Settlement Invoice Site

Navigational Guide

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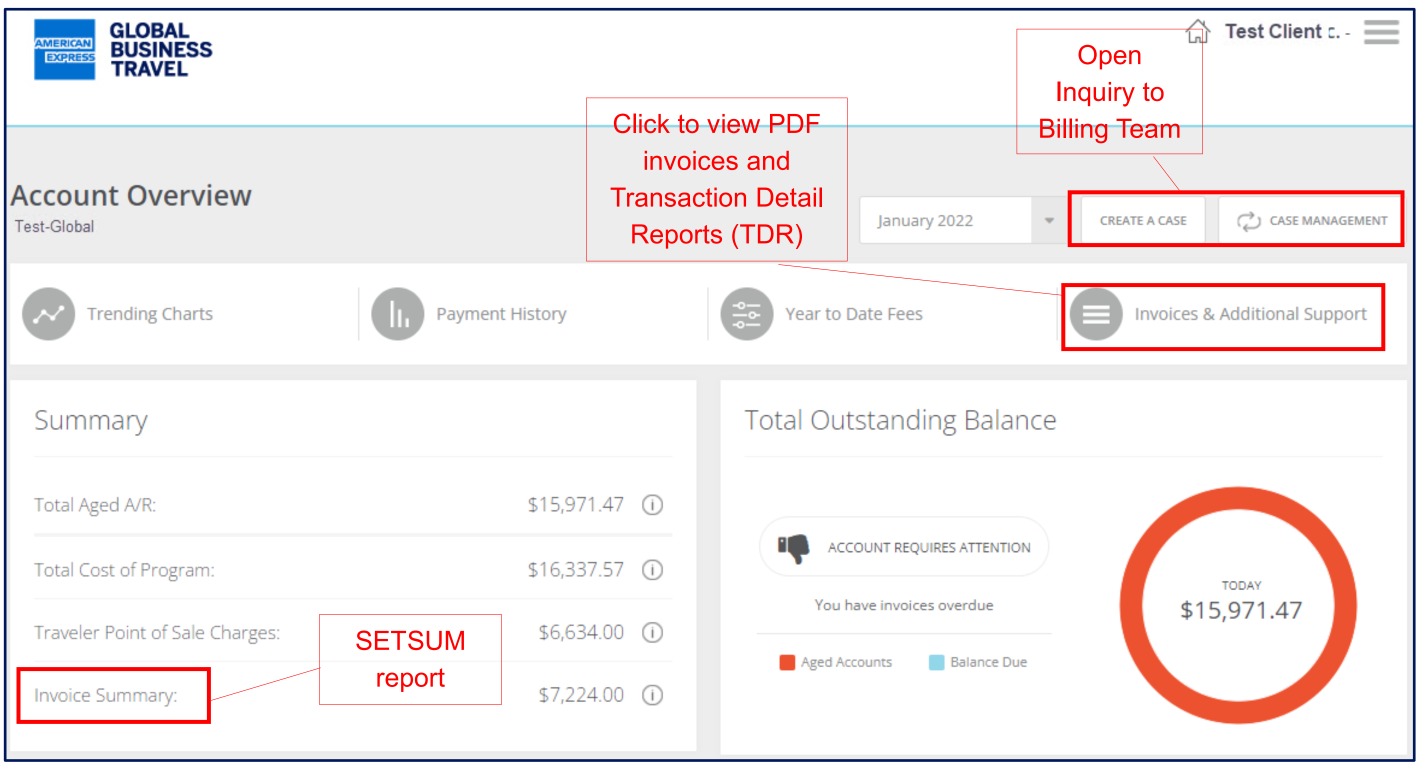
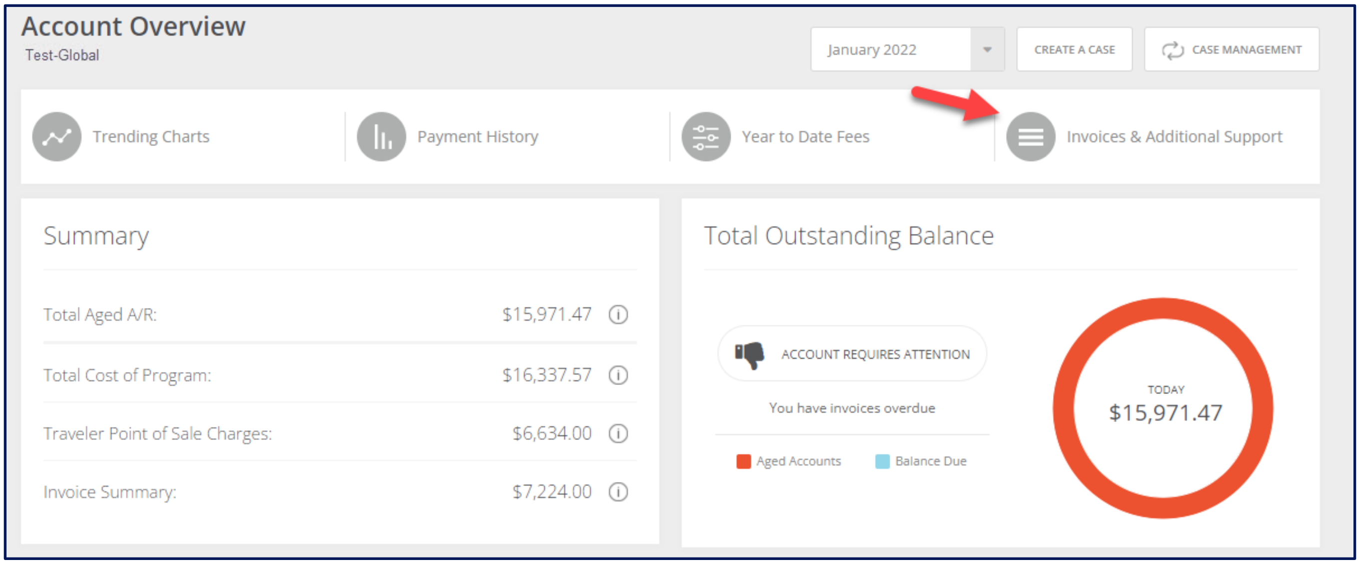


Invoices & Additional Support

Overview

Under the Invoices & Additional Support link, you can find your global statements, transaction detail reports and legal invoices.

For US only, users can make credit card payments against open invoices.



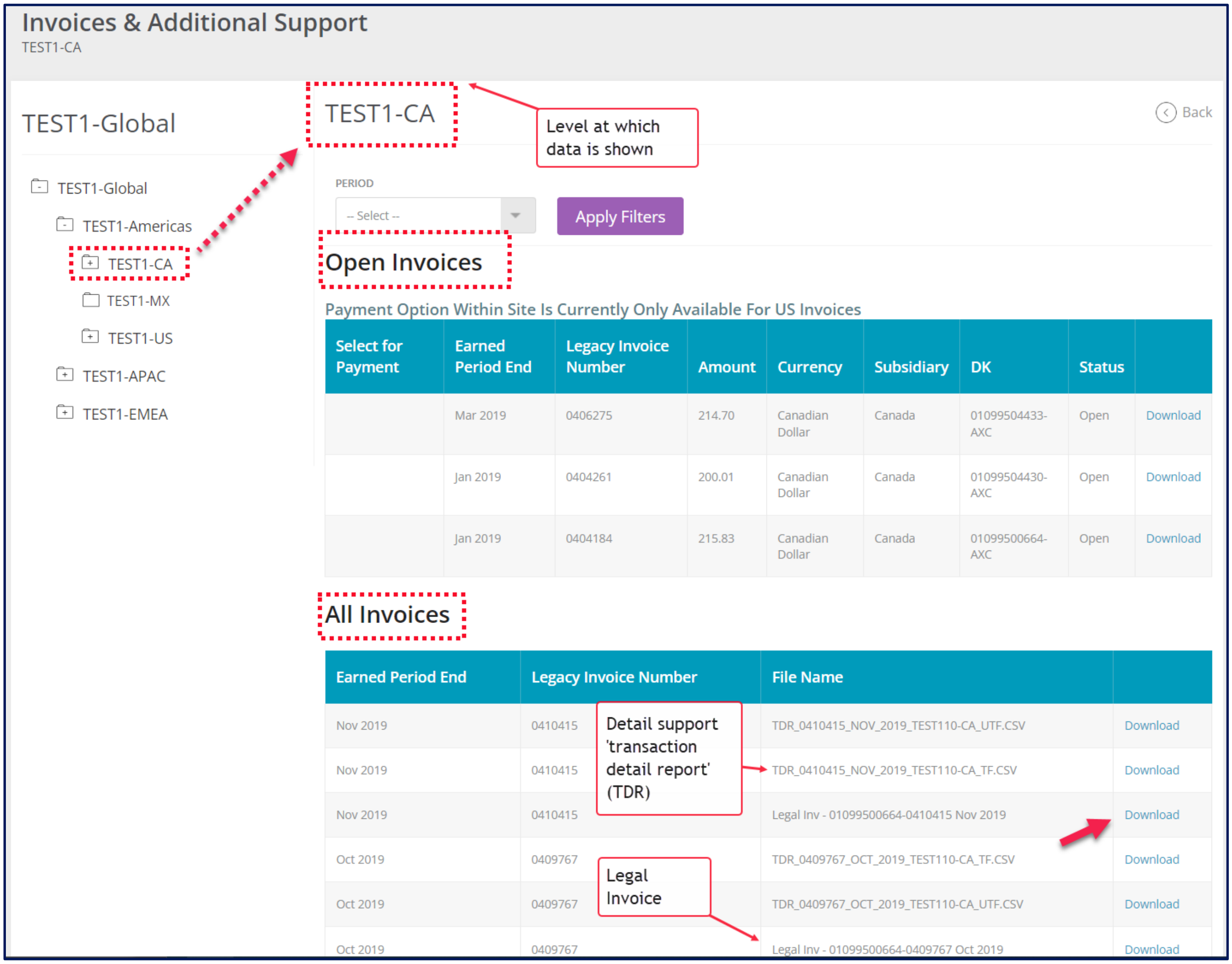
FILTER AND VIEW CUSTOMER FILES

Download your statements to your desktop to view by clicking the **Download** link. It’s broken out by open invoices on top and below is a list of all Invoices and Credit Notes.

You can also filter your statements by period and organization.

To filter by period, select a Period and click **Apply Filters**.

To filter by organization, click the desired organization on the hierarchical menu on the left.



Select for Payment	Earned Period End	Legacy Invoice Number	Amount	Currency	Subsidiary	DK	Status	
	Mar 2019	0406275	214.70	Canadian Dollar	Canada	01099504433-AXC	Open	Download
	Jan 2019	0404261	200.01	Canadian Dollar	Canada	01099504430-AXC	Open	Download
	Jan 2019	0404184	215.83	Canadian Dollar	Canada	01099500664-AXC	Open	Download

Earned Period End	Legacy Invoice Number	File Name	
Nov 2019	0410415	TDR_0410415_NOV_2019_TEST110-CA_UTF.CSV	Download
Nov 2019	0410415	TDR_0410415_NOV_2019_TEST110-CA_TF.CSV	Download
Nov 2019	0410415	Legal Inv - 01099500664-0410415 Nov 2019	Download
Oct 2019	0409767	TDR_0409767_OCT_2019_TEST110-CA_TF.CSV	Download
Oct 2019	0409767	TDR_0409767_OCT_2019_TEST110-CA_UTF.CSV	Download
Oct 2019	0409767	Legal Inv - 01099500664-0409767 Oct 2019	Download

The Invoice Summary (SETSUM)

Overview

In the Summary pane you can view the aggregated totals of your Aged Accounts Receivable, Total Cost of Program, Traveler Point of Sale Charges and **Invoice Summary** for the period you select.

The name of the top-level organization you have permission to view appears just above the Summary pane. The aggregated totals shown reflect the combined total of all sub-levels organizations below this top-level organization

Totals are represented in the currency of the top-level organization, as displayed at the bottom of the screen.

SUMMARY PANE - DETAIL VIEW

Click on a line item in the Summary pane to drill down on each of the aggregated totals. You can see up to three additional levels of detail, giving you a more granular view of the components that make up the total.

Line options in bold can be clicked to display additional underlying detail. Line options in regular text represent the lowest level of detail available.

NAVIGATE USING THE ORGANIZATIONAL HIERARCHY

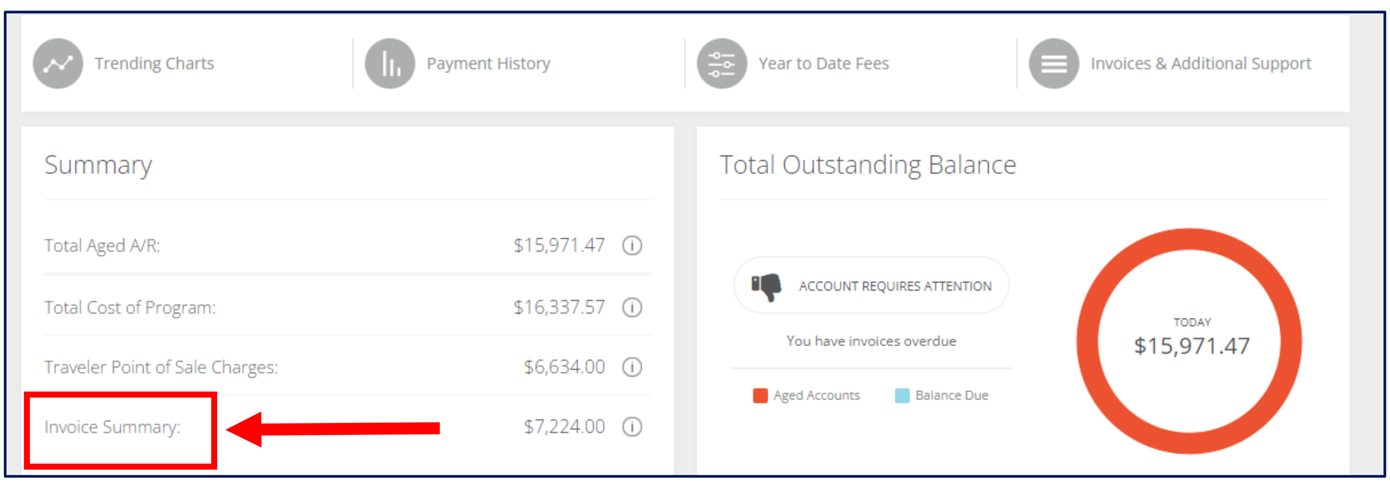
Use the hierarchical structure on the left to view information by a selected organizational level. Folders with a PLUS sign indicate additional levels below.

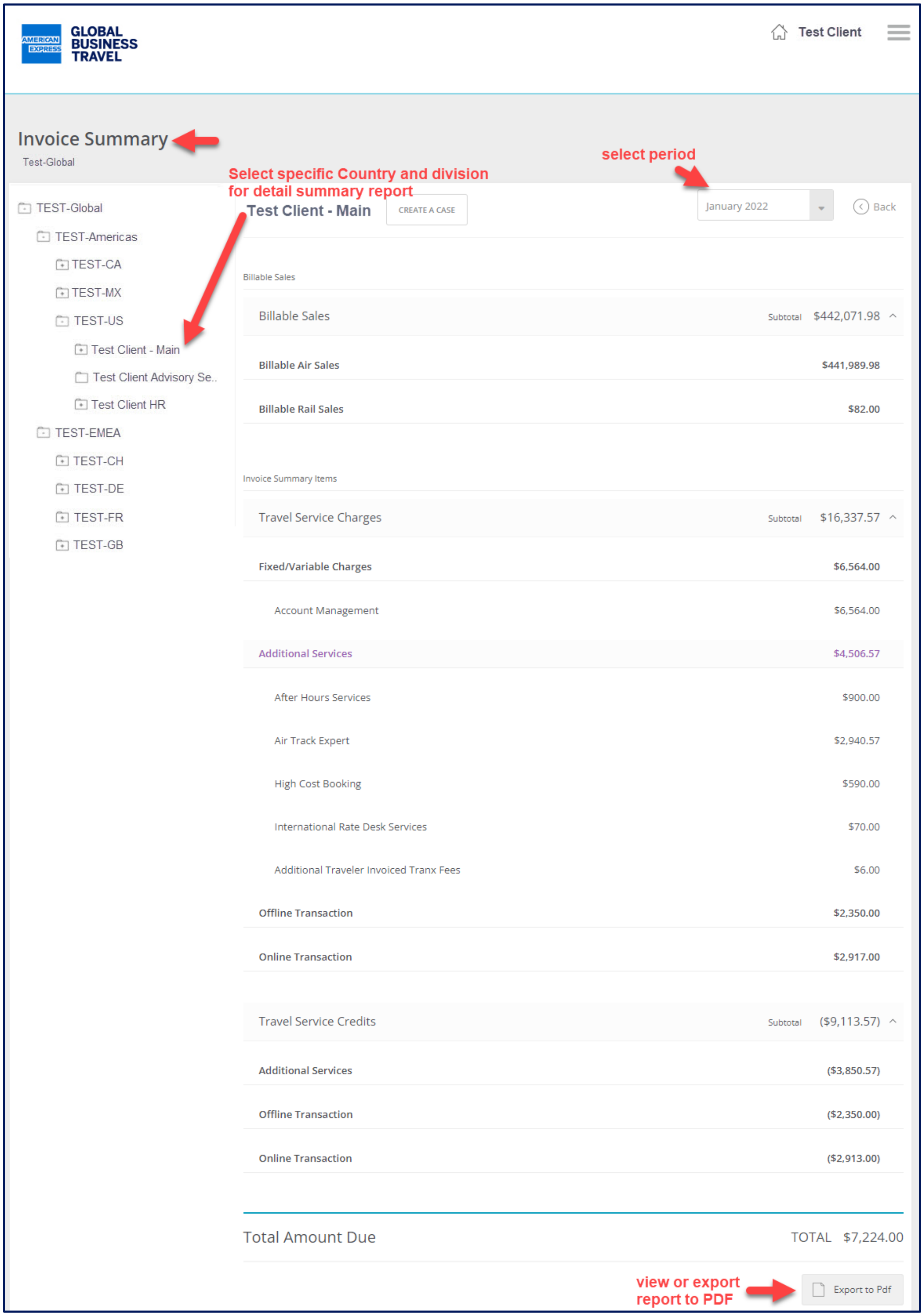
Totals are reflected in the currency of the selected organization.

Access to the information in the organization structure is controlled through permissions. You will not be able to view information in levels for which you do not have permission.

EXPORT INFORMATION

At any time, you can export information in PDF or Excel formats. The exported information will display a complete breakout of cost categories and details for the organization selected.




GLOBAL BUSINESS TRAVEL
Test Client
Invoice Summary
Test-Global
select period
Select specific Country and division
for detail summary report
TEST-Global
TEST-Americas
TEST-CA
TEST-MX
TEST-US
Test Client - Main
Test Client Advisory Se..
Test Client HR
TEST-EMEA
TEST-CH
TEST-DE
TEST-FR
TEST-GB
Test Client - Main
CREATE A CASE
January 2022
Back
Billable Sales
Billable Sales Subtotal $442,071.98
Billable Air Sales $441,989.98
Billable Rail Sales $82.00
Invoice Summary Items
Travel Service Charges Subtotal $16,337.57
Fixed/Variable Charges $6,564.00
Account Management $6,564.00
Additional Services $4,506.57
After Hours Services $900.00
Air Track Expert $2,940.57
High Cost Booking $590.00
International Rate Desk Services $70.00
Additional Traveler Invoiced Tranx Fees $6.00
Offline Transaction $2,350.00
Online Transaction $2,917.00
Travel Service Credits Subtotal ($9,113.57)
Additional Services ($3,850.57)
Offline Transaction ($2,350.00)
Online Transaction ($2,913.00)
Total Amount Due TOTAL $7,224.00
view or export
report to PDF
Export to Pdf

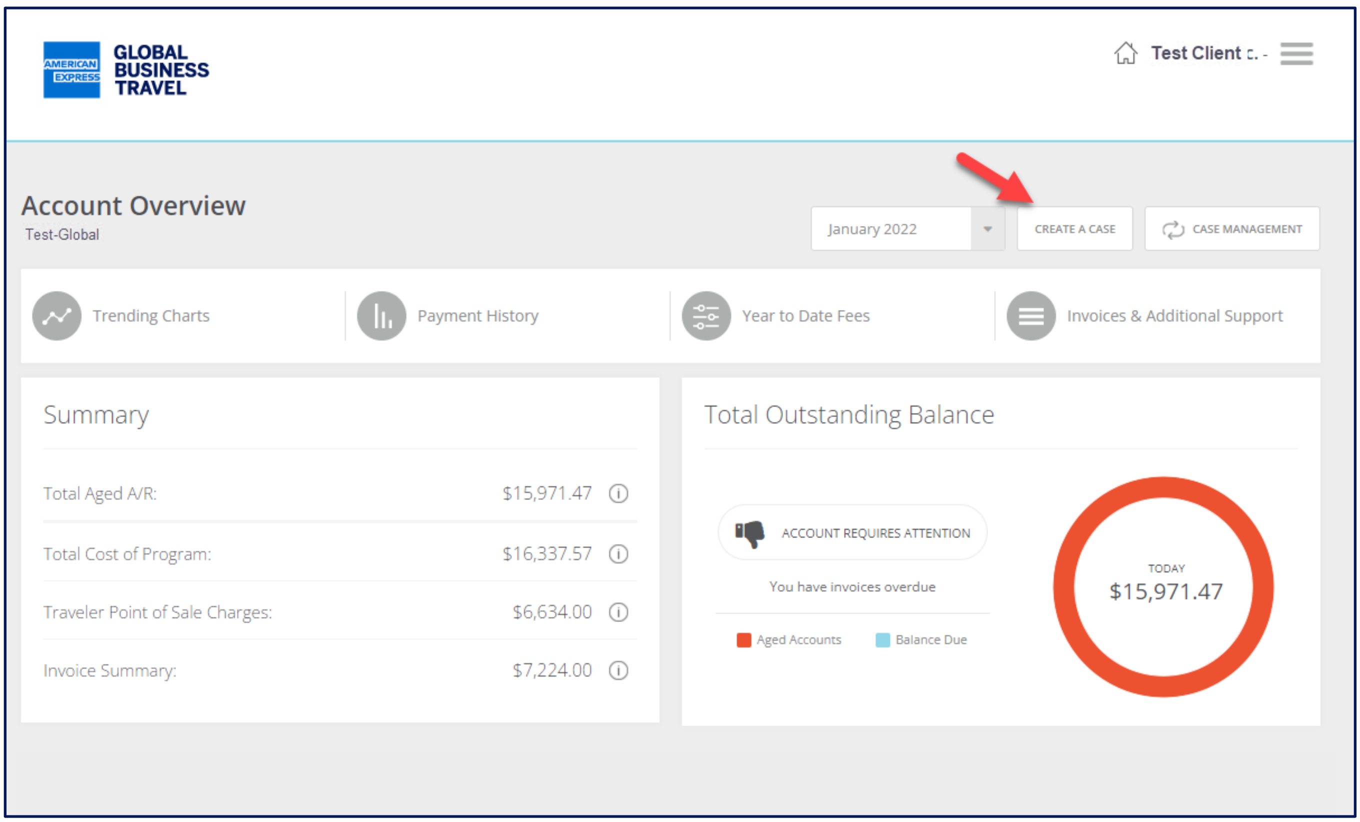
Case Management

Overview

You can initiate and track queries through the Case Management Interface. This will direct the inquiry directly to the billing analyst that manages your account and can address any billing question specifically related to your account.

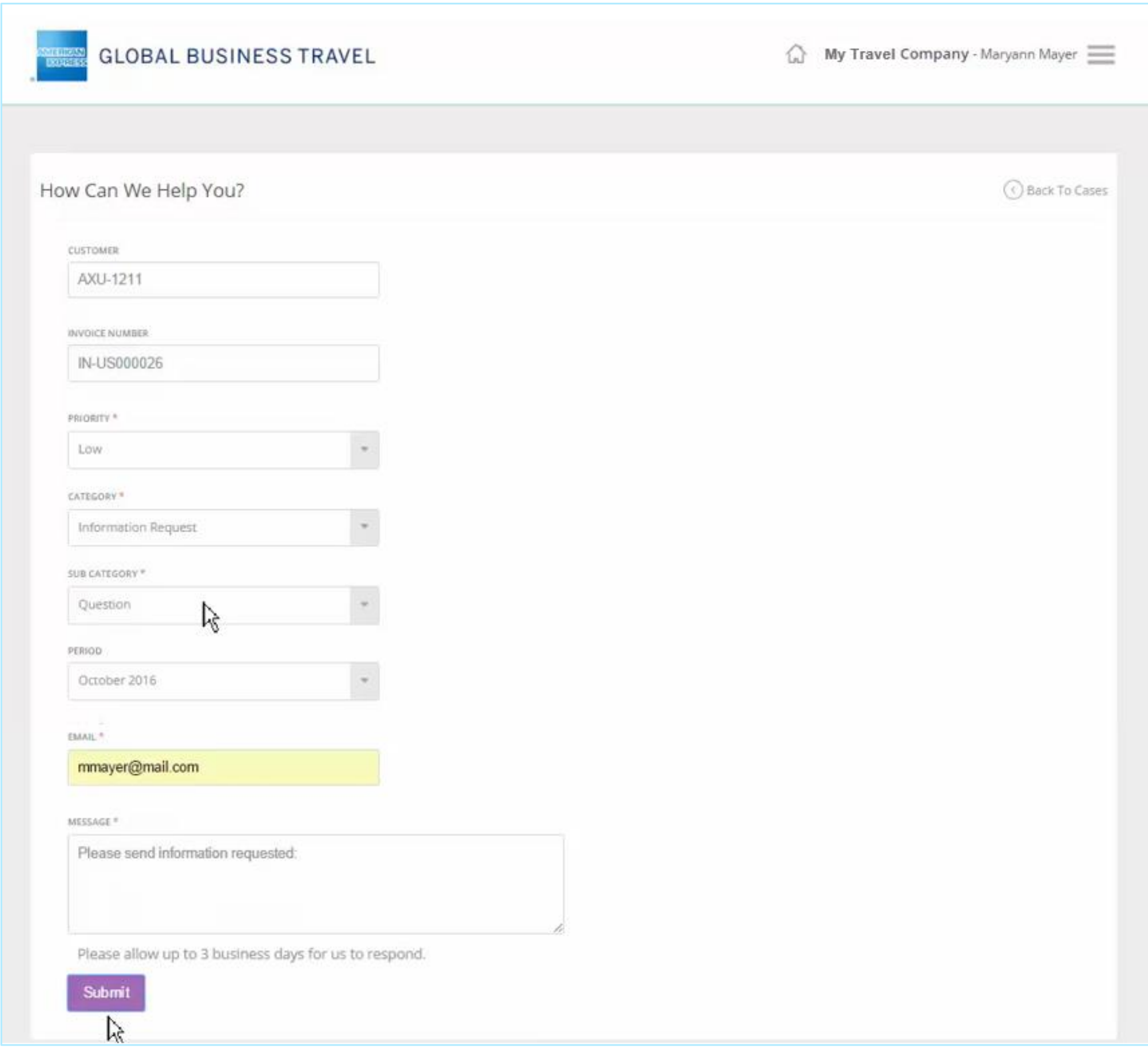
INITIATE A CASE

Cases are associated to the organization at the settlement level; that is, at any level where billing has taken place. Use the Invoice summary link and the organizational hierarchy to locate the organization and level where you would like to create a case.



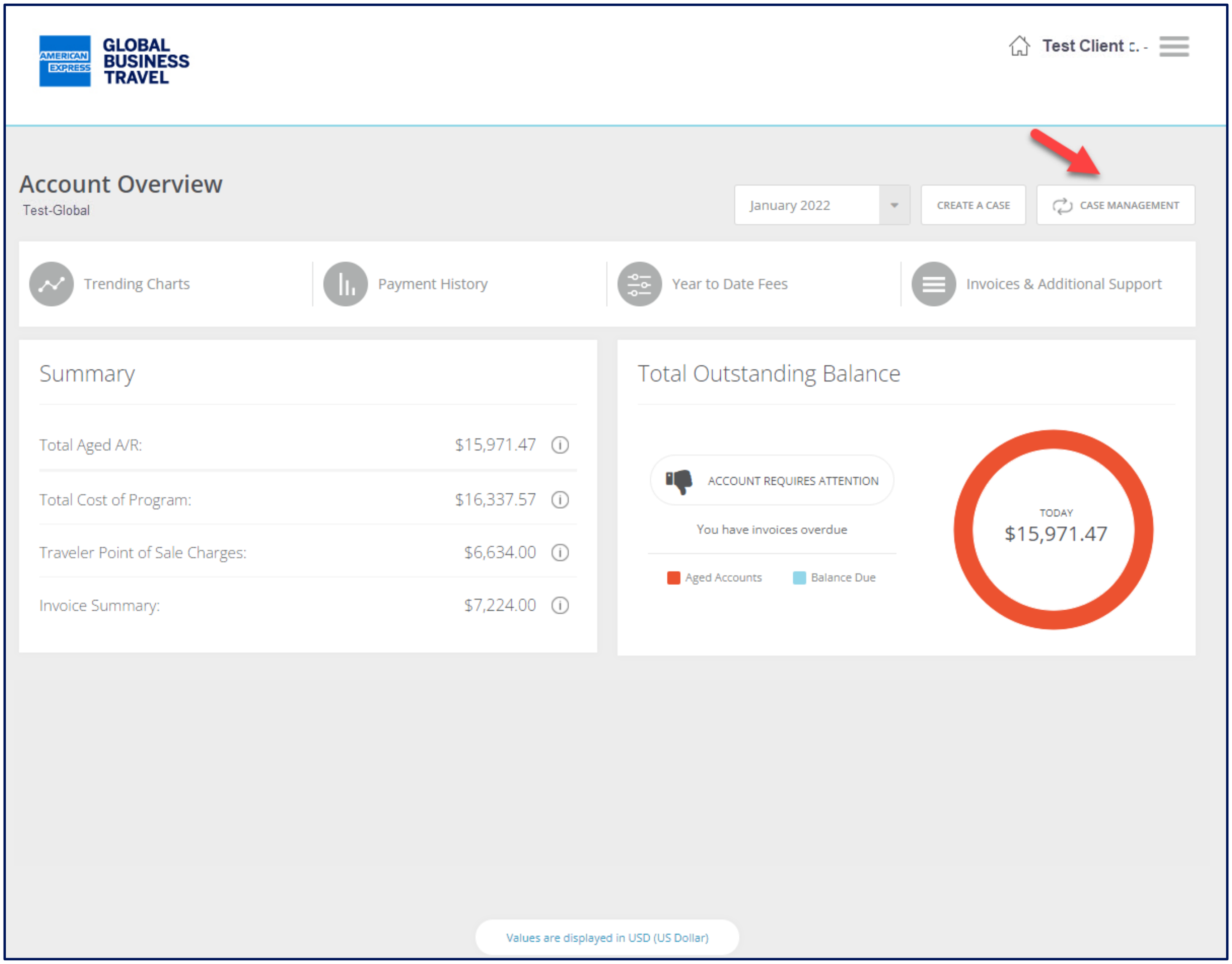
On the case query form, fill in the appropriate information. When you are finished, click the Submit button.

Once submitted, a notification is sent to Billing Operations, and a Billing Analyst is assigned to the case.

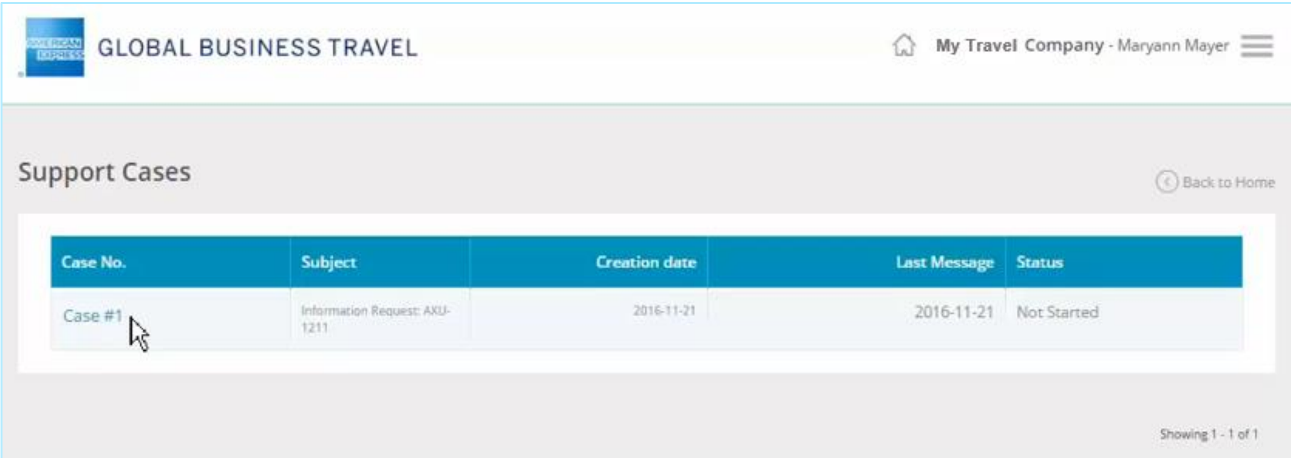


TRACE CASES

Keep track of submitted cases through the Case Management interface.



On the Support Cases page, you can see a list of the cases you have submitted as well as their status. Click on the case number of the case you would like to review.



On the case review page, review case details, read messages and add your replies.