Company Administration Guide

iPlanet Biller Xpert B2B Edition 4.6

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Contents

About This Guide

This guide contains reference and operating procedures for administering a company's Internet Bill Presentment and Payment (IBPP) BillerXpert B2B Edition 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 Company Administration (CoAdmin) Guide*, is written specifically for company administrator's, the person who manages a company's Web invoice presentment information. The CoAdmin manages the information related to online IBPP, including: data on its members, departments, payment methods, and profile records. A company administrator should have experience in working with and administering the following:

- Multi-hosted systems
- Web servers
- Internet Bill Presentment and Payment (IBPP)
- 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 company administrator (CoAdmin) 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 and Providing Payments", 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 included.
- Chapter 3, “Detailing Departments", verifies and describes all the tasks relating to departments including: its relation to the organizational hierarchy; adding, updating, moving, and deleting a department, and where the departmental data is kept. Examples and a flowchart, specific to departmental tasks is also included.
- Chapter 4, “Managing Members", details all of the CoAdmin’s tasks relating to managing members. Adding, updating, and searching for members is included in the responsibilities.
- Chapter 5, “Referring Roles", tells why the reference to roles is critical and how to add, update, edit, and search for a role.
- Chapter 6 - Looking at Loaded Files, shows what files are loaded and how to search for loaded files by various search parameters.
- Chapter 7, “Accessing Activities", discusses the ability of the CoAdmin to view all company-related B2B activities. These activities can be searched for by time frame. The summary and details activities screens are explained.
- 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.
- 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 Schema Reference**, describes the interface to component business objects you can use and describes the database schemas that refer to them.
- **Customization Guide**, discusses how to customize the B2B through a collection of classes and templates building on the iPlanet Application Server (IAS).
- **Installation Guide**, provides planning information and guidelines for product deployment.

Introduction

This chapter is an overview of the iPlanet BillerXpert B2B Edition Company Administration (CoAdmin) including:

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

Definition of Administrator (Admin)

An administrator is a person that can administrate and manage system functions.

Company Administrator (CoAdmin)

A CoAdmin is responsible for: adding, updating, moving, and deleting a department, adding and updating company members (users and administrators), and tracking company specific activities that occur within the company.

The Company Administrator also can: add, update financial accounts where payments are made as well as maintain, add, update, and delete roles.

The CoAdmin administrates a company that is being invoiced by the billing company. The CoAdmin's organization is also called the Buying Company, or the company that buys the services of a billing company.

The tools that are used to administer the B2B are part of its graphical user interface and the movement around and within it.

Navigating the Graphical User Interface (GUI)

The B2B Graphical User Interface (GUI) has a series of Main Menu tabs: including Profiles, Departments, Members, Roles, Loading, and Activities, as illustrated in Figure 1-1.

Main Menu tabs

NOTE Figure 1-1 displays the Main Menu for the Company Administrator.

Figure 1-1 Main Menu - Company Administrator

Main Menu Tabs

Profiles

The Profiles tab gives the CoAdmin information on the address and contact information for the buying company. It displays company contact information and the company's ID.

Payment Accounts

The Payment Accounts tab defines the types of payments that can be used in the invoice process, such as credit cards. It allows a company to associate a specific account to a payment type.

Departments

The Departments tab details the company hierarchy, giving you the options to update, move, delete, and add a department.

Members

The Members tab gives you the ability to add new members and search for an existing member. Search parameters are shown as summary screens with clickable links.

Roles

A member is attached to one role and that role can have many privileges, or a permission to perform a given task.

Loading

This tab enables the user to search for files.

Activities

The Activities tab displays all activities of the company by a single choice, by date, or displays all of the activities as links. Again, these activities can be shown as summary screens that have clickable links.

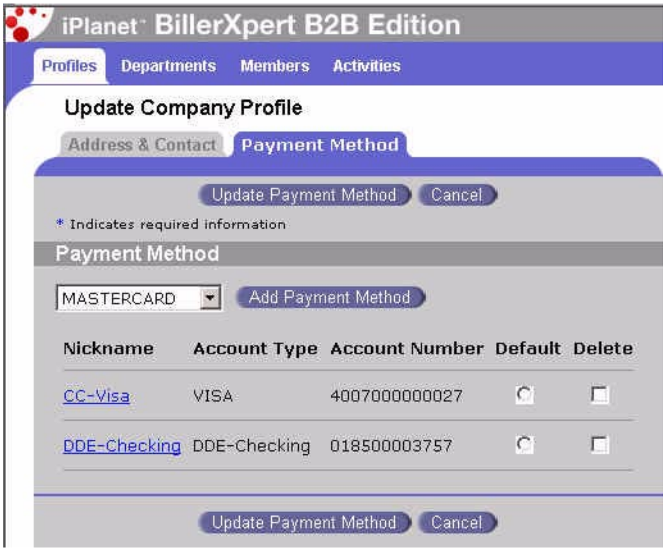
Summary and Detail Screens

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

Summary Screen

The summary screen displays information as a functional synopsis. The data overviewed relates to the tab on the screen, as displayed in Figure 1-2. The screen also alerts the additional functionality of being able to add, update a payment method, or cancel the activity that can be invoked.

Figure 1-2 Example of a Summary screen



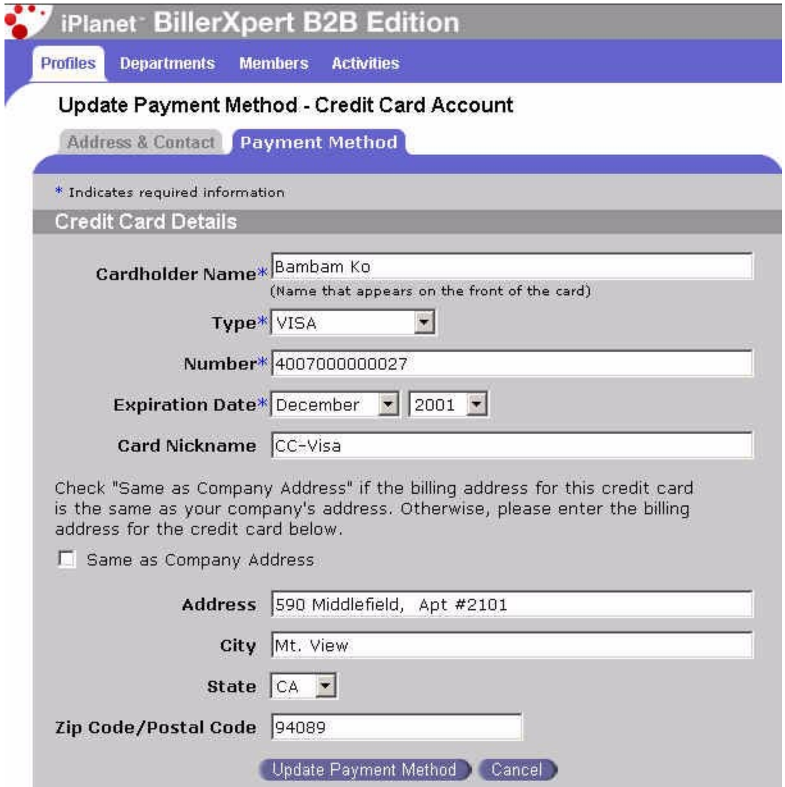
For example, Figure 1-2 displays an overview of a payment method, the specific distinguishing name, Nickname, for that method. The screen also includes the account type and number, and whether the type is designated as the default.

Detail Screen

The detail screen displays information in a granular manner. The data's granularity details the information of its previous summary screen and are invoked by clicking a link or a function button.

The GUI follows a pattern displaying the successive screens, displayed as details, and illustrated in Figure 1-3:

Figure 1-3 Example of a Detail Screen



For example, Figure 1-3 displays details of payment method information. The screen also alerts the additional functionality of being able to update a payment method, or cancel the activity on this screen.

NOTE For more information on the fields displayed in Figure 1-2, see "Chapter 2 - Propagating Profiles and Providing Payments".

Function Buttons, Browsers, and Input Fields

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

- Function buttons, such as Move Department, 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 passwords must be at least four characters in length.

CoAdmin Tasks

The CoAdmin 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.

Table 1-1 lists the tasks a CoAdmin can perform:

Table 1-1 CoAdmin Tasks

Task	Tab
Updating a company profile	PROFILES
Adding a payment method	PAYMENTS
Changing a default payment method	
Deleting a default payment method	
Updating a payment method	
Adding a branch department	DEPARTMENTS

Table 1-1 CoAdmin Tasks

Task	Tab
Adding a root department	
Deleting a department	
Moving a department	
Updating a department	
Adding an approver	
Adding a member	MEMBERS
Searching for a member	
Updating a member	
Searching for an activity	ACTIVITIES

Privileges

The CoAdmin manages a member by mapping the member's privileges and roles to their user IDs. The CoAdmin privileges are listed in Table 1-2.

Table 1-2 CoAdmin Privileges and Roles

CoAdmin's Role	Description of Role
AdminSignOn	Access CoAdmin functions via sign on
AdminUpdateCompanyProfile	Update company profile
AdminAddCompanyPaymentMethod	Add company payment method
AdminUpdateCompanyPaymentMethod	Update company payment method
AdminAddGroup	Add a company group
AdminAddMember	Add a company member
AdminUpdateMember	Update a member
AdminUpdateSelf	Update coadmin information
AdminAddDepartment	Add a department
AdminUpdateDepartment	Update a department
AdminDeleteDepartment	Can delete a department
AdminMoveDepartment	Can move a department

Prerequisites to Managing a Company

Managing a company involves all of the responsibilities illustrated in the previous table. Generally, in order to manage a company, the first step is to create the company. That company needs a profile, detailing location, and contact information. This data is used by the CoAdmin to create departments and reporting departments (sub-departments) within that organization. The departments consist of members who have the tasks of receiving and reviewing invoices.

To successfully perform CoAdmin tasks, it is imperative to know a high level outline of the B2B application.

- The BSP or Biller creates a billing company with a profile.
- By default, the BSP and/or BillerAdmin creates an administrator for the new billing company.
- User password and ID is made available to the new CoAdmin via email.
- CoAdmin must know the URL for accessing the system.
- CoAdmin needs to know the company hierarchy and who approves invoices for particular departments, and the payer (approver) of the company.

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. The GUI displayed, after a successful login, depends on the Admin’s login and access level.

Logging In

Figure 1-4 illustrates the entry portal to the B2B.

Figure 1-4 Log In Screen

- From the BillerXpert B2B Administrative Login, enter:
- Enter the Biller Name, for example *California Redwood Trees*
- Enter your User ID, for example, admin@domain.com
- Enter your password and click the Login button.

  The default password is *admin*.

NOTE The format for the User ID will follow <admin> which is your user ID name, @ <company22.com> your company domain name. The default password is admin.

Logging Out

- Click the Logout button.

Chapter 2

Propagating Profiles and Providing Payments

This chapter provides information on propagating company profiles. It also provides information on payment methods. The chapter includes:

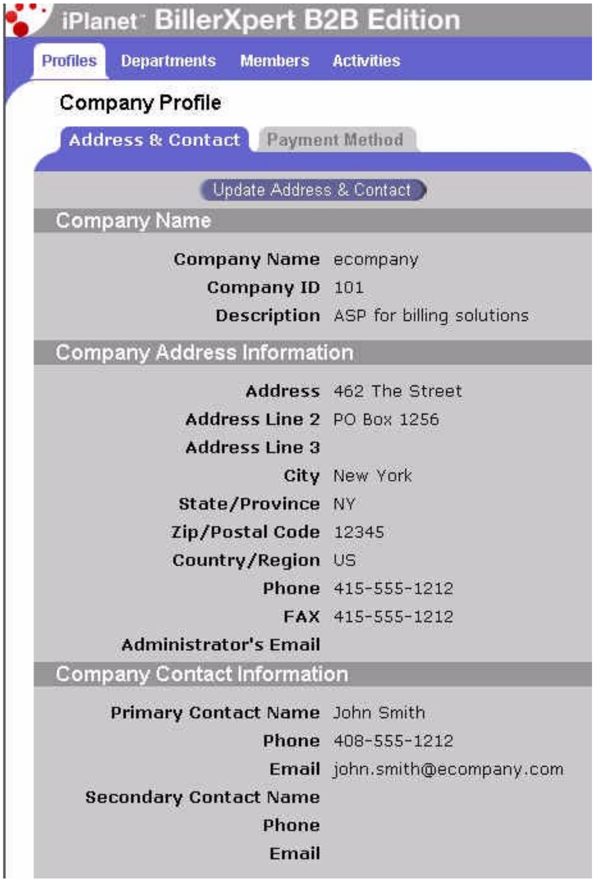
- Propagating a Company Profile
- Updating a Company Profile
- Providing a Payment Account
- Adding a Payment Method
- Updating a Payment Method
- Choosing a Default Payment Method
- Deleting a Payment Method

Propagating a Company Profile

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

As the CoAdmin you can update a company's profile information. The company profile screen is displayed in Figure 2 - 1:

Figure 2 - 1 Company Profile



Details of the Company Profile Screen

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

- Company Name
- Company Address Information
- Company Contact Information
- Company Miscellaneous Information

Company Name

The first is the company name area and includes the company name, company ID, usually expressed as a number, and description of the company.

NOTE Company ID is a critical field and needed by its members to enroll in the system.

Company Address Information

The second area of the Company Profile 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 name used to login into the Admin screen.

Company Contact Information

The third area Profile screen shows the primary and secondary names of the people to contact. These names are the people the billers, and other related third parties, can contact for questions on invoices.

Company Contacts might be someone other than the CoAdmin, 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.

Company Miscellaneous Information

The fourth area screen details file information pertaining to the Company Profile. This data describes the company status, date the company was created, and last time the Company Profile was updated.

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

Updating a Company Profile

To update a company profile:

1. Click the Update Address & Contact button, on the Company Profile screen, under the Address & Contact tab.
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 Save.

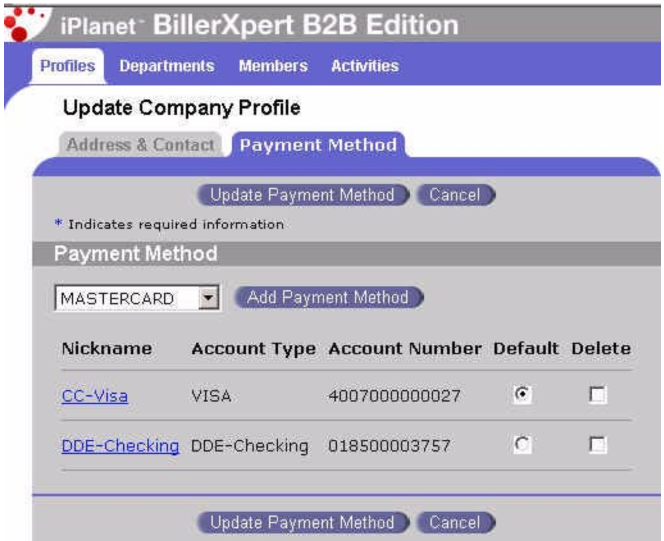
   The results are displayed in Figure 2 - 2:

Figure 2 - 2 Updated Company Profile

Providing a Payment Account

The system allows a CoAdmin to associate payment methods allowed by the Biller to specific accounts. This tab enables the CoAdmin to enter the account information into the system. Once this information has been captured, it can be used by a payer to pay an invoice. The payment method screen is displayed in Figure 2 - 3:

Figure 2 - 3 Payment Method



Details of the Payment Method Screen

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

List of Payment Methods

The list of payment types is predefined by the Biller. The Biller provides the opportunity to choose a type as the default, or preferred method of payment.

Nicknames

Nicknames refer to a distinguishing name for a specific account. Some companies may have more than one account for payment of specific bills; such as one for capital expenditures, and one for utilities, etc.

These may have names other than what the payment method is called. For example, the type might be a VISA, but the card’s nickname could be “Utilities”, which is used for 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

This is the number for the account type.

Default and Delete

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

Adding a Payment Method

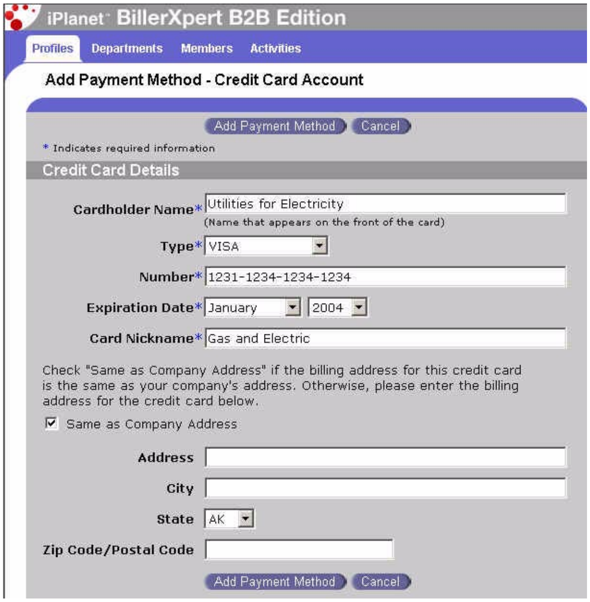
To add a payment:

1. Select the payment method from the dropdown box.
1. Click the Add Payment Account button.
2. Complete the input fields on the Add Payment Method screen.
3. Click Save.

   For example, if you want to add a specific credit card payment, after clicking Add Payment Method, choose a payment, in our example VISA is chosen.

   Fill in the respective fields for the new utility payment method, and the results will look like Figure 2 - 4.

Figure 2 - 4 Added Payment Method



Updating a Payment Method

To update a payment:

1. Select and click a link from the Nickname field.
2. Enter the updated data for the payment method.
3. Click Save.

Choosing a Default Payment Method

To choose a default payment:

1. Select a payment method listed on the Nickname field.
2. Select the Default radio button next to that name.

3. Click Save.

   Once a payment account is selected as the default, this account will automatically be selected to pay invoices. This can be modified at the time of payment by the payer.

Deleting a Payment Method

To delete a payment:

1. Select a payment method listed on the Nickname field.
2. Select the Delete radio button next to that name.
3. Click Save.

Chapter 3

Detailing Departments

This chapter details information on company departments, and describes the following:

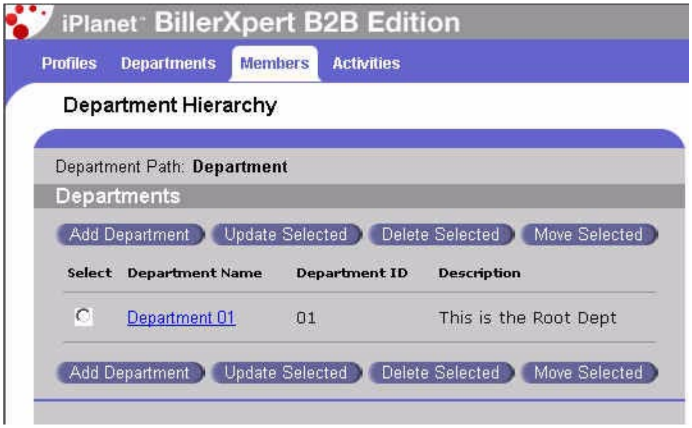
- Describing a Department
- Adding a Department
- Deleting a Department
- Updating a Department
- Adding an Approver

Describing a Department

Departments are specialized units of a large organization. If you think of a company as a building, the departments would be rooms within it. Each department would have a specific function, such as accounts receivable or payable.

As the CoAdmin you can manipulate departments and their hierarchies. The department hierarchy screen is displayed in Figure 3-1.

Figure 3-1 Department Hierarchy



When you click on the links displayed on the screen, you can partially view the hierarchy of departments and their related reporting structure. In order to determine where you are in this hierarchy, the B2B uses a navigation aid. This aid is called the Navigation Ribbon and is called a "Department Path". Figure 3-2 displays that ribbon, which is the department hierarchy.

Figure 3-2 Navigation Ribbon

Adding a Department

To add a department:

1. Click the Add Department button.

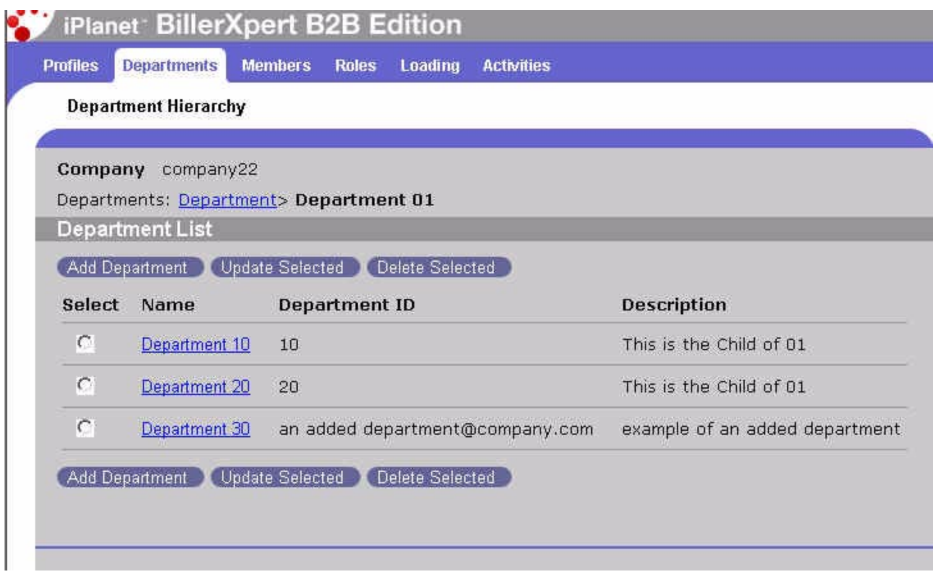
2. Complete the information in the respective fields. For more information on input fields, see "Chapter 1 - Introduction".

3. Click Add Department.

NOTE If you do not select any department from the list, a new department is added to the Root.

For example, if you want to add a department (Department 30) to the Root Department 01, after selecting Department 01. You click Add Departments, the screen is displayed and required fields are completed. It is a good idea to add data to the description field, as our example has illustrated in Figure 3-3.

Figure 3-3 Added Department



To add a department other than to the Root:

1. Click the department link, other than a Root link.

2. Select the Add Department button.

3. Complete the new department data.
4. Click Save.

Deleting a Department

To delete a department:

1. Click the radio button, under Select, to choose the department.
2. Click Delete Selected.

   When you sign back onto the system, your department is deleted from the hierarchy.

NOTE When you remove a department, all children of that department are removed.

Updating a Department

To update a department:

1. Click the radio button, under Select, to update the department.
2. Click the Update Selected button.
3. Complete the information in the respective fields.
4. Click Save.

Adding an Approver

To add an approver:

1. Click the radio button, under Select, to update the department.

2. Click the Update Selected button.
3. Complete the information in the required fields and include an approver selection.
4. Click Save.

NOTE	It is important to remember to add an approver to the department. Invoices sent to your company are linked to approvers for payment.

Chapter 4

Managing Members

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

- Describing a Member
- Details of the New Member Screen
- Adding a Member
- Searching for a Member

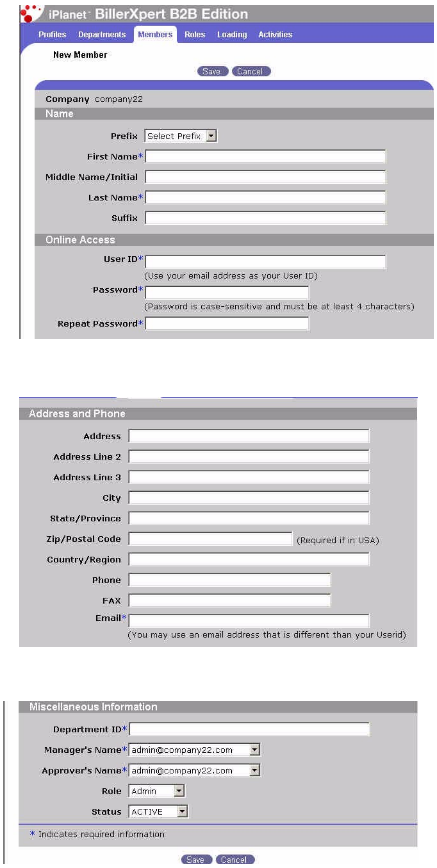
Describing a Member

A member is a constituent part, or entity, of any composite or whole; for example, as in a payroll clerk (accounts payable member) in a payroll department (the composite or whole). A member is attached to one role and that role can have several privileges.

Details of the New Member Screen

The following section describes the GUI and application for the new member screen.

Figure 4-1 New Member



Name

These are the fields for entering or viewing member names.

Online Access

The User ID and passwords for the member are entered here. The User ID is the member's email address. Passwords must be at least four characters in length.

Address and Phone

Address and telephone information for the member is entered on its respective fields.

Miscellaneous Information

Department ID, manager and approver email addresses (IDs), and roles encompass the miscellaneous information.

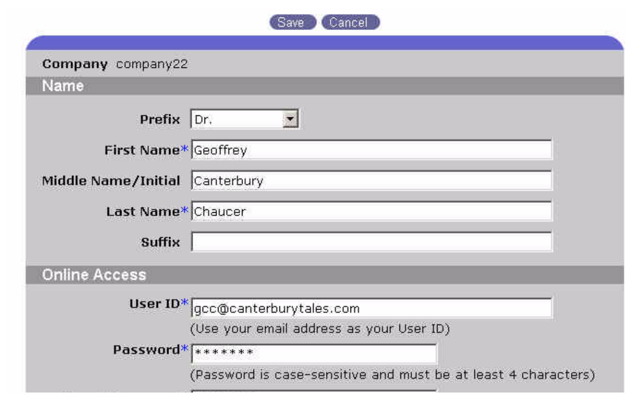
Adding a Member

To add a member:

1. Navigate to the Members screen, and click the New Member button.
2. To add a new member, enter the new member information in the respective fields.
3. Click Save.

   For example if you wanted to add a new member called Geoffrey Canterbury, your entry would look like Figure 4-2.

Figure 4-2 New Member Added



Searching for a Member

To search for a member:

1. Navigate to the Members screen.
2. If you know the members name, enter it.
3. Click the Search button.

   OR

4. If you do not know the members name, you can narrow your search parameters by entering member Status, or date of creation. If not, click Search to display a list of members as links.
5. You can also limit the amount of search results to be displayed on your screen, by entering a number in Search Result Limit field.
6. Click Search.
7. Click the member’s link to see its details.

Updating a Member

To update a member:

1. Click the Search button on the Members screen or enter the name of the member you want to search for.
2. Select the member link you want to update.
3. Enter the data that you want to update.
4. Click Save.

Chapter 5

Referring Roles

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

- Referring a Role
- Details of the Role Screen
- Adding a Role
- Updating a Role
- Searching for a Role
- Deleting a Role

Referring a Role

As defined in the previous chapter, a role is a collection of privileges that define a member's capabilities to perform actions on various resources. The CoAdmin has the ability to assign a role. When a member is assigned a role, the member will be able to perform all privileges within the assigned role.

Managing a Member

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

- Admin

- User
- Operator
- PayAuth

Admin

The Admin role has the most privileges to access and perform the tasks within the B2B. These roles and privileges can be illustrated in a table, as displayed in Table 5 - 1.

Table 5 - 1 Admin Role

Privilege	Description of Privilege
AdminSignOn	Access CoAdmin functions via sign on
AdminUpdateCompanyProfile	Update company profile
AdminAddCompanyPaymentMethod	Add company payment method
AdminUpdateCompanyPaymentMethod	Update company payment method
AdminAddRole	Add a company role
AdminUpdateRole	Update a company role
AdminAddMember	Add a company member
AdminUpdateMember	Update a member
AdminAddDepartment	Add a department
AdminUpdateDepartment	Update a department
AdminDeleteDepartment	Delete a department
FESignOn	Sign on to front end
FEViewProfile	View profile from front end
FEChangeProfile	Change profile from front end
FEViewInvoice	View invoice from front end
FEViewItem	View item from front end
FESearchPayment	Search for payment from front end

User

The user role is the role selection automatically used in the absence of a choice made by the user. The CoAdmin can modify the default. The user role and privileges can be illustrated in a table, as displayed in Table 5 - 2.

Table 5 - 2 User Role

Privilege	Description of Privilege
FEChange Profile	Change profile from front end
FESearchPayment	Search for payment from front end
FESignOn	Sign onto the B2B from front end
FEViewInvoice	View an invoice from front end
FEViewItem	View a line item from front end
FEViewProfile	View profile from front end

Operator

The operator role has more authority than that of the user.The operator role can also login into the Admin module and view various settings for the company. The operator privileges can be illustrated in a table, as displayed in Table 5 - 3.

Table 5 - 3 Operator Role

Privilege	Description of Privilege
FESignOn	Sign onto the B2B from front end
FEViewProfile	View profile from front end
FEChangeProfile	Change profile from front end
FEViewInvoice	View invoice from front end
FEViewItem	View line item from front end
FESearchPayment	Search for a payment from front end
FEAssignDept	Assign department from front end
AdminSignOn	Sign on as an administrator
FESignOn	Sign onto the B2B from front end
FEViewProfile	View profile from front end

PayAuth

The payment authorization role has authority to make and cancel payments to invoices. The payauth roles and privileges can be illustrated in a table, as displayed in Table 5 - 4:

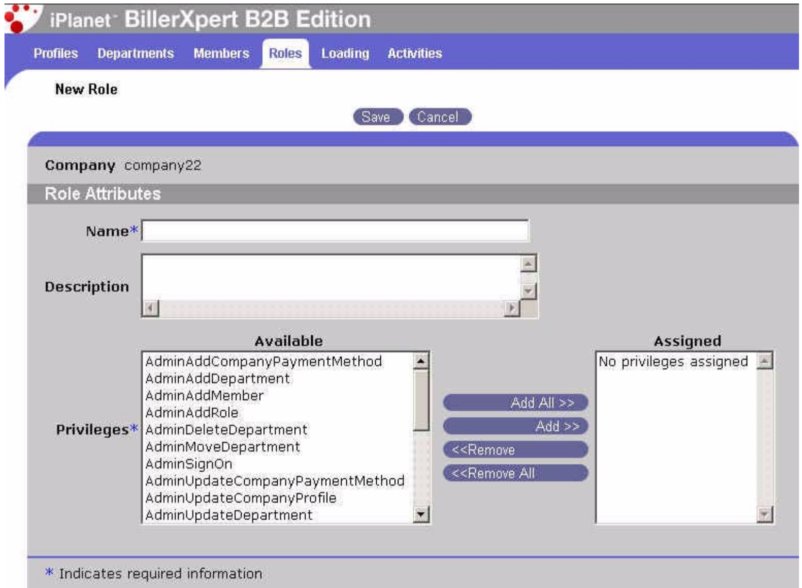
Table 5 - 4 Payment Authority

Privilege	Description of Privilege
FESignOn	Sign on from front end
FEAssignDept	Assign department from front end
FECancelPayment	Cancel payment from front end
FEChangeProfile	Change profile from front end
FEMakePayment	Make a payment from front end
FEViewInvoice	View invoice from front end
FEViewItem	View line item from front end
FESearchPayment	Search for payment from front end
FESignOn	Sign on from front end
FEAssignDept	Assign department from front end

Details of the Role Screen

Figure 5 - 5 displays the GUI and details of the Role screen.

Figure 5 - 5 New Role Screen



Following the Name and Description fields, is the Privileges area, comprised of a dropdown list of Available privileges, Add and Remove selection buttons, and another scroll list for Assigned privileges.

Adding a Role

To add a role:

1. Navigate to the Role screen, and click the New Role button.
2. Enter a name for the new role.
3. Select the privileges you want to add by highlighting the selection from the Available list, and clicking the Add button. (Selecting Add, moves your selection to the Assigned list. Selecting Add All, moves the entire Available choices to the Assigned list.)

4. Click Save to add 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 Figure 5 - 6:

Figure 5 - 6 Assistant Role Added

Updating a Role

To update a role:

1. Navigate to the Roles screen and enter the name of the role you want to update

OR

2. Click the role link you want to update, from the Roles List.

3. Select the privileges you want to update by highlighting the selection from each list, and clicking the Add or Delete button.
4. If you want to change the Status for your role, make your selection from the corresponding field.
5. Click Save.

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.

Deleting a Role

To delete a role:

1. From the Roles screen, enter the name of the role you want to remove OR
2. Click the role link you want to remove, from the Roles List.
3. At the Status field, click Inactive.
4. Click Save.

NOTE You can not truly delete a role from the system but choosing Inactive Status, does inactivate its role and privileges. The next time you sign on, the role is removed from the Roles List on your screen.

Chapter 6

Looking at Loaded Files

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

- Describing a Loaded File
- Details of the Load File Screen
- 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 database. The Bill Data is loaded into the system by the BSP Admin. These files can be updated or reloaded, if necessary.

Customer Profile Data

Customer Profile data files constitute the BillerID tag to determine what branch to load the profile and what operation should be performed on the file. These files can be updated and deleted, if necessary.

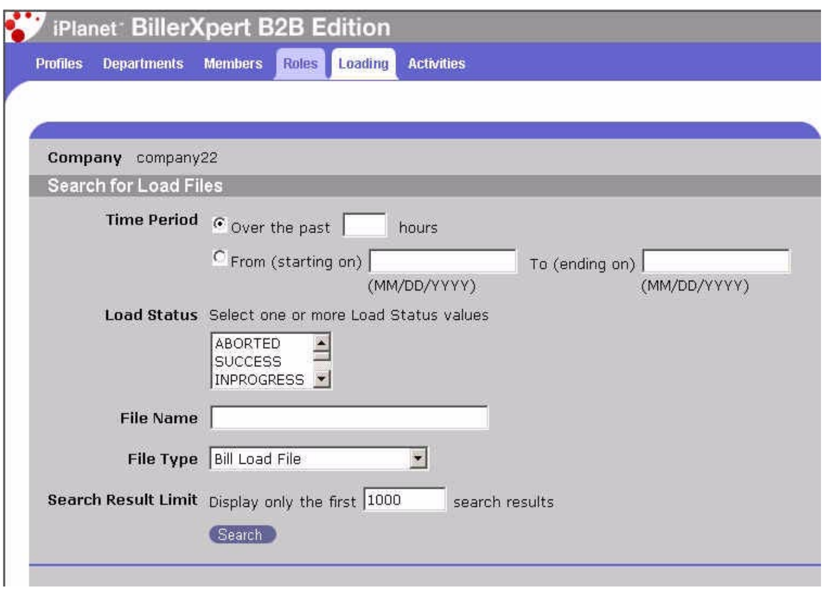
Hierarchical Data

Hierarchical data comprises the data within a department.

Details of the Load File Screen

The details, data, operations, and procedures of the search for load files screen are explained in this section.

Figure 6 - 1 Search for Loaded Files



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 listed Table 6-1:

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.
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. After completing your search parameters, and click Search
2. Click on a file link to display the file’s details

Chapter 7

Accessing Activities

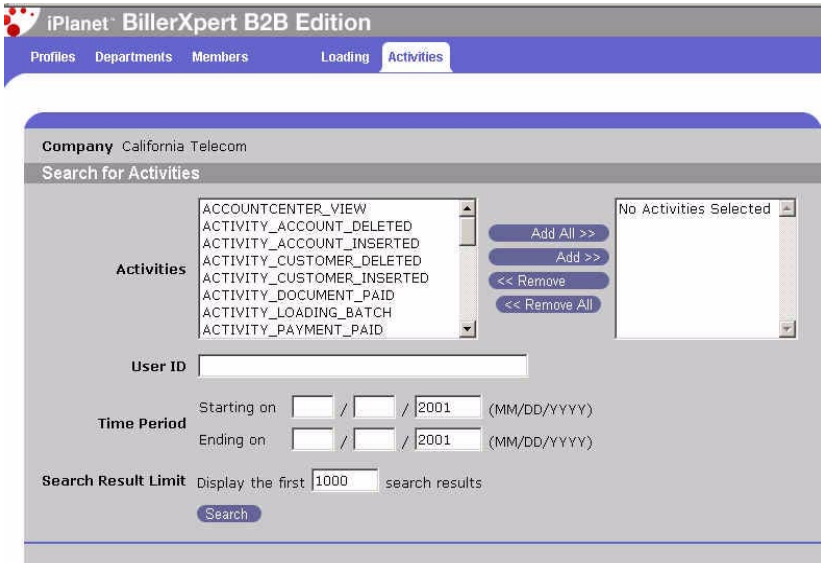
This chapter details information on accessing company activities, and describes the following:

- Describing an Activity
- Searching for an Activity
- Summary

Describing an Activity

Activities are viewed, tracked by user ID. The activity function takes place on the following screen, pictured in Figure 7-1.

Figure 7-1 Activities Screen



Activity

The name of the activity you want to search for.

User ID

The user ID of the person who has performed that activity.

Date & Time

The date and time can be displayed; by day, week, month, for the activity. Also, the maximum numbers of search results to display on your screen.

Searching for an Activity

To search for an activity:

1. Navigate to the Activities screen.
2. Select the name of the activity and the user ID you want to search for.

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

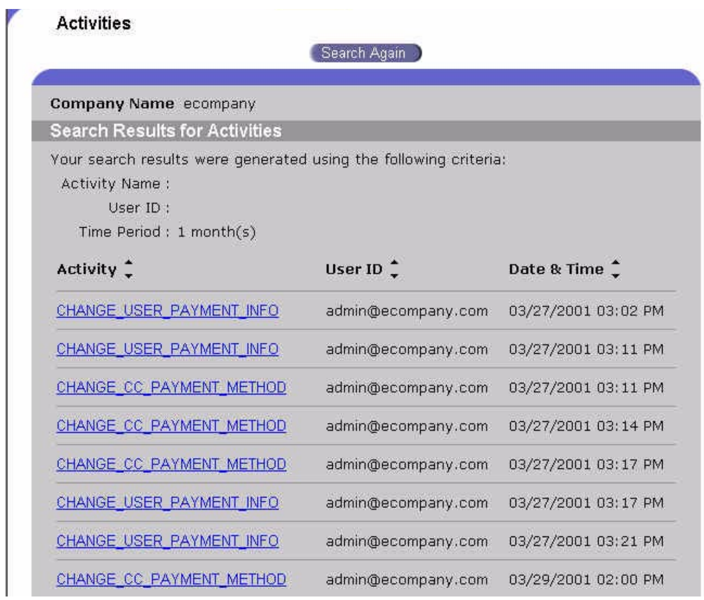
4. If you want, you can also limit the maximum number of items to be displayed in your search.

5. Click Search.

   OR

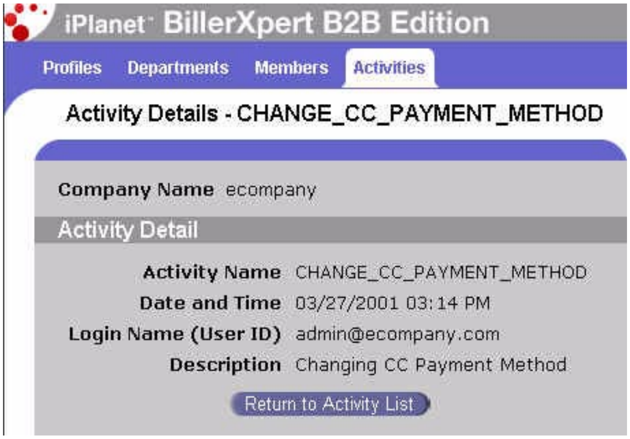
6. If you do not know the refining search parameters, including activity name, click the Search button, to display a list of all activities. They will be displayed as links, as illustrated in Figure 7-2.

Figure 7-2 Searched Activity Links



7. Click the link of the activity to see its details, as illustrated in Figure 7-3.

Figure 7-3 Search Details



NOTE Activities are displayed in view only mode.

Summary

You, as a BillerXpert B2B Company 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
- what organizational hierarchy is and how company departments relate hierarchically
- why managing members introduces the concepts of roles and privileges and the importance of these terms
- 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 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 Company Administrator.

Glossary

Access Control List See ACL.

ACL Access control list, Netscape's mechanism for controlling access to your directory.

Activities B2B illustrates company activities by date and time.

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 A

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

Contents	Description
005025 Validation failed:	Expiration date is set before current date.Enter correct date.
005026 Validation failed:	Bad Credit Card Number. Enter correct number.
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.

Contents	Description
005101 Validation failed:	Invalid Address Line 2. Reenter valid address.
005102 Validation failed:	Invalid Address Line 3. Reenter valid address.
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.

Contents	Description
100005	Internal Error. Cannot create payment object. Redo and recreate object.
100006	Internal Error. Cannot create config object. Redo and recreate object.
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.

Contents	Description
102000	You can not delete default Account type. Reenter type and resubmit.
103000	Option name is required. Reenter name and resubmit.
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.

Contents	Description
103123	Userid invalid. Enter user ID.
103124	Billtype missing. Enter correct bill type.
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.

Contents	Description
103149	Secondary contact email invalid. Enter correct email address.
103150	Address 1 missing. Enter correct address.
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.

Contents	Description
103201	Loaded file type missing. Enter file type.
103202	Invalid date input. Enter correct date.
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.

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