CCBill® MobileStats

User's Guide

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Introduction

MobileStats is a Web portal designed specifically to be viewed on a variety of mobile devices. MobileStats is intended to give Clients and Affiliates a quick and portable format, similar to the existing **Quick Stats** in the Admin Portal.

Activation

CCBill® MobileStats is active for all users; no special permission or activation is required.

Access

Access to CCBill® MobileStats is unrestricted—you may access and use the site from anywhere in the world.

Supported Configurations

CCBill® MobileStats is intended to work on Apple®-based mobile devices, including iPhone® and iPad®, Android Operating System-based smartphones, and Blackberry® OS Powered phones. The site may load and function on other devices but may not display or function as intended.

Sign In Screen

Signing in to CCBill® MobileStats requires the same information as signing in to the Admin Portal does—your Client or Affiliate ID, Username, and Password.

The URL for accessing CCBill® MobileStats is https://mobile.ccbill.com.

To sign in to CCBill® MobileStats:

1. Access https://mobile.ccbill.com* on your mobile device.
2. Choose **Client** or **Affiliate** in the **Sign In As** drop-down menu.
3. Enter your **Account** or **Affiliate ID**, **Username,** and **Password** in the appropriate fields.
4. Tap to select the **Keep Me Signed In** if you don't want to enter the information the next time you sign in**.
5. Tap **Sign In**.

*If you have a bar code reader on your mobile device, you may scan the QR code on the right to be taken to the URL automatically.

****Keep Me Signed In** will remember your status for up to 30 days from your last activity (or until you log out) and automatically log you in when accessing https://mobile.ccbill.com. If you do not access CCBill® MobileStats for more than 30 days, you will need to re-enter your information on the Sign In screen.

The **Full Site** link at the bottom of the screen will take you to the full Admin Portal.

Header Controls

The page header contains control and navigational elements needed when using CCBill® MobileStats. This includes the account selection tool (whose use is described in the next section) and the following navigational buttons:

- **Report Home.** The Report Home button will take you to the list of available reports. These reports are detailed in the Report Home section below.
- **? (Help)**. The help button is represented by a question mark and will load the help page. Help is opened in the same browser window; you will, depending upon your phone and settings, likely have to select **Back** in order to return to the CCBill® MobileStats screen.
- **Quick Stats**. This button appears when you are not on the Quick Stats screen. Tapping this button will return you to the Quick Stats screen.
- **Aff. Stats**. This button only appears if you have Affiliate accounts linked to your username. Tap this button if you wish to view reports about your linked Affiliate account.
- **Client Stats**. This button only appears if you are viewing an Affiliate account linked to your Client account. Tap this button to be taken back to your primary Client account's Quick Stats page.
- **Sign Out**. The Sign Out button ends your session. Tapping this overrides the **Keep Me Signed In** function available on the Sign In page and completely signs you out of the CCBill® MobileStats system.

Account Selection

The Account Selector is an "instant-action" drop-down menu. "Instant-Action" means that when you make a selection, the selection is loaded as soon as you select a subaccount; there is no **Go** or **Select** button for you to press.

All accounts tied to your Username will display in the **Acct** drop-down menu; choose the account number you want from the drop-down by tapping on it, then select the appropriate subaccount from the second droop-down menu. The screen will refresh and display the requested data immediately.

If you have linked Affiliate accounts, and are actively viewing an Affiliate account the selector will display as **Linked Affiliate** and will provide a drop-down menu with all of your linked Affiliate accounts as applicable.

Footer Report Controls

When looking at reports, you may decide you want to see data for a particular day or date range. For this, you will use the buttons at the bottom of the screen, described here. (Note: Not all buttons will display on every screen).

The following buttons may appear in the footer:

- **Yest**. The **Yest** button is a date filter that automatically loads the displayed report with yesterday's data.
- **Today**. The **Today** button is always selected by default and displays the current report with today's data.
- **WTD**. **WTD** is an acronym for **Week to Date**; this button will load data for the current CCBill week (from 12:00 A.M. Sunday – 11:59 P.M. Saturday, MST).

- **Date Range**. Tapping the **Date Range** option brings you to a selection screen. You can view historical data via CCBill® Mobile Stats going back up to two years (greater date ranges may be available in the CCBill® Admin Portal). Choose the Month, Day, and Year from the drop-down menu in both the **From** and the **To** sections, then tap **Run Report** when you have finished your selection.
- **Report Home**. The Report Home button will take you to the list of available reports. These reports are detailed in the Report Home section below.

Quick Stats

The **Quick Stats** report is the default report in the CCBill® Mobile Stats site. The report is designed to give you a quick snapshot of your account activity. The default display is always **Today**. Use the Footer Report Controls to view activity on prior dates or date ranges.
All transactions are displayed in USD (US Dollars).

Client Quick Stats

The report contains the following rows of data for Clients:

- **Single**. Displays how many Single Transactions were made and the dollar amount of those transactions.
- **Recurring.** Displays how many Recurring Transactions were made and the dollar amount of those transactions.
- **Rebills**. Displays how many Rebill Transactions were made and the dollar amount of those transactions.
- **Gross**. Displays the total number of transactions on your account and the dollar amount (Single+Recurring+Rebills).
- **Returns.** Displays the number of returned items presented against your account and the dollar amount of the returned items.
- **Net.** Displays the net number of transactions for the account and the net dollar amount (Gross-Returns).

Each line of data contains a From Affiliate line beneath it in gray text. This is the number of transactions of the transactions listed in the blue line above were from Affiliate transactions and the dollar amount of those respective transactions.

Affiliate Quick Stats

The Affiliate Quick Stats report contains the following rows of Affiliate data:

- **Single Sales**. Displays how many Single Completed Referred Transactions were made and the dollar amount of those transactions.
- **Recurring.** Displays how many Recurring Completed Referred Transactions were made and the dollar amount of those transactions.
- **Rebills**. Displays how many Rebilled Referred Transactions were made and the dollar amount of those transactions.
- **Gross**. Displays the total number of completed referred transactions on your account and the dollar amount (Single+Recurring+Rebills).
- **Returns.** Displays the number of returned items presented against your account and the dollar amount of the returned items.

- **Net.** Displays the net number of transactions for the account and the net dollar amount (Gross-Returns).
- **Unique Clicks**. Displays the total amount of Unique Clicks referred from your Affiliate Account.
- **Sales Per Unique Click.** Displays the ratio of New Sales to Unique Clicks and illustrates how many consumers actually sign up for a Client site after you refer them.

Report Home

The Report Home button takes you to a listing of alternate reports available in CCBill® MobileStats. Reports are different for Clients and Affiliates and contain different data. The Report Home screen is intended to give a quick overview of all of the available reports without having to click further into the site to find the most pertinent details.

Client Reports

For Clients, these reports include:

- **Scheduled Rebills**. Displays the number of rebills remaining for the default time frame of "today". More information is available for this report; tap anywhere on the line to load the full report.
- **Form Hits/Submission: Hits**. Displays the ratio of form submissions to form hits.
- **Active Recurring Members**. Displays the total number of active recurring members at the current time. This report has no further information and is not interactive.
- **Last Client Payout Amount.** This is a display of the dollar amount of the last payout for the Client account. This report has no further information and is not interactive.

Scheduled Rebills

The **Scheduled Rebills** report lists the number of rebills remaining for today. More options are available for this report by tapping on the chevron icon **(>)** to the right of the report line. Further options include the ability to run the report for different (future) date ranges; available options in the Footer Report Controls are **Today**, **Tomorrow**, and **Date Range**.

Form Hits

The **Form Hits** report tells you how many times the payment form was loaded in the browser and compares that number with the amount of times the consumer actually submits the form. For example, if your form hits are 16 and you have a ratio of 1:2, which means that half of the consumers that load your form actually end up submitting (not approvals, just submissions) a completed form. This report contains further information, as indicated by the chevron symbol to the right.

Load the full report by tapping on the line. The report contains the following data:

- **Form Hits.** The number of times that the payment form was loaded in a browser window.
- **Submissions.** The number of times that consumers filled out and submitted the payment form.
- **Hits/Submit Ratio**. The ratio of Form Hits to Submissions.
- **Confirms.** The total number of times a consumer confirmed their personal and/or payment information after submitting a form.
- **Approvals**. The total number of times that an approved transaction was completed.

Active Recurring Members

The **Active Recurring Members** report simply tells you the number of members that are currently active with recurring subscriptions. No further information is available for this report.

Last Client Payout Amount

The **Last Client Payout Amount** report details the total amount, in US Dollars, of the last payment made by CCBill to the Client account and the date that the last payment was made. No further information is available for this report.

Affiliate Reports

For Affiliate accounts the reports available are as follows:

- **Raw Clicks/Unique Clicks**. This report details the total amount of raw and unique clicks for your Affiliate account. Further detail is available, as indicated by the chevron on the right of the screen.
- **Earnings from Referred Affiliates.** This report displays the total dollar payout earned from sales attributed to your referred Affiliates. Further detail is available, as indicated by the chevron on the right of the screen.
- **Last Affiliate Payout Amount.** This report displays the total amount and date of the last payout for the Affiliate account.

Raw Clicks/Unique Clicks

The **Raw Clicks/Unique Clicks** report contains information about the clicks referred to Client sites. Some data may not be configured on the Client end to be shared with affiliates, or the Client account may not be setup to track some data. In these situations, no data will be available, and what data is available may be skewed.

All ratios in the report represent the ratio of clicks to sales; the number of clicks occurred for every individual sale completed.

Data available in the full Raw Clicks/Unique Clicks report includes the following:

- **Raw Clicks.** Details the total number of raw clicks and the ratio of raw clicks to completed sales.
- **Unique Clicks.** Details the total number of unique clicks and the ratio of unique clicks to completed sales.
- **Raw 2nd Page.** Details the total number of raw clicks on a 2nd page (if enabled) and the ratio of second page raw clicks to completed sales.
- **Unique 2nd Page.** Details the total number of unique clicks on a 2nd page (if enabled) and the ratio of second page unique clicks to completed sales.
- **Form Clicks**. Details the total number of form clicks (order form) and the ratio of form clicks to completed sales.
- **New Sales.** Shows the number of new sales.

Earnings from Referred Affiliates

The **Referred Affiliates** report shows information about your Referred Affiliates' transaction activity for your selected time frame. The data available in the report includes the following:

- **Single.** The total number of new single sales attributed to your Referred Affiliates and the dollar amount of the payout earned by you for those sales.
- **Recurring.** The total number of new recurring sales attributed to your Referred Affiliates and the dollar amount of the payout earned by you for those sales.
- **Rebill.** The total number of rebilling sales attributed to your Referred Affiliates and the dollar amount of the payout earned by you for those rebills.
- **Returns**. The total number of returns (returned checks, refunds, voids, and chargebacks) attributed to your Referred Affiliates and the dollar amount that you lost due to those returns.
- **Total.** The total transaction count attributed to your Referred Affiliates and the total dollar amount (Singles+Recurring+Rebills-Returns) that you earned(or lost, as applicable) for your Referred Affiliates' sales.

Last Affiliate Payout Amount

The **Last Affiliate Payout Amount** report contains no further details. The report simply shows you the total amount in US Dollars of the last payment sent from CCBill to the Affiliate and the date that payment was made on.

Footer

The footer contains three links:

- **Full Site**. The Full Site link will take you to the CCBill Admin Portal. It will not, for security purposes, log you into the site.
- **Contact Us.** The Contact Us link will open a page containing Client Support's phone number and email address. You can also find that information at the end of this document, just before the glossary.
- **Report a Bug.** This link is provided as a method for you to submit any problems that you encounter in the CCBill® MobileStats system to our developers for research. Please choose the most appropriate **Category** and enter as many details as possible in your submission. Information that is helpful to our engineers when researching and fixing bugs includes, but is not limited to:

    - Mobile Device Brand and Model
    - Operating System name.
    - Operating System version, if known.
    - Browser (system, third party, etc...).
    - Exact text of the error message.
    - Steps to reproduce the problem.
    - Any other information that you think may be of use to our developers.

Support

If you have any questions about CCBill® MobileStats or any other CCBill product, please contact Client Support.

- Phone: 1.800.510.2859
- Email: merchantsupport@ccbill.com
- Online: Live Chat

Glossary

CCBill® MobileStats

A Web portal designed for users to view stats such as sales and rebills from a mobile device. The URL for the portal is https://mobile.ccbill.com.

Footer

The Footer is the bottom section of an Internet page or screen that contains branding information and other functions ancillary to the use of the site. The CCBill® MobileStats footer is dark gray and black and contains blue buttons that assist with navigation and links to Client Support and other pertinent items.

Header

A Header is the section at the top of an Internet page or screen that contains branding information and navigational tools. In the CCBill® MobileStats site, the header is the area of the screen at the top that is blue and includes the Account Select or in the light gray bar.

Instant-Action Menu

A menu that allows you to make a selection and instantly acts upon that selection without your having to click a "go", "select", or other type of button.

Mobile Device

A Mobile Device, for the purposes of this document, is defined as an electronic device such as a smartphone or tablet that has an active connection to the Internet and is able to access the CCBill® MobileStats site.

Quick Stats

A CCBill® report that gives users a snapshot of current account activity, such as sales and referrals, without having to browse too far into the site to find those details. The Quick Stats report is the default report in the CCBill® MobileStats site.