

## Frequently Asked Questions for Billing Management

### Q) How is the Billing Management feature useful to me?

A) The Billing Management feature helps you get a customized bill. With this feature, you can associate each device with your business cost centers. This allows you to post bills against corresponding cost centers within your organization.

Entering the telephone number for each device helps you verify the wireless carrier's invoice.

### Q) Will I get the custom bill in addition to the standard bill?

A) Yes. You will continue to receive your standard bill since it is your official invoice from Trimble. The custom bills, facilitated through Billing Management, are supplements for your company's use.

You will get two custom bills – one detailed bill and one summarized by Dept Cost Center.

### Q) How will I receive the custom bills?

A) Custom bills will be sent to recipients through email.

### Q) How can I have this feature turned on in my account?

A) To receive this feature, you will need to open a Service Request and ask to have the Billing Management feature enabled. During this request, you will need to provide an email address where the custom bill should be emailed.

### Q) When does the uploaded information get processed?

A) Billing details uploaded into the system by the cut-off date of 5<sup>th</sup> (of every month) will be processed for the same month.

### Q) What do the labels mean for each column?

A) Each column requests specific information:

The columns MOBILE DEVICE LABEL, SERIAL NUMBER, and ACCOUNT NAME in the template cannot be changed. If you change any data in these columns, data changes for the corresponding device will not be updated.

**Employee Number:** This is the number with which you identify employees within your organization.

**Mobile Device Cell Number:** This is the telephone number (MDN) of the device.

**District Name/Number:** This is the district name or number to which you have assigned the device.

**Dept Cost Center:** This is the Cost Center number, designated by you, against which the device's service charges are billed.

**Vehicle Identification Number:** This is a 17 digit serial number used to identify individual vehicles.

**Vehicle Lease Number:** If your vehicle is leased, this is the number from the leasing company to identify the vehicle associated with the lease.

**Additional Data Fields 1 to 4:** Four columns available for any other vehicle information your company may require for better billing management.



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Note:

- DO NOT modify anything in the MOBILE DEVICE LABEL, SERIAL NUMBER, or ACCOUNT NAME columns.
  - None of the other fields are mandatory. The data entered is the information your company uses to identify each of the labeled items.
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### Q) How many and which characters can I enter per field?

A) The width of the fields vary due to the information required. The length of allowed characters are shown below:

- Employee Number, District Name/Number, Dept Cost Center, Vehicle Lease Number: 20
- Mobile Device Cell Number and Vehicle Identification Number: 32
- Additional Data Field 1: 50
- Additional Data Field 2: 50
- Additional Data Field 3: 50
- Additional Data Field 4: 50

The following are the permissible characters for each of the fields:

**Employee Number, District Name/Number, Dept Cost Center, Vehicle Lease Number, Additional Data Fields 1 to 4:**

First character: A to Z (and) a to z (and) 0 to 9

Subsequent characters: A to Z (and) a to z (and) 0 to 9 (and) ( ) @ \_ -

**Mobile Device Cell Number, Vehicle Identification Number**

First character: A to Z (and) a to z (and) 0 to 9 (and) + ( )

Subsequent characters: A to Z (and) a to z (and) 0 to 9 (and) ( ) -



**Q) How often can I perform an upload?**

A) You can upload as often as you like. Any billing details uploaded into the system by the cut-off date of the 5<sup>th</sup> (of every month) will be processed for the same month.

**Q) Do I need to upload every month?**

A) You do not need to upload if there is no change in the information that was previously uploaded.

**Q) Who can access this feature?**

A) This feature is controlled by Role Management. Users who are enabled for the **Billing Management** capability under Role Management can access the feature.

**Q) How will I request to have the custom bills sent to a new or different email address?**

A) You will need to open a Service Request with the new email address included to send custom bills to a new email address.

## About Trimble Mobile Resource Management

Trimble Mobile Resource Management (MRM) is a leading, global provider of end-to-end Mobile Resource Management solutions designed to help businesses optimize fleet performance and the service delivery process by automating the management of their mobile workers, their mobile workers' work and their mobile workers' assets in the field.

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