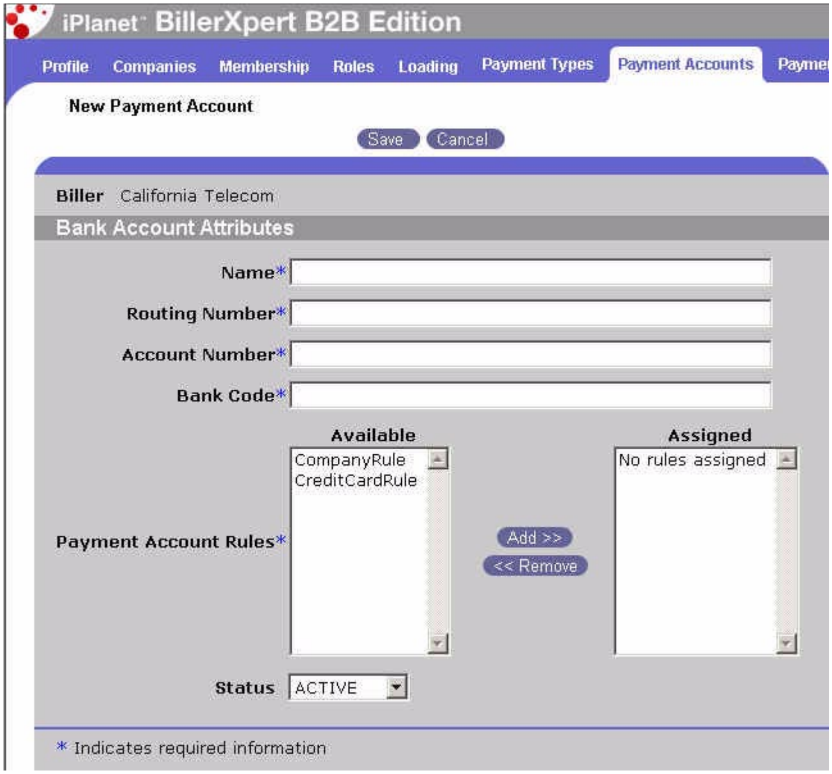
Default

This feature determines the bank account that will be credited when payments are received. This is the most rule. If not payment rules apply, the default account will receive payment.

Status

The status of a type can be either active or inactive.

Figure 8-2 New Payment Accounts Screen



Name

The name of the account type is displayed.

Routing Number

The bank's routing number for the account type is also displayed.

Account Number

This field is the payment type's account number.

Bank Code

The bank code could be the name of the bank for this account.

Payment Account Rules

The rules define the ways of routing payments to receiving accounts.

Adding a Payment Account

To add a new payment account:

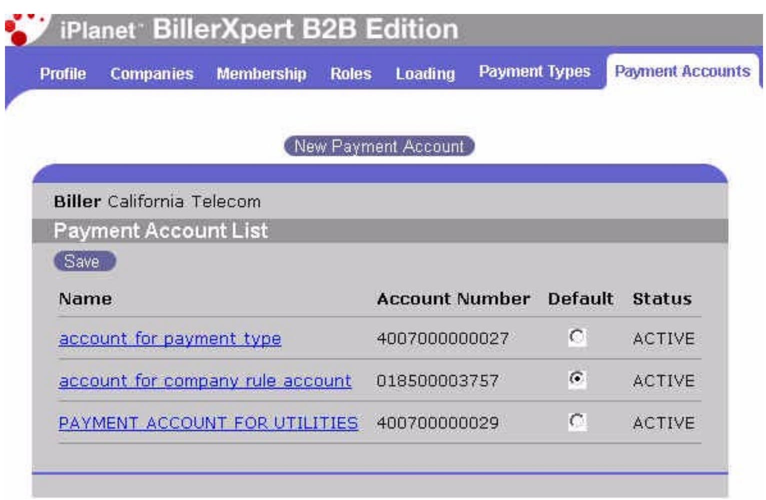
1. Navigate to the Payment Account tab.
2. Click the New Payment Account button.
3. Complete the respective fields for the new account.

NOTE	Make sure to complete all required fields.

4. Select the account status.
5. Click Save.

   For example, if you wanted to add a payment account called *PAYMENT ACCOUNT FOR UTILITIES*; click New Payment Account, complete all required fields, and click Save. As illustrated in the following:

Figure 8-3 Example of a New Account



Updating a Payment Account

To update a payment account:

1. Navigate to the Payment Account tab.
2. Select the account you want to update, by click on its corresponding link.
3. Complete the update fields on the Update Account Type screen.
4. Click Save.

Deleting a Payment Account

To delete a payment account:

1. Select the link of the payment account you want to delete.
2. At the Update screen, select INACTIVE status.
3. Click Save.

Selecting a Default Payment Account

To select a default payment account:

1. Navigate to the Payment Account screen.
2. Select the account you want as the default, and click the Default radio button next to it.

Chapter 9

Practicing Payment Rules

This chapter provides information on producing payment rules. It also provides information on:

- Defining a Payment Account Rule
- Details of the Payment and Company Rules Screens
- Payment Account Rule Scenarios
- Searching for a Payment Rule
- Adding a Payment Rule
- Updating a Payment Rule
- Deleting a Payment Rule

Defining a Payment Account Rule

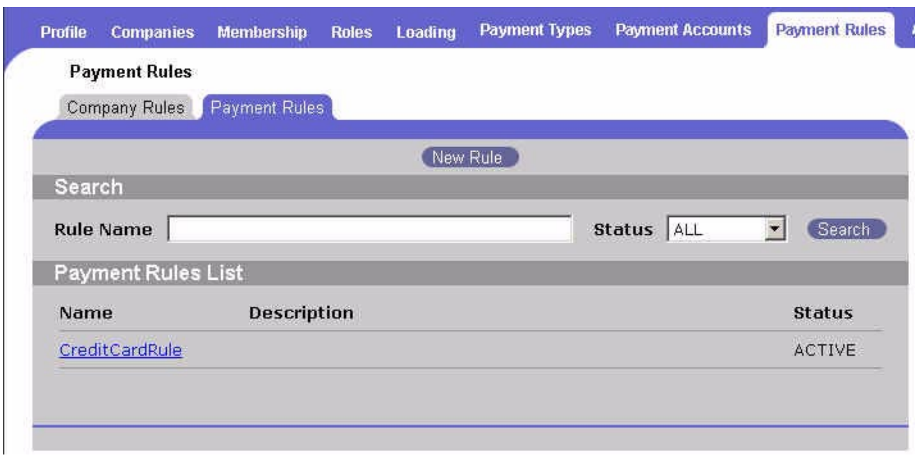
There are two types of rules used to determine the bank account that will receive payment, company and type-based rules. If a company has more than one rule established with its payment accounts, the company based rule overrides.

Details of the Payment and Company Rules Screens

The details, data, operations, and procedures of the Payment and Company Rules screens are explained in this section.

NOTE	It is important to note that the Company Rules and Payment Rules functions and screens mirror each other. Although most of the chapter details the functions and features of Payment Rules, these procedures can also be used for Company Rules.

Figure 9 - 1 Payment Rules

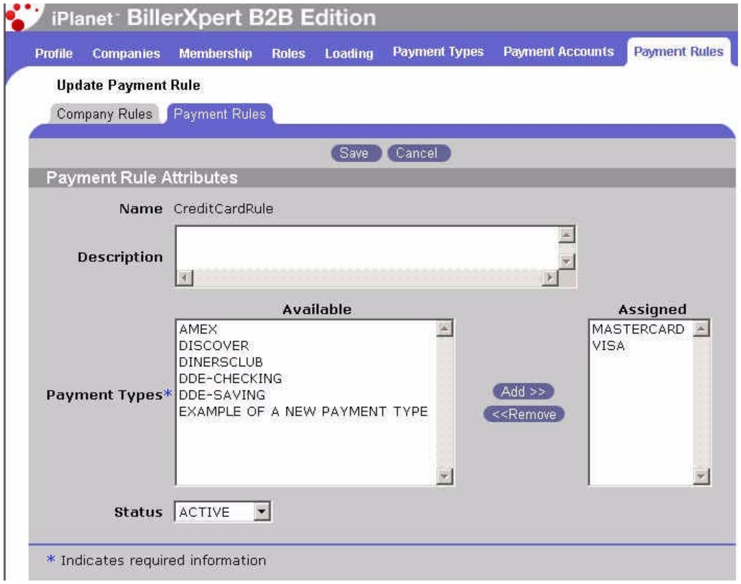


All the Payment Rules screens mirror the Company Rules screens. The figure above, (9-2) gives you the ability to add a new rule, by selecting the New Rule button. It also gives you the ability to search for rules by selecting Search.

Payment Rules List

This is a catalog of all payment rules, displayed as interactive links. Selecting a link displays, the Update Payment Rules screen, as illustrated in the following:

Figure 9-1 Update Payment Rules



The attributes of the payment rules describe a value or relationship that exists for some or all instances of some that rule and is directly associated with payment.

Name

This field is for the name of the rule.

Description

This field can be used to describe the rule.

Payment Types

These are the available payment types, as discussed in “Chapter 7 - Providing Payment Types”.

Assigned

The payment types can be assigned to a role. To use this payment rule, a payment account must be associated with it. Once in place, if a company selects the payment type, in the rule, the appropriate account will be credited.

Status

The status of a rule is active or inactive. To use a role, its status must be marked as active.

Payment Account Rule Scenarios

This section attempts to explain the relationship between company accounts, biller accounts, company rules, payment rules, and payment types.

The following table explains the functionality between the accounts and rules and how they are referred.

Table 9 - 2 Descriptions and References

Functionality	Will be referred to as
Payment Account under Company	Payment Account
Payment Account under Biller	Receiving Account
Company Rules, are rules-based on the ID of the company making a payment to the Biller.	Company-based rule
Payment Rules, are rules-based on the type of the account from which payment is made by the company.	Type-based rule

What happens when a company makes a payment?

To answer this question, let us consider the following scenario. We have Biller with the following companies under it. Each company has two accounts. The types of accounts are mentioned next to the account name.

Table 9 - 3 Companies used in scenarios

Company	Account Name	Type of Payment	Company	Account Name	Type of Payment
C1	C1A	Amex	**C2**	C2A	Discover
	C1B	Checking		C2B	Savings
				C2C	Amex

To receive payments from these companies, the Biller (B1) has four accounts; B1, B2, B3, and B4.

In order to route payments made by the company to the appropriate accounts, the Biller should define the Payment Rules. The Biller has the option to defining two types of rules; company-based and type-based rules.

Company-based Rule

The Biller defines a rule FromC1 which it links to account B1. What it means is that any payment received from C1 is routed to account B1.

Type-based Rules

The Biller has defined the following type-based rules.

Table 9 - 4 Type-based Rule Scenario

Rule Name	Payment Using	Receiving Account
Using Amex	AMEX	B4
Using Savings	SAVINGS	B3
Using Checking	CHECKING	B2
Using Discover	DISCOVER	B1

Scenarios

This section describes various scenarios and shows which rules will be applied and where the payments will be dispersed.

NOTE When a company-based rule is present, it overrides all type-based rules.

Table 9 - 5 Rule Scenarios

Payment Made By	Payment Using	Rule Applied	Receiving Account
C1	C1A	From C1	B1
C1	C1B	From C1	B1
C2	C2A	Using Discover	B1
C2	C2B	Using Savings	B3

Searching for a Payment Rule

To search for a payment rule:

1. If you know the name of the member you are searching for, enter it in the Name field.
2. If you do not know the name, click the Search button to have a complete list of all rules displayed.

Adding a Payment Rule

To add a payment rule:

1. Navigate to the Payment Rules tab.
2. Click the New Rule button.
3. Enter the corresponding information in the respective fields.
4. Click Save.

Updating a Payment Rule

To update a payment rule:

1. Click the link that you want to update.
2. Enter the updated information in the fields.
3. Click Save.

Deleting a Payment Rule

To delete a payment rule:

1. If you know the name of the rule you are searching for, enter it in the Name field.
2. If you do not know the name, click the Search button to have a complete list of all rules displayed.
3. Click on the name.
4. Select Inactive status for that payment rule.
5. Click Save.

Chapter 10

Accessing Activities

This chapter describes how to access and view activities. It provides information on the following:

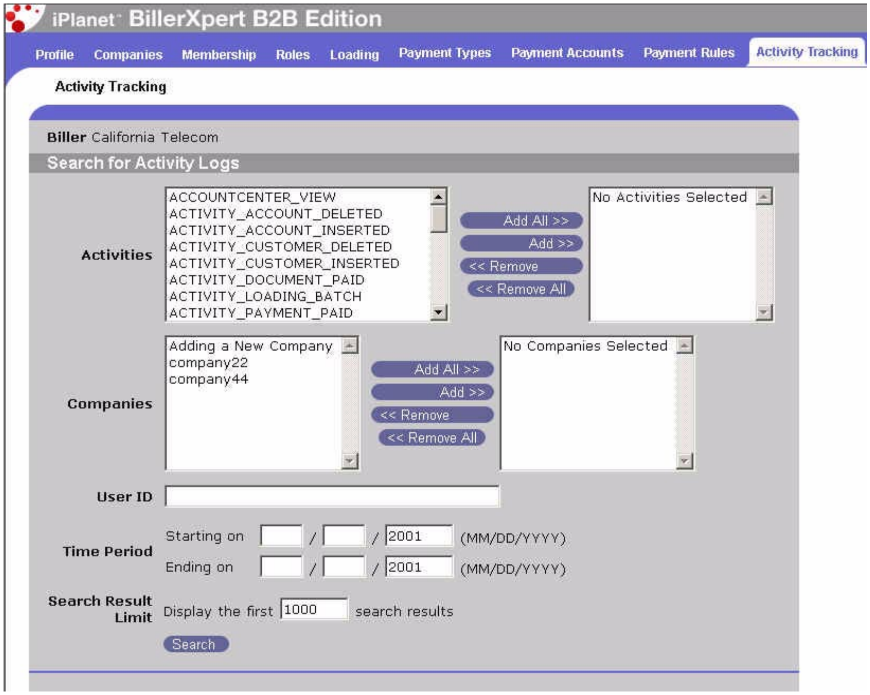
- Describing an Activity
- Searching for an Activity

Describing an Activity

Activities can be viewed by the BillerAdmin and tracked by user ID. Activities are actions that users perform in the system. As the BillerAdmin, you can view all the activities of the users within your associated companies.

Details of the Activity Screen

Figure 10 - 1 Activities Screen



Activities

Lists all activities tracked in the system

Companies

Companies viewing invoices

User ID

ID of the person who performs activity

Time Period

Date and time of activity

Search Result Limit

Limits number of search results

The list of activities you can track (view) and their descriptions are as follows:

Table 10 - 2 List of Activities

Activity File Name	Description of Activity Performed by User ID
ACCOUNT_CENTER_VIEW	View account center
ACTIVITY_ACCOUNT_DELETED	View account deletion
ACTIVITY_ACCOUNT_INSERTED	View added account
ACTIVITY_CUSTOMER_DELETED	View deleted customer
ACTIVITY_CUSTOMER_INSERTED	View added customer account
ACTIVITY_DOCUMENT_PAID	View paid invoice
ACTIVITY_LOADING_BATCH	View loading batch file
ACTIVITY_PAYMENT_PAID	View payment made
ADD_BCA	View biller customer account
ADD_PAYMENT_METHOD	View added payment method
BILL_SEARCH	View bill search
BILL_SEARCH_SORT	View sorted bill search
CHANGE_CC_PAYMENT_METHOD	View changed payment method
CHANGE_CHECK_METHOD	View changed check method
CHANGE_PASSWORD	View changed password
CHANGE_USER_INFO	View changed user data
CHANGE_USER_PAYMENT_INFO	View changed user payment data
CSR_SIGN_ON	View customer service rep sign on
GET_STATEMENT	View statement retrieval
GET_STATEMENT_SUMMARY	View statement summary
MADE_PAYMENT	View payment made
REMOVE_BCA	View removal of account
SAVE_CONTACT	View saved contact data
SAVE_FINANCIAL_ACCOUNT	View saved financial account data
SIGN_ON	View user sign on
SIGN_OUT	View user sign off
UNDO_PURGING	View voided purged file
VIEW_PAYMENT	View payment data

Searching for an Activity

To search for an activity:

1. Navigate to the Activities tab.

NOTE If you do not choose a company's activities to view, all of the activities of all the companies, under your administration, will be displayed.

2. Enter the name of the activity and the user ID you want to search for.

   If you want, enter the time frame selections: months, week, or day, to refine your search parameters.

   If you want, you can also limit the maximum number of items to be displayed

3. Click Search.

   OR

4. If you do not know the refining search parameters, including activity name, click the Search button, to display a list of all activities. They will be displayed as links.

5. Click the link of the activity to see its details.

NOTE Activities are displayed in view only mode.

Chapter 11

Comprising Clusters

This chapter contains the processes and procedures for managing clusters, including the following sections:

- Defining a Cluster
- Describing the GUI
- Outlining Process Manager (PM)
- Performing Work Items in a Process
- Delineating the Inbox
- Starting a New Process
- Searching for an Application
- Searching for a Process Instance
- Searching for a Work Item
- Stopping an Application
- Terminating a Process Instance
- Reassigning a Work Item
- Deleting an Application:
- Reporting Process Instance Statistics
- Reporting Work Items Statistics
- Bootstrapping and Managing Applications
- Managing a Cluster
- Updating a Cluster
- Exporting a Cluster Application

- Summary

Defining a Cluster

A cluster is defined as the association of a configuration directory, a corporate user directory, one more application servers, and a database. There is one biller per cluster and vice versa.

NOTE All applications are run through the Process Manager interface in a cluster. Deployed applications are installed to all application servers in a cluster, so if one server in unavailable, the application continues to run on the other machines in a cluster.

NOTE When a specific iPlanet Application Server shuts down, all the application on that server also shut down. When the server comes back up, it automatically restarts all its applications.

Process Manager uses clusters (which are different than the clusters used by the Application Server). BillerXpert B2B edition creates a new Process Manager cluster for each biller. Thus each biller has a cluster and each cluster has a biller. Process Manager applications are bootstrapped on a per-biller basis. Thus, if you have four billers, you will have four clusters that each contain all the bootstrapped applications.

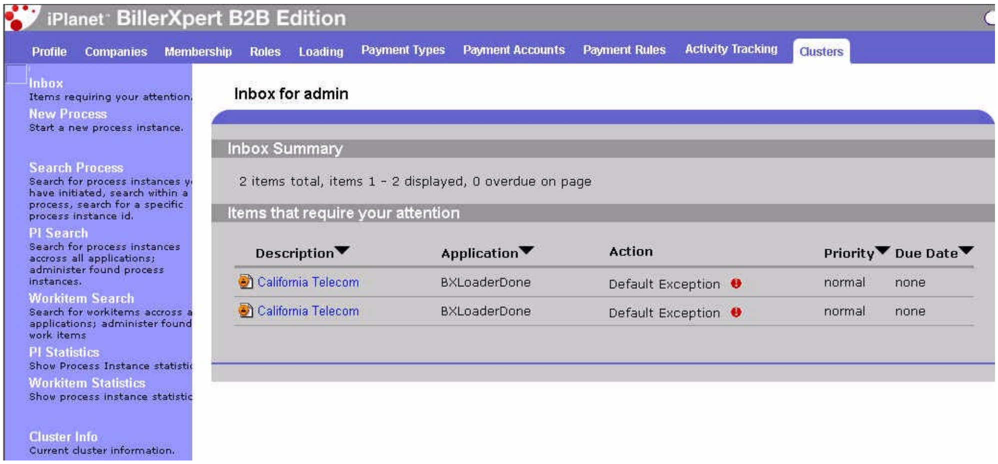
BillerXpert B2B loads invoices on a per-biller basis. When invoice loading is complete, the loader sends an event to start the BXLoaderDone process on the cluster belonging to the appropriate biller.

The BXLoaderDone process in turn starts approval processes on the same cluster as itself for all new invoices that were loaded for the appropriate biller. Each approval process operates in the context of the biller who sent the invoice being approved.
To administer a cluster and its deployed applications in BillerXpert B2B edition, you use the Cluster GUI.

Describing the GUI

The details, data, operations, and procedures of the Cluster GUI are explained in this section. The following illustrates the Cluster's Inbox screen.

Figure 11 - 1 Cluster GUI



Details of the Cluster GUI

Process Manager Menu

The Process Manager(PM) Menu consists of the blue vertical sidebar on the left side of the screen. The PM menu comprises:

Inbox

The inbox contains items that require your attention. The illustration shown on the Figure 11-1 displays the Administrator's Inbox.

New Process

To start a new process instance use this selection.

PI Search

To search for an instance within a process, use this selection.

Work Item Search

This selection is used to search for a work item across applications.

PI Statistics

Statistics for process items are shown using this selection.

Work Item Statistics

This selection displays work item statistics.

Cluster Info

All current cluster information is shown, using this selection.

Outlining Process Manager (PM)

Process Manager is a Web-based system for automating the flow of control for business processes, such as approving and disputing invoices. You use Process Manager Builder to design, build and deploy processes. For more information about Process Manager Builder, see the *Process Manager's Builder's Guide* at
`http://docs.iplanet.com/docs/manuals/ipm/sp2/bg/contents.htm`.
You use the Cluster GUI, as discussed in this chapter, to administer clusters and their deployed applications.
BillerXpert B2B edition comes with several predefined processes, which are discussed in the *Customization Guide.*

Performing Work Items in a Process

When invoices are loaded in BillerXpert B2B, the loading process automatically spawns approval processes for each invoice. Each approval process contains a series of work items, some of which are performed automatically and some of which need to be performed manually.
Each manual work item is assigned to a particular person or group of people. These work items, or tasks, appear in the relevant people's inbox. When end users log on to BillerXpert B2B, the first page they see is their inbox. Administrators, on the other hand, need to do the following to see their inbox.

To perform work items in a process:

1. Navigate to the Cluster tab. The Process Manager menu appears on the left, and the Inbox appears in the main window.

NOTE	At any time while the Process Manager menu is displayed, you can display the Inbox by clicking the Inbox option.

2. The Inbox displays the list of tasks currently assigned to you. To perform a task, click the appropriate link in the Inbox.
3. A form will appear. Fill in the form as appropriate to the task and click one of the buttons (such as Submit, Save, Cancel, Done and so on) at the bottom of the form.

Delineating the Inbox

The BillerAdmin typically shows the following work items in the inbox.

- new processes
- exceptions
- dispute resolutions

New Processes

BillerXpert B2B edition comes with several pre-defined processes for handling the approval and dispute of invoices. When invoices are loaded, the BillerXpert B2B loader automatically starts the BXLoaderDone process, which in turn starts an approval process for each invoice that was loaded. The first task of each approval process is assigned to the appropriate person, that is, the work items show up in their inbox.

The BXLoaderDone process and the approval processes are deployed automatically during the bootstrapping part of the installation process. If there is an exception in the BXLoader Done process, approval processes can be started per invoice. If for any reason the bootstrapping operation did not complete, you can manually bootstrap the processes as discussed later in this chapter.

NOTE Ensure that you start the appropriate process for the company. Approval processes need to be invoked once per invoice while BXLoaderDone needs to be invoked once per load, which can contain multiple invoices.

The user can start any of the processes that are defined under Process Manager as long as the admin provides the right parameters. All processes are automatically invoked, including user defined processes, by BillerXpert as long as they are correctly named in the appropriate places. Most processes can trace their origin to the BXLoaderDone process that is invoked using the event server after an invoice file is loaded. If, for some reason, the process fails to start, it can be started manually.

Exceptions

Administrators often see exception work items in their inbox. These exceptions are typically work items that were originally assigned to another user, but for some reason failed to complete properly.

An exception might occur due to various reasons such as a database is not accessible or a problem with a process. The admin should click the “Details and History” link to check why the exception occurred. If the problem is not related to process design but only a one-time occurrence, the process can be retried.

If the same exception occurs again, or some other exceptions occur, the administrator should terminate the process instance and contact the process designer. While retrying a process, the user might be required to provide parameters. The parameter requirements are discussed in the New Process section.

Dispute Resolutions

Whenever a line item is disputed by a company, a dispute resolution processed is started for the invoice that is in question. This process is assigned to the BillerAdmin. The administrator is expected to determine whether the dispute is valid or invalid and mark the line items accordingly. After all line items are marked, the process terminates.

Starting a New Process

To start a process, click on the process name and then follow the prompts. Provide parameters required by the process as described in the following:

To start approval process for invoices:

1. Load your invoices, using BX B2B Loader.

   The BillerXpert B2B loader should automatically start the BXLoaderDone process, which in turn starts an approval process for each invoice that was loaded.

If after about ten minutes the BXLoaderDone process has not started, you can restart. If there is an exception in the BXLoadeDone process, approval processes can be started per invoice.

NOTE Ensure that you start the appropriate processes for the company.

NOTE Approval processes need to be invoked once per invoice while the BXLoaderDone needs to be invoked once for load, which can contain multiple invoices.

BXLoaderDone

This process does not require any parameters.

Approval Processes

BillerXpert B2B edition provides the following pre-defined approval processes:

- Invoice_Manager_Approval
- Invoice_Approver_Approval
- Invoice_Amount_Approval
- Invoice_Delegator_Approval

It also has a process for handling disputes:

- Invoice_Dispute_Resolution

And it has an additional process for fixing department numbers on an invoice:

- Invoice_Set_Valid_Depts

The entry point form for all these processes require two parameters, the accountID and the docID for the invoice. The accountID is the identification for the company who is receiving the invoice, and the documentID is an identification that uniquely distinguishes the invoice. The docID is generated by the BillerXpert loading process and is not the same as the invoice number.

The account id can be determined by looking at the BXBILLERCUSTOMERACCOUNT table of the Biller schema. The biller is the one who sends (loads) the invoice, the company is the one who receives the invoice. The docID can be determined from the docid attribute of the BXDOCUMENT table.

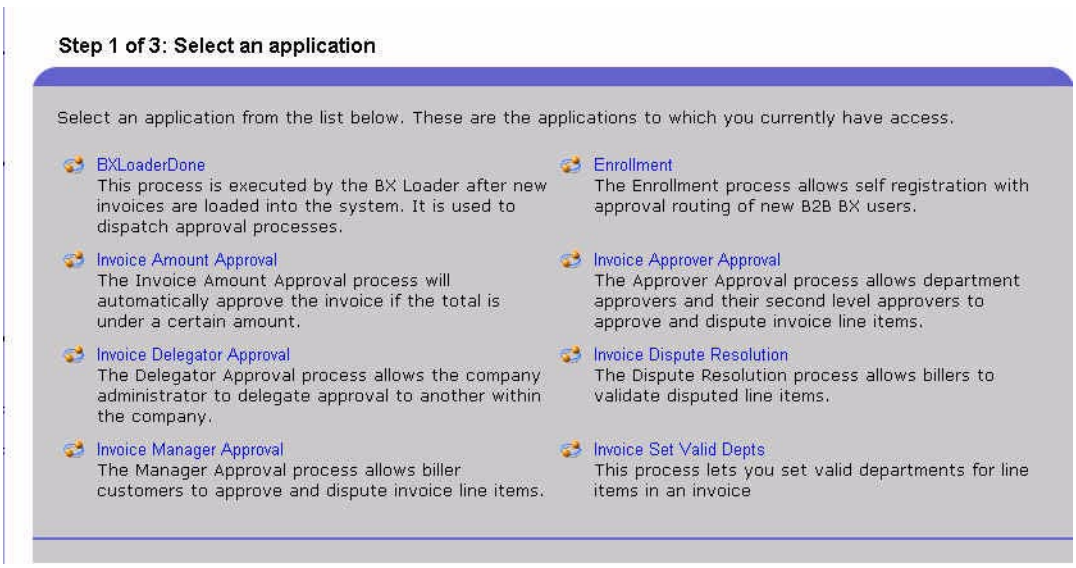
Other Processes

If a Biller had built and deployed additional processes, they will be included in the application list. The entry point form will request whatever parameters are appropriate to each process. Other processes typically can not recover from errors and should be terminated. The process designer should be informed about the exceptions.

To start a new process:

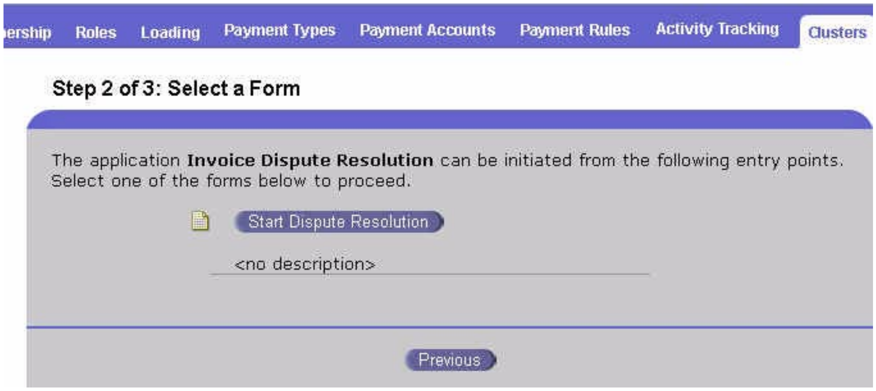
1. Click New Process from the Process Manager menu. The following is displayed.

Figure 11 - 2 Starting New Process



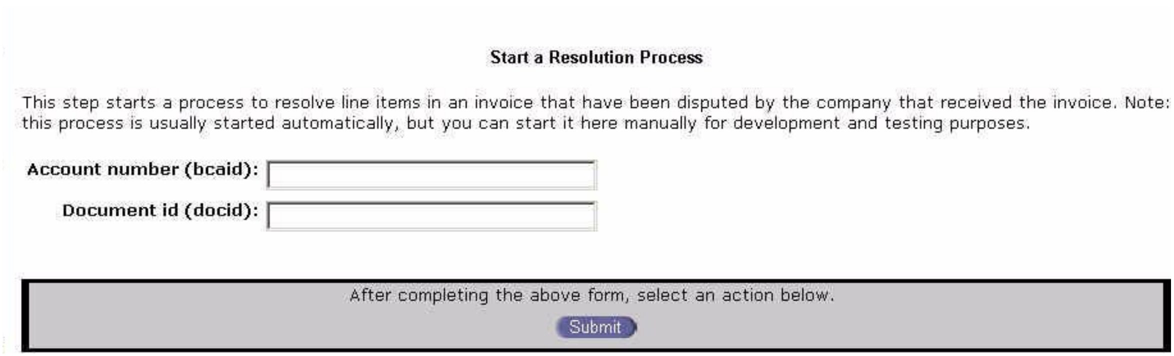
2. Select the application you want to start.
3. Select the form for that application. (All applications have some type of Form screen.)

Figure 11 - 3 Application Form



4. Click Start to display Start Application form. (All applications have some type of Start screen.)

Figure 11 - 4 Start Application Form



NOTE The (bcaid) is the billing client account identification number.

---

5. Click Submit.

Searching for an Application

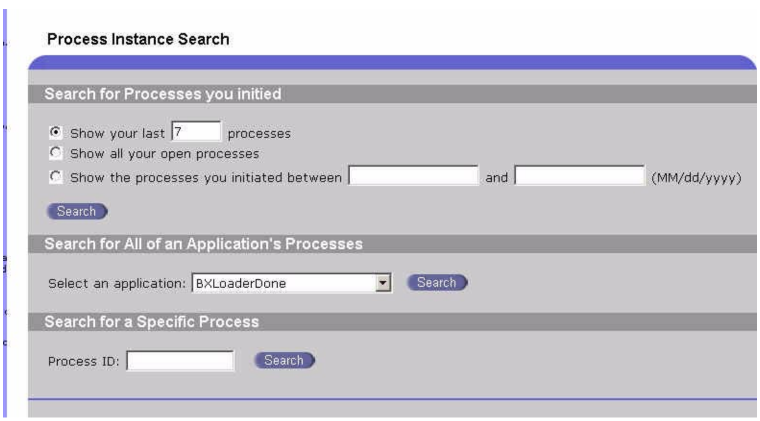
The search processes available on your cluster give you some methods to help you narrow your search results. There are three different methods of searching for applications, processes, and instances.

- *Search Process* gives you the ability to search for processes you initiated.
- *PI Search* gives you the ability to search for work items across all process instances. It is similar to "Search Process" and it is provided by the PM. This method allows the user to perform additional tasks on the PI such as; suspend, resume, and, assigning the PI to a different user, or checking its history.
- *Work Item Search* gives you the ability to search for work items, and administer those items.

To search for an application that you initiated:

1. Click the Search Process button on the PM menu. The following is displayed.

Figure 11 - 5 Search Process



There are three sections to this search screen. It allows you to search for, processes you initiated, all application processes, and for a specific process. The default processes are: BXLoaderDone, Enrollment, Invoice Amount Approval, Invoice Approver Approval, Invoice Delegator Approver, Invoice Dispute Resolution, Invoice Manager Approval, Invoice Set Valid Depts.

2. Complete the fields in the applicable section for your search.

3. Click the respective Search button.

The browser displays a list of applicable process instances.

4. Click the process instance you want to see. The browser displays the form for the current work item.

Searching for a Process Instance

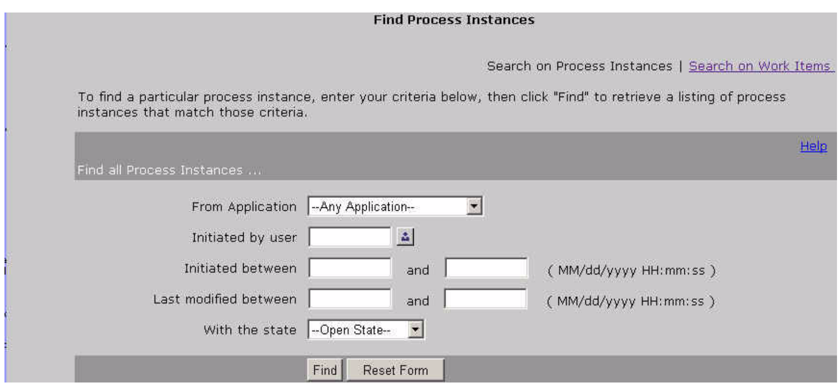
You can search for all open processes by default but you can narrow the search on the basis of the application or the state of the application. You can also search on the basis of when a PI was created or when it was last modified.
The search results screen shows the PI name and ID, application, current work items, and due date. You can suspend a PI or resume a suspended PI by clicking the select checkbox next to it and selecting the appropriate action from the top right-hand side menu.

To search for a process instance:

1. Navigate to the Cluster tab.

2. Select PI Search from the PM Menu. The following is displayed.

Figure 11 - 6 Process Instance Search



3. Complete the fields in the applicable section for your search.

4. Click Find.

Searching for a Work Item

A work item search allows you to search on the basis of users to whom the processes were assigned.

To search for a work item:

1. At the Cluster tab, select the Work Item Search button.
2. Complete the fields in the applicable section for your search.

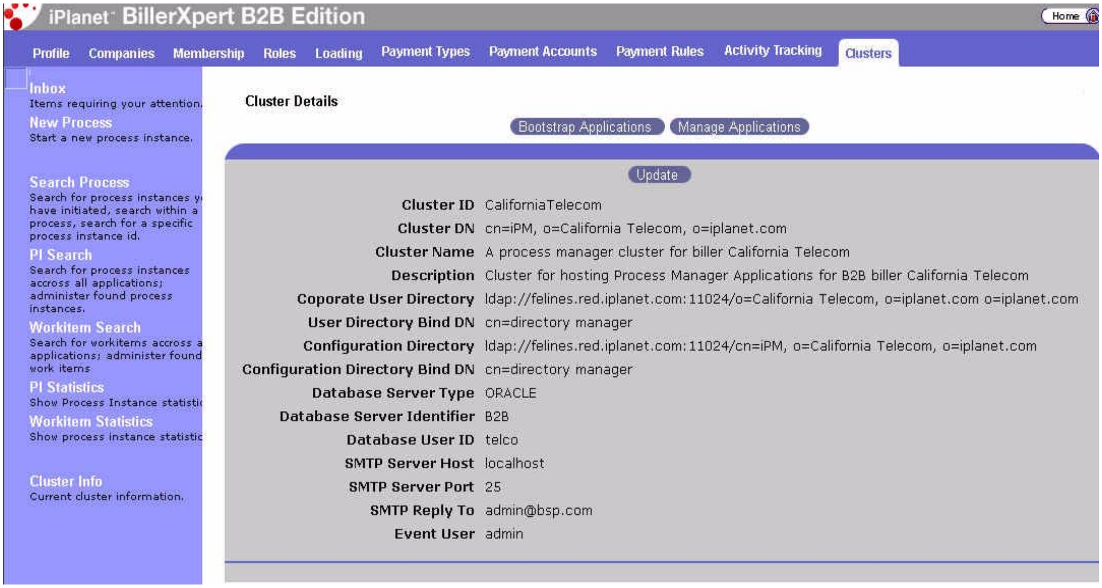
   Click Find.

Stopping an Application

To stop an application:

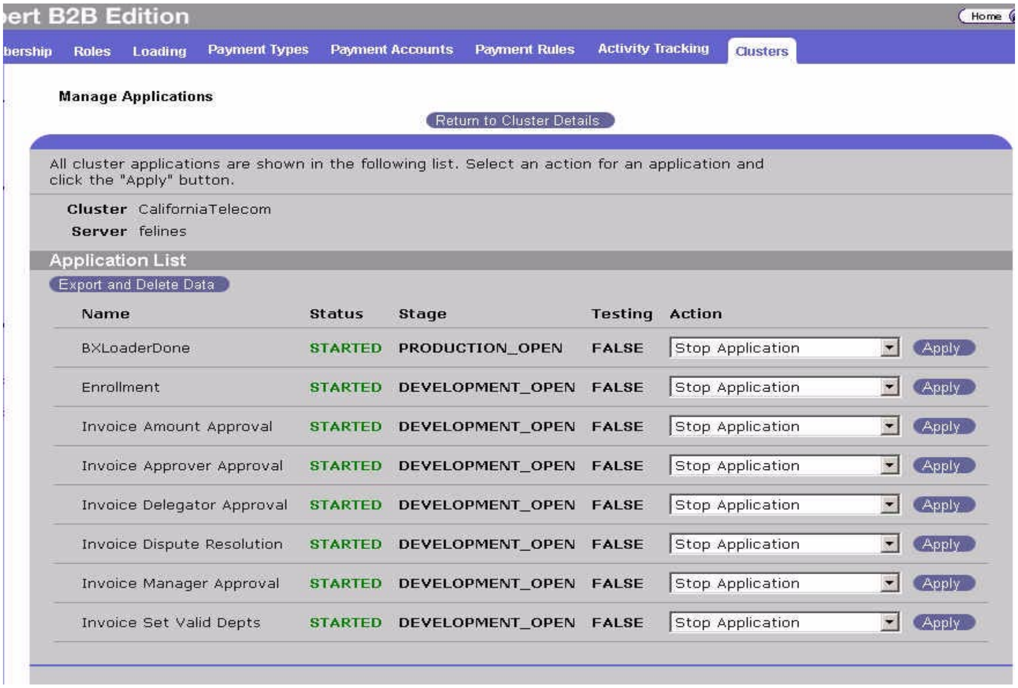
1. Select Cluster Info from the PM menu to show the Cluster Details screen, as displayed in the following.

Figure 11 - 7 Cluster Details



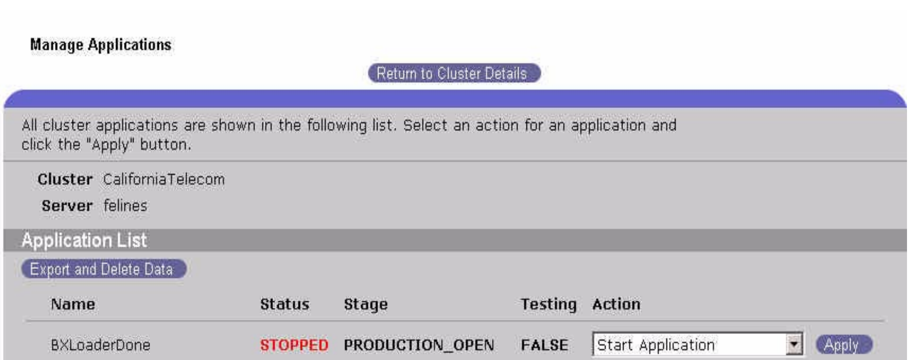
2. Select Manage Applications, to display the Manage Application screen.

Figure 11 - 8 Manage Applications



3. Select the name of the application you want to cease and select Stop Application from the list.
4. Click the Apply button, next to that list. Your application is stopped, as displayed in the following example.

Figure 11 - 9 Stopped Application



Terminating a Process Instance

Occasionally you might come across a situation where you need to terminate a PI, perhaps due to an exception that you can not remedy. In order to do so,

To terminate a process instance:

1. Search for the PI using the PI search.
2. Select the relevant process instance link from the PM list and in the results screen, click the name of the process in the Process Instance column.
3. In the results screen, click Terminate to Exit Mode radio button and select the exit node from the list box.
4. Click Perform Actions.

Reassigning a Work Item

There maybe time when you need to reassign a work item. For example, you would reassign an application if, the person first chosen, is on vacation.

To reassign a work item:

1. Log into the system as a Biller Admin.
2. Click the Clusters tab.
3. At the Process Manager main menu, click PI Search.
4. At the Find Processes page, select the process you want OR choose Any Application.
5. Click Find.
6. Click the relevant work item link and change the state of the work item (further along in the process) OR reassign it to another.

Deleting an Application:

Deleting an application is a two step process. First you close the application, and then you uninstall it.

To delete an application:

1. Select Cluster Info from the PM menu to show the Cluster Details screen.
2. Select Manage Applications, to display the Manage Application screen.
3. Click Close.
4. Click Uninstall.
5. Choose whether to leave the database tables intact or delete them

NOTE Unless you have a particular reason to keep the database tables, it is best to delete them.

6. Click Uninstall Application.

NOTE Ensure you have selected the DELETE radio button.

7. Click Submit.

Reporting Process Instance Statistics

To report process instance statistics:

1. Select the Process Instance Statistics button from the PM menu.
2. Enter the name of your work item and the period of time you want to search for.
3. Click Report.

Reporting Work Items Statistics

You can determine how many work items are open per process using this function.

To report work item statistics:

1. Select the Work Item Statistics button from the PM menu.
2. Enter the name of your work item and the period of time you want to search for.
3. Click Report.

Bootstrapping and Managing Applications

Bootstrap Applications

If your cluster was created using the post install script, your process manager application will be already installed. If they are not, you need to install them using the bootstrap application process. Once installed, they can be administered using the Manage Applications Screen.

Manage Applications

You can perform various operations, such as starting and stopping an application, exporting data, setting the test flag to be true, or viewing application related logs via the Manage Applications screens. You use this function to stop applications, for example approval processes that none of the companies employ, that are not being used, to reduce the load and system turn around time.

Managing a Cluster

Process Administrator, which is part of the Process Manager application, provides a main cluster management page at the Cluster Management tab. For more information on Process Administrator and Managing a Cluster, see the *Process Manager Administrator's Guide*.

To manage a cluster:

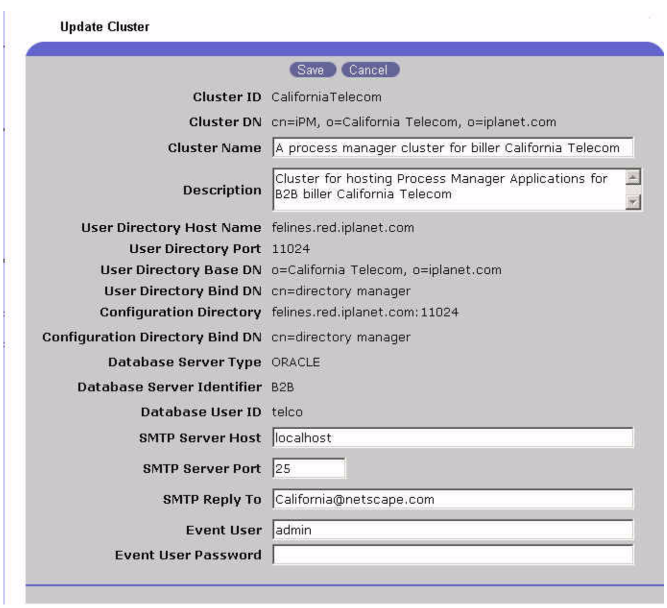
1. At the PM menu, click the Cluster Info button.
2. Click Manage Applications.
3. Select an action for an application and click Apply.

Updating a Cluster

To update a cluster:

1. Click Cluster Info to display the Cluster Details screen.
2. Click the Update button to display the following.

Figure 11 - 10 Update Cluster



3. Edit any field(s) you need to change to update the Cluster information.

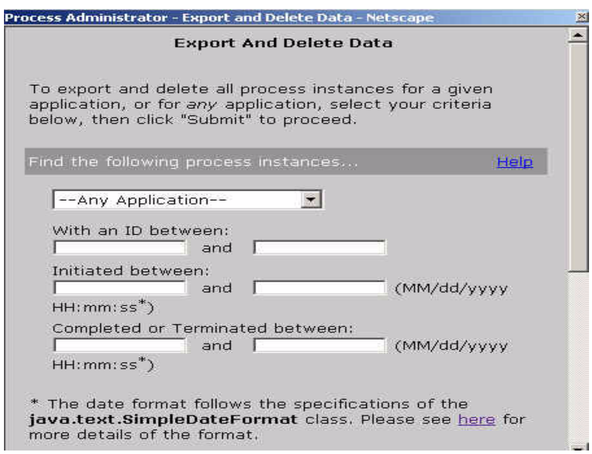
4. Click Save.

Exporting a Cluster Application

To export a cluster application:

1. Select Cluster Info from the PM menu to show the Cluster Details screen.
2. Select Manage Applications, to display the Manage Application screen.
3. Click the Export and Delete Data button. The following is displayed.

Figure 11 - 11 Export and Delete



4. Enter the information displayed on the form as blank fields.

NOTE If you need help to complete this procedure, click the Help button.

---

5. Select the Save Export to Local Disk radio button.

NOTE Ensure you have selected the SAVE radio button.

---

6. Click Submit.

Summary

You, as a BillerXpert B2B Biller Administrator, now recognize:

- how the GUI works and how to navigate through its functionality
- what a profile is and its importance to a company
- where to prepare, update, and edit payment methods
- how payment types, payment methods, payment accounts all interrelate
- what clusters do and how Process Manager correlates to their uses
- when to relate roles to privileges and how to add, update, and delete them
- how viewing and searching loaded files can give you detailed file information
- what accessing activities give you insight into the use of the B2B

The appendices to this guide, including the B2B Loader, a glossary of terminology and an index of error messages (and how to regulate these messages) along with the functional index, give you the added tools you need to perform all the tasks to become a successful Biller Administrator.

Appendix A - Glossary

Administrators Administrators can be Business, System, or Company.

Attribute Holds descriptive information about an entry. Attributes have a label and a value. Each attribute also follows a standard syntax for the type of information that can be stored as the attribute value.

Attribute List A list of required and opt6ional attributes for a given entry type of object class.

Authenticating Directory Server In pass-through authentication (PTA), the authenticating directory server is the server that contains the au ten tic at ion credentials of the requesting client. The PTA-enabled host sends its requests that it receives from clients to the bindhost.

Authentication 1. Process of proving the identity of the client user to the Directory Server. Users must provide a bind DN and the corresponding password in order to be granted access to the directory. The Directory Server allows the user to perform functions or access files and directories based on the permissions granted to that user by the directory administrator.

2. Allows a Client to make sure they are connected to a secure server, preventing another computer from impersonating the server or attempting to appear secure when it is not.

Authentication Certificate Digital file that is not transferable and not forgeable and is issued by a third party. Authentication certificates are sent from server to client or client to server in order to verify and authenticate the other party.

authentication certificate Digital file that is not transferable and not forgeable and is issued by a third party. Authentication certificates are sent from server to client or client to server in order to verify and authenticate the other party.

Bind DN Distinguished name used to authenticate to the Directory Server when performing an operation.

Browser Software, such as Netscape Navigator, used to request and view World Wide Web material stored as HTML files. The browser uses the HTTP protocol to communicate with the host server. Also known as a Client program.

CA See Certification Authority.

Certification Authority Company or organization that sells and issues authentication certificates. You may purchase an authentication certificate from a Certification Authority that you trust. Also known as a CA.

CGI Common Gateway Interface. An interface for external programs to communicate with the HTTP server. Programs written to use CGI are called CGI programs or CGI scripts, and can be written in many of the common programming languages. CGI programs handle forms or perform output parsing that is not done by the server itself.

Ciphertext Encrypted information that cannot be read by anyone without the proper key to decrypt the information.

CIR See consumer-initiated replication

Class This is a reference to the type of Java Class used.

Class of Service (COS) Functionality that enables the Directory Server to provide different levels of service to different users.

Client See LDAP client.

Companies There are three types of companies, Hosting, Billing, and Buying. The Hosting company has a BSP for an administrator, the Billing, a Biller, and the Buying company, uses a Company Administrator.

Consumer Server containing replicated directory trees or subtrees from a supplier server.

Consumer-Initiated Replication Replication configuration where Consumer servers pull directory data from supplier servers.

COS See Class of Service (COS)

COS schema Objectclass and optional attributes that define a COS Scheme. Specifically, the `cosDefinition` object class and its required and allowed attributes.

Daemon A background process on a Unix machine that is responsible for a particular system task. Daemon processes do not need human intervention to continue functioning.

Directory Server Gateway A collection of CGI forms that allows a browser to perform LDAP client functions, such as querying and accessing a Directory Server, from a web browser.

Directory Service A database application designed to manage descriptive, attribute-based information about people and resources within an organization.

Distinguished Name (DN) String representation of an entry's name and location in an LDAP directory.

DNS Domain Name System. The system used by machines on a network to associate standard IP addresses (such as 198.93.93.10) with hostnames (such as www.netscape.com). Machines normally get the IP address for a hostname from a DNS server, or they look it up in tables maintained on their systems.

DNS Alias A DNS alias is a hostname that the DNS server knows points to a different host—specifically a DNS CNAME record. Machines always have one real name, but they can have one or more aliases. For example, an alias such as `www.[yourdomain].[domain]` might point to a real machine called `realthing.[yourdomain].[domain]` where the server currently exists.

File Extension The section of a filename after the period or dot (.) that typically defines the type of file (for example, .GIF and .HTML). In the filename `index.html` the file extension is `html`.

File Type The format of a given file. For example, graphics files are often saved in GIF format, while a text file is usually saved as ASCII text format. File types are usually identified by the file extension (for example, .GIF or .HTML).

Gateway See Directory Server gateway.

GUI Graphical User Interface or the screens between the system and the user.

hostname A name for a machine in the form machine.domain.dom, which is translated into an IP address. For example, www.netscape.com is the machine www in the subdomain netscape and com domain.

HTML Hypertext Markup Language. The formatting language used for documents on the World Wide Web. HTML files are plain text files with formatting codes that tell browsers such as the Netscape Navigator how to display text, position graphics and form items, and display links to other pages.

HTTP Hypertext Transfer Protocol. The method for exchanging information between HTTP servers and clients.

HTTPD An abbreviation for the HTTP daemon or service, a program that serves information using the HTTP protocol. The daemon or service is often called an httpd.

HTTP-NG The next generation of Hypertext Transfer Protocol.

HTTPS A secure version of HTTP, implemented using the Secure Sockets Layer, SSL.

IBBP =This is an acronym for Internet bill presentment and payment.

IP address Internet Protocol address. A set of numbers, separated by dots, that specifies the actual location of a machine on the Internet (for example, 198.93.93.10).

Language Language refers to the common written text, such as Java, or HTML, used to create files.

LDAP Lightweight Directory Access Protocol. Directory service protocol designed to run over TCP/IP and across multiple platforms.

LDAP client Software used to request and view LDAP entries from an LDAP Directory Server. See also *Browser*.

LDAP Data Interchange Format See LDIF.

LDIF LDAP Data Interchange Format. Format used to represent Directory Server entries in text form.

Lightweight Directory Access Protocol See LDAP.

Loading Loading refers to how files are entered into the system, sometimes referring to manual loads or time-based loading functions.

Management Information Base A database of managed objects accessed by network management protocols that can be accessed by standard or minimal predefined objects.

Master Agent *See SNMP master agent*.

MD5 A message digest algorithm by RSA Data Security, Inc., which can be used to produce a short digest of data, that is unique with high probability, and is mathematically extremely hard to produce a piece of data that will produce the same message digest.

MD5 Signature A message digest produced by the MD5 algorithm.

MIB Management Information Base.

Network Management Application An application on a network that can be managed by SNMP.

Network Management Station (NIS) Network Information Service. A system of programs and data files that Unix machines use to collect, collate, and share specific information about machines, users, file systems, and network parameters throughout a network of computers.

NMS Network Management Station is one that processes and controls for maximization and efficiency. The station can be one to management: fault, accounting, configuration, security, and performance.

ns-slapd Netscape's LDAP Directory Server daemon or service that is responsible for all actions of the Directory Server. See also *slapd*.

Object Class Defines an entry type in the directory by defining which attributes are contained in the entry.

Object Identifier A string, usually of decimal numbers, that uniquely identifies an object, such as an object class or an attribute, in an object-oriented system.

OFX OFX is an acronym for open financial exchange which is an agreed upon system for trading and paying for goods using various monetary units.

OID See Object Identifier.

Pass-Through authentication See PTA Pass-through authentication. Mechanism by which one directory server consults another to check bind credentials..

Pass-Through Subtree In pass-through authentication, the PTA directory server will pass through bind requests to the authenticating directory server from all clients whose DN contains this subtree.

Password File A file on Unix machines that stores Unix user login names, passwords, and user ID numbers. It is also known as `/etc/passwd`, because of where it is kept.

Pathname The is the explicitly routed Internet address for a file, or the location where the file can be found.

Profiles Profiles are details for companies and billers, such as contact names, types of payments used, and so on.

Protocol A set of rules that describes how devices on a network exchange

PTAPass-through authentication. Mechanism by which one directory server consults another to check bind credentials.

PTA directory server In pass-through authentication (PTA Pass-through authentication. Mechanism by which one directory server consults another to check bind credentials.), the PTA directory server is the server that sends (passes through) bind requests it receives to the authenticating directory server.

PTA LDAP URL In pass-through authentication, the URL that defines the authenticating directory server, pass-through subtree(s) and optional parameters.

Public-Key Encryption Encryption that uses two keys: a public key for encrypting data, and a private key for decrypting data. Someone sending you encrypted information encrypts it using your public key. The information can then only be decrypted using your private key.

RAM Random access memory. The physical semiconductor-based memory in a computer. Information stored in RAM is lost when the computer is shut down.

rc.local A file on Unix machines that describes programs that are run when the machine starts. It is also called `/etc/rc.local` because of its location.

RDN Relative distinguished name. The name of the actual entry itself, before the entry's ancestors have been appended to the string to form the full distinguished name.

Referential Integrity Mechanism that ensures that relationships between related entries are maintained within the directory.

Replication Act of copying directory trees or subtrees from supplier servers to consumer servers.

Replication Agreement Set of configuration parameters that identify the directory objects to replicate, the times during which replication can occur, and the servers involved in the replication process.

RFC Request For Comments. Procedures or standards documents submitted to the Internet community. People can send comments on the technologies before they become accepted standards.

Root The most privileged user available on Unix machines. The root user has complete access privileges to all files on the machine.

Schema The definition of an entire database is the schema or the type of contents that each data element within it contains.

schema checking Ensures that entries added or modified in the directory conform to the defined schema. Schema checking is on by default and users will receive an error if they try to save an entry that does not conform to the schema.

Secure Sockets Layer See SSL.

Server Console Java-based application that allows you to perform administrative management of your Directory Server from a GUI.

Server Daemon The server daemon is a process that, once running, listens for and accepts requests from clients.

Server Service The server service is a process on Windows NT that, once running, listens for and accepts requests from clients.

Server Root A directory on the server machine dedicated to holding the server program and configuration, maintenance, and information files.

Server Selector Interface that allows you select and configure servers using a browser.

Service A background process on a Windows NT machine that is responsible for a particular system task. Service processes do not need human intervention to continue functioning.

SIR See supplier-initiated replication.

slapd LDAP Directory Server daemon or service that is responsible for most functions of a directory except replication. See also *ns-slapd*.

SNMP master agent Software that exchanges information between the various subagents and the NMS.

SNMP Subagent Software that gathers information about the managed device and passes the information to the master agent.

SSL Secure Sockets Layer. A software library establishing a secure connection between two parties (client and server) used to implement HTTPS, the secure version of HTTP.

Subagent See SNMP Subagent.

Superuser The most privileged user available on Unix machines (also called root). The superuser has complete access privileges to all files on the machine.

Supplier Server containing the master copy of directory trees or subtrees that are replicated to consumer servers.

Supplier-Initiated Replication Replication configuration where Supplier servers replicate directory data to consumer servers.

Symmetric Encryption Encryption that uses the same key for both encrypting and decrypting.

TCP/IP Transmission Control Protocol/Internet Protocol. The main network protocol for the Internet and for enterprise (company) networks.

Template A pre-designed document or data file formatted for common purposes such as a fax, invoice, or bill.

UID User ID or identification, a unique number associated with each user on a Unix system.

URL Uniform Resource Locator. The addressing system used by the server and the client to request documents. It is often called a location. The format of a URL is `[protocol]://[machine:port]/[document]`. The port number is necessary only on selected servers, and it is often assigned by the server, freeing the user of having to place it in the URL.

Appendix B - Error Messages

The following are a list of error messages (contents) and the procedures used to correct them (description).

Contents	Description
004000 Validation failed:	Passwords don’t match. Re-enter passwords again.
004001 Validation failed:	Admin User ID is missing. Enter user ID.
004002 Validation failed:	Admin Password is missing. Enter admin password.
005011 Validation failed:	Invalid Credit Card Nickname. Enter valid credit card nickname.
005012 Validation failed:	First name is missing. Enter first name.
005013 Validation failed:	Last name is missing. Enter last name.
005014 Validation failed:	Invalid first name. Enter valid first name.
005015 Validation failed:	Invalid last name. Enter valid last name.
005016 Validation failed:	Invalid middle name. Enter valid middle name.
005017 Validation failed:	Invalid Prefix. Enter valid prefix.
005018 Validation failed:	Invalid Suffix. Enter valid suffix.
005020 Validation failed:	Bad Visa Card Number. Enter correct card number.
005021 Validation failed:	Bad Master Card Number. Enter correct card number.
005022 Validation failed:	Bad American Express Card Number. Enter correct card number.
005023 Validation failed:	Bad Discover Card Number. Enter correct card number.
005024 Validation failed:	Bad Diners Club Card Number. Enter correct card number
005025 Validation failed:	Expiration date is set before current date.Enter correct date.
005026 Validation failed:	Bad Credit Card Number. Enter correct number.

Contents	Description
005027 Validation failed:	Credit Card Brand is missing. Enter correct brand.
005028 Validation failed:	Credit Card Number is missing. Enter correct number.
005029 Validation failed:	OnlineName is missing. Enter name.
005030 Validation failed:	Password is missing. Enter password.
005031 Validation failed:	Invalid User Name. Enter correct name.
005032 Validation failed:	Invalid Password. Enter correct password.
005033 Validation failed:	Invalid Nickname. Enter correct nickname.
005034 Validation failed:	Invalid Email address. Enter correct address.
005035 Validation failed:	Card holder name is missing. Enter correct name.
005036 Validation failed:	Card holder address is missing. Enter correct address.
005037 Validation failed:	City is missing. Enter city.
005038 Validation failed:	Postal code is missing. Enter postal code.
005039 Validation failed:	Card holder name is invalid. Enter valid name.
005041 Validation failed:	Card holder address is invalid. Enter valid address.
005042 Validation failed	City is invalid. Enter valid city.
005043 Validation failed:	State is invalid Enter valid state.
005044 Validation failed:	Postal code is invalid. Enter valid postal code.
005045 Validation failed:	Bank Routing Number is missing. Enter bank routing number.
005046 Validation failed:	Bank Account Number is missing. Enter bank account number.
005047 Validation failed:	Bank Routing Number is invalid. Enter valid number.
005048 Validation failed:	Bank Account Number is invalid. Enter valid number
005049 Validation failed:	Check Nickname is invalid. Enter valid name.
005050 Validation failed:	Bank Routing Number failed. Reenter routing number.
005100 Validation failed:	Invalid Address Line 1. Reenter valid address.
005101 Validation failed:	Invalid Address Line 2. Reenter valid address.
005102 Validation failed:	Invalid Address Line 3. Reenter valid address.

Contents	Description
005103 Validation failed:	Invalid City. Reenter valid city.
005104 Validation failed:	Invalid State. Reenter valid state.
005105 Validation failed:	Invalid Postal Code. Reenter valid code.
005106 Validation failed:	Address 1 is missing. Reenter Line 1 - Address.
005108 Validation failed:	State is missing. Reenter state.
006011	From Date should be before To Date. Reenter correct dates.
006012	Incorrect date format. Reenter dates using correct format.
006041	Card holder address is invalid. Enter valid address.
006083	Failed to load Payment Type information. Reenter payment type data.
006085	Failed to save Payment Type information. Reenter and save data.
006086	Failed to create payment type. Create payment type.
006087	The payment type is successful.
006088	Failed to create payment type...duplicate card brand. Redo and correct.
006089	Failed to create payment type...card brand is missing. Reenter card brand.
006090	Payment Types not found in server for biller. Enter payment type for biller.
007000	Failed to retrieve archival data. Redo procedure and rearchive again.
007001	Failed to save archival data. Redo procedure and save again.
007002	Search failed. Data not found. Redo procedure and search again.
007003	File not found. Check for correct file number and redo procedure.
007004	Failed to verify specified directory. Check for correct directory and redo.
007005	Save failed. You don’t have write permission...Ask Admin for help.
100001	Internal error. Cannot create billing object. Redo and recreate object.
100002	Internal error. Cannot create membership object. Redo and recreate object.
100003	AppLogic Error: Invalid Request. Redo request.
100005	Internal Error. Cannot create payment object. Redo and recreate object.
100006	Internal Error. Cannot create config object. Redo and recreate object.

Contents	Description
100007	Connection failed. NAS Server may be down. Call System Admin.
100008	Failed to login to NAS Server. Redo procedure and resubmit.
100009	Internal Error: Calling Applog failed. See log for details.
100011	User session not found. See log for details.
100016	Failed to create user session. See log for details.
100017	User not found. Check with System Admin.
100018	Authentication failed. User statis is not ACTIVE. See System Admin.
100019	Authentication failed:User don’t belong to Admin_Group. See System Admin
100110	Access not allowed. See System Admin.
100111	Unknown biller type. Check biller type and reenter.
100112	Authentication failed: Biller statis is not ACTIVE. See System Admin.
100113	Validation failed: Biller name is missing. Enter biller name.
100114	Validation failed: Invalid Biller name. Reenter biller name.
100500	Failed to retrieve users. Reenter request and resubmit.
100501	Failed to delete users. Reenter request and resubmit.
100502	No users matching....Reenter request and resubmit.
100600	User added successfully.
100601	User is updated successfully.
100602	User is removed successfully.
101001	Specified biller not found. Reenter biller and resubmit.
101102	You have entered a duplicate name. Delete duplicate.
101103	You need to enter a value first. Enter a value.
101104	Failed to delete interface. See log for details.
101105	Failed to retrieve objects. See log for details.
102000	You can not delete default Account type. Reenter type and resubmit.
103000	Option name is required. Reenter name and resubmit.

Contents	Description
103001	You have entered a duplicate option name. Reenter name and resubmit.
103100	Biller Name Missing. Reenter biller name.
103101	Biller Name Invalid. Reenter biller name.
103102	Phone missing. Reenter phone number.
103103	Phone invalid. Reenter valid number.
103104	URLmsg. Enter correct URL.
103105	URLmsg invalid. Enter correct URL.
103106	Faxnumber missing. Enter correct number.
103107	Faxnumber invalid. Enter correct number.
103108	Dayphone missing. Enter phone number.
103109	Dayphone invalid. Enter phone number.
103110	Evephone missing. Enter phone number.
103111	Evephone invalid. Enter phone number.
103112	Email missing. Enter email address.
103113	Email invalid. Enter email address.
103114	Billerid missing. Enter biller ID.
103115	Billerid invalid. Enter biller ID.
103116	Language missing. Enter correct language.
103117	Language invalid. Enter correct language.
103118	Templatepath missing. Enter templatepath.
103119	Templatepath invalid. Enter templatepath.
103120	Database missing. Enter correct database.
103121	Database invalid. Enter correct database.
103122	Userid missing. Enter user ID.
103123	Userid invalid. Enter user ID.
103124	Billtype missing. Enter correct bill type.

Contents	Description
103125	Billtype invalid. Enter correct bill type.
103126	Tabledef missing. Enter correct table definition.
103127	Tabledef invalid. Enter correct table definition.
103128	Category missing. Enter correct category.
103129	Category invalid. Enter correct category.
103130	Description missing. Enter correct description.
103131	Description invalid. Enter correct description.
103132	Industryprofile missing. Enter industry profile.
103133	Industryprofile invalid. Enter industry profile.
103134	Cycledate missing. Enter correct date.
103135	Cycledate invalid. Enter correct date.
103136	Billingmonth missing. Enter correct month.
103137	Billingmonth invalid. Enter correct month.
103138	Primary contact name missing. Enter correct name.
103139	Primary contact name invalid. Enter correct name.
103140	Primary phone number missing. Enter number.
103141	Primary phone number invalid. Enter number.
103142	Primary email missing. Enter email address.
103143	Primary email invalid. Enter email address.
103144	Secondary contact name missing. Enter correct name.
103145	Secondary contact name invalid. Enter correct name.
103146	Secondary phone number missing. Enter correct number.
103147	Secondary phone number invalid. Enter correct number.
103148	Secondary contact email missing. Enter correct email address.
103149	Secondary contact email invalid. Enter correct email address.
103150	Address 1 missing. Enter correct address.

Contents	Description
103151	Address 1 invalid. Enter correct address.
103152	Address 2 missing. Enter correct address
103153	Address 2 invalid. Enter correct address.
103154	Address 3 missing. Enter correct address.
103155	Address 3 invalid. Enter correct address.
103162	Country missing. Enter country.
103163	Country invalid. Enter country.
103164	Charset missing. Enter character set.
103165	Charset invalid. Enter character set.
103169	Event biller missing. Enter correct biller.
103170	Event name missing. Enter correct event name.
103171	Event description missing. Enter correct description.
103172	Event status missing. Enter correct status.
103173	Handler name missing. Enter correct name.
103174	Handler description missing. Enter correct description.
103175	Handler class name missing. Enter correct name.
103176	Handler package missing. Enter correct pacakage.
103177	Handler application logic name missing. Enter correct one.
103178	Schedule dates appear invalid. Enter correct dates.
103179	Please select schedule mode. Enter correct schedule mode.
120000	Purge execution failed. Redo procedure and resubmit.
120001	Recovery execution failed. Redo procedure and resubmit.
009000	Limit has exceeded default. See Admin.
103200	Loaded file name missing. Enter file name.
103201	Loaded file type missing. Enter file type.
103202	Invalid date input. Enter correct date.

Contents	Description
103203	Date input missing, Enter input date.
103204	Invalid date range input. Enter valid date.
103205	Date range input missing. Enter correct date.
103206	Invalid number input. Enter correct number.
103207	Input number missing. Enter correct number.
103208	Please enter a schedule name. Enter a schedule name.
010001	Invalid date input. Enter correct date.
011000	Failed to create dept ID. Duplicate date entered. Delete duplication.
011200	The department was successfully created.
011300	Failed to update department. Redo procedure and resubmit.
011400	The department was successfully updated.
011500	Please select a department from the list. Select a department.
011700	Failed to delete the department. Redo procedure and resubmit.
011800	The department was successfully deleted.
011900	Failed to move the department. Redo procedure and resubmit.
012000	The entered department does not exist. Redo procedure and resubmit.
012200	The current parent and new parent department are the same. Redo/submit
109000	Company name missing. Enter company name.
009001	Company name invalid. Enter company name.
200000	You request was successfully completed.

Appendix C- Root

The following appendix details the procedures and processes of the Root User, including:

- Definition of a Root User
- Privileges of a Root User
- Administering a System as a Root User
- Logging Out

Definition of a Root User

A root user and its privileges make it a super user for the system. A Root can administer all the tasks of any user and this member can also administer organizations under itself. In other words, the BSP Root can administer all billers, companies, and all companies associated with it.

Privileges of a Root User

The following table displays the privileges of a Root User.

Table - 1 Root Privileges

Privilege	Description of Privilege
AdminSignOn	Access CoAdmin functions via sign on
AdminUpdateCompanyProfile	Update company profile
AdminUpdateBillerProfile	Update biller profile
AdminAddCompanyPaymentMethod	Add company payment method
AdminUpdateCompanyPaymentMethod	Update company payment method
AdminAddGroup	Add a company group

Privilege	Description of Privilege
AdminAddMember	Add a company member
AdminAddRole	Add a role
AdminAddDepartment	Add a department
AdminUpdateDepartment	Update a department
AdminDeleteDepartment	Delete a department
AdminMoveDepartment	Move a department
AdminLoadFile	Load a file
AdminVoidReplace File	Void or replace a file
AdminPurge	Purge a file
AdminRecover	Recover a file
AdminSetArchiveDir	Set an archive directory
AdminAddSchedule	Add a schedule to events
AdminAddHandler	Add a handler
AdminUpdateHandler	Update a handler
FE* (all of the above)	Can so all of the above via the front end

Logging in as a Root User

To log in as a root user:

1. From the BillerXpert B2B Administrative Login, enter:

   Name: BSP

   User ID: root@bsp.com

   Password: root

2. Click the Login button.

   The following screen is displayed.

Figure D - 2 Example of a Launch Console Screen

NOTE	This example displays the ability of the root user as being the super user. The root can emulate a BSP, a Biller, or any companies of the BSP or Billers.

Administering a System as a Root User

To administer a system as a root user:

1. You can either choose the root's privileges, OR log in as a CoAdmin, a BillerAdmin, or a BSP.
2. For more information, see:

- *Company Administration Guide*
- *Biller Administration Guide*
- *BSP Administration Guide*

Logging Out

To log out:

1. Click the Logout button.

The button is located on the top right hand corner of every page.

Index

T

U

V