



BT Business Analyse Charges User Guide

BT Business Analyse Charges user guide

Contents

Introduction	3
Getting Started	4-5
Main page	6
Analyse charges overview	7-8
Summary reports	9-13
Usage Reports	14-19
Customising reports	20-23
Help & Support	24



Introduction

We know how important access to the right billing information at the right time is for your business.

With Analyse Charges as part of My Account, your online portal, you'll be in the driving seat. We're giving you full control of the reports you run and the information you see.

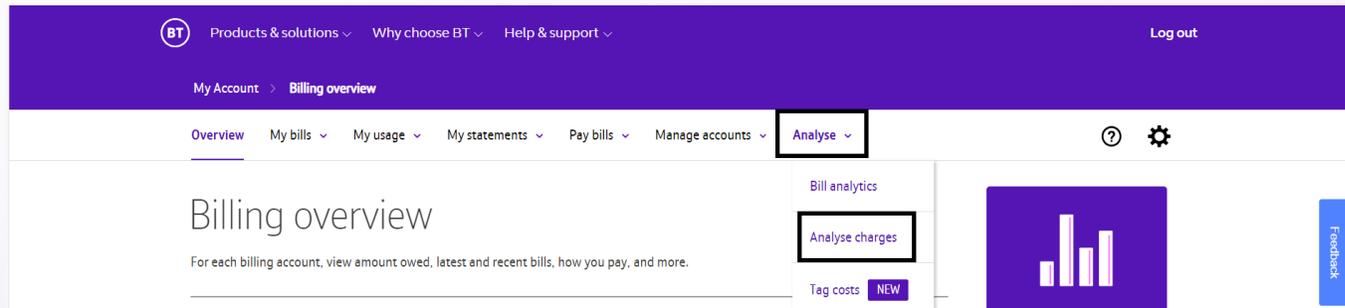
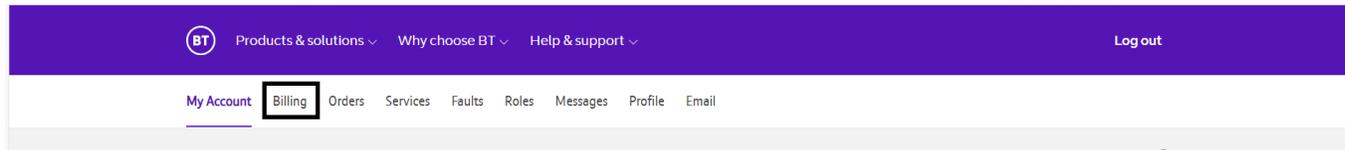
This guide will help you get up and running with how to access and use Analyse Charges.

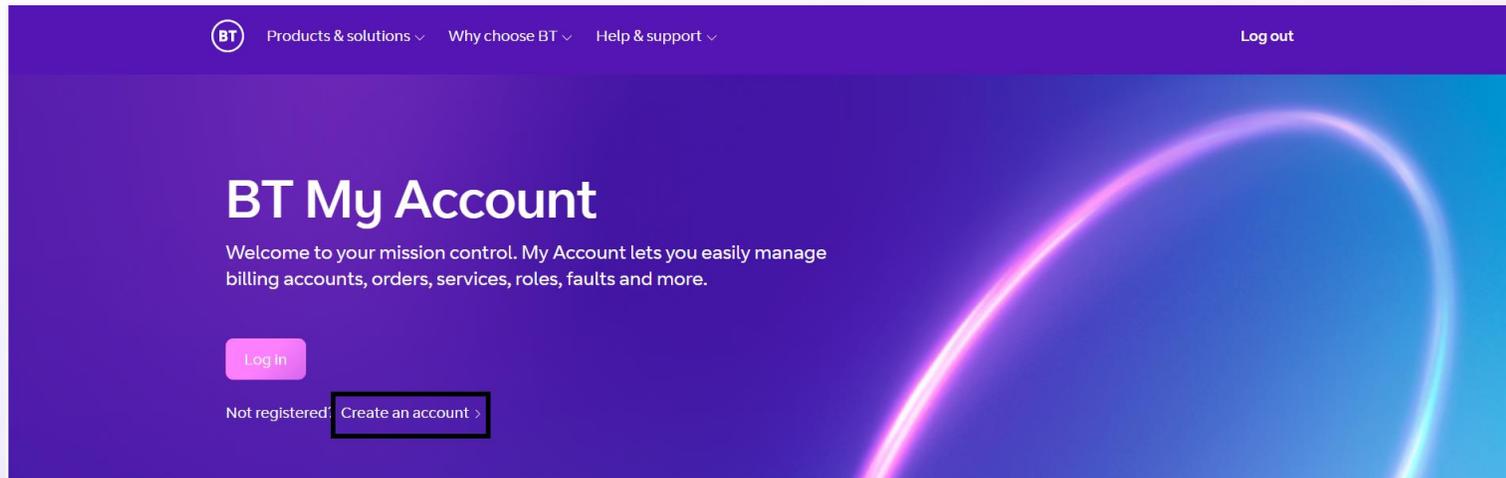
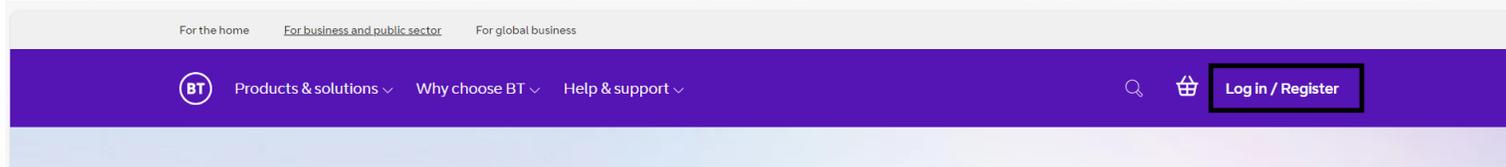


Getting Started

Existing BT My Account users

- If you're an **existing BT My Account user**, simply log in as usual and head over to the main **Billing** page. From there select **Analyse**, then **Analyse charges**.





Getting Started

New to BT My Account

- If you're not a BT My Account user, you'll need to head over to: <https://business.bt.com> to set up a BT My Account profile.
- Select **Login/Register**, followed by **Create an account**.
- You'll need your BT Business account number and an email address that hasn't already been used for a BT My Account profile.



Analyse charges main page

Within the Analyse charges main page, you'll find 3 tabs:

- **Overview**
- **Summary reports**
- **Usage reports**

Products & solutions ▾ Why choose BT ▾ Help & support ▾ Log out

My Account > Billing overview > Analyse charges

Overview My bills ▾ My usage ▾ My statements ▾ Pay bills ▾ Manage accounts ▾ Analyse ▾

Analyse charges

Pinpoint what you're paying for. Download summary reports, usage reports and media files to analyse charges at-a-glance and in detail.

Overview Summary reports Usage reports

Number of accounts	Number of invoices	Total net charge
1	1	£107.08

Analyse more
Select or remove services

Key
Regular charges £ 107.08

Chart our charges, your way
Tag costs >

Want bills that

Feedback



My Account > Billing overview > Analyse charges

Overview My bills My usage My statements Pay bills Manage accounts Analyse

Analyse charges

Pinpoint what you're paying for. Download summary reports, usage reports and media files to analyse charges at-a-glance and in detail.

Overview Summary reports Usage reports

Number of accounts	Number of invoices	Total net charge
1	1	£107.08

Account number and name	Bill reference	Bill date	Total
VP6310 .BT (ACCOUNT 9)	M152	05/Mar/2024	£107.08

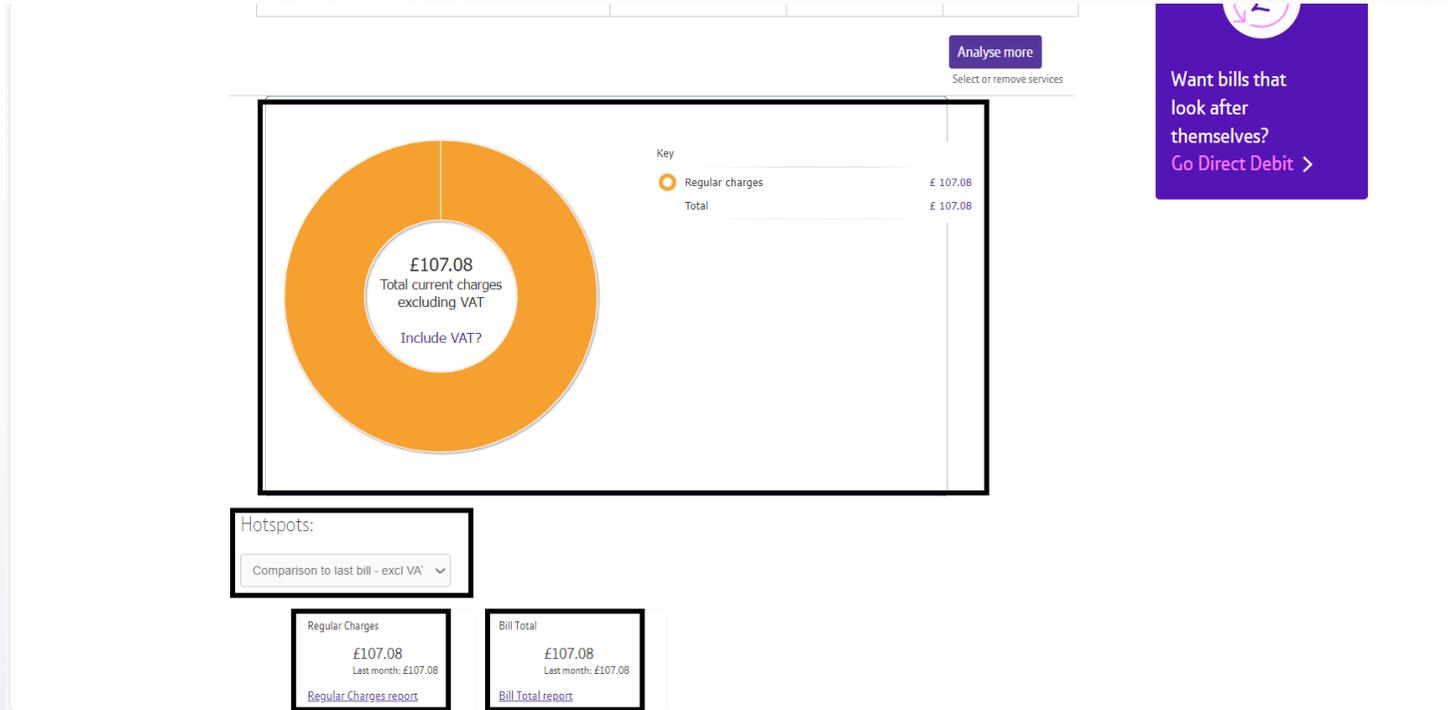
Analyse more
Select or remove services

Chart our charges, your way
Tag costs >

Want bills that

Analyse charges - Overview

- The **Overview** tab gives a basic view of the account focussed on the most recent bill.
- The **number of accounts** displayed and the **number of invoices** and **total charges** for that account is shown
- Clicking the **chevron** (drop down/up arrow) expands this detail to show the **Account number and name** **Bill reference**, **Bill date** and **total**.
- The **Analyse more** button allows you to select more accounts and bills (linked to your BT My Account profile) to view.



Overview

- Scrolling down the Overview page shows a chart breaking down the costs that make up the bill (in this instance the bill is regular charges only).
- The **Hotspots dropdown** allows you to compare the current bill to last months bill, or to the bill of the same month last year.
- **Regular charges** are shown, with the option to view a **Regular Charges report**.
- **Bill Total** is shown with the option to view a **Bill Total report**.



Analyse charges – Summary reports

The **Summary reports** tab allows you to see a summary of your services and charges for your most recent bill and the ability view specific report types.

Products & solutions ▾ Why choose BT ▾ Help & support ▾ Log out

My Account > Billing overview > **Analyse charges**

Overview My bills ▾ My usage ▾ My statements ▾ Pay bills ▾ Manage accounts ▾ **Analyse ▾** ? ⚙

Analyse charges

Pinpoint what you're paying for. Download summary reports, usage reports and media files to analyse charges at-a-glance and in detail.

Overview **Summary reports** Usage reports

Number of accounts	Number of invoices	Total net charge
▾ 1	1	£107.08

Analyse more
Select or remove services

Table view Graphical view

Summary by service

Chart our charges, your way
Tag costs >

Feedback



Summary reports

- A summary of the charges for your most recent bill can be seen in table format, which is the default layout for the summary. Use the **Print this view** or **Download this report** buttons if needed.
- The **Table view** and **Graphical view** buttons can be used to change the summary detail from the default table view layout.
- **Choose your reports** gives the ability to view and download:
- **All charges billed by service or site**
- **Charges by type, at a glance**
- **Charges by type, in detail**

Summary by service

Get down into the detail by clicking on the costs in the table or switch to the graphical view and click on the segments.

Table view Graphical view

Service type	Regular charges (£)	Usage charges (£)	One-off charges & credits (£)	Discounts (£)	Adjustments (£)	Total charges before VAT (£)	Number of lines	Usage quantity	Usage duration
Other account-related items	0.62	0.00	0.00	0.00	0.00	0.62			
Phone service	106.46	0.00	0.00	0.00	0.00	106.46	2		
Total	107.08	0.00	0.00	0.00	0.00	107.08	2		

Download this report Print this view

Choose your reports

- ✓ All charges by billed service or site
- ✓ Charges by type, at a glance
- ✓ Charges by type, in detail

look after themselves?
Go Direct Debit >

Feedback



Summary reports – Choose your reports

All charges by billed
service or site

Choose your reports Download this report Print this view

⤴ All charges by billed service or site

[Bills by service number](#)
Charges of all types for each billed service. Print Download

Billed services & sites
Charges of all types for each billed service, plus service locations. Download

⤵ Charges by type, at a glance

⤵ Charges by type, in detail

Feedback

- Use the **Chevron** (dropdown arrow) to expand the **All charges billed by Service or Site** section
- **Bills by Service number** or **Billed services & Sites** can be selected to **Print** or **Download**.



Summary reports – Choose your reports

Charges by type, at a glance.

- Use the **Chevron** (dropdown arrow) to expand the **Charges billed by type, at a glance** section
- **Regular charges at a glance** shows recurring charges such as rental
- **Usage charges at a glance** shows usage such as calls
- **One-off charges & credits at a glance** and **Discounts at a glance** can also be accessed here to **Print** or **Download**

Choose your reports

▼ All charges by billed service or site

▲ Charges by type, at a glance

[Regular charges at a glance](#)
An overview of regular charges by type.

[Usage charges at a glance](#)
An overview of usage charges by type.

[One-off charges & credits at a glance](#)
An overview of one-off charges & credits for each charge type.

[Discounts at a glance](#)
An overview of discounts applied to each charge type.

▼ Charges by type, in detail

Feedback



Summary reports – Choose your reports

Charges by type, in detail.

Choose your reports

- ▼ All charges by billed service or site
- ▼ Charges by type, at a glance
- ▲ **Charges by type, in detail**
 - [Regular charges in detail](#)
A detailed view of regular charges by type.
 - [One-off charges & credits in detail](#)
A detailed view of one-off charges & credits for each charge type.
 - [Adjustments in detail](#)
A detailed view of adjustments applied to each charge type.

Feedback

- Use the **Chevron** (dropdown arrow) to expand the **Charges billed by type, in detail** section
- Here you can **Print** or **Download** a more detailed view **Regular charges, One-off charges & credits and Adjustments** .



Analyse charges – Usage reports

The **Usage reports** tab allows you to view a variety of reports related to calls made from your business network.

The screenshot shows the BT 'Analyse charges' interface. The top navigation bar includes 'Products & solutions', 'Why choose BT', 'Help & support', and 'Log out'. The breadcrumb trail is 'My Account > Billing overview > Analyse charges'. The main navigation menu includes 'Overview', 'My bills', 'My usage', 'My statements', 'Pay bills', 'Manage accounts', and 'Analyse'. The 'Analyse' menu is open, and the 'Usage reports' tab is selected and highlighted with a red box. Below the tabs, a table displays summary data:

	Number of accounts	Number of invoices	Total net charge
	1	1	£107.08

Below the table is an 'Analyse more' button with the subtext 'Select or remove services'. To the right of the table are two promotional cards: 'Chart our charges, your way Tag costs >' and 'Want bills that'. A 'Feedback' button is visible on the right side of the page.



Total usage by service number

Get down into the detail by clicking on the costs in the table or switch to the graphical view and click on the segments.

Table view Graphical view

+ Filtering

Service number	Friendly name (service number)	Total			UK phone line		Us
		Total usage quantity	Total charges before VAT (£)	VAT rate (%)	Usage quantity	Charges (£)	
No records found.							
<hr/>							
<p>Download this view Print this view</p>							

Choose your reports

▼ Most popular

▼ Usage at a glance

▼ Usage in detail

▼ Trend reports

▼ Other calls

Want bills that look after themselves?
[Go Direct Debit >](#)

Usage reports

- A summary of usage charges (if calls have been made) for your most recent bill can be seen in table format, which is the default layout for the summary. Use the **Print this view** or **Download this report** buttons if needed.
- The **Table View** and **Graphical view** buttons can be used to change the detail from the default table view layout.
- **Choose your reports** gives the ability to view and download a variety of reports including **Most popular**, **Trend reports** and **Other calls reports**.



Choose your reports

^ Most popular	
Call summary A summary of phone line and mobile usage.	Print Download
Most expensive calls by usage type Details of your most expensive calls by usage type.	Print Download
v Usage at a glance	
v Usage in detail	
v Trend reports	
v Other calls	

Usage reports – Choose your reports

Most popular

- Use the **Chevron** (dropdown arrow) to expand the **Most popular** section
- **Call summary** or **Most expensive calls by usage type** can be selected to **Print** or **Download**.



Choose your reports

▼ Most popular

▲ Usage at a glance

Call summary at a glance An overview of your call usage.	Print	Download
Calls by destination at a glance An overview of your call usage based on number called.	Print	Download
Calls by cost at a glance An overview of your call usage based on cost.	Print	Download
Calls by duration at a glance An overview of your call usage based on call duration.	Print	Download
Calls by time at a glance An overview of your call usage based on time of day.	Print	Download
International calls Details of calls to international numbers.	Print	Download

▼ Usage in detail

Usage reports – Choose your reports

Usage at a glance

- The **Usage at a glance** tab presents **Call Summary, Calls by destination, cost, duration and time** as well as **International calls to Print or Download.**



Usage reports – Choose your reports

Choose your reports

▼ Most popular	
▼ Usage at a glance	
▲ Usage in detail	
Call summary in detail A detailed view of your call usage.	Print Download
Most frequent calls in detail A detailed view of your most frequent calls.	Print Download
Longest calls by duration in detail A detailed view of your longest calls made.	Print Download
Zero usage in detail A detailed view of your billed services with zero usage.	Print Download
▼ Trend reports	
▼ Other calls	

Usage in detail

- The **Usage in detail** tab presents **Call Summary, Most frequent calls, longest calls by duration** and **Zero usage in detail** to **Print** or **Download**.



Usage reports – Choose your reports

Trend reports

- In **Trend reports** you can **Print** or **Download Call Summary- Calls by day and hour** or **Call summary – repeated calls**.

Choose your reports

∨ Most popular		
∨ Usage at a glance		
∨ Usage in detail		
∧ Trend reports		
Call summary - Calls by day and hour A summary of calls by day of the week and hour.	Print	Download
Call summary - Repeated calls A summary of calls made more than once.	Print	Download
∨ Other calls		

Customising your reports

With Analyse charges its possible to customise the data within any downloaded reports to suit your needs.

Read on for a quick guide...



Bills by service number
Charges of all types for each billed service.

Summary report > Bills by service number

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One off credits (£)
GPO	GPO	S166			Other account-related items	8.00	0.00	-6.42
Total						£8.00	£0.00	£-6.42

Download this report Print this view

Choose your reports

- All charges by billed service or site
- Bills by service number**
Charges of all types for each billed service. Print Download
- Billed services & sites
Charges of all types for each billed service, plus service locations. Download

Choosing your report type and format:

- Scroll down to the **Choose your reports** section where you can select the report type and format.
- Clicking the link for the report (e.g.) **Bills by service number** will present an online summary view.
- Clicking the **Download** button for **Bills by service number** will generate a CSV file to see all the information held at a service level.

Account	Bill reference	Source ref	Service type	Regular ch	Usage cha	One-off cl	Discounts	Adjustme	Total char	VAT rate	Usage que	Usage dur	Usage star	Usage enc	Rental sta	Rental en	Usage day	Rental day	Tag 1 - Co	Tag 2 - Loc	Tag 3 - Are	Tag 4 - U
'01		'055	Phone ser	13.5	0	0	0	0	13.5	20												
'01		'055	Phone ser	13.5	0	0	0	0	13.5	20												
'01		'044	Phone ser	32	0	0	0	0	32	20												
'01		'043	Phone ser	13.5	0	0	0	0	13.5	20												
'01		'043	Broadban	51.03	0	0	0	0	51.03	20												
'01		'031	Broadban	58.29	0	0	0	0	58.29	20												
'01		'031	Phone ser	13.5	0	0	0	0	13.5	20												
'01		'033	Broadban	38.66	0	0	0	0	38.66	20												
'01		'033	Phone ser	13.5	0	0	0	0	13.5	20												
'01		'028	Phone ser	0.45	0	0	0	0	0.45	20												
'01		'046	Broadban	1.7	0	18	0	0	19.7	20												
'01		'055	Phone ser	0.45	0	0	0	0	0.45	20												
'01		'046	Phone ser	13.5	0.35	0	0	0	13.85	20	6	00:14:27					37					
'01		'055	Phone ser	13.5	0.24	0	0	0	13.74	20	1	00:02:43					37					
'01		'055	Phone ser	13.5	0	0	0	0	13.5	20												
'01		'055	Broadban	56.29	0	0	0	0	56.29	20												
'01		'030	Phone ser	13.5	0	0	0	0	13.5	20												
'01		'030	Broadban	58.29	0	0	0	0	58.29	20												
'01		'046	Broadban	51.03	0	0	0	0	51.03	20												
'01		'055	Phone ser	13.5	0.85	0	0	0	14.35	20	4	00:03:09					37					
'01		'055	Phone ser	13.5	0	0	0	0	13.5	20												



Bills by service number
Charges of all types for each billed service.

[Summary report](#) > Bills by service number - Filtering

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One off charges & credits (£)
GPO01	GPO1	S166			Other account-related items	8.00	0.00	-5.00
Total						£8.00	£0.00	£-5.00

Download this report Print this view

Choose your reports

^ All charges by billed service or site

Bills by service number
Charges of all types for each billed service. Print **Download**

Billed services & sites
Charges of all types for each billed service, plus service locations. Download

Applying filters to the CSV file:

- For full detail, download the CSV file from the option shown .
- To sort the data according to your needs, apply filters by opening the CSV file and clicking on the row that contains the title headers for the columns.
- Select **Sort & Filter**, then **Filter**.

The screenshot shows the Microsoft Excel interface with a data table. The table has the following columns: Service number, Account, Bill reference, Source account, Source reference, Service type, Regular charges (£), Usage charges (£), One-off charges & credits (£), and Total char.VAT rate. The 'Sort & Filter' menu is open, and the 'Filter' option is highlighted. The table data is as follows:

Service number	Account	Bill reference	Source account	Source reference	Service type	Regular charges (£)	Usage charges (£)	One-off charges & credits (£)	Total char.VAT rate
'011'	VP!	GP	GPO	'055	Phone service	13.5	0	0	13.5 2)
'011'	VP!	GP	GPO	'055	Phone service	13.5	0	0	13.5 2)
'011'	VP!	EM	EM2	'044	Phone service	32	0	0	32 2)
'011'	VP!	GP	GPO	'043	Phone service	13.5	0	0	13.5 2)
'011'	VP!	GP	GPO	'043	Broadband and	51.03	0	0	51.03 2)
'011'	VP!	GP	GPO	'031	Broadband and	58.29	0	0	58.29 2)
'011'	VP!	GP	GPO	'031	Phone service	13.5	0	0	13.5 2)
'011'	VP!	GP	GPO	'033	Broadband and	38.66	0	0	38.66 2)
'011'	VP!	GP	GPO	'033	Phone service	13.5	0	0	13.5 2)



Applying filters to the CSV file:

- After applying Sort & Filters, the columns within the CSV file will now contain **dropdown arrows** for each column
- Using the dropdown, you'll be able to refine the filter options further by using the **tick boxes**, selecting the values that you want to view in the selected column of the CSV file then click **OK**.
- Any values not ticked for selection wont appear in the filtered CSV.

The screenshot shows an Excel spreadsheet with a CSV file imported. The 'Service reference' column has a dropdown arrow. A filter menu is open, showing a list of service types with checkboxes for selection. The menu includes options like 'EM', 'GP', and 'GH'. The spreadsheet data includes columns for Service number, Account, Bill reference, Source account, Service reference, Service type, Regular charges, Usage charges, One-off charges & cri, Discour, Adjustn, Total cf, and VAT rat.

Service number	Account	Bill reference	Source account	Service reference	Service type	Regular charges	Usage charges	One-off charges & cri	Discour	Adjustn	Total cf	VAT rat
'055				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'044				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'043				Phone service	Phone service	32	0	0	0	0	32	2
'043				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'043				Broadband and	Broadband and	51.03	0	0	0	0	51.03	2
'031				Broadband and	Broadband and	58.29	0	0	0	0	58.29	2
'031				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'033				Broadband and	Broadband and	38.66	0	0	0	0	38.66	2
'033				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'028				Phone service	Phone service	0.45	0	0	0	0	0.45	2
'046				Broadband and	Broadband and	1.7	0	18	0	0	19.7	2
'055				Phone service	Phone service	0.45	0	0	0	0	0.45	2
'046				Phone service	Phone service	13.5	0.35	0	0	0	13.85	2
'055				Phone service	Phone service	13.5	0.24	0	0	0	13.74	2
'055				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'055				Broadband and	Broadband and	56.29	0	0	0	0	56.29	2
'030				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'030				Broadband and	Broadband and	58.29	0	0	0	0	58.29	2
'046				Broadband and	Broadband and	51.03	0	0	0	0	51.03	2
'055				Phone service	Phone service	13.5	0.85	0	0	0	14.35	2
'055				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'056				Phone service	Phone service	308.2	88.56	0	0	0	396.76	2
'055				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'027				Broadband and	Broadband and	58.29	0	0	0	0	58.29	2
'055				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'035				Broadband and	Broadband and	58.29	0	0	0	0	58.29	2
'035				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'038				Phone service	Phone service	13.5	0	0	0	0	13.5	2
'038				Broadband and	Broadband and	51.03	0	0	0	0	51.03	2
'033				Broadband and	Broadband and	58.29	0	0	0	0	58.29	2
'033				Phone service	Phone service	13.5	0	0	0	0	13.5	2

Help & Support

We have lots of help and support available for our customers.

You can find all the information to help you with any of your BT Business billing needs over at:

[BT Business billing | Help & support | BT Business](#)

Here are a couple of Help articles to help you get up and running with your Cost Centres and viewing your call usage:

Tagging costs: [What is tagging and how do I use it? | BT Business](#)

Viewing call usage: [Viewing your call usage | Help | BT Business](#)

Need more help with Analyse charges? Get in touch at: btacmigrations@bt.com



**Means
Business**