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# **COST MANAGER – A GUIDE TO PAPERLESS BILLING**

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Focus on Cost Manager Summary – the free version of Cost Manager

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## SWITCHING TO ONLINE BILLS

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### Your online bills are available through **COST MANAGER**

Cost Manager is a web based bill reporting tool that allows your organisation to select and access paperless billing. Cost Manager enables your organisation to:



Access up to 12 previous months of billing statements (from the date of first login) via a secure local portal so your information remains safely in New Zealand



Monitor your telecommunication usage and cost – enabling you to identify inefficiencies and opportunities of improvement



View predefined reports or edit report templates to focus on specific areas of interest (e.g. text to park)



Save time by scheduling reports to be delivered to nominated inboxes each month

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## COST MANAGER PACKAGE TYPES

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There are three Cost Manager package types to choose from:

### **1 Cost Manager Summary**

Enables a single user to access paperless bills, and run a set of standard reports

### **2 Cost Manager Monthly**

Allows multiple users in your organisation access to paperless bills and to perform data analysis of their monthly telecommunication costs and run specific reports. A customisable hierarchy for your organisation allows you to restrict access for different end users

### **3 Cost Manager Monthly & Daily**

Use data feeds from the previous day to track usage trends and patterns. It allows you to respond to abnormal usage and ensure staff are on the right plans for their needs

## WHICH COST MANAGER SHOULD YOU CHOOSE?

	Features and Benefits	Charge
<b>Cost Manager Summary</b>	<ul style="list-style-type: none"><li>• Get access to your organisation's electronic pdf bills</li><li>• Access to multiple accounts in your organisation through a single login</li><li>• Secure online access to your last 12 month invoices for mobile and fixed lines</li><li>• Automatic reporting that reduces administrative time and costs</li></ul>	Free
<b>Cost Manager Monthly</b>	<ul style="list-style-type: none"><li>• Multiple user login access</li><li>• A customisable hierarchy to restrict access for different end-users and make it easy to allocate costs across your departments and branches</li><li>• Detailed reporting with editable templates allowing analysis of your fixed and usage telecommunication costs, including filtering on specific areas of interest</li></ul>	\$59.95 + GST p.m
<b>Cost Manager Monthly &amp; Daily</b>	Cost Manager Monthly features plus: <ul style="list-style-type: none"><li>• Daily reporting enables monitoring of usage before billing</li><li>• Email alerts to identify any abnormal usages</li><li>• Pre-bill transparency enables management of telecommunication budget proactively</li></ul>	\$89.95 + GST p.m

### Where to find more help to choose the right package

- Check out the 'features and benefits' section at [www.spark.co.nz/cost-manager](http://www.spark.co.nz/cost-manager)
- Email [costmanager@spark.co.nz](mailto:costmanager@spark.co.nz) – the team are available 8am – 5pm Mon – Fri (ex. public holidays) and will respond in 1 – 2 business days

# How to use Cost Manager Summary

The following slides provide steps for:

- Initial setup
- Monthly bill retrieval

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# OVERVIEW OF THE STEPS TO GET PAPERLESS BILL WITH COST MANAGER SUMMARY

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## Initial Setup

1. Register for Cost manager
2. Login for the first time – establish your preferences (e.g. choose which email “statement ready” notices should be sent to)
3. Change your accounts/bills to paperless

## Monthly bill retrieval

1. Receive email from Cost Manager advising your bill(s) are ready and be directed to the Cost Manager login page
2. Login to Cost Manager
3. Download your bill

# How to use Cost Manager Summary

The following slides provide steps for:

- **Initial setup**
- Monthly bill retrieval

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# INITIAL SETUP – STEP 1 – HOW TO REGISTER FOR COST MANAGER

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1. Go to [www.sparkdigital.co.nz/costmanager](http://www.sparkdigital.co.nz/costmanager)
2. Click “**register now**”
3. You will be redirected to an online form – complete this form and submit it. The following information is requested:
  - Decided which Cost Manager Product your organisation wants:
    - Cost Manager Summary
    - Cost Manager Monthly
    - Cost Manager Monthly & Daily
  - Nominate who will be the administrator (this person will see all accounts, and have full access rights)
  - An account number (you can find this on the top right of your bill)
  - Once the form has been submitted, the application will be assessed and a number of pre-checks conducted. Further contact should be expected approximately 1-2 weeks after the submission is made and will be sent to the nominated administrator.



- ## Email from Cost Manager

Without a copy of this account you will not be able to complete the registration questions.

## Account information

[illegible]

## Personal information

**Personal Information**

**Login** Please choose a sign and password for future access

**Remember** Minimum of 7 characters required

**Remember Me** This is a combination of numbers and letters. Remember your password to avoid trouble

**Confirm Password**

**E-mail** Your e-mail address will be used to notify you when your statement is posted online and to send you password reset requests

**Confirm E-mail**

**Security Questions** Create Your Own Security Question

What is the name of your favorite team?  OR

**Security Answer** The security question will store a clue you might or might not know. Choose a question which only you know the answer to and that you rarely tell to other people

## Loading your information

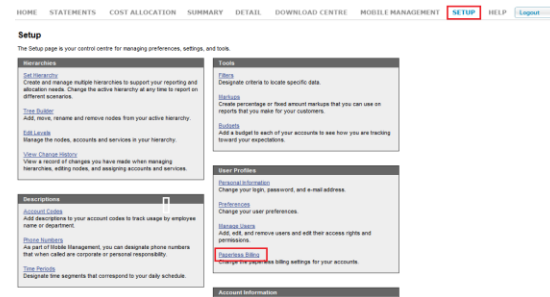
# INITIAL SETUP – STEP 3 – CHANGE BILL(S) TO PAPERLESS

1. Go to **Setup** Tab
2. Under User Profiles, click on the hyperlink **Paperless Billing**
3. Tick the check box next to any account (or tick the top box to select all) that you want to change from paper to paperless, then click set to **paperless billing button**

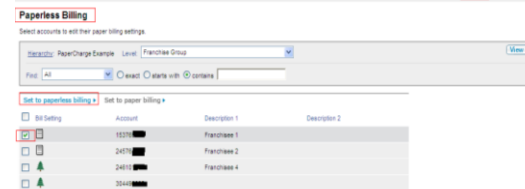
## TIP

This will change the symbol from a piece of paper to a tree (indicating the account is now paperless). Your next bill will be available to download as a pdf paperless bill from the statement tab following your next bill run. Any account with a tree next to it is already paperless and doesn't need changing.

## Setup tab



## Paperless Billing screen



# How to use Cost Manager Summary

The following slides provide steps for:

- Initial setup
- **Monthly bill retrieval**

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# MONTHLY BILL RETRIEVAL – STEP 1 – ACCESS TO COST MANAGER LOGIN PAGE

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1. Receive email from Cost Manager advising your bill(s) are ready
2. Click on the link in the email to be directed to the Cost Manager login page

## Email example

From: <CostManager@sparkdigital.co.nz>  
Date: 20/11/2012 6:00 PM  
Subject: Your latest Cost Manager statement is available  
To: [REDACTED]

Dear [REDACTED] our latest statement is now ready for you to review online. If you have elected to receive an online tax invoice for your account(s), this will be available to view within 72 hours. Your total amount due is \$0.00. To review and analyse your bill, just click on the link below or paste it into your browser window:  
<https://www.costmanager.co.nz/ev-log.asp?gru=936376791> We trust you enjoy the convenience of viewing your statements online. Regards, Cost Manager Support Helpdesk  
0800 500 999

# MONTHLY BILL RETRIEVAL – STEP 2 – LOGIN TO COST MANAGER

1. Type your **login name** into the text box
2. Type your **password** into the text box
3. Click **Login**

## TIP

To login directly you can go to [www.spark.co.nz/costmanager](http://www.spark.co.nz/costmanager). Click on the “**Log In**” button and **Type** your login name and password into the text field boxes, then Click **login**

## Login screen



The screenshot shows the login interface for Spark Digital's Cost Manager. On the left, there is a purple vertical bar with the text "Welcome". To the right of this bar, the Spark Digital logo and "Cost Manager" text are displayed. Below the logo, there are two input fields: "Login" and "Password", with a "case sensitive" label next to the password field. A "Login" button with a right-pointing arrow is positioned below the password field. At the bottom right, there are several links: "Need help getting started?", "Forgot Your Login or Password?", "Terms of Use", "Security Statement", "Privacy Policy", and "Legal Notices". At the bottom left, there is a small link that says "ABOUT SSL CERTIFICATES".

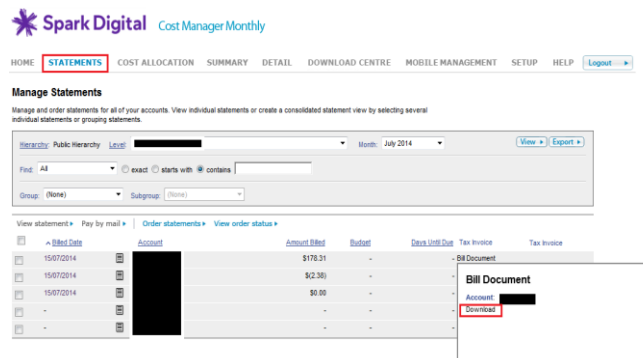
# MONTHLY BILL RETRIEVAL – STEP 3 – DOWNLOAD YOUR BILL(S)

1. Go to the **Statement** tab
2. Find the account you wish to download (either by scrolling down the list or by typing the account number into the “search field” and clicking view)
3. Click on the **Bill Document** hyperlink
4. Click on **Download**. The bill opens in a new window as a .pdf document, save the document to the location of your choice on your system (if you want to you can print it also)

## TIP

1. On an accumulative basis from the time you opt into paperless bills your statements will be viewable for up to 13 months
2. **It is up to you to store your paperless bills on your system for 7 years to meet your tax obligations**

## Statement tab



Spark Digital Cost Manager Monthly

HOME **STATEMENTS** COST ALLOCATION SUMMARY DETAIL DOWNLOAD CENTRE MOBILE MANAGEMENT SETUP HELP Logout

**Manage Statements**

Manage and order statements for all of your accounts. View individual statements or create a consolidated statement view by selecting several individual statements or grouping statements.

Hierarchy: Public Hierarchy Level: [Redacted] Month: July 2014 View Export

Find: All exact starts with contains

Group: (None) Subgroup: (None)

View statement Pay by mail Order statements View order status

Select Date	Account	Amount Billed	Budget	Check Unit Cost	Tax Invoice	Tax Invoice
15/07/2014	[Redacted]	\$170.31	-	-	-	-
15/07/2014	[Redacted]	\$12.38	-	-	-	-
15/07/2014	[Redacted]	\$0.00	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-

Bill Document

Download

## Useful tips

The following slides provide additional tips to get the best of Cost Manager

## EXAMPLE PAPERLESS BILL

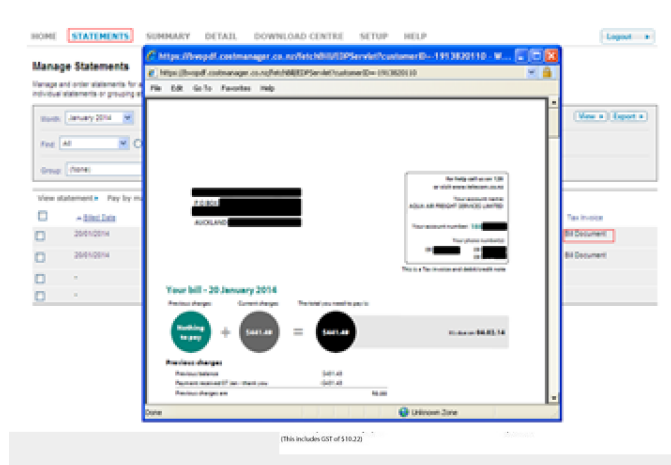
### Question

What does a paperless bill look like?

### Answer

Paperless bills look just the same as paper bills, but are .pdf documents

### Online bill example



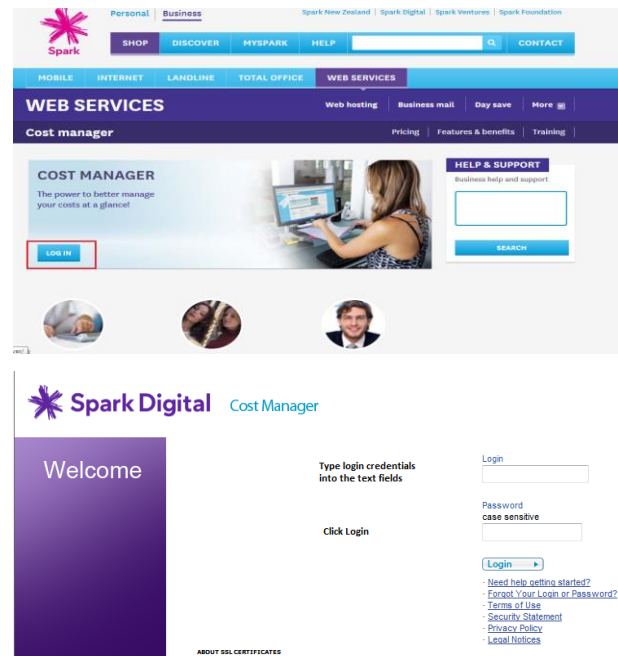


# HOW TO LOGIN

1. To login directly go to [www.spark.co.nz/costmanager](http://www.spark.co.nz/costmanager)
2. Click on the “**Log In**” button
3. Type your login name and password into the text field boxes
4. Click **login**

Or

1. To login from the statement notification email, click on the link inside the email
2. This opens the login screen, **type** your login name and password into the text field boxes
3. Click **Login**

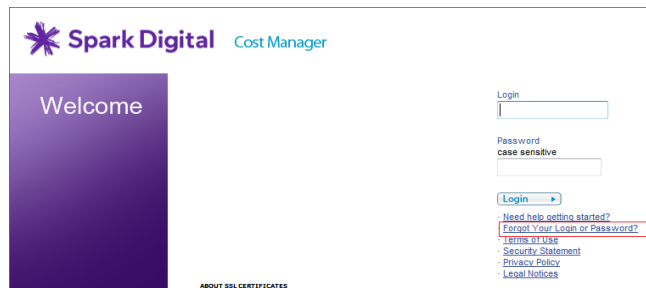


The screenshot shows the Spark Digital website's 'Cost Manager' login interface. At the top, there's a navigation bar with 'Personal' and 'Business' tabs, and links for 'Spark New Zealand', 'Spark Digital', 'Spark Ventures', and 'Spark Foundation'. Below this is a 'SHOP' section with buttons for 'SHOP', 'DISCOVER', 'MYPARK', 'HELP', a search bar, and 'CONTACT'. The main content area is titled 'WEB SERVICES' and includes a 'Cost manager' section with a 'COST MANAGER' heading and a 'LOG IN' button. A 'HELP & SUPPORT' section is also visible. The bottom part of the page features a 'Welcome' message, a 'Type login credentials into the text fields' instruction, and a 'Click Login' button. There are also links for 'Need help getting started?', 'Forgot Your Login or Password?', 'Terms of Use', 'Security Statement', 'Privacy Policy', and 'Legal Notices'.

# HOW TO RESET YOUR PASSWORD OR RECOVER YOUR LOGIN (1/2)

1. Go to [www.spark.co.nz/costmanager](http://www.spark.co.nz/costmanager) – select **login** to be directed to the login page
2. Click on the link “**forgot your login or password**”
3. If you have forgotten your login, type your email address and continue. Your login will be sent by email
4. If you remember your login but have forgotten your password type in your login and select **continue**

## Login screen



## Forgotten Login or Password

### Forgotten Login or Password: Step 1



# HOW TO RESET YOUR PASSWORD OR RECOVER YOUR LOGIN (2/2)

5. Answer your security question (you would have set this up on your first login) and select **continue**
6. Choose a new password, re-enter it, click **continue**
7. An email with a link will be sent to you – **click** on this link (within an hour) and you will be directed to a login page where your new password will be accepted

## Answer the security question

Forgotten Password: Step 2

Answer the security question. You will be able to select a new password on the next page.

Question: What is your city of birth?

Answer:  [Continue >](#)

## Reset your password

Forgotten Password: Step 3

Create a new password.

Password:  Minimum of 7 characters required.  
Required to have a combination of numbers and letters.  
Remember, your password is case sensitive.

Confirm Password:  [Continue >](#)

## Email to validate password

On 2/13/14, [costmanager@sparkdigital.co.nz](mailto:costmanager@sparkdigital.co.nz) <costmanager@sparkdigital.co.nz> wrote:

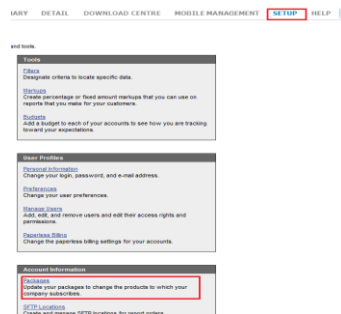
- > Please click the link below within 60 minutes of receipt in order to
- > complete your password reset.
- > [http://www.costmanager.co.nz/cv/scripts/B3B0/eng/forgottenPassword.asp?](http://www.costmanager.co.nz/cv/scripts/B3B0/eng/forgottenPassword.asp?guid=B25195CF-78D5-461A-A1C0-CA2AA8D0A700&gru=936376791)
- > [guid=B25195CF - 78D5 - 461A - A1C0 - CA2AA8D0A700&gru=936376791](http://www.costmanager.co.nz/cv/scripts/B3B0/eng/forgottenPassword.asp?guid=B25195CF-78D5-461A-A1C0-CA2AA8D0A700&gru=936376791) Regards, Cost
- > Manager Support Helpdesk 0800 500 999

# HOW TO UPGRADE TO COST MANAGER MONTHLY

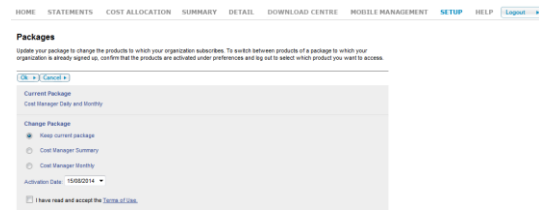
If you decide to upgrade to Cost Manager Monthly (\$59.95 + GST p.m), please follow the following steps. You can also contact our Helpdesk for any support

1. **Login** to Cost Manager
2. Go to **Setup** Tab
3. Under Account Information click on **Packages**
4. Select the radio button for the **new package** type you want
5. Click **Ok**
6. **Tick** the checkbox accepting the T&Cs

## Setup tab



## Package page



# HOW TO KNOW WHEN BILL(S) ARE AVAILABLE TO DOWNLOAD

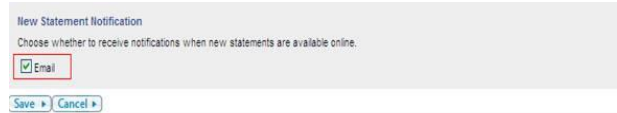
You can Set Up **Statement Notification** alerts by following these steps:

1. **Login** to Cost Manager
2. Go to **Setup** Tab
3. Under User Profiles, click **Preferences**
4. This opens a new screen, **scroll** down to “new statement notification” section
5. **Tick** the check box next “email”
6. Click **Save**

## TIP

1. This notification is sent upon the date being loaded/available to view within Cost Manager and acts as a reminder that the bill can be downloaded, it will list the \$value of the total number of bills that have loaded for that day
2. The billed data can sometimes load a little ahead of the bill itself, so the reminder clearly states that the bill will be available to download within 72 hours

## New statement notification



## Setup tab/Preferences



# HOW TO CHECK WHERE “STATEMENT READY NOTIFICATIONS” WILL BE SENT

1. **Login** to Cost Manager  
(72 hours after your bill run date or once you have received your statement is ready notification)
2. Go to the **Setup tab**
3. Under User Profiles, click on **Personal Information**
4. **Scroll** to the email address section and type in the desired email address
5. **Save**

## Setup tab

NAVY DETAIL [DOWNLOAD CENTRE](#) [MODULE MANAGEMENT](#) [SETUP](#) [HELP](#) [Logout](#)

and tools

**Tools**  
[Tools](#)  
Designate criteria to locate specific data.  
**Statistics**  
Create percentage or fixed amount metrics that you can use on reports that you make for your customers.  
**Reports**  
Add a budget to each of your accounts to see how you are tracking toward your expectations.

**User Profiles**  
[Personal Information](#)  
Change your login, password, and e-mail address.  
[Preferences](#)  
Change your user preferences.  
[Manage Users](#)  
Add, edit, and remove users and edit their access rights and permissions.  
[Paperless Billing](#)  
Change the paperless billing settings for your accounts.

## Personal Information

Change your personal information below:

[Save](#) [Cancel](#)

**First Name**  
[Redacted]  
**Last Name**  
[Redacted]  
**Login**  
[Redacted]  
**Password**  
[Redacted]  
Minimum of 7 characters required.  
Required to have a combination of numbers and letters.  
Remember your password is case sensitive.  
**Confirm Password**  
[Redacted]  
**E-mail**  
jenna.ross@sparks-co.nz  
**Confirm E-mail**  
jenna.ross@sparks-co.nz  
Your e-mail address will be used to notify you when your statement is posted online and to remind your password soon required.  
**This is the email address that "Invoice notifications" will be sent to**  
**Security Question**  
What is your city of birth?  
[Redacted] OK  
**Create Your Own Security Question**  
The security question will be used in case you forget your password. Choose a question which only you know the answer to and that has nothing to do with your password.  
[Save](#) [Cancel](#)

# HOW TO GET TECHNICAL SUPPORT AND ASSISTANCE

- Click on the **Help** tab to access the online user guide

Or

- Email us at [costmanager@spark.co.nz](mailto:costmanager@spark.co.nz) – we're available 8am – 5pm Monday to Friday (excluding public holidays) and will respond to your query within 1 – 2 business days
- If you'd like training on Cost Manager please email your login name and contact details to [costmanager@spark.co.nz](mailto:costmanager@spark.co.nz) – please note that training incurs a fee

## Help screen

