



Spark^{nz}

Cost Manager Summary.

User Guide

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Welcome to Cost Manager Summary.

Welcome to the most advanced tool for analysing telecommunications data.

Cost Manager is a self-managed, web-based bill reporting tool that provides access to paperless billing, and is used to analyse usage & costs.

From the moment you log in, you will have the ability to view standard reports and graphs, to help you analyse your telecommunications information.



Access up to 12 months of bills (starting from the date switched to paperless billing), via a secure portal. Your information remains safely in New Zealand.



Monitor your telecommunications usage & costs to identify inefficiencies and improvement opportunities.



View predefined reports, to focus on specific areas of interest.



Save time by scheduling reports to be delivered to nominated recipients each month.

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Important Information.

System Requirements.

For optimal results, use an internet enabled desktop computer with one of these browsers:

 Microsoft Edge

 Internet Explorer 11

 Mozilla Firefox

 Safari

 Google Chrome

Cost Manager can also be used on a mobile or tablet device.

When using a mobile or tablet device, please note that there may be some limitations, depending on your device type.

Web Address.

Cost Manager is accessed online at the following URL:

<https://www.costmanager.co.nz/cv/scripts/DAC0/eng/log.asp?gru=936376791>

Alternatively, you can log in through the [Spark Digital Portal](#), then select **Cost Manager** from the **Login** area.


We recommend bookmarking these URLs for easy access.

Icon Guide.

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Cost Manager uses icons representing common tasks that can be completed within the application.

Reporting


 Order/Calendar


 Delete


 Table View


 Graph View

General Icons

 Export data to .pdf or .csv format

 Toggle to full screen view to increase the amount of data displayed

 Toggle to partial screen view to reduce the amount of data displayed

 View more information about the current page

Bill Delivery Methods

 Paper Billing

 Paperless Billing

Tip:

If you are unsure what an icon is for, you can hover your mouse over the icon to view the icon text.

Cost Manager Administrator.

Cost Manager is a self-managed application and your organisation has appointed you as the **Cost Manager Administrator**.

As the Cost Manager Administrator, you are responsible for all maintenance and reporting functions for your organisation including:

- Downloading bill documents/invoices.
- Ordering recurring reports

Statement notification emails.

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Each month, we'll send an email to your registered email address when your statement (which is a summary of charges) is available to review online.

Cost Manager Summary provides 1 login and therefore 1 email address where the statement notification login will be sent. No further email addresses can be added under the Summary package.

The monthly notification email is sent from reports@costmanager.spark.co.nz. Please add this address to your authorised senders list to avoid this email being treated as spam.

Your bill document/invoice is being uploaded into Cost Manager when this email is sent, and it can sometimes take up to 72 hours from the date you receive this notification before you can download your bill.

Tip:

The email notification is sent when the statement is available to review in Cost Manager. This email provides the \$ value of the total number of bills that have been loaded for you that day.

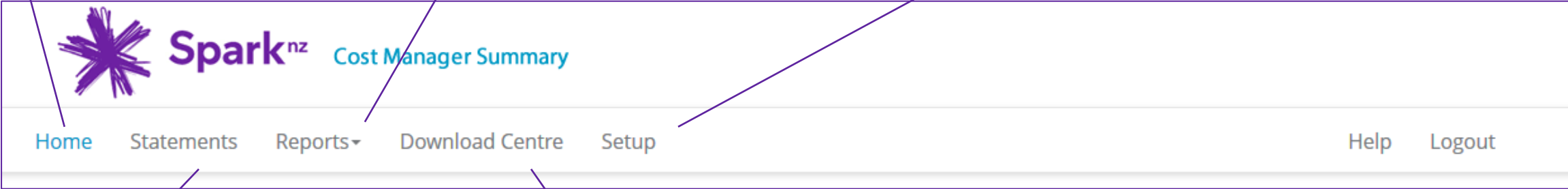
It can take up to 72 hours after the statement notification email is sent to download the bill document.

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Navigation.

When you log in to Cost Manager, the **Home** screen is displayed.

The **top navigation bar** allows you to quickly access all the menus available in the application. This bar is available on all pages within Cost Manager.



The screenshot shows the top navigation bar of the Sparknz Cost Manager Summary application. The bar contains the Sparknz logo, the text 'Cost Manager Summary', and a series of menu items: Home, Statements, Reports (with a dropdown arrow), Download Centre, Setup, Help, and Logout. Five callout boxes with arrows point to specific menu items: Home, Reports, Setup, Statements, and Download Centre. Each callout box contains a title and a brief description of the menu item's function.

Home
View important messages regarding functionality and support. See when the last activity on your login occurred.

Reports
View, schedule or export Summary or Detail reports showing your communications usage and costs displayed as graphs or tables.

Setup
Setup is the control centre of the application. Go here if you need to change your user details such as email or password, change your bills to paperless billing and other general settings.

Statements
Access your monthly paperless bill documents and statements (summary of charges) for the accounts connected to your Cost Manager login.

Download Centre
Retrieve your completed reports or review pending reports that have been scheduled to be sent to you or to others.

Get Started.

Log in for the first time.

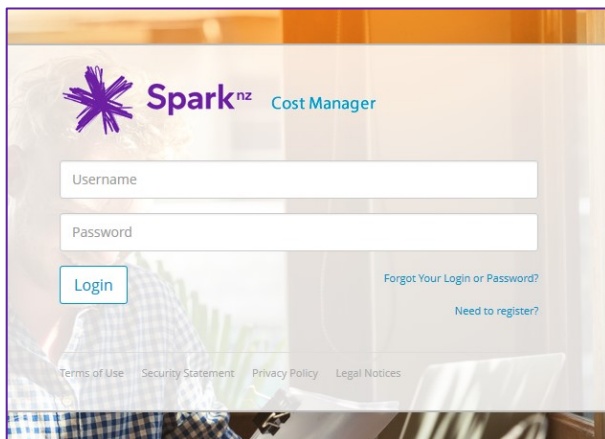
You will be sent an email from costmanager@spark.co.nz containing a link to the Cost Manager login page, your Username and your Password after the registration has been completed.

[Click Here to Log In](#)

After navigating to the Cost Manager Log In page:

1. Enter your **Username** in the Username field
2. Enter your **Password** in the Password field
3. Click the **Login** button to continue

Note: The password field is case sensitive and we suggest copying the password from the email sent to you.

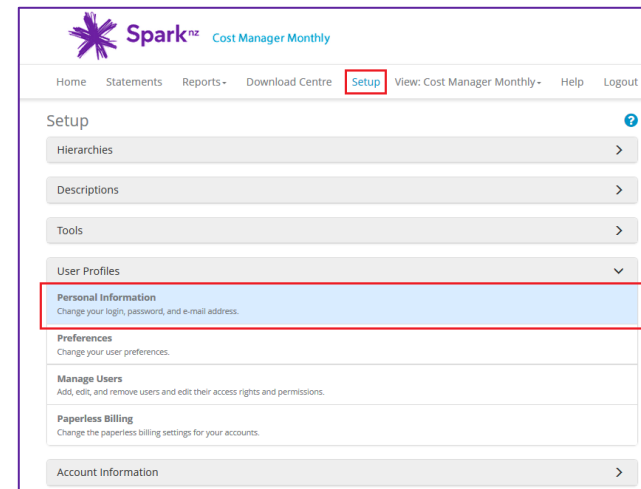


Update your personal details.

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To update your personal details including **password**, **email address**, **name**, or **security question**, follow these steps:

1. Click **Setup** from the top navigation bar.
2. Under **User Profiles**, click **Personal Information**.
3. Overtyping the details that need to be updated.
4. Click the **Save** button to save your changes.



Tip:

If you are the Administrator and you are changing roles and need to replace your details with another user, use these steps to update the name, email address and password of the new Administrator.

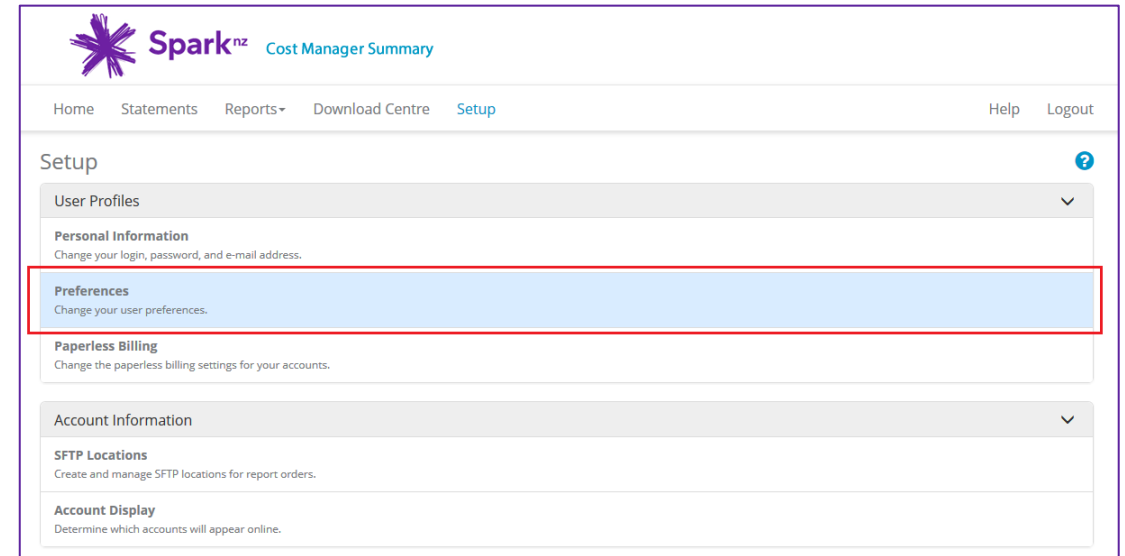
Update System Preferences.

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Your Cost Manager subscription is set to the standard default preferences for the application.

You can update the system preferences by following the steps below

1. Select **Setup** then select **Preferences** from the **User Profiles** menu
2. Review and update the different items to customise your Cost Manager experience including:
 - Currency Display
 - Exchange Rate
 - Notification Options for email and Confirmation Display
 - Number of results displayed on a page
 - Statement Notification delivery (on or off)




Switch to paperless bills.

When you first open your Cost Manager subscription, your existing accounts will be switched to paperless billing from the next bill date.

These bills can then be downloaded in PDF.

New Spark accounts connected to your Cost Manager subscription after the initial set up will default to paper billing. If you wish to download these in Cost Manager you must change these to paperless billing.

1. Select **Setup** then select **Paperless Billing** from the **User Profiles** menu
2. Locate the account you wish to change to paperless. Paper accounts are shown with a  icon in front of them
3. Tick the **tick box** next to the account.
4. Click the **Set to Paperless Billing** button.

The icon will change to a leaf to indicate that your next bill will be paperless.



Tip:

Changes to paperless billing will take effect from your next bill, provided the change has been made 72 hours before the billing date.

Download your bills.

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Cost Manager stores 12 months of bills in PDF format commencing the month **after** you switch to paperless bills. These can be downloaded and electronically stored or printed as needed.

1. Click **Statements** from the top navigation bar.
2. Select the month you require from the **Month** drop down box.
3. Locate the statement you wish to view from screen.
4. Click the **Bill Document** link.

Note: If you can't see the Bill Document link, click the **Documents** button instead.

5. Click the **Download** link from the pop up window that appears, followed by **Legal Invoices**.

The bill document PDF will appear on screen.



Click to view
video
demonstration

Tip:

It is your responsibility to store your bills for 7 years to meet your tax obligations.

It can take up to 72 hours after the statement notification email is sent to download the bill document.

Reset your forgotten password.

If you have forgotten your password, you can reset it quickly and easily online.

[Click Here to Log In](#)

1. Select the **Forgot Your Login or Password** link.
2. Enter your **Username** in the field provided & click the **Continue** button.
3. Enter your **Security Question** & click **Continue**.
4. Answer your **Security Question** & click **Continue**.
5. Enter a new **password**. Re-enter this password in the **Confirm Password** field and click **Continue**.

An email with a validation link will be sent to you.

Click on the link within 1 hour to be directed to a login page to accept your new password.



Click to view
video
demonstration

Change notification email preferences.

If you wish to turn off, or turn on the statement notification emails that are sent each month, you can do this through the **Preferences**.

1. Click **Setup** from the top navigation bar.
2. Under **User Profiles**, click **Preferences**.
3. Scroll to the bottom of the page and untick the tickbox next to **Email** in the **New Statement Notification** area to turn the statement notification off. **Tick** the tickbox to turn the statement notification on.
4. Click the **Save** button to save your changes.

New Statement Notification

Choose whether to receive notifications when new statements are available online.

Email

[Click to go to back to Contents page](#)

Account Display.

Background.

Cost Manager retains accounts and service numbers associated to those accounts, for your customer profile.

Sometimes an account may no longer be actively billing, or you may find that you no longer need to see the details of some accounts and want to remove these from your subscription.

The **Account Display** feature allows you to select which accounts are visible in Cost Manager, and which accounts are hidden from view.

When an account is hidden, the account and all associated services will no longer be visible or accessible in the following screens:

- Statements
- Reports
- Statement Notification Emails
- Paperless Billing

Tip:

Hiding accounts will not delete the account. This feature will only hide the account and services associated to that account from being able to be seen.

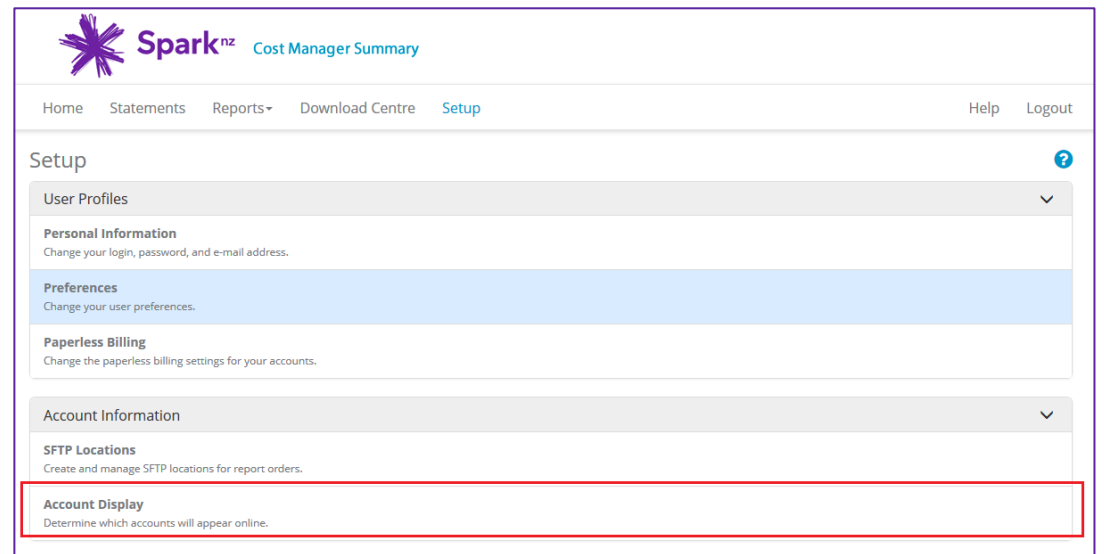
When an account is hidden, it is hidden across all time. There is no ability to hide an account before or after an effective date.

If you log in you cannot see an account or is unable to return report results as expected, please check that the account is not hidden.

Select the accounts you want to see.

By default, all accounts will be visible. To change the accounts that are visible in Cost Manager:

1. Click **Setup** from the top navigation bar.
2. Under **Account Information**, click **Account Display**.



Accounts that are visible in Cost Manager are shown with a check mark in the **Visibility** Column:

| <input type="checkbox"/> | Visibility | Account | Description 1 | Description 2 |
|-------------------------------------|------------|---------|---------------|---------------|
| <input checked="" type="checkbox"/> | | 15376 | | |

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Select the accounts you want to see continued...

To **Hide** an account:

1. Tick the tickbox next to the account you wish to hide.
2. Click the **Hide Accounts** button.

| Visibility | Account | Description 1 | Description 2 |
|-------------------------------------|---------|---------------|---------------|
| <input checked="" type="checkbox"/> | 15376€ | | |
| <input checked="" type="checkbox"/> | 24576€ | | |
| <input type="checkbox"/> | 24597€ | | |
| <input type="checkbox"/> | 24610€ | | |
| <input type="checkbox"/> | 30449€ | | |
| <input type="checkbox"/> | 31084€ | | |

Showing 0 to 6 of 6 entries

The accounts that are hidden will be displayed with a  icon next to it.

| Visibility | Account | Description 1 | Description 2 |
|--------------------------|---------|---------------|---------------|
| <input type="checkbox"/> | 15376€ | | |
| <input type="checkbox"/> | 24576€ | | |
| <input type="checkbox"/> | 24597€ | | |
| <input type="checkbox"/> | 24610€ | | |
| <input type="checkbox"/> | 30449€ | | |
| <input type="checkbox"/> | 31084€ | | |


These accounts (and services attached to those accounts) will no longer be visible to any user.

To **Unhide** an account:

1. Tick the tickbox next to the account you wish to unhide
2. Click the **Show Accounts** button.

| Visibility | Account | Description 1 | Description 2 |
|-------------------------------------|---------|---------------|---------------|
| <input checked="" type="checkbox"/> | 15376€ | | |
| <input checked="" type="checkbox"/> | 24576€ | | |
| <input type="checkbox"/> | 24597€ | | |
| <input type="checkbox"/> | 24610€ | | |
| <input type="checkbox"/> | 30449€ | | |
| <input type="checkbox"/> | 31084€ | | |

Showing 0 to 6 of 6 entries

The accounts that are visible will be displayed with a  icon next to it

| Visibility | Account | Description 1 | Description 2 |
|--------------------------|---------|---------------|---------------|
| <input type="checkbox"/> | 15376€ | | |
| <input type="checkbox"/> | 24576€ | | |
| <input type="checkbox"/> | 24597€ | | |
| <input type="checkbox"/> | 24610€ | | |
| <input type="checkbox"/> | 30449€ | | |
| <input type="checkbox"/> | 31084€ | | |

These accounts (and services attached to those accounts) will again be visible to any user.

Reports.

Overview.

Cost Manager contains powerful pre-existing reports which help you to analyse your telecommunication's usage and costs. You can add new reports, or edit and customise existing reports to provide the information you need for your organisation.

Summary Reports

Summary reports display your billed data with totals and averages. Use summary reports to get an overall picture of your telecommunications spend. Cost Manager provides a variety of pre-defined summary reports to help you analyse your billing information.

To access Summary reports, select **Reports** from the top navigation bar, followed by **Summary Reports**.

A list of reports will appear on screen. By clicking on the name of the report, the information contained within the report will then be displayed.

Detailed Reports

Detailed reports display line by line itemised billed data. Use detailed reports to get a more granular view of your telecommunications spend by each service and charge type. This can be all of the calls made by a mobile service, or each rental fee charged each month. Cost Manager provides a variety of pre-defined summary reports to help you analyse your billing information.

To access Detailed reports, select **Reports** from the top navigation bar, followed by **Detailed Reports**.

A list of reports will appear on screen. By clicking on the name of the report, the information contained within the report will then be displayed.

Produce a Report.

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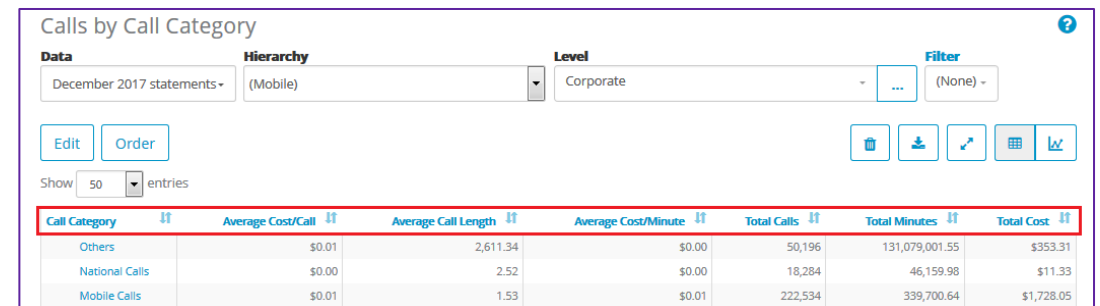
Select **Reports** from the top navigation bar, followed by **Summary Reports** or **Detail Reports**.

A list of reports will appear on screen.

Click on the name of the report to produce the report on screen.



Column Sorting.

While viewing reports on screen, click on any of the column headers to sort the information according to that column.






| Call Category | Average Cost/Call | Average Call Length | Average Cost/Minute | Total Calls | Total Minutes | Total Cost |
|----------------|-------------------|---------------------|---------------------|-------------|----------------|------------|
| Others | \$0.01 | 2,611.34 | \$0.00 | 50,196 | 131,079,001.55 | \$353.31 |
| National Calls | \$0.00 | 2.52 | \$0.00 | 18,284 | 46,159.98 | \$11.33 |
| Mobile Calls | \$0.01 | 1.53 | \$0.01 | 222,534 | 339,700.64 | \$1,728.05 |

Expanding the View.




Click the  button to view more information by line, or click the  button to toggle to full screen view.

Itemised Call Details ?

Data November 2017 statements ▾ **Hierarchy** Corporate ▾ **Level** Corporate ▾ **Filter** (None) ▾

[Edit](#) [Order](#)   

Show 50 ▾ entries

| Date | Time Called | Line Number | Service Description 1 | Service Description 2 | Number Called | Place Called | Call Category |
|--|-------------|-------------|-----------------------|-------------------------|---------------|--------------|---------------|
|  13/11/2017 | 19:44 | 033631240 | | Test Description Export | 0274540890 | OTH NETWRK | Mobile Calls |
|  10/11/2017 | 08:40 | 094760690 | Craig | Description 2 Test 4 | 0212811993 | OTH NETWRK | Mobile Calls |
|  01/11/2017 | 16:50 | 033631240 | | Test Description Export | 0274540890 | OTH NETWRK | Mobile Calls |






Hyperlinks.

[Click to go to back to Contents page](#)

When you see a blue hyperlink, click it to open additional information.

Calls by Call Category ?

Data December 2017 statements ▾ **Hierarchy** (Mobile) ▾ **Level** Corporate ▾ **Filter** (None) ▾

[Edit](#) [Order](#)     

Show 50 ▾ entries

| Call Category | Average Cost/Call | Average Call Length | Average Cost/Minute | Total Calls | Total Minutes | Total Cost |
|-------------------------------------|-------------------|---------------------|---------------------|----------------|-----------------------|-------------------|
| Others | \$0.01 | 2,611.34 | \$0.00 | 50,196 | 131,079,001.55 | \$353.31 |
| National Calls | \$0.00 | 2.52 | \$0.00 | 18,284 | 46,159.98 | \$11.33 |
| Mobile Calls | \$0.01 | 1.53 | \$0.01 | 222,534 | 339,700.64 | \$1,728.05 |
| Local Calls | \$0.16 | 4.44 | \$0.04 | 16 | 71.00 | \$2.52 |
| International Calls | \$0.45 | 128.09 | \$0.00 | 8,696 | 1,113,907.00 | \$3,883.26 |
| Total | \$0.02 | 442.33 | \$0.00 | 299,726 | 132,578,840.17 | \$5,978.47 |

Showing 1 to 6 of 6 entries [Previous](#) [Next](#)




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Export Reports.

Export reports to PDF or CSV by clicking the  button.

Itemised Call Details ?

Data November 2017 statements ▾ **Hierarchy** Corporate ▾ **Level** Corporate ▾ ... **Filter** (None) ▾

[Edit](#) [Order](#)   

Show 50 ▾ entries

| Date | Time Called | Line Number | Service Description 1 | Service Description 2 | Number Called | Place Called | Call Category |
|------------|-------------|-------------|-----------------------|-------------------------|---------------|--------------|---------------|
| 13/11/2017 | 19:44 | 033631240 | | Test Description Export | 0274540890 | OTH NETWRK | Mobile Calls |
| 10/11/2017 | 08:40 | 094760690 | Craig | Description 2 Test 4 | 0212811993 | OTH NETWRK | Mobile Calls |

Schedule Reports.


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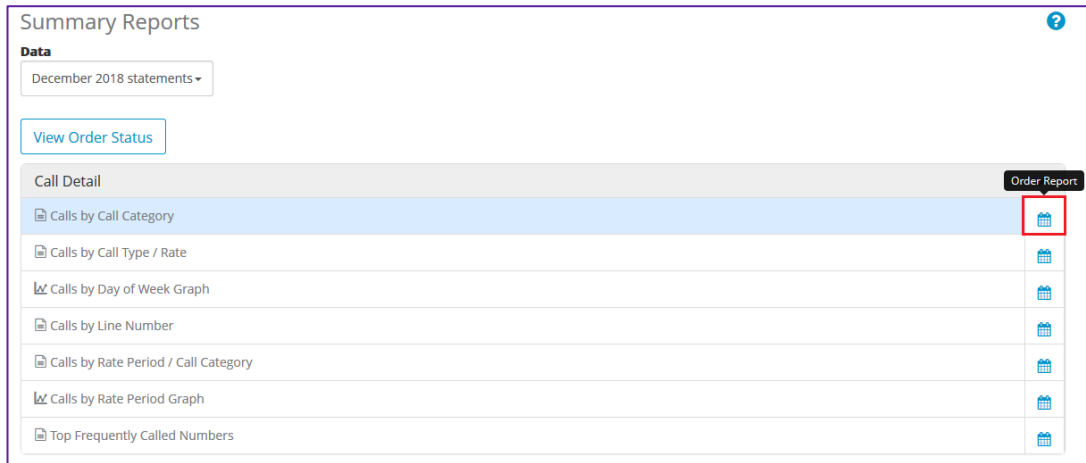
Order a scheduled report .

Ordering a report automatically schedules the delivery of a report on a recurring day each week or month. This way, you don't have to remember to run the reports and the reports will automatically be sent to you.

1. Click **Reports** from the top navigation bar followed by **Summary Reports** or **Detailed Reports**.

Note: Detail reports provide line by line itemization of each charge

2. Choose the report you need from the list of reports available on screen.
3. Click the **Order Report** button 




















Summary Reports

Data
December 2018 statements ▾

[View Order Status](#)

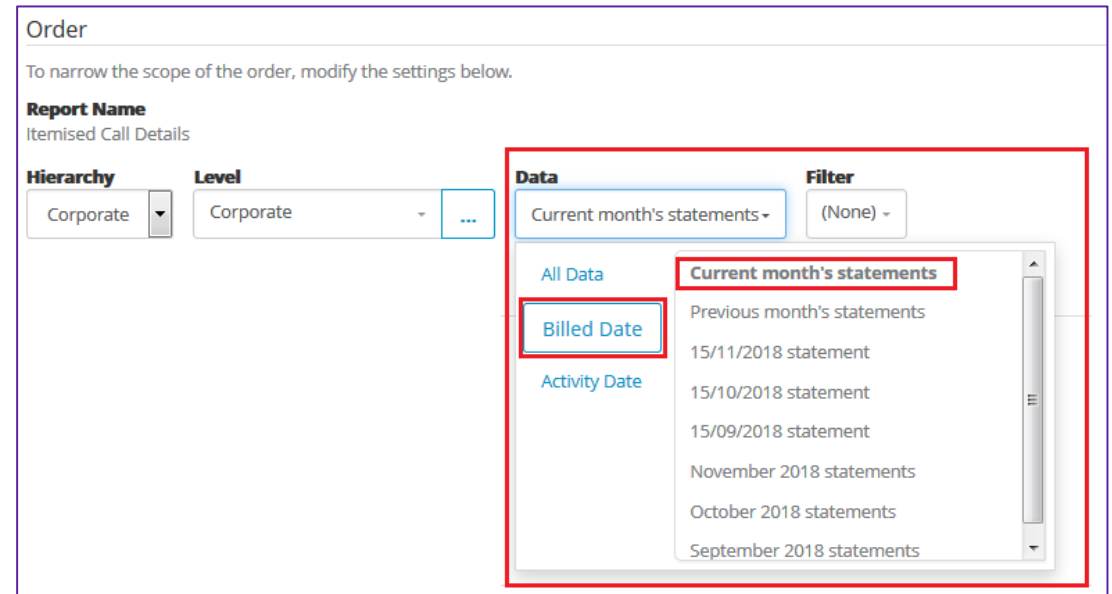
Call Detail

| Call Detail | Order Report |
|--|---|
|  Calls by Call Category |  |
|  Calls by Call Type / Rate |  |
|   Calls by Day of Week Graph |  |
|  Calls by Line Number |  |
|   Calls by Rate Period / Call Category |  |
|   Calls by Rate Period Graph |  |
|  Top Frequently Called Numbers |  |

4. Choose the report parameters that you require such as the **Level**, **Data** range, and **Filters** if applicable.

Tip:

When scheduling a report to be sent each month, ensure the **Data** drop down selected is based on **Billed Date**, and the **Current Month's Statements**.



Order

To narrow the scope of the order, modify the settings below.

Report Name
Itemised Call Details

Hierarchy Corporate ▾ **Level** Corporate ▾ ...

Data Current month's statements ▾ **Filter** (None) ▾

All Data
Billed Date
Activity Date

Current month's statements

- Previous month's statements
- 15/11/2018 statement
- 15/10/2018 statement
- 15/09/2018 statement
- November 2018 statements
- October 2018 statements
- September 2018 statements

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Order a scheduled report continued...

5. Select the **Order Frequency** by clicking on the most appropriate option.
6. Use the drop-down boxes available to change the selections for **Weekly** or **Monthly**

Order Frequency

Select how often you want this order to be generated.

One-time

Daily

Weekly: Every

Monthly: On day of every month

7. Choose the **Order Format** by clicking on the most appropriate option.

Order Format

Select the file format of documents in this order. If choosing the PDF option, also specify paper size and page orientation.

PDF

CSV

XML

Tip:

We recommend scheduling reports to be produced a minimum of 3 days after the bill date. For example, if your bills are produced on the 1st of each month, schedule your reports to be completed on the 4th.

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Order a scheduled report continued...

8. Choose the **Order Delivery** method, and enter any additional email addresses in the **Send Additional Notification To** field. Click **Submit Order** to complete your order

Order Delivery

Select your preference for order delivery upon completion of your order. To send notification to additional recipients, enter their e-mail addresses separated by semicolons.

- Do not send e-mail notification when my order is complete.
This option will not send any notification when the report is available.
- Notify me by e-mail when my order is complete.
*This option will advise you by email that your report is ready. You will need to log into Cost Manager and download it from the **Download Centre**.*
- Notify me and any additional recipients entered below by e-mail, and include a link to download the order without logging into the application.
This option will send you and additional recipients and email with a link to the report. The link will expire in 15 days and cannot be re-sent.
- Notify me and any additional recipients entered below by e-mail, and attach the completed order. Files exceeding 2MB will not be attached.
This option will send you and additional recipients an email with the report attached.
- Notify me and any additional recipients entered below by e-mail, and send the order to the selected SFTP location.

SFTP Locations

Globys ▼

Send Additional Notification To

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Order a scheduled report continued...

You will be directed to the **Pending Orders** screen in the **Download Centre** which can be used to confirm the report order.

Download Centre

Completed Orders Pending Orders

Order Type
Detail

Edit Order Remove Orders Go To Another Report

Show 250 entries

| Document | Type | Frequency | Scheduled | Format | Additional Recipients |
|---|-------------|--------------------------------|------------|--------|-----------------------|
| <input type="checkbox"/> All Charges by Line Number Hierarchy: Corporate Level: Corporate Data: December 2017 statements Filter: None | All Charges | Monthly: 1st of each month | 01/12/2017 | CSV | |
| <input type="checkbox"/> Itemised Call Details Hierarchy: Corporate Level: Corporate Data: December 2017 statements Filter: None | Call Detail | Monthly: 11th of each month | 11/12/2017 | CSV | |

Showing 1 to 2 of 2 entries



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Download Centre.

Download Centre.

Ordered documents that have completed processing can be downloaded from this page. The status of completed documents is indicated with an icon:

 Ready To Download  Already Downloaded

 No Data Available To Create Document  Document Expires Soon

Documents are kept for 15 days before deletion. Once a document has been deleted from the download centre, the report must be re-run/re-ordered if the data is required.

View Completed or Pending Report Orders.

To View Completed or Pending Report Orders:

1. Click **Download Centre** and click on the **Completed Orders** or the **Pending Orders** Tab.
2. Use the **Order Type** drop down box to select **Summary**, **Detail**, **Cost Allocation** or **Statements** (note, statements are not the bill documents/invoices).
3. A list of all reports that have been completed in the last 15 days will appear.
4. Click the name of the report you would like to view.

Edit a Pending Report Order.

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Pending Orders can be edited up to 24 hours before the report is produced. This includes adding or changing email addresses for intended recipients or changing other report parameters.

1. Select the **Pending Orders** tab and locate the report you wish to edit.
2. Tick the tick box next to the report name, then click the **Edit Order** button.

Note: If you wish to delete the report, click the **Remove Orders** button.

3. Make the necessary changes to the report order information (for example changing the recipient's email address) and click the **OK** button to continue.

Additional Information.

Cost Manager packages.

There are 2 alternative Cost Manager package types to choose from:

| Package | Features & Benefits |
|--|--|
| Cost Manager Monthly (\$59.95+GST per month) | <ul style="list-style-type: none"> Multiple User Access (9 additional users) Access your organisation's electronic PDF Bills Create Cost Centres to automatically allocate cost and usage to departments or locations. Run Cost Allocation reports. 16 pre-defined summary reports with 6 detailed reports. Add Bill Line Descriptions or free text descriptions. Automatic reporting that reduces administrative time and costs. |
| Cost Manager Monthly + Daily (\$89.95+GST per month) | <p>Cost Manager Monthly features plus:</p> <ul style="list-style-type: none"> Unbilled reporting enables monitoring of usage before billing Email alerts to identify any abnormal usage Pre-bill transparency to enable management of budgets proactively. |

Change your package.

[Click to go to back to Contents page](#)

You can upgrade your package to Cost Manager Monthly online after you have logged in to Cost Manager..

1. Click **Setup** from the top navigation bar
2. Select **Packages** located in the **Account Information** area
3. Click **Cost Manager Monthly**
4. Select your **activation Date**
5. Tick the tick box to confirm that you have read and accepted the **Terms of Use** (after reading these terms)
6. Click **OK**

To upgrade your package to Cost Manager Daily, please contact the Spark Cost Manager Team at costmanager@spark.co.nz.

For more information about the packages available, please visit us at www.sparkdigital.co.nz/costmanager.

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Glossary.

A

Account

Lines and services grouped together for billing. Accounts are billed on a monthly basis with a statement or invoice detailing fixed costs and usage based charges

D

Detail Report

Reports containing individual data records including usage, equipment and other charges/credits

S


Service

A voice line, account code, fax line, pager, data circuit or other recurring transmission of information.

Summary Report

Reports providing an overview of your usage with totals and averages.

Further Assistance.

Online help is available on each page once you have logged into Cost Manager. Simply click the  icon at the top right hand corner of each page to view more information.

If you are unable to find the answer you are looking for, please email us at costmanager@spark.co.nz. A Cost Manager consultant can assist you further with your enquiry.

For assistance with billing enquiries or to make changes to your Spark Account, please contact one of the below areas:

| Spark Corporate Clients | Spark Government Clients |
|--|--|
| 0800 482 290 | 0800 264 428 |
| CorporateServiceDesk@spark.co.nz | aog.servicedesk@spark.co.nz |
| Spark Small Business | Mobile Requests |
| 126 | 0800 264 428 |
| business@spark.co.nz | MobileDirect@spark.co.nz |
| | |

Training and Consultations.

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In conjunction with this user guide, Cost Manager has been designed for intuitive use.

If you require additional training, this can be arranged with a Cost Manager consultant via Skype or Web Ex by completing the

[Cost Manager Training Request Form](#).

A standard consultation fee of \$149.95+GST per hour applies for all training and consultations.

Monthly Checklist.

Notes.

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