



# Billing Dispute & Enquiry Portal

## User guide

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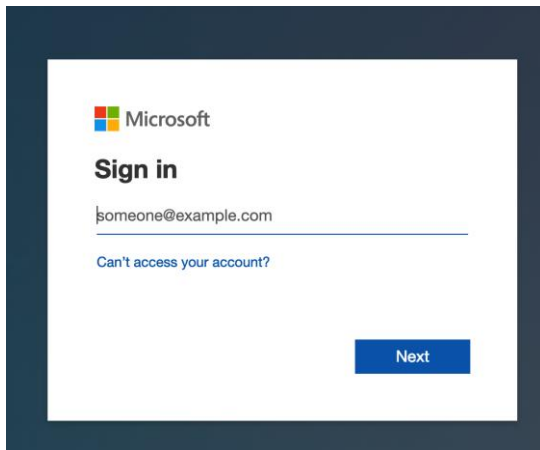
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## 1.0 Logging into the Billing Dispute Portal

Billing Disputes is a web-based portal. <https://billing.chorus.co.nz>

### 1.1 Connect to the Chorus Billing Portal

For your first login, use your Chorus supplied login JohnSmith@chorus.co.nz, not your company login

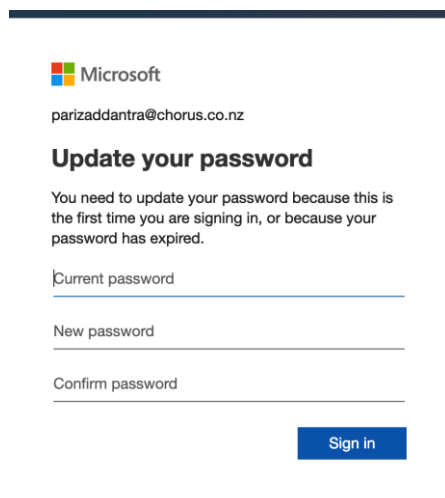


### 1.2 Update your password

You will be asked to update your password. Use your Chorus supplied password, and then change it to something you will remember, following these rules:

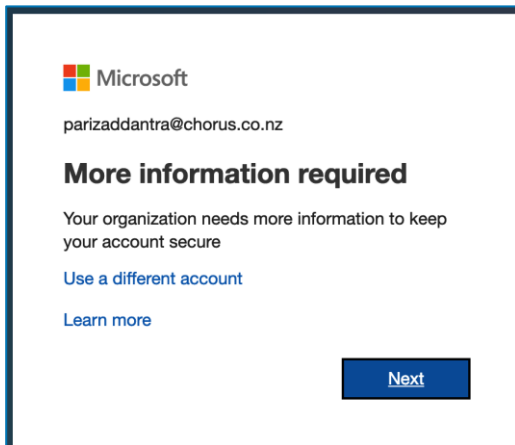
- A minimum of 8 characters and a maximum of 16 characters.
- Strong passwords only: Requires three out of four of the following:
  - Lowercase characters.
  - Uppercase characters.
  - Numbers (0-9).
  - Symbols
- The last password can't be used again when the user changes a password.
- The last password can be used again when the user resets a forgotten password.

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### 1.3 More Information Required

You will be asked to enter your email address to use for your password reset functionality.  
Select Next



Microsoft

parizaddantra@chorus.co.nz

### More information required

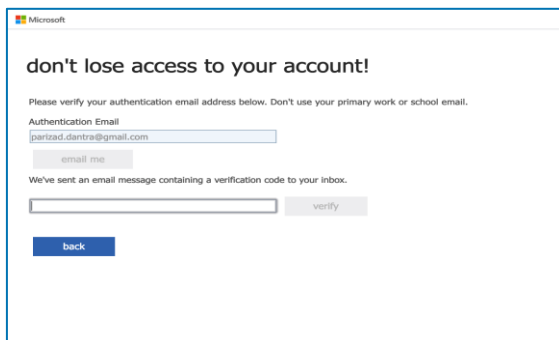
Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

Enter your company email into the Authentication Email field, then select 'email me'. A Verification ID will be emailed to you, which you will enter into the verification code box



Microsoft

### don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

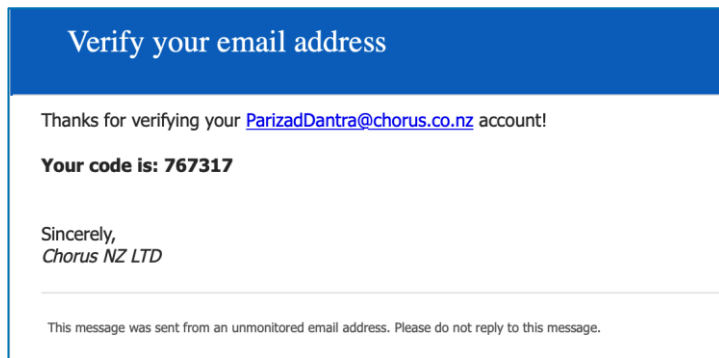
Authentication Email

[email me](#)

We've sent an email message containing a verification code to your inbox.

[verify](#)

[back](#)



**Verify your email address**

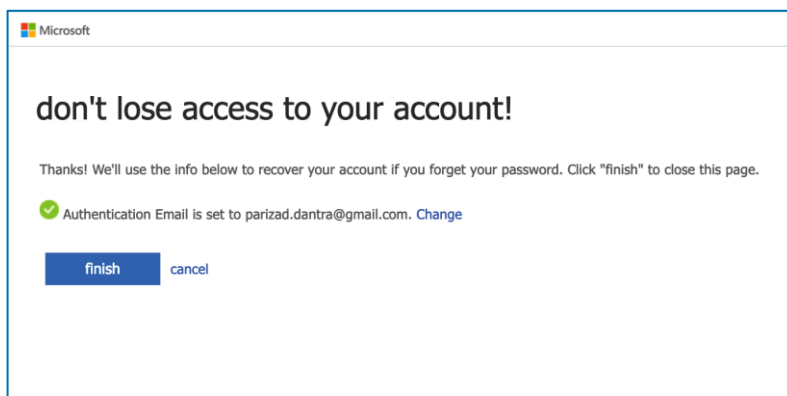
Thanks for verifying your [ParizadDantra@chorus.co.nz](mailto:ParizadDantra@chorus.co.nz) account!

**Your code is: 767317**

Sincerely,  
*Chorus NZ LTD*

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This message was sent from an unmonitored email address. Please do not reply to this message.



Microsoft

### don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

✓ Authentication Email is set to parizad.dantra@gmail.com. [Change](#)

[finish](#) [cancel](#)

Select finish to gain access to the portal.

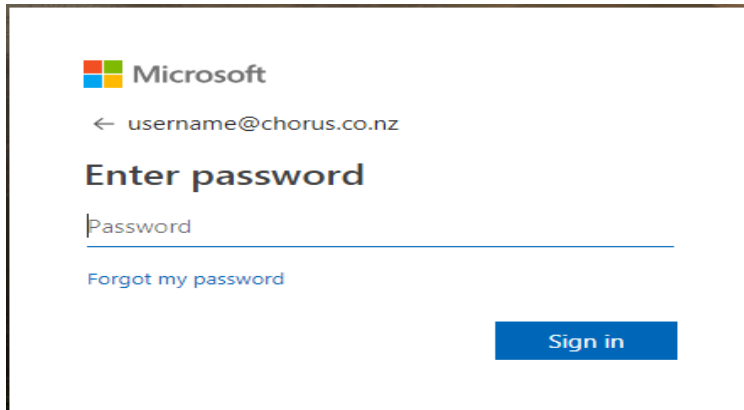
If a user does not access the Billing Portal for 90 days their access will be disabled. The Administrator can re-enable this access. If a user has been inactive for 365 days they will be deleted from Billing Portal.

## 1.4 New user access

All requests for logins should be directed in the first instance to your administrator for the system, or [implementation@chorus.co.nz](mailto:implementation@chorus.co.nz). New users that are directed to [implementation@chorus.co.nz](mailto:implementation@chorus.co.nz) will be asked to provide authorisation of their access.

User management is the responsibility of the RSP; Administrators have access to manage the users – Chorus should be informed of any user changes.

If you have forgotten your password, or wish to change your password, select the **Forgot my password** link in the main login page. You will receive an email with instructions to reset your password.



Microsoft

← username@chorus.co.nz

**Enter password**



Password

[Forgot my password](#)


[Sign in](#)

## 2.0 Home Screen

On successful login, the home page is displayed providing a view of all the notifications, and your billing disputes and enquiries.


CH • R U S | Billing Portal



Welcome to Chorus Billing. Here you can find the latest billing information, your billing enquiries and disputes, a link to the Billing Document repository and billing frequently asked questions.

 Your Billing Notifications

27/03/2019

Your March Billing Documents are now available



 Your Billing Disputes and Enquiries

Case ID	Case Type	Case Category	Description	Status	Updated	Your Reference	Reported By
4000095	Task	Adjustment	Incorrect Charge	Resolved	27/03/2019		
4000015	Chorus Dispute	Incorrect Charge	Incorrect Charge	Resolved	22/03/2019		
4000041	Chorus Dispute	Incorrect Charge	Incorrect Charge	In Progress	19/03/2019		

## 2.1 Navigation

At the top right is the menu button with links to the following pages

- Home
- Create Billing Dispute
- Create Billing Enquiry
- Generate Reports
- Billing Documents
- FAQ
- Chorus Product Info
- Logout


Home
Create Billing Dispute
Create Billing Enquiry
Generate Reports
Billing Documents
FAQ
Chorus Product Info
Logout

### 3.0 Create Billing Dispute

Select 'Create Billing Dispute' from the hamburger menu.



Fill out the template that displays


**Create Billing Dispute**

<b>Case Type *</b> ⓘ <input type="text" value="Chorus Dispute"/>	<b>Case Category *</b> ⓘ <input type="text"/>
<b>Description * (Max 80 characters)</b> ⓘ <input type="text"/>	<b>Disputed Amount (Amount in New Zealand dollars)</b> ⓘ <input type="text"/>
<b>Billing Account</b> ⓘ <input type="text"/>	<b>Invoice / Document Number</b> ⓘ <input type="text"/>
<b>Service ID</b> ⓘ <input type="text"/>	<b>Billing Product ID</b> ⓘ <input type="text"/>
<b>Order ID</b> ⓘ <input type="text"/>	<b>Your Reference</b> ⓘ <input type="text"/>
<b>Additional Information</b> ⓘ <input type="text"/>	<b>Attachments</b> ⓘ <input type="button" value="Attach File(s)"/>
<b>Your Contact Phone</b> ⓘ <input type="text"/>	

All fields marked with an \* are mandatory - the case cannot be submitted unless these fields are completed.

- Case Type\*: Chorus Dispute  
Agency Dispute
- Case Category\*: Incorrect Charge  
Missing / Incorrect Credit  
Duplicate Charge  
Missing / Incorrect Product  
Other
- Description\*: Brief description of the issue.
- Disputed Amount: This is your estimate of the value of the dispute.
- Billing Account: Chorus account number the service or product applies to (select from drop down)
- Invoice / Document Number: Document number found on the invoice, debit, or credit note. E.g. CINV\_20000xx\_3000XXX\_20190427\_10000851. 10000851 is the document number.
- Service ID: Chorus Dispute: The ASID or Service ID of the line in dispute

Agency Dispute: This field not applicable. Leave blank and add this to the Additional Information field if known

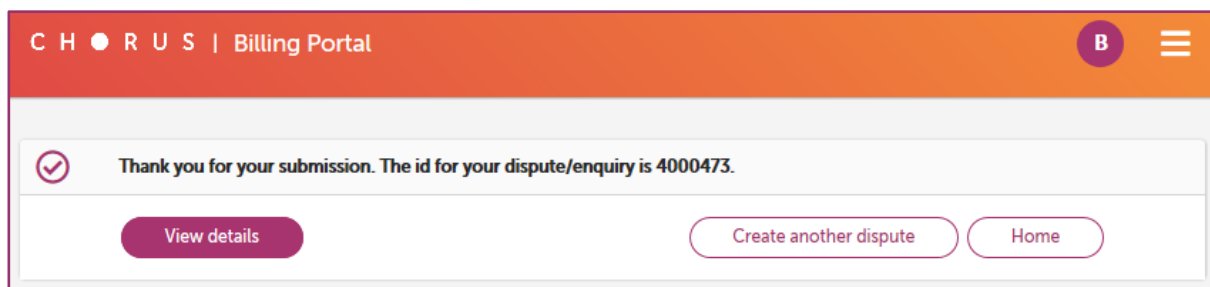
- Billing Product ID: Chorus Dispute: The Chorus Billing ID for the product  
Agency Dispute: This field not applicable. Leave blank and add to Additional Information field if known
- Order ID: Chorus ID used for ordering. E.g. OOT order number, Chorus Portal order number
- Your Reference: Your reference number for this issue.
- Additional Information: Any other information that applies to this issue
- Attachments: Max size 5M, max filename length including extension 50 characters.
- Your contact phone: Best number for us to call you on.

NOTE: the document type .xlsx is not currently supported.

Once all fields have been completed click the 'submit' button.

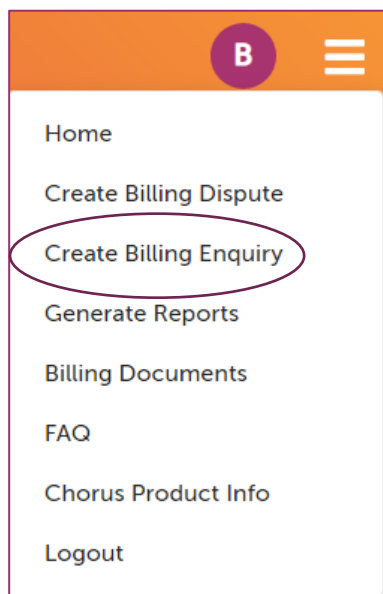
Submitting the case without one of the mandatory fields completed will result in an error message.

**Case number** - When you submit a case the Dispute Portal will automatically allocate it a unique reference number. This number can be used to revisit the case.




## 4.0 Create Billing Enquiry

Select 'Create Billing Enquiry' from the hamburger menu.



Fill out the template that displays




**Create Billing Enquiry**

Case Type \* ⓘ  

Chorus Enquiry ▼

Case Category \* ⓘ

Description \* (Max 80 characters) ⓘ

Billing Account ⓘ

Invoice / Document Number ⓘ

Service ID ⓘ


Billing Product ID ⓘ

Order ID ⓘ

Your Reference ⓘ

Additional Information ⓘ

Attachments ⓘ  

 Attach File(s)

Your Contact Phone ⓘ

Submit

All fields marked with an \* are mandatory - the case cannot be submitted unless these fields are completed.

- Case Type\*: Chorus Enquiry  
Agency Enquiry
- Case Category\*: Reference information required  
Docket request  
Billing document request  
Other
- Description\*: Brief description of the issue.
- Billing Account: Chorus account number the service or product applies to (select from drop down)
- Invoice / Document Number: Document number found on the invoice, debit, or credit note. E.g. CINV\_20000xx\_3000XXX\_20190427\_10000851. 10000851 is the document number.
- Service ID: Chorus Dispute: The ASID or service ID of the line in dispute  
Agency Dispute: This field not applicable. Leave blank and add this to the Additional Information field if known
- Billing Product ID: Chorus Dispute: The Chorus Billing ID for the product

Agency Dispute: This field not applicable. Leave blank and add this to the Additional Information field if known

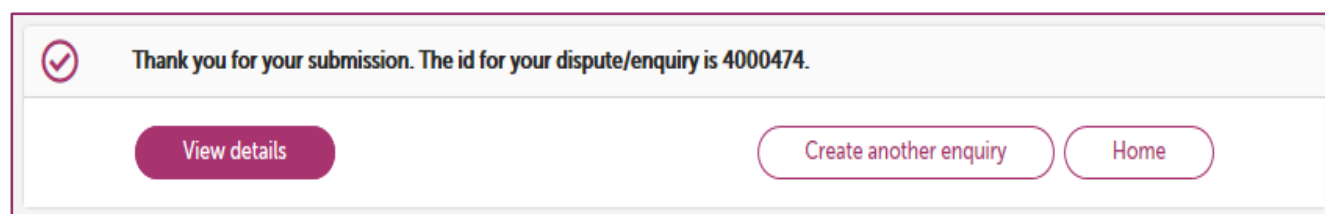
- Order ID: Chorus ID used for ordering. E.g. OOT order number, Chorus Portal order number
- Your Reference: Your reference number for this issue.
- Additional Information: Any other information that applies to this issue
- Attachments: Max size 5M, max filename length including extension 50 characters
- Your contact phone: Best number for us to call you on.

NOTE: the document type of .xlsx is not currently supported.

Once all fields have been completed click the 'submit' button.

Submitting the case without one of the mandatory fields completed will result in an error message.

**Case number** - When you submit a case the Dispute Portal will automatically allocate it a unique reference number. This number can be used to revisit the case.



## 5.0 Chorus raised cases

There may be times when our billing specialist will create a case in the Chorus Billing Portal and make it available to you.

For these cases, both the system information and the case history sections of the case screen will show the billing specialist's name under 'created by'.

An example of when we might do this is:

- To create a monthly adjustment
- Break down a large, multiple line dispute into a number of smaller disputes
- Break down a dispute that covers a number of different issues into smaller disputes each covering a distinct issue

We'll then resolve each one separately, feeding information back to you as we go, rather than try and resolve the whole case in one go.

## 6.0 Case Details and notifications

### 6.1 Notifications

Automatic notification emails are sent to the user for status changes of:


- Case created in Portal

Our billing team may also send notification emails to the user for case status changes of:

- Case updated in Portal

- Request for information
- Case resolved
- Case declined

When the case status changes, your case will raise to the top of your list.


**Your Billing Notifications**

27/03/2019

Your March Billing Documents are now available

## 6.2 Updating or viewing your case

Selecting a case row from the home page will open the dispute or enquiry details.

From there you can

- Reopen a Resolved or Declined Case
- Add Additional Information by using the Add Note button
- View attachments sent by Chorus
- Add attachments to the dispute/enquiry

Cases will be colour coded as green, amber or red to indicate the case is resolved, awaiting information, or declined. No colour indicates the case is in progress.

Your Billing Disputes and Enquiries							
Case ID	Case Type	Case Category	Description	Status	Updated	Your Reference	Reported By
4000095	Task	Adjustment		Resolved	27/03/2019		

### Green – Resolved

- The resolution will be displayed within the Additional Information field.
- A resolved case can be reopened if there is need for additional information; please add a note with the reason for reopening.

### Amber – Awaiting information from RSP

- The information required will be in the Additional Information field.
- The history of the additional information required will also be displayed here

### Red – Declined

- The reason for the decline will be displayed within the Additional Information field.
- When reopening a declined case provide a valid reason using the Add Note button

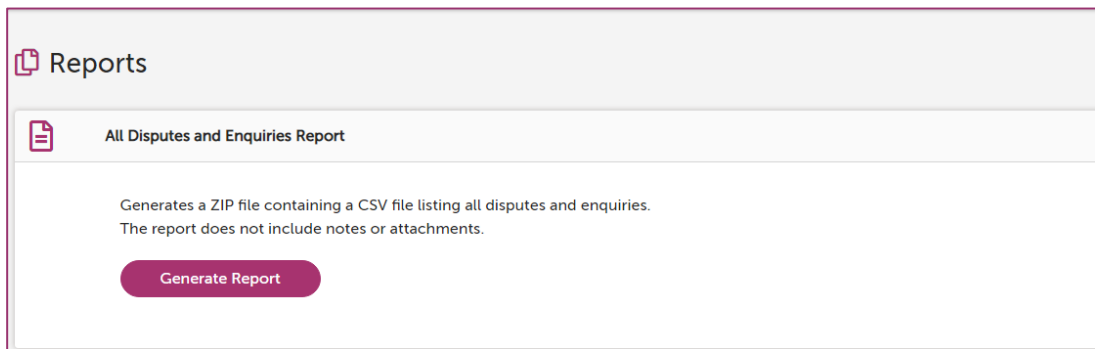
## 6.3 Tasks

Any monthly adjustments that are currently created as a case in TED currently, will be made available as a Task in the Billing Portal and will be displayed in the Home page. Selecting the Task from the Home page will display the details of the Task including any attachments containing the adjustment details.

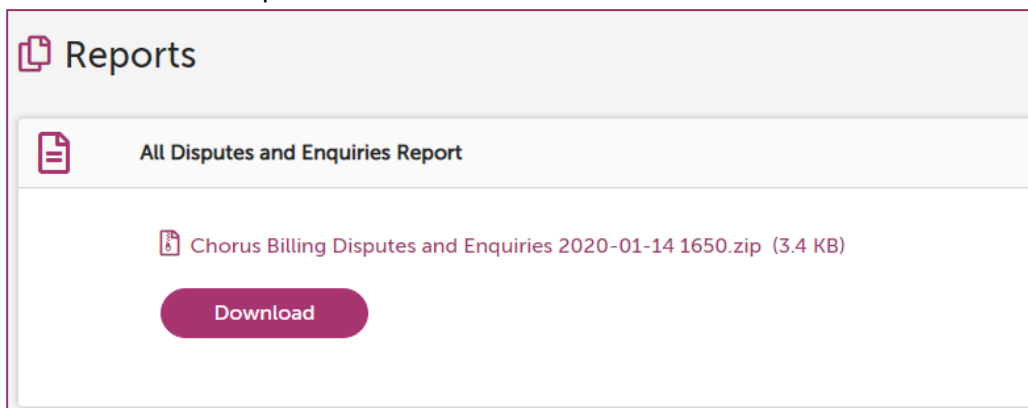
Users can add a note to the task if additional information is required.

## 7.0 Generate Reports

This allows you to create and download a .csv file of all your disputes. Select Generate Reports.




Select Generate Report



Click on Download and save the Report to a location on your desktop. The report can be downloaded multiple times until you move away from the Generate Reports page.

## 8.0 Search

From the home page, click on the Search button

 Your Billing Disputes and Enquiries


Search

Case ID	Case Type	Case Category	Description	Status	Updated	Your Reference	Reported By
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The fields available for Searching are; Case ID, Description, Your Reference and Reported By. You can search for a portion of the Description or Your Reference or Reported By fields. Wildcards are not required.

The Case ID you search for must be the complete Case ID or no results will be displayed. If special characters are used at the beginning of the search string – no results may be displayed.

If you cannot find a case using the Search functionality, generate a Report and use excel to perform a search.

 Your Billing Disputes and Enquiries

Search

Clear

- Enter the text you want to search for in one or more of the search fields below.
- Partial matches of the search text to the case field values are supported, except for Case IDs.
- Wildcard characters are not required for partial matches, nor supported.
- The following special characters may not return any results if used at the beginning of the search text: ' , | [ ] + @ < > { } ` ! " % .
- If you cannot find the case you are looking for, you can [generate a report](#) to export all your cases, before contacting Chorus Support team.

Case ID	Case Type	Case Category	Description	Status	Updated	Your Reference	Reported By
<input type="text"/>			<input type="text"/>			<input type="text"/>	<input type="text"/>

Click on the Clear button to remove the Search fields.