

AT&T Control Center Invoice Example 1 Job Aid

Used for domestic solutions, including roaming solutions.

February 5, 2021

Page: 1 of 2
Invoice Number: [REDACTED]
Invoice Date: Sat, October 24, 2020
Billing Period: 09/19/20-10/18/20

AT&T

How to Pay & Contact Us

Internet: <http://att.com/simmanagement>
View/Download invoice files

- Login to AT&T Control Center.
- Click "Billing"
- Click the desired invoice

AT&T Control Center - Bill At A Glance

Previous Balance	\$27,159.48
Payment(s) received by 10/5/2020. THANK YOU	\$14,022.14
Adjustments	\$0.00
Balance Forward	\$13,137.34
Current Monthly Charges	\$12,157.65
<i>Net Payment Due 30 days from Invoice Date</i>	
Total Amount Due	\$25,294.99

New Charges

	Total Charges
Monthly Service	\$7,690.80
Data Usage	\$3,616.01
Text Messaging Usage	\$0.01
Government Fees and Taxes	\$850.83
Subtotal	\$12,157.65
Total New Charges	\$12,157.65

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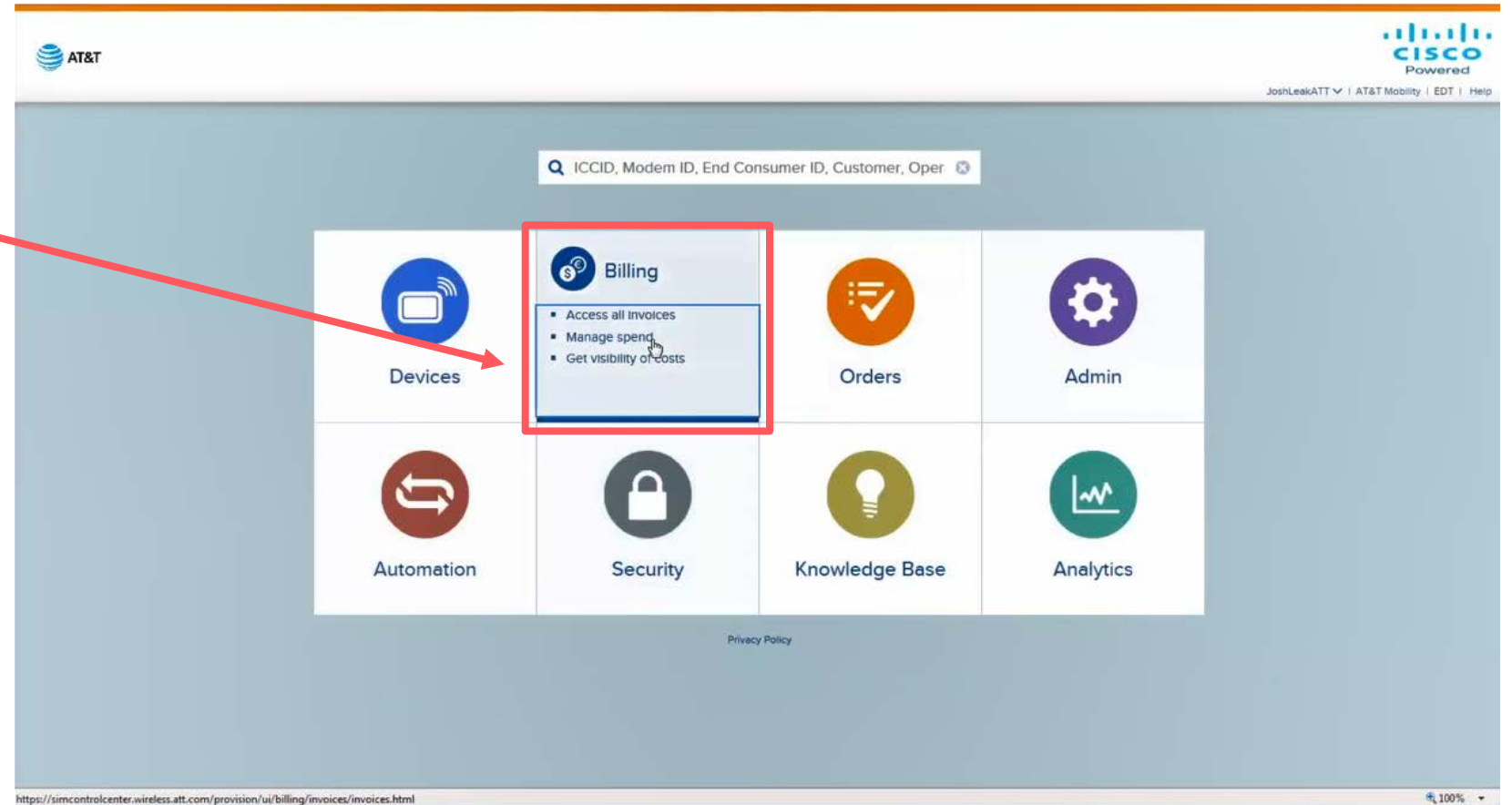
- [Retrieving an Invoice from the AT&T Control Center](#) Slide 3
- [AT&T Control Center Invoice Example 1](#) Slide 8

NOTE: All numbers and costs shown in this job aid are for demonstration purposes only and do not reflect actual pricing, customer invoices, or reports.

Retrieving an Invoice from the AT&T Control Center

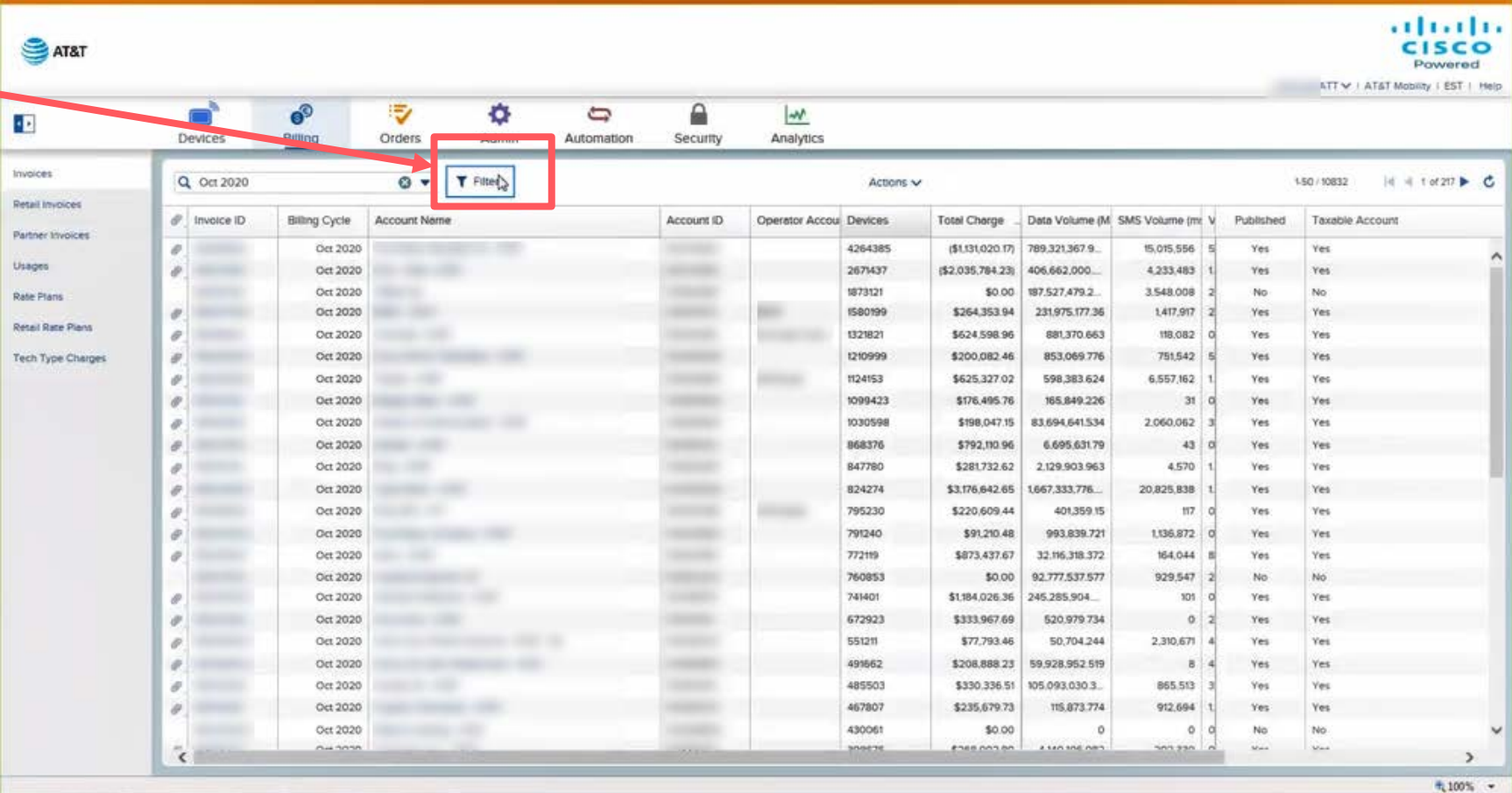
Retrieve an Invoice

1. Access AT&T Control Center.
2. Select the Billing tab.



Retrieve an Invoice cont.

3. Select Filter.



The screenshot shows the AT&T Control Center interface. The top navigation bar includes 'Devices', 'Billing', 'Orders', 'Admin', 'Automation', 'Security', and 'Analytics'. The 'Admin' tab is active, and a red box highlights the 'Filter' icon in the top right of the table area. A red arrow points from the text '3. Select Filter.' to this icon. Below the navigation bar, there is a search bar with 'Oct 2020' and a table of invoices. The table has columns for Invoice ID, Billing Cycle, Account Name, Account ID, Operator Account, Devices, Total Charge, Data Volume (M), SMS Volume (M), Published, and Taxable Account. The table contains 21 rows of data for October 2020.

Invoice ID	Billing Cycle	Account Name	Account ID	Operator Account	Devices	Total Charge	Data Volume (M)	SMS Volume (M)	Published	Taxable Account	
	Oct 2020				4264385	(\$1,131,020.17)	789,321,367.9...	15,015,556	5	Yes	Yes
	Oct 2020				2671437	(\$2,035,784.23)	406,662,000...	4,233,483	1	Yes	Yes
	Oct 2020				1873121	\$0.00	187,527,479.2...	3,548,008	2	No	No
	Oct 2020				1580199	\$264,353.94	231,975,177.36	1,417,917	2	Yes	Yes
	Oct 2020				1321821	\$624,598.96	881,370,663	118,082	0	Yes	Yes
	Oct 2020				1210999	\$200,082.46	853,069,776	751,542	5	Yes	Yes
	Oct 2020				1124153	\$625,327.02	598,383,624	6,557,162	1	Yes	Yes
	Oct 2020				1099423	\$176,495.76	185,849,226	31	0	Yes	Yes
	Oct 2020				1030598	\$198,047.15	83,694,641,534	2,060,062	3	Yes	Yes
	Oct 2020				868376	\$792,110.96	6,695,631.79	43	0	Yes	Yes
	Oct 2020				847780	\$281,732.62	2,129,903,963	4,570	1	Yes	Yes
	Oct 2020				824274	\$3,176,642.65	1,667,333,776...	20,825,838	1	Yes	Yes
	Oct 2020				795230	\$220,609.44	401,359,15	117	0	Yes	Yes
	Oct 2020				791240	\$91,210.48	993,839,721	1,136,872	0	Yes	Yes
	Oct 2020				772119	\$873,437.67	32,116,318,372	164,044	8	Yes	Yes
	Oct 2020				760853	\$0.00	92,777,537,577	929,547	2	No	No
	Oct 2020				741401	\$1,184,026.36	245,285,904...	101	0	Yes	Yes
	Oct 2020				672923	\$333,967.69	520,979,734	0	2	Yes	Yes
	Oct 2020				551211	\$77,793.46	50,704,244	2,310,671	4	Yes	Yes
	Oct 2020				491662	\$208,888.23	59,928,952,519	8	4	Yes	Yes
	Oct 2020				485503	\$330,336.51	105,093,030.3...	865,513	3	Yes	Yes
	Oct 2020				467807	\$235,679.73	115,873,774	912,694	1	Yes	Yes
	Oct 2020				430061	\$0.00	0	0	0	No	No
	Oct 2020				308178	\$268,003.80	1,110,104,083	303,330	0	Yes	Yes

Retrieve an Invoice cont.

4. Enter and choose the Account Name. Once you type the first few letters of the account, you may see previous entries by selecting the drop-down menu.

5. Select Apply.

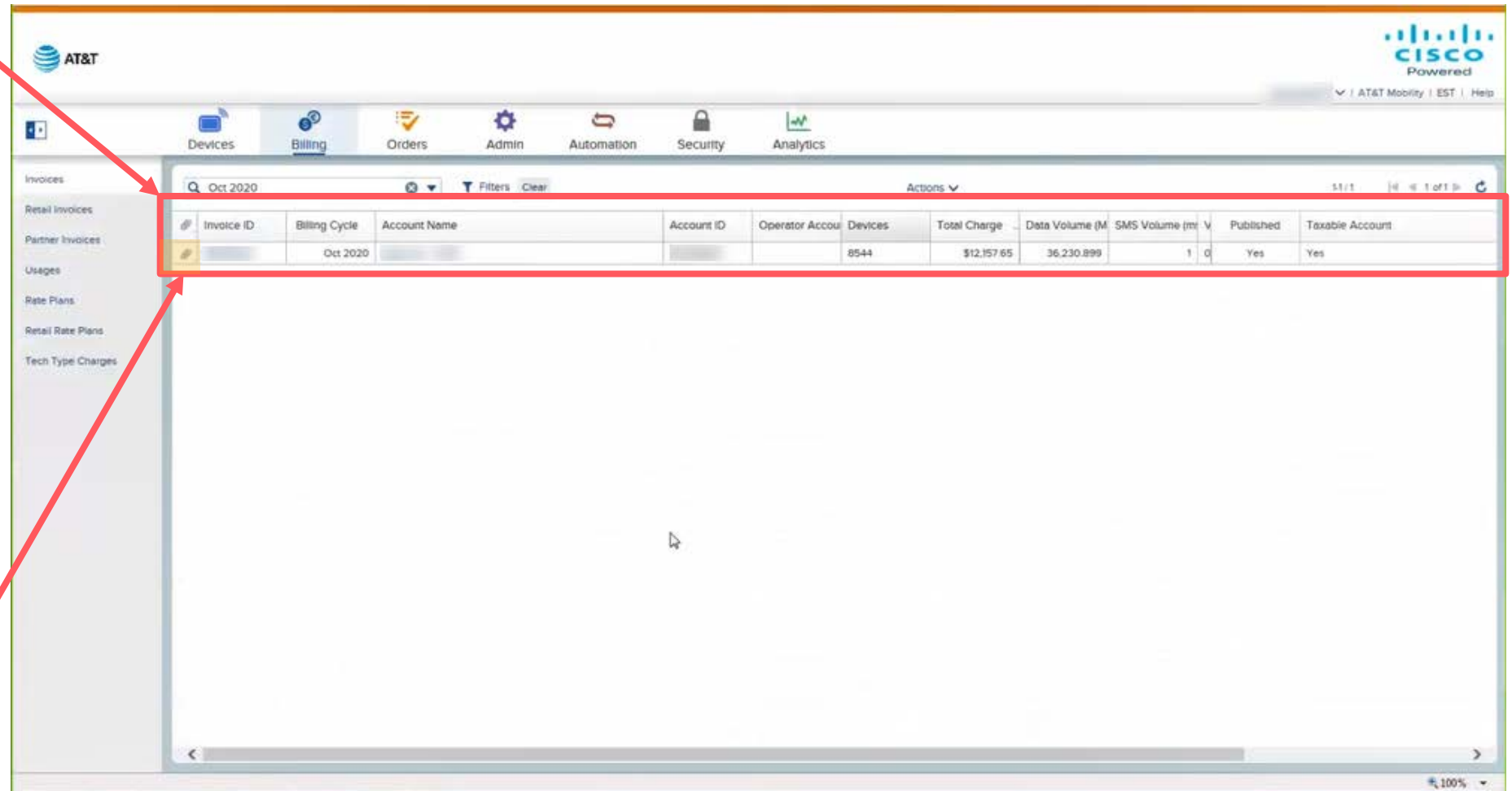
The screenshot displays the AT&T Control Center interface. A search filter overlay is open, showing various search criteria. The 'Account Name' field is highlighted with a red box, and a red arrow points from it to the 'Apply' button, which is also highlighted with a red box. The background shows a table of invoice data with columns for Invoice ID, Total Charge, Data Volume (M), SMS Volume (m), Published, and Taxable Account.

Invoice ID	Total Charge	Data Volume (M)	SMS Volume (m)	Published	Taxable Account
4385	(\$1,131,020.17)	789,321,367.9...	15,015,596	5	Yes
437	(\$2,035,784.23)	406,662,000...	4,233,483	1	Yes
121	\$0.00	187,527,479.2...	3,548,008	2	No
1999	\$264,353.94	231,975,177.36	1,417,917	2	Yes
821	\$624,598.96	881,370,663	118,082	0	Yes
999	\$200,082.46	853,069,776	781,542	5	Yes
153	\$625,327.02	598,383,624	6,557,162	1	Yes
1423	\$176,495.76	165,849,226	31	0	Yes
1698	\$198,047.15	83,694,641,534	2,060,062	3	Yes
376	\$792,110.96	6,695,631.79	43	0	Yes
780	\$281,732.62	2,129,903,963	4,570	1	Yes
274	\$3,176,642.65	1,667,333,776...	20,825,838	1	Yes
230	\$220,609.44	401,359.15	117	0	Yes
140	\$91,210.48	993,839,721	1,136,872	0	Yes
19	\$873,437.67	32,116,318,372	164,044	8	Yes
353	\$0.00	92,777,537,577	929,547	2	No
101	\$1,184,026.36	245,285,904...	101	0	Yes
923	\$333,967.69	520,979,734	0	2	Yes
11	\$77,793.46	50,704,244	2,310,671	4	Yes
82	\$208,888.23	59,928,952,519	8	4	Yes
103	\$330,336.51	105,093,030.3...	865,513	3	Yes
107	\$235,679.73	115,873,774	912,694	1	Yes
430061	\$0.00	0	0	0	No

Retrieve an Invoice cont.

The Screen will provide a summary of information, such as:

- Link to the invoice (paperclip icon)
 - Link to the Invoice ID detail
 - Billing Cycle
 - Account Name & ID
 - Devices
 - Charges
 - Volume/Usage
6. Open an invoice by selecting the paperclip icon.



The screenshot shows the AT&T Control Center Billing interface. The top navigation bar includes AT&T and Cisco Powered logos, and a search bar. Below the navigation bar, there are tabs for Devices, Billing, Orders, Admin, Automation, Security, and Analytics. The main content area displays a table of invoices for October 2020. The table has columns for Invoice ID, Billing Cycle, Account Name, Account ID, Operator Account, Devices, Total Charge, Data Volume (M), SMS Volume (m), Published, and Taxable Account. The first row of the table is highlighted with a red box, and a red arrow points from the text on the left to the paperclip icon in the first column of that row.

Invoice ID	Billing Cycle	Account Name	Account ID	Operator Account	Devices	Total Charge	Data Volume (M)	SMS Volume (m)	Published	Taxable Account	
	Oct 2020				8544	\$12,157.65	36,230.899	1	0	Yes	Yes

AT&T Control Center Invoice Example 1

AT&T Control Center (ACC) Invoice Example 1 Review

The top section of the ACC Invoice Example 1 provides the following:

1. Company name, address, Attn, (who the invoice is sent to).
2. Number of pages on the invoice.
3. Invoice Number, Invoice Date (date the invoice was generated), and Billing Period (Billing periods can change, but are usually the 19th through the 18th).

The screenshot shows the AT&T Control Center invoice interface. The AT&T logo is at the top left. A red box labeled '1' highlights the 'Attn:' field. A red box labeled '2' highlights the 'Page: 1 of 2' text. A red box labeled '3' highlights the 'Invoice Number:', 'Invoice Date: Sat, October 24, 2020', and 'Billing Period: 09/19/20-10/18/20' information. Below the logo is the 'How to Pay & Contact Us' section with a globe icon and the URL 'http://att.com/simmanagement'. The main title is 'AT&T Control Center - Bill At A Glance'. The 'Previous Balance' is \$27,159.48, with a payment received of \$14,022.14 on 10/5/2020. The 'Balance Forward' is \$13,137.34. The 'Current Monthly Charges' are \$12,157.65, with a net payment due 30 days from the invoice date. The 'Total Amount Due' is \$25,294.99. The 'New Charges' section lists: Monthly Service (\$7,690.80), Data Usage (\$3,616.01), Text Messaging Usage (\$0.01), and Government Fees and Taxes (\$850.83). The subtotal for new charges is \$12,157.65, which is also the 'Total New Charges'.

AT&T Control Center - Bill At A Glance	
Previous Balance	\$27,159.48
Payment(s) received by 10/5/2020. THANK YOU	\$14,022.14
Adjustments	\$0.00
Balance Forward	\$13,137.34
Current Monthly Charges	\$12,157.65
<i>Net Payment Due 30 days from Invoice Date</i>	
Total Amount Due	\$25,294.99
New Charges	
	<u>Total Charges</u>
Monthly Service	\$7,690.80
Data Usage	\$3,616.01
Text Messaging Usage	\$0.01
Government Fees and Taxes	\$850.83
Subtotal	\$12,157.65
Total New Charges	\$12,157.65

AT&T Control Center (ACC) Invoice Example 1 Review Bill At A Glance

As shown in this example, the Bill At A Glance section provides the following:

1. Previous Balance, Amount of payment received and the date received, Adjustments if any.
2. Balance forward. The previous balance, minus the payment, minus any adjustment = the Balance Forward.
3. Current Monthly Charges. This is added to the Balance Forward, which equals the Total Amount Due.

Page: 1 of 2
Invoice Number: [REDACTED]
Invoice Date: Sat, October 24, 2020
Billing Period: 09/19/20-10/18/20

AT&T Control Center - Bill At A Glance

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Current Monthly Charges	\$12,157.65
Net Payment Due 30 days from Invoice Date	
Total Amount Due	\$25,294.99

New Charges

	<u>Total Charges</u>
Monthly Service	\$7,690.80
Data Usage	\$3,616.01
Text Messaging Usage	\$0.01
Government Fees and Taxes	\$850.83
Subtotal	\$12,157.65
Total New Charges	\$12,157.65

AT&T Control Center (ACC) Invoice Example 1 Review

Bill At A Glance cont.

- The New Charges section shows the types of charges associated with the invoice. The New Charges are the breakdown of the Current Monthly Charges.

Page: 1 of 2
Invoice Number: [REDACTED]
Invoice Date: Sat, October 24, 2020
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AT&T

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AT&T Control Center - Bill At A Glance

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Total Amount Due	\$25,294.99

New Charges

	<u>Total Charges</u>
Monthly Service	\$7,690.80
Data Usage	\$3,616.01
Text Messaging Usage	\$0.01
Government Fees and Taxes	\$850.83
Subtotal	\$12,157.65
Total New Charges	\$12,157.65

AT&T Control Center (ACC) Invoice Example 1 Review Bill At A Glance cont.

New Charges

1. Monthly Service – Typically the monthly recurring charges and one-time charges.
2. Data Usage / Charges.
3. Text Messaging Usage / Charges.
4. Government Fees and Taxes, (taxes, surcharges, etc.).
5. The New Charges added together equal the Subtotal and Total New Charges, which also equals the Current Monthly Charges.

Note: There are no Voice Usage charges in this example. If Voice Usage is included in your New Charges section, they would appear here as well.

Page: 1 of 2
Invoice Number: [REDACTED]
Invoice Date: Sat, October 24, 2020
Billing Period: 09/19/20-10/18/20

Attn: [REDACTED]

AT&T Control Center - Bill At A Glance

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Payment(s) received by 10/5/2020. THANK YOU	\$14,022.14
Adjustments	\$0.00
Balance Forward	\$13,137.34
Current Monthly Charges <i>Net Payment Due 30 days from Invoice Date</i>	\$12,157.65
Total Amount Due	\$25,294.99

New Charges

	Total Charges
1 Monthly Service	\$7,690.80
2 Data Usage	\$3,616.01
3 Text Messaging Usage	\$0.01
4 Government Fees and Taxes	\$850.83
Subtotal	\$12,157.65
Total New Charges	\$12,157.65

AT&T Control Center (ACC) Invoice Example 1 Review

Return Payment Section

Scroll down the invoice to the Return Payment section, which provides:

1. Return payment address.
2. Balance forward / Past Due amount.
3. Current Monthly Charges.
4. Total Amount Due.
5. Invoice Number.
6. Amount Paid box to indicate the amount being paid on this invoice.

Return the portion below with payment. Please do not send correspondence with payment. Please include your account number on your check.

The screenshot shows the return payment section of an AT&T invoice. It features the AT&T logo on the left. A table of charges is displayed, including Balance Forward, Current Monthly Charges, and Total Amount Due. Below the table are fields for Invoice # and Amount Paid. A return payment address is provided at the bottom left. Red boxes and blue circles with numbers 1 through 6 highlight specific areas: 1 points to the return address, 2 to the Balance Forward amount, 3 to the instruction line above the table, 4 to the Total Amount Due, 5 to the Invoice # field, and 6 to the Amount Paid field.

BALANCE FORWARD \$13,137.34	CURRENT MONTHLY CHARGES \$12,157.65	TOTAL AMOUNT DUE \$25,294.99
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Invoice #:

AMOUNT PAID:

AT&T Mobility-CC
PO Box 5085
Carol Stream, IL 60197

Customers can pay by check or electronic funds transfer.

AT&T Control Center (ACC) Invoice Example 1 Review

Payments and Adjustments Section

Continue scrolling in the invoice to see breakdowns of each section.

A description of any Payments and Adjustments.

Page: 2 of 2
Invoice Number: [REDACTED]
Invoice Date: Sat, October 24, 2020
Billing Period: 09/19/20-10/18/20

AT&T

Attn: [REDACTED]

Payments and Adjustments

Description	Invoice Number	Payment Type	Amount Paid
Payment received	[REDACTED]	CHECK	\$14,022.14
Totals			\$14,022.14

AT&T Control Center (ACC) Invoice Example 1 Review

Data Service Section

Data Service

1. The Data Service Charges are broken down by Rate Plan. In this example, there were two plans active on the invoice.

- One plan had 8538 SIMs on the plan, which generated a charge of \$7864.20.
- One plan had 6 SIMs on the plan, which generated a charge of \$6.60.

2. These two charge amounts equal the Total Data Service Charges of \$7960.80 in this example.

Data Service		
Rate Plan	SIMs on Plan	Total Charge Per Rate Plan
AT&T US/CAN/Mex Wholesale	8,538	\$7,684.20
Zone 3 Countries	6	\$6.60
Total Data Service Charges		\$7,690.80

Data Usage		
Rate Plan	KB	Usage Charge
- AT&T US/CAN/Mex Wholesale	37100441	\$3,616.01
Total Data Usage Charges		\$3,616.01

AT&T Control Center (ACC) Invoice Example 1 Review

Data Usage Section

Data Usage

In this example, there is only one Rate Plan shown. This is because the second Rate Plan shown in the Data Service section did not have any usage.

Data Service		
<u>Rate Plan</u>	<u>SIMs on Plan</u>	<u>Total Charge Per Rate Plan</u>
- AT&T US/CAN/Mex Wholesale	8,538	\$7,684.20
- Zone 3 Countries	6	\$6.60
Total Data Service Charges		\$7,690.80

Data Usage		
<u>Rate Plan</u>	<u>KB</u>	<u>Usage Charge</u>
- AT&T US/CAN/Mex Wholesale	37100441	\$3,616.01
Total Data Usage Charges		\$3,616.01

Text Messaging		
<u>Rate Plan</u>	<u>Msg</u>	<u>Usage Charge</u>
- AT&T US/CAN/Mex Wholesale	1	\$0.01
Total Text Messaging Charges		\$0.01

AT&T Control Center (ACC) Invoice Example 1 Review

Text Messaging Section

Text Messaging

In this example, only one rate plan had usage and there was only one text message. Because this is a Pay per Use plan, there was a charge for the text message.

Data Service		
<u>Rate Plan</u>	<u>SIMs on Plan</u>	<u>Total Charge Per Rate Plan</u>
- AT&T US/CAN/Mex Wholesale	8,538	\$7,684.20
- Zone 3 Countries	6	\$6.60
Total Data Service Charges		\$7,690.80
Data Usage		
<u>Rate Plan</u>	<u>KB</u>	<u>Usage Charge</u>
- AT&T US/CAN/Mex Wholesale	37100441	\$3,616.01
Total Data Usage Charges		\$3,616.01
Text Messaging		
<u>Rate Plan</u>	<u>Msg</u>	<u>Usage Charge</u>
- AT&T US/CAN/Mex Wholesale	1	\$0.01
Total Text Messaging Charges		\$0.01

AT&T Control Center (ACC) Invoice Example 1 Review Government Fees and Taxes Section

Government Fees and Taxes

Each of the "Total" sections just reviewed are used to calculate the Government Fees and Taxes, which are broken out by State, County, and District County.

Data Usage		
<u>Rate Plan</u>	<u>KB</u>	<u>Usage Charge</u>
- AT&T US/CAN/Mex Wholesale	37100441	\$3,616.01
Total Data Usage Charges		\$3,616.01
Text Messaging		
<u>Rate Plan</u>	<u>Msg</u>	<u>Usage Charge</u>
- AT&T US/CAN/Mex Wholesale	1	\$0.01
Total Text Messaging Charges		\$0.01
Government Fees and Taxes		
<u>Description</u>	<u>Charges</u>	
State	\$777.34	
County	\$16.96	
District County	\$56.53	
Total Government Fees and Taxes		\$850.83

AT&T Control Center (ACC) Invoice Example 1 Review

Total New Charges

Total New Charges

Each of the "Total" sections (just reviewed and highlighted in grey) added together equal the Total New Charges shown on Page 1 of the invoice.

Data Usage

Rate Plan	KB	Usage Charge
- AT&T US/CAN/Mex Wholesale	37100441	\$3,616.01

Total Data Usage Charges \$3,616.01

Text Messaging

Rate Plan
- AT&T US/CAN/Mex Wholesale

Total Text Messaging Charges

Government Fees and Taxes

Description
State
County
District County

Total Government Fees and Taxes

Page: 1 of 2
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AT&T Business