



Billing Dispute & Enquiry Portal

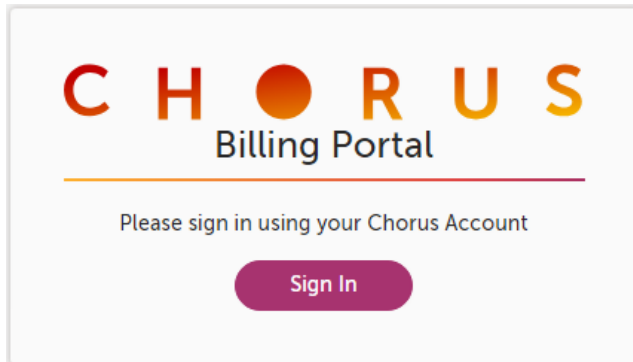
User guide

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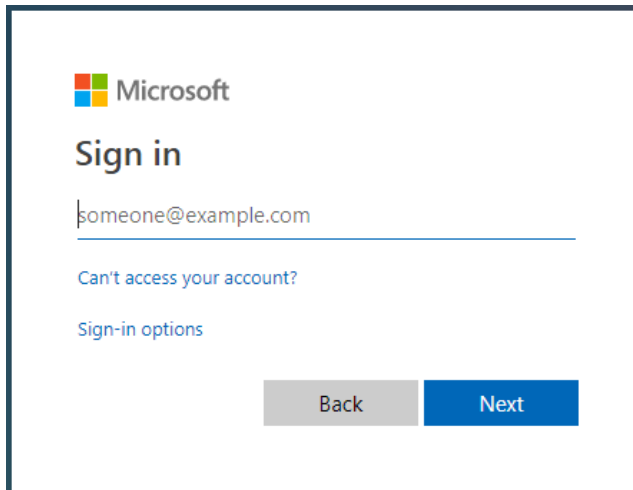
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1.0 Logging into the Billing Dispute Portal

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



Sign in using your Chorus supplied login, and your password. E.g johnsmith@chorus.co.nz



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.

CHORUS | Billing Portal p ☰

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 - Incorrectly charged for 2018/19	Resolved	27/03/2019		
4000015	Chorus Dispute	Incorrect Charge	Incorrect Charge - Incorrectly charged for 2018/19	Resolved	22/03/2019		
4000041	Chorus Dispute	Incorrect Charge	Incorrect Charge - Incorrectly charged for 2018/19	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
- Raise Billing Enquiry
- Billing Documents
- FAQ
- Logout

CHORUS | Billing Portal B ☰

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

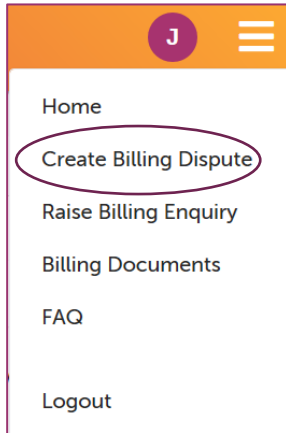
Your Billing Notifications

Your Billing Disputes and Enquiries

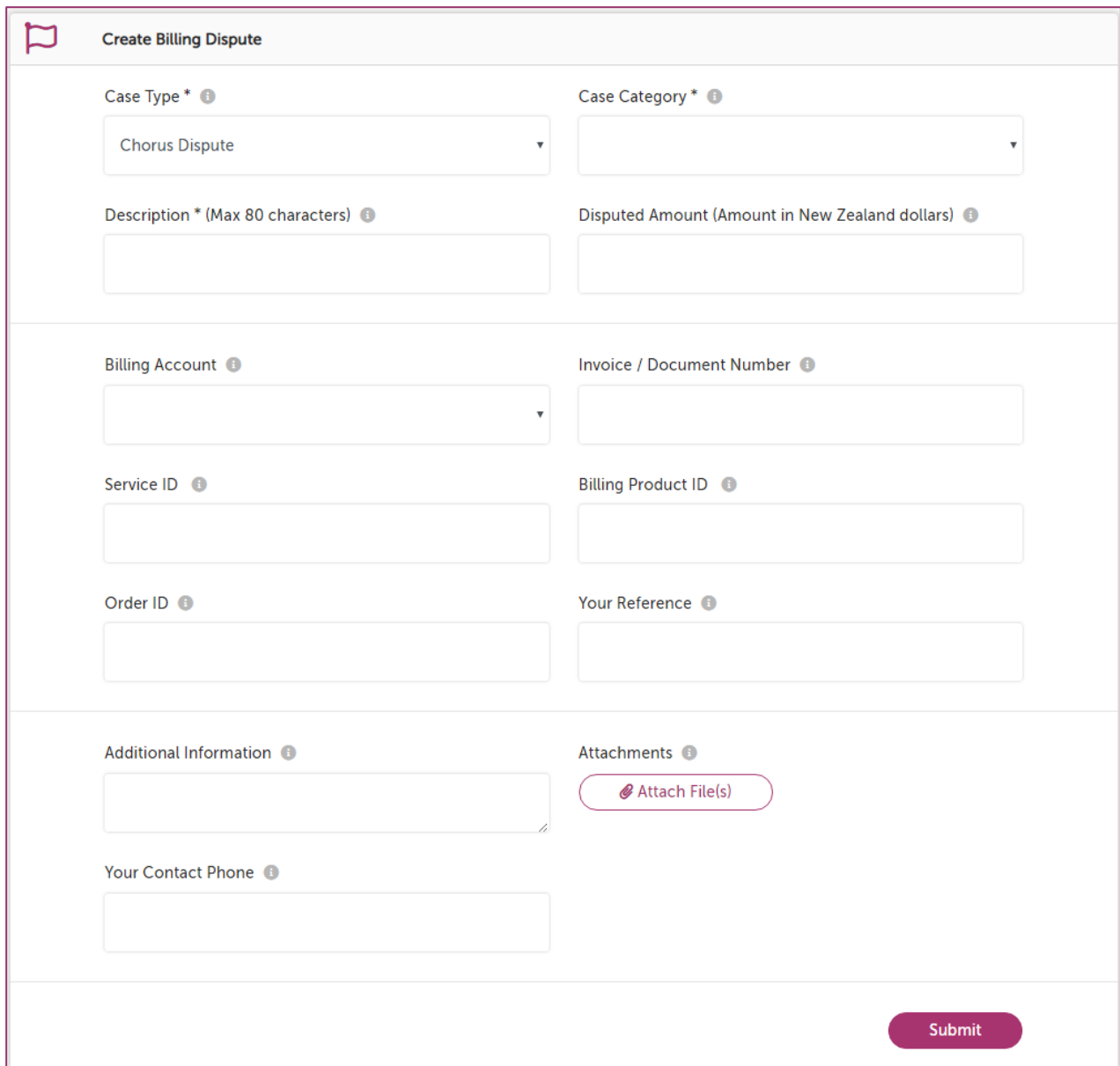
- Home
- Create Billing Dispute
- Raise Billing Enquiry
- Billing Documents
- FAQ
- Logout

3.0 Create Billing Dispute

Select 'Create Billing Dispute' from the hamburger menu.



Fill out the template that displays

A screenshot of a web form titled 'Create Billing Dispute'. The form is divided into several sections. The first section contains two dropdown menus: 'Case Type *' (with a value of 'Chorus Dispute') and 'Case Category *'. The second section contains two text input fields: 'Description * (Max 80 characters)' and 'Disputed Amount (Amount in New Zealand dollars)'. The third section contains two more dropdown menus: 'Billing Account' and 'Invoice / Document Number'. The fourth section contains four text input fields: 'Service ID', 'Billing Product ID', 'Order ID', and 'Your Reference'. The fifth section contains a text input field for 'Additional Information' and a button labeled 'Attach File(s)' under the heading 'Attachments'. The sixth section contains a text input field for 'Your Contact Phone'. At the bottom right of the form is a purple 'Submit' button.

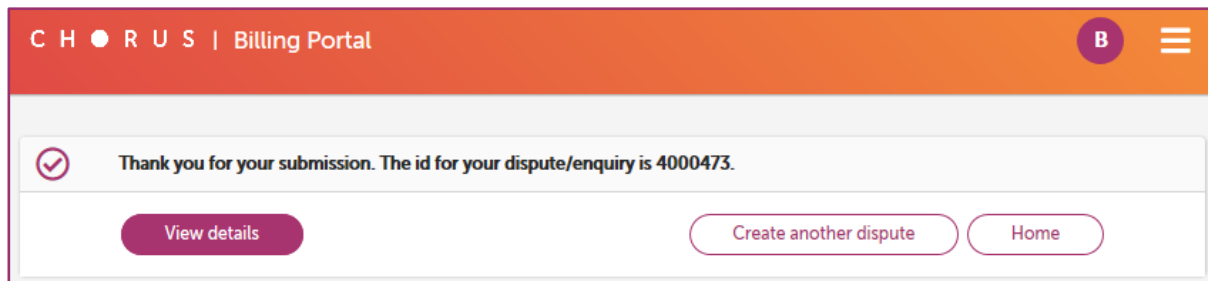
All fields marked with an * are mandatory - the case cannot be submitted unless these fields are completed.

- 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 20M, max filename length including extension 50 characters. NOTE: the document type .xlsx is not currently supported
- Your contact phone: Best number for us to call you on.

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

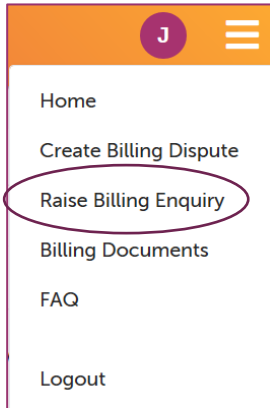
Submitting the case without one of the mandatory fields completed will result in an error message.

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.

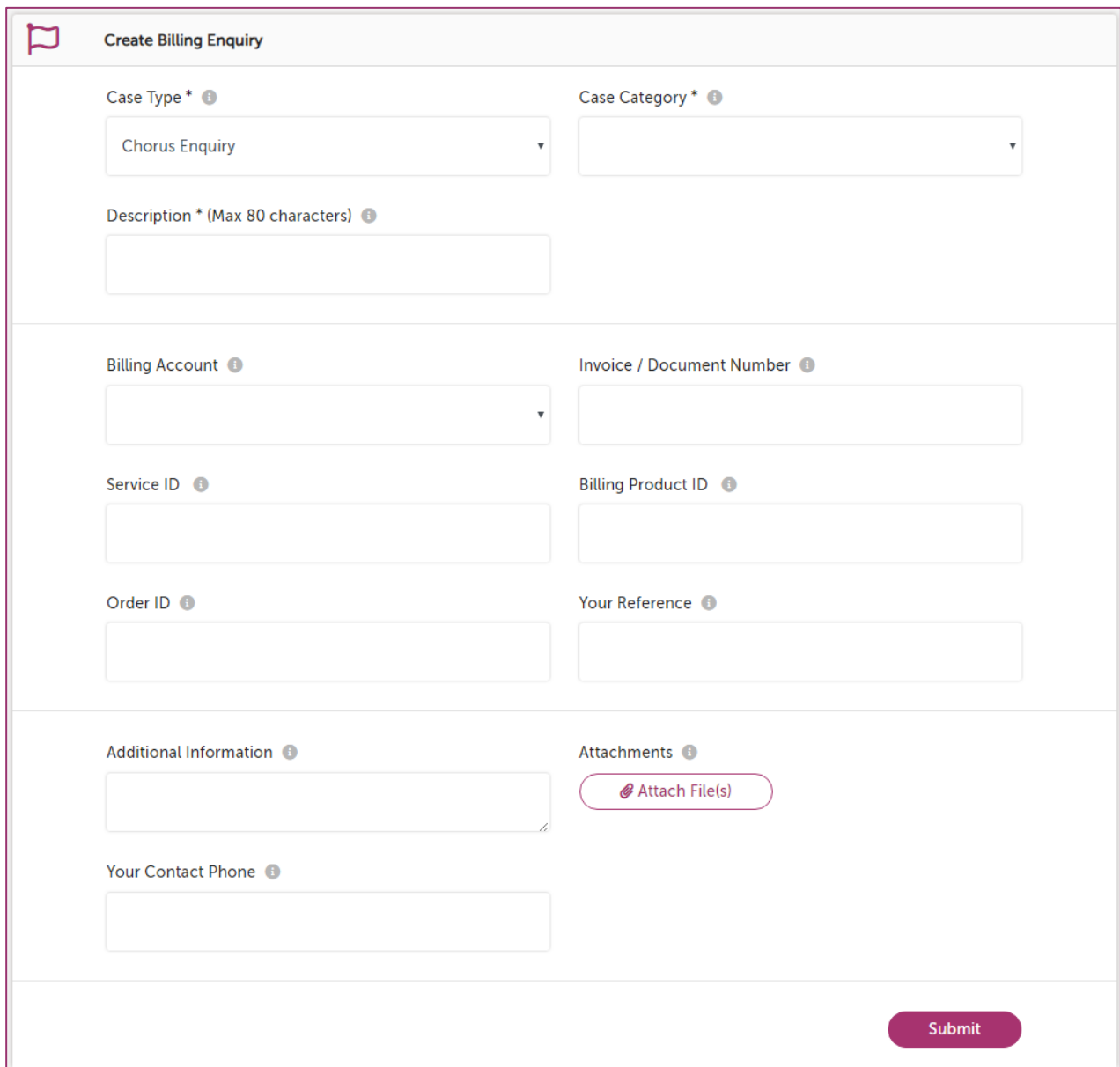


4.0 Raise Billing Enquiry

Select 'Raise Billing Enquiry' from the hamburger menu.



Fill out the template that displays

A screenshot of the 'Create Billing Enquiry' form. The form is titled 'Create Billing Enquiry' and features a flag icon. It contains several input fields and a submit button. The fields are: Case Type * (dropdown menu with 'Chorus Enquiry' selected), Case Category * (empty dropdown menu), Description * (Max 80 characters) (text input field), Billing Account (empty dropdown menu), Invoice / Document Number (empty text input field), Service ID (empty text input field), Billing Product ID (empty text input field), Order ID (empty text input field), Your Reference (empty text input field), Additional Information (empty text input field), Attachments (button with 'Attach File(s)'), and Your Contact Phone (empty text input field). A 'Submit' button is located at the bottom right of the form.

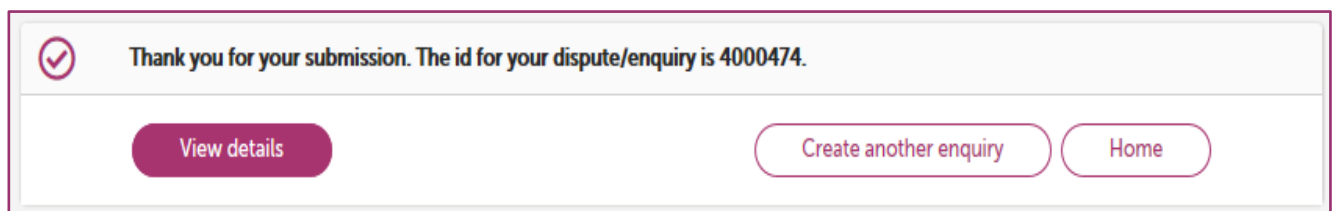
All fields marked with an * are mandatory - the case cannot be submitted unless these fields are completed.

- 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 20M, max filename length including extension 50 characters.
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- Your contact phone: Best number for us to call you on.

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 when the case is initially created

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

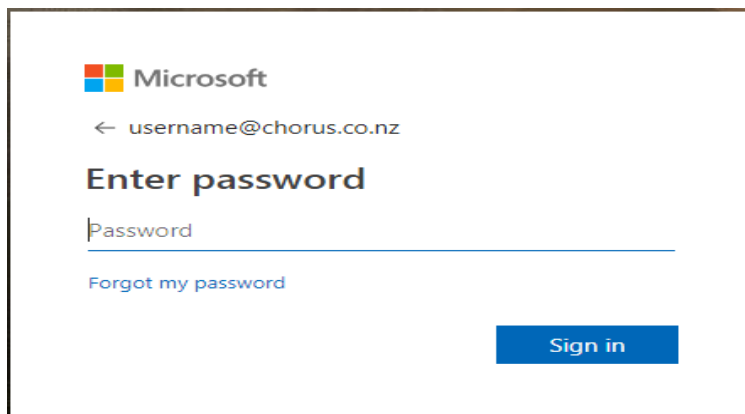
- The reason for the decline will be displayed within the Additional Information field.
- When reopening a declined case provide a valid reason using the Add Note button

7.0 New users

All requests for logins should be directed in the first instance to your administrator for the system. If the administrator is unable to help, you can contact implementation@chorus.co.nz who will ask you to provide authorisation of 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.



The screenshot shows a Microsoft login interface. At the top left is the Microsoft logo. Below it is the text '← username@chorus.co.nz'. The main heading is 'Enter password'. There is a password input field with the placeholder text 'Password'. Below the input field is a blue link that says 'Forgot my password'. At the bottom right is a blue button with the text 'Sign in'.

7.1 User access

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.

8.0 Troubleshooting Guide

If you already have an Office 365 account and are using the same browser to login, then you may experience issues connecting to the Billing Portal.

To resolve this follow one of the below steps:

- Open a Private Session in your web browser and sign in to the Billing Portal as per the above steps.
Using Internet Explorer - to launch InPrivate Browsing, click on Settings > Safety > InPrivate Browsing. You can also use the keyboard shortcut Ctrl+Shift+P to launch it.

Using Edge - click or tap the "Settings and more" button in the top-right corner. In the menu that is shown, choose "New InPrivate window." You can also use the keyboard shortcut Ctrl+Shift+P to launch it.

In Chrome - click the wrench icon in the top right corner of the screen and click New Incognito Window and start browsing. You can also use the keyboard shortcut Ctrl+ Shift + N to launch it.

OR

- Click the "Cancel" link immediately after selecting 'Sign In' button. This will stop you from signing in to your work or personal 365. Then follow the instructions above to login to the Billing Portal.

