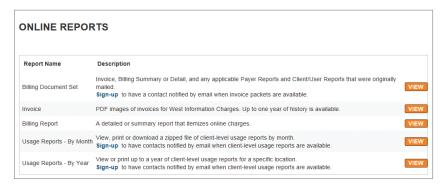# Online Reports

My Account gives you convenient access to online usage reports and billing documents whenever you need them. To access online reports, click **Online Reports** under the *Reports & Alerts* header on the My Account homepage. There are a number of online report options, which are listed under Report Name in the left column.

- **Billing Document Set** – contains the full set of billing documents, including invoices, billing summaries and billing details. To view the billing documents, click an invoice number.
- **Invoice** – allows you to view your billing information separately by invoice.
- **Billing Report** – allows you to view your billing information by reports.
- **Usage Reports By Month** – may include user-by-day detail, client-by-user-by-day detail and client-by-user-by-day summary.
- **Usage Reports By Year** – contains one year of usage data for a specific location.
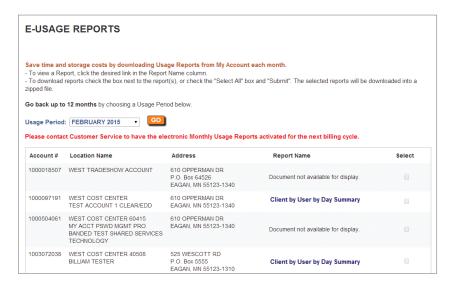
To view a report, simply select **View** to the right of the report. Reports can be viewed or zipped and saved on your computer. You can also sign-up to be notified by email when invoice packets or usage reports are available by clicking the **Sign-up** link.

ONLINE REPORTS

Report Name	Description	
Billing Document Set	Invoice, Billing Summary or Detail, and any applicable Payer Reports and Client/User Reports that were originally mailed. **Sign-up** to have a contact notified by email when invoice packets are available.	VIEW
Invoice	PDF images of invoices for West Information Charges. Up to one year of history is available.	VIEW
Billing Report	A detailed or summary report that itemizes online charges.	VIEW
Usage Reports - By Month	View, print or download a zipped file of client-level usage reports by month. **Sign-up** to have contacts notified by email when client-level usage reports are available.	VIEW
Usage Reports - By Year	View or print up to a year of client-level usage reports for a specific location. **Sign-up** to have contacts notified by email when client-level usage reports are available.	VIEW

Online Reports page

After you select a month you want from the usage period in your report screen, click **GO**. Then click the link under *Report Name* to view the report as a PDF.

Note If you do not have a linkable report listed under the Report Name column, please contact Customer Service at **1-800-328-4880** to have your electronic usage reports activated.

E-USAGE REPORTS

Save time and storage costs by downloading Usage Reports from My Account each month.
- To view a Report, click the desired link in the Report Name column.
- To download reports check the box next to the report(s), or check the "Select All" box and "Submit". The selected reports will be downloaded into a zipped file.

Go back up to 12 months by choosing a Usage Period below.

Usage Period: FEBRUARY 2015 ▾ GO

Please contact Customer Service to have the electronic Monthly Usage Reports activated for the next billing cycle.

Account #	Location Name	Address	Report Name	Select
1000018507	WEST TRADESHOW ACCOUNT	610 OPPERMAN DR P.O. Box 64526 EAGAN, MN 55123-1340	Document not available for display.	☐
1000097191	WEST COST CENTER TEST ACCOUNT 1 CLEAR/EDD	610 OPPERMAN DR EAGAN, MN 55123-1340	**Client by User by Day Summary**	☐
1000504061	WEST COST CENTER 60415 MY ACCT PSWD MGMT PRO BANDED TEST SHARED SERVICES TECHNOLOGY	610 OPPERMAN DR EAGAN, MN 55123-1340	Document not available for display.	☐
1003072038	WEST COST CENTER 40508 BILLIAM TESTER	525 WESCOTT RD P.O. Box 5555 EAGAN, MN 55123-1310	**Client by User by Day Summary**	☐

Online E-Usage Reports